



ANNUAL REPORT 2016



THE TRUE MEANING OF
LIFE IS TO PLANT TREES,
UNDER WHOSE SHADE YOU
DO NOT EXPECT TO SIT.

Growing Caring
Connected Communities

"Volunteers are at the heart of healthy and resilient communities. They are ordinary people who accomplish extraordinary things."

- Justin Trudeau, PC MP, Prime Minister, Canada



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"I want to send a big thank you your way. I received many volunteer applicants for our Summer Teen Activity Program from your website. From the lists you sent me I was able to choose those who were the best fit. The best thing is that I was able to fill every week in the summer to almost 100% capacity. Having volunteers to support staff makes our mission more attainable. Thank you Volunteer MBC!!"

- Deb Wach, Community Living Mississauga



Who We Are



"I don't want to leave this place and these people because they have given me the best opportunity to do what I wanted to do, what I enjoy doing."

- Wardah Khalid, Volunteer Ambassador



Volunteer MBC is your local Volunteer Centre, serving the cities of Mississauga and Brampton, and the Town of Caledon. Our vision is to create a united community through volunteerism that ensures a safe and healthy environment where people truly care for each other.

Our centre offers a referral and matching service for volunteer placement within the community for all ages, and also serves the corporate community with various programming services that engage team and individual volunteering.

In addition, we provide education and support for Volunteer Engagement Professionals, Board Directors and volunteers through our learning centre focus workshops and webinars, comprehensive and informative programs, and community outreach.



"It always pleasantly surprises me when we get the marvelous response to our pleas for help; my "thank you" hardly seems adequate. This year, despite the ups and downs in the weather, our event was a success."

- Karen Chanady, The 2016 Amacon Rotary Mississauga Ribfest



A Letter from Our Board President and Executive Director



"I have had the privilege to interact with Volunteer MBC over the past three years. They are, one and all, to be commended for their dedication and support. They work in the not-for-profit sector because it matters to them."

- Arno Ilic,
Past President Volunteer MBC



Last year, 200 charitable organizations relied on our Online Volunteer Referral Service and in-person interviews that match volunteers to meaningful opportunities. The OVRS averaged over 6,000 visits a month and made 34,771 referrals – a 7% increase over 2015. Youth engagement remained a key focus, representing over 21,000 of our referrals. A seed grant from the Ontario Trillium Foundation allowed us to launch the Youth LEaD program pilot, where high school students participate in workshops and complete a project to demonstrate their new skills. During National Volunteer Week, we launched our inaugural V-Oscars gala to roll out the red carpet and celebrate incredible volunteers nominated by our member organizations across Peel.

We embarked on a visioning session with the board and staff to determine our strategic direction for the next three years. We recognize that if we want to empower the voluntary sector through community engagement, learning and capacity building, we need to seek diversified and sustainable revenue sources, invest and maximize the use of technology and further develop our team skills. We will focus on our online learning system, Vetch, which will enable volunteers, board directors and voluntary sector professionals to take part in interactive learning anywhere and anytime. We are excited to implement our new strategic plan, which provides us with a clear direction for the next three years.

We would like to thank our Board of Directors, our 537 volunteers and staff who have tirelessly committed their time and energy to the success of Volunteer MBC. To our funders, sponsors and donors, thank you for supporting us through another year of incredible growth. Our successes are the direct result of the support, commitment and enthusiasm of the Volunteer MBC family and especially the incredible volunteers who help us grow caring, connected and inclusive communities throughout Peel.

Jake Dheer
Board President

Carine Strong
Executive Director

Our Staff, 2015/2016 Board of Directors & In-House Volunteers

Volunteer MBC Staff

Carine Strong, Executive Director
Marina Campos, Director, Operations
Shaminda Perera, Manager, Learning & Resource Development
Julia De Paz, Manager, Strategic Community Engagement
Adriane Beaudry, Manager, Volunteer Engagement & Programming
Ebony Wright, Coordinator, Community Engagement
Faisal Ikram, Coordinator, Marketing and Communications
Madhuri Payidiparty, Coordinator, Office & Referral
Shilpa Kapadia, Administrative Assistant
Jane Scognamillo, Consultant, Fund Development
Tammy Elliot, Consultant, Member Relations and Learning Centre



Volunteer MBC 2015/2016 Board of Directors

Jake Dheer, Senior Manager, Rogers TV – President
Arno Ilic, Principal Consultant, Ilic Management Consultants – Past President
Michele Robinson, Recreation Supervisor Community Development, Community Services, City of Brampton – Vice President
Rohit Mehta, Chairman, Incubate Institute – Secretary
Harjit Kaur, Strategic Finance Professional, PepsiCo Foods – Treasurer
Bridget Saulnier, Co-owner, Mohawk Inn & Conference Centre & Toronto West KOA – Director
Robert Crocker, Trustee, Mississauga Wards 6 & 11, Peel District School Board – Director
Sandeep Aujla, Principal Consultant, Multilevel Leadership Consulting (MLC) – Director
Sandra Lewis, Workforce Solutions Consultant, Director

"Our community will need the effort of many hands to keep up with our rapidly growing population and Volunteer MBC is bringing people together to make a difference."

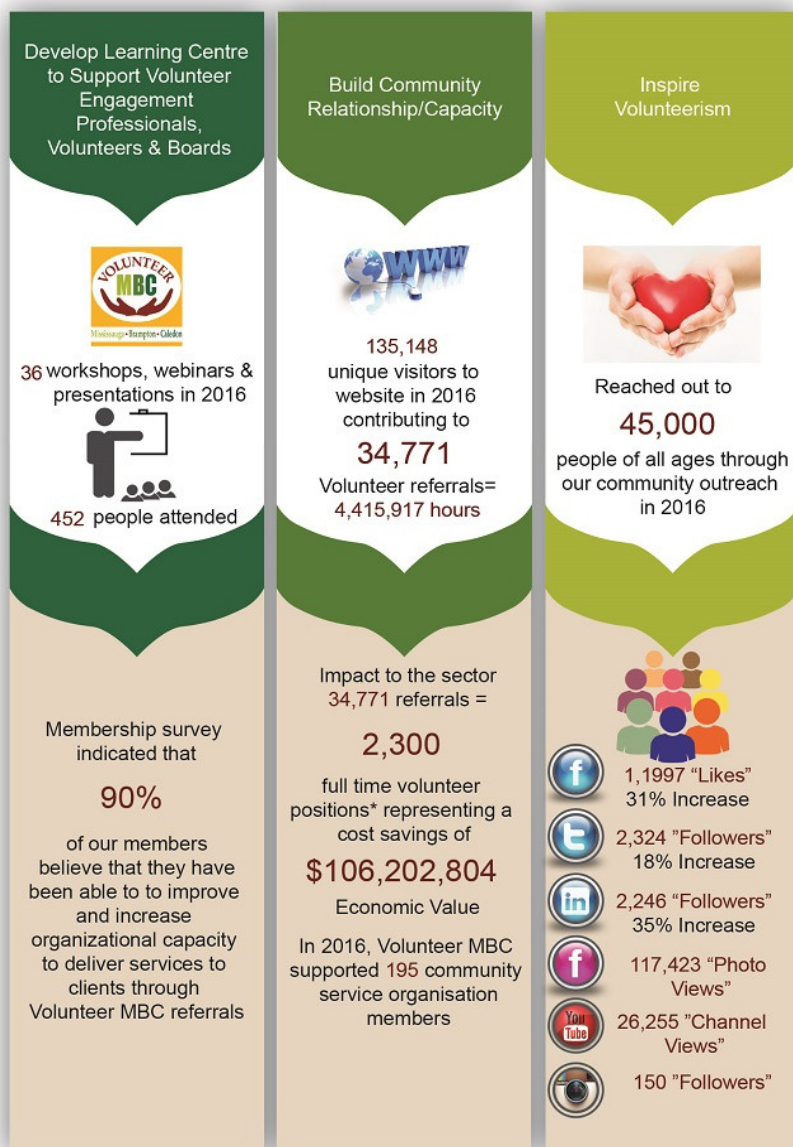
- Shan Abbasi, Youth Engagement Strategist
Ontario Volunteer Centre Network



Volunteer MBC's successes are the direct result of the support, commitment and enthusiasm of our incredible in-house volunteers, who have been a pillar of strength and have helped us to build strong communities across Peel region. Thank you to our 537 in-house volunteers, who contributed 9,641 hours in 2016.



2016: A Year In Review



* based on 40 hours per week for 48 weeks
 "average hourly rate in Ontario for health care /social assistance industry"



"I have been living with an Acquired Brain Injury for 38 years (most of my life) and, as a result, have not been able to work. I have always wanted to give back to my community and really enjoy helping others. I am proud to say that I will finally begin volunteering next week and couldn't be more excited! Thank you Volunteer MBC for this wonderful opportunity!"

- Maria C. , Volunteer



Our Strategic Plan



Volunteer MBC Strategic Plan Map

VISION

A united community through volunteerism that ensures a safe and healthy environment where people truly care for each other.

MISSION

To promote meaningful volunteerism and foster best practices through learning and development.

VALUES

Meaningful
Engagement

Service
Excellence

Inclusivity

Innovative
Collaboration

FOCUS

Connect
community
by matching
everyone with
meaningful
opportunities.

Partner
with
Stakeholders.

Strengthen
capacity
through
holistic
learning.

Advocate
for the
voluntary
sector and
volunteer
engagement
professionals.

Recognize
volunteers
and the
people who
empower
them
to succeed.

STRATEGIC PRIORITIES

Be the recognized
centre within Peel
empowering the
voluntary sector
through community
engagement,
learning and
capacity building.

Seek diversified
and sustainable
revenue sources
to support and
grow Volunteer
MBC.

Develop team
skills, attributes
and competencies
to attain
organizational
goals.

Invest and maximize
use of technology and
processes to improve
communication,
efficiencies and
effectiveness.

STAKEHOLDERS

Volunteers

Supporters

Partners

Colleagues

Community

"We have a moral obligation to help each other. What I am happiest about is that Volunteer MBC is working to create a culture of volunteering in Peel, a culture which I hope will continue to flourish in years to come."

- Robert Crocker, Director of Board, Volunteer MBC



2016 Year-end Financial Statement

VOLUNTEER MISSISSAUGA BRAMPTON CALEDON

STATEMENTS OF REVENUE, EXPENDITURE & ACCUMULATED EXCESS OF REVENUE OVER EXPENDITURE - ALL PROGRAMS

FOR THE YEAR ENDED DECEMBER 31, 2016

	2016	2015
REVENUE (note 4)		
The Region Of Peel Sustainable Fund	125,700	136,999
The Region Of Peel Organizational Effectiveness	14,192	9,308
The Trillium Foundation of Ontario-Shared	68,243	79,327
The Trillium Foundation of Ontario-Youth LEAD	20,072	-
United Way Of Peel Region	80,220	82,615
United Way Of Peel Region - Other	2,000	-
Ministry of Citizenship & Immigration & International Trade(OVCN)	513,142	722,225
Ministry of Citizenship & Immigration & International Trade(VMBC CTW)	24,994	17,310
Municipalities - Mississauga, Brampton & Caledon	86,010	69,826
Mississauga Community Foundation	-	23,113
Senior Secretariat-Ontario	4,661	-
Grants Ontario-Sports Grant	-	14,140
Project Management Fees	60,961	111,102
Conference & Workshop Fees & Memberships	38,858	55,305
Interest Income	8,190	3,927
Donations	25,732	10,728
Service Canada & MCI - Summer Student	11,592	4,974
Other	74,793	15,970
	<u>1,159,360</u>	<u>1,356,869</u>
EXPENDITURE		
Audit & Legal Fees	8,714	17,318
Management & Administration Fees		
Premises Rental & Occupancy	52,823	58,652
Project Management Cost	59,246	80,902
Insurance	2,587	2,718
Amortization	20,629	46,998
Other	30,549	68,548
Program Costs		
Telephone & Internet	8,486	6,039
IT Support	14,938	18,567
Workshops	5,721	10,108
Website & Programming Tools & Web & Email Hosting	79,633	99,643
Office, Supplies, Postage & Delivery	2,773	3,028
Printing	1,821	3,163
Marketing	47,974	79,600
Salaries & Benefits	597,234	669,756
Training & Travel	37,790	79,171
Other Program Costs	116,262	97,613
	<u>1,087,180</u>	<u>1,341,824</u>
NET EXCESS OF REVENUE OVER EXPENDITURE FOR YEAR	72,180	15,045
ACCUMULATED EXCESS OF REVENUE - Beginning Of Period	218,445	203,400
ACCUMULATED EXCESS OF REVENUE - End Of Period	290,625	218,445

Financial statements audited by George A. Ormsby, Chartered Professional Accountant, Chartered Accountant, Licensed Public Accountant
1083 Britannia Road East, Mississauga, Ontario, Canada, L4W 3X1
www.ormack.com, email: gormsby@ormack.com

Growing Strong Communities Together

Youth LEaD – Received a seed grant from Ontario Trillium Foundation to run this pilot project. Youth LEaD is a learning series that develops project planning, volunteer engagement, project excellence, and leadership skills in youth to organize community service projects and to professionally execute them with the support of Volunteer MBC.

In 2016, Volunteer MBC's Step Up Youth Volunteer Ambassadors (SUYVA) engaged over 500 youth contributing over 1,500 volunteer hours spread over 10 youth led events. SUYVA conducted 20 Planning Meetings that involved over 70 youth ambassadors.

To increase our outreach in Caledon and engagement of their residents, we became an active partner of the Caledon Exchange Collaborative at 55 Healey Road in Bolton. The Exchange is operated by Caledon Community Services and has a focus on nutritious food and community programs designed to enrich lives. The Collaborative Group now boasts fifteen community service organizations with a shared vision of a thriving and inclusive Caledon community.



We believe that collectively, we can better address the community's interests and needs while also supporting the priorities of each and every Exchange leader and partner. Most of the partners are members of Volunteer MBC which provides a great platform to support them with their volunteer recruitment and learning opportunities.

In October & November 2016, staff from more than 40 community service organizations engaged in a project organized by Volunteer MBC in association with the Peel Elder Abuse Prevention Network (PEAPN) via funding from the Ontario Senior Secretariat. Three events in the three municipalities were held to give an opportunity to community service organizations to learn strategies to enhance/increase senior volunteer engagement in their organizations.

For the past 9 years, the Ontario Volunteer Centre Network (OVCN), via funding from the Ministry of Citizenship and Immigration selected Volunteer MBC to manage the ChangeTheWorld™ annual Youth Volunteer Challenge Campaign by providing support to 24 Volunteer Centres to connect



youth to meaningful volunteer opportunities in their community.

In 2016, we helped to engage over 67,300 high school students who volunteered for 376,073 hours to hundreds of community and school events across Ontario. In Peel, 8,686 youth participated in ChangeTheWorld contributing more than 34,000 hours during 180 events.

Volunteer MBC offered board development learning to 107 board members via a very successful 4-part Board Governance Series.

Created a successful partnership with Town of Caledon to deliver board governance training series for 25 affiliated sports groups with a focus on volunteer risk management.



"I am really enjoying Tanzania and learning a lot. My experiences with SUYVA/Volunteer MBC played a huge role in equipping me for this opportunity. I am so grateful"

- Anisha Mohil, Business and Entrepreneurship Advisor



"Volunteerism isn't about doing something for free, or even about lending a helping hand — it's about letting other people use your talents and skills to do something meaningful and inspirational. It's about being compassionate and really, truly believing in each other."

- Saquib Mian, Software Developer



Recognizing Volunteers V-Oscars Style

Volunteer MBC's rolled out the red carpet at the inaugural V-Oscars, Volunteer Recognition Awards Gala. The V-Oscars were held on April 12, 2016 in Mississauga. Fourteen award recipients were recognized for their exemplary efforts along with 50 Volunteer Galaxy Stars. Those recognized were as follows:

- Jake Dheer (Community Living Mississauga), recipient of the John Huether Award for Volunteering Excellence.
- Kulvir Gill (Seva Food Bank), recipient of the Bonnie Yagar Award for Community Engagement Leadership.
- Lion Robert Emond (Mississauga Cooksville Lions Club), recipient of the Lifetime Volunteer Achievement Award.
- Allan Ridley [1931-2016] (City of Mississauga Older Adult Centre), recipient of the Lifetime Volunteer Achievement Award.
- Kathrin Mack (Caledon Community Services), recipient of the Newcomer Gem Volunteer Award.
- Ghaid Asfour (Safe City Mississauga), recipient of the Leader of Tomorrow Award.
- Christina Kemper (Caledon Community Services), recipient of the Helping Hands Recognition Certificate.
- Jannies Le (Volunteer MBC), recipient of the Helping Hands Recognition Certificate.
- Jeanne Page (Victorian Order of Nurses) recipient of the Helping Hands Recognition Certificate.
- Jerome Friday (The BRIDGE), recipient of the Leader in Volunteer Engagement Award.
- Scotiabank – Orangeville (Bethell Hospice Foundation), recipient of the Corporate Volunteer Engagement Award.
- Amdocs NAM Division (Volunteer MBC), recipient of the Corporate Volunteer Engagement Award.
- Tanisha Jain, recipient of the ChangeTheWorld Recognition Award – Individual Category; and
- St. Edmund Campion Catholic Secondary School, recipient of the ChangeTheWorld Recognition Award – School Category.



"Thanks for inviting and having me. You are all doing such great things for the community and should be extremely proud of your work and organization."

- Mike Brunetto, Rotary Club of Mississauga



Our Members

Agency Members:

Abbeyfield Caledon
Able Living Services Inc.
Animal Aid Foundation
Armagh House
Art Gallery of Mississauga
Art of Living Foundation
Associated Youth Services of Peel
Association for Bright Children
Bereaved Families of Ontario
Bethell Hospice Caledon
Big Brothers Big Sisters of Peel
Boys & Girls Club Peel/Breakfast for kids
Bramalea Community Health Centre
Caledon Community Services
Caledon Meals on Wheels
Caledon Parent Child Centre
Caledon/Dufferin Victim Services
Canadian Cancer Society-Brampton/Caledon
Canadian Mental Health Association
Canadian Red Cross
CARP Mississauga
CASSIS
Catholic Family Services Peel Dufferin
Centre for Education and Training
Child Development Resource Connection Peel
CNIB
Coalition for Persons with Disabilities
Community Alliance for Support and Empowerment
Community Door Services Network
Community Living Mississauga
Connect 4 Life
Credit Valley Conservation
Cystic Fibrosis Canada
Dixie Bloor Neighbourhood Centre
Drew Hildebrand Teen Benefit Fund
Ecosource
Eden Community Food Bank
Elder Help Peel
Elder Technology Assistance Group
Ephraim's Place Community Centre
Epilepsy Halton Peel Hamilton
Erin Mills Soccer Club Inc.
Erin Mills Youth Centre
ErinOakKids
Evergreen
Family Education Centre
Family Services of Peel
Families of Virtue
Friends of the Mississauga Library
Frontier College c/o BCCL
Habitat for Humanity Brampton
Habitat for Humanity Mississauga
Heart House Hospice of Peel
Henri Nouwen Society
Holland Christian Homes
ICAM - YEAC
Incubate Institute

Indus Community Services
Interim Place
Kids Now Canada
Kiwanis Club of Brampton Inc.
Knights Table
Lakeshore Community Outreach Centre Inc.
Learning Disability Association - North Peel
Making Our Seniors Matter
Malton Neighbourhood Services
MIAG Centre for Diverse Women & Families
MICBA Forum Italia Community Svcs
Mississauga Choral Society
Mississauga Cooksville Lions Club
Mississauga Food Bank
Mississauga Rotary Club/Ribfest
Mississauga Sports Council
Mississauga Symphony
Multiple Sclerosis Society-Brampton Caledon
Nanny Angel Network Inc.
Older Adult Centres' Association of Ontario
Ontario Lung Association
Ontario March of Dimes
Our Place Peel
Pathway Community Programs
Peace Ranch
Peel Children & Youth Initiative
Peel Children's Aid Foundation
Peel Children's Aid Society
Peel Crime Stoppers
Peel HIV/AIDS Network
Peel Senior Link
Perpetual Bazaar Inc.
PLASP Child Care Services
Polycultural Immigrant & Community Services
Port Credit BIA
Punjabi Community Health Services
Rapport Youth & Family Services
Regeneration Outreach Community Service
Region of Peel - Health Services
Ronald McDonald House - Toronto
Rosa's Centre
Rotary Club of Brampton
S.E.N.A.C.A. Seniors Day Program Halton
S.H.A.R.E. Agriculture Foundation
Safe City Mississauga
Scouts Canada
Senior Saviour Solutions Incorporated
Seniors Life Enhancement Centres
Seva Food Bank
Single Mothers in Progress
Skills for Change
Southside Shuffle Blues & Jazz Festival
Spectra Community Support Services
Square One Older Adult Centre
St. John Ambulance - Mississauga
St. Leonard's Place - Peel
Support and Housing Halton
Supportive Housing In Peel

The Journey Neighbourhood Centre
The Bridge
The Elizabeth Fry Society of Peel Halton
The Exchange - CCS
The Healing Cycle Foundation
The Kidney Foundation of Canada
The Learning Place
The Lighthouse Program Grieving Children
The Mississauga Furniture Bank
The Riverwood Conservancy
The Salvation Army-RoP Residential Shelte
The Story Garden
United Achievers' Club
United Achievers' Community Services
Victim Services of Peel
Victorian Order of Nurses Peel
Visual Arts Brampton
Vita Centre for Pregnant & Parenting Youth
Wellspring Chinguacousy
Women's Creative Club International
Workplace Safety & Prevention Services
YMCA of Greater Toronto

Associate Members:

Community Living Ontario
COPE Service Dogs
First Book Canada
Mississauga Waterfront Festival
Sheridan Community Employment Svcs.
Sustain Mobility
The Salvation Army Mississauga - Cawthra
Art Gallery of Mississauga

Individual Members:

Bhavna Tailor
Faisal Ghanchi
Jennifer Gold
Moji Osonowo
Nicola Harris
Radha Tailor
Rosemary Sutherland
Susan Prouse
Liwei Zhou
Deanne Cormier

Sector Member:

Eatonville Care Centre

Our Supporters, Partners & Friends

Special thanks for your continued support of Volunteer MBC. It means the world to us.

Funders



Supporters



Mayor
Allan Thompson
Caledon



"I continue to be amazed at the high caliber of individuals who use your services to find volunteer positions. Thanks to Volunteer MBC, we might just have found the perfect candidate – for free, and with very little effort on our part!"

- Barbara Mackenzie, Community Door



Partners & Friends of Volunteer MBC

- Arno Ilic • JSO Consulting • Blanche Monteiro • Bob & Carine Strong • Bonnie Yagar • Bridget Saulnier • Scognamillo Family
• Sandy Lewis • Geraldine Aguiar • Jake Dheer • Madhuri Payidiparty • Campos Family • Michele Robinson
• Ramneek Kaur (Scotiabank – Toronto, Volunteer Grant) • Petra Pausch • Robert Crocker • Rohit Mehta • Scotia Bank – Orangeville
• Scotia Wealth Management™ – ScotiaMcLeod®, a division of Scotia Capital Inc. – Vikrant Financial Group • Shilpa Kapadia
• Tim Kott Insurance Agency – The Cooperators • Harjit Kaur • Adriane Beaudry • Hamdy Smith Group • Ebony Wright • Le Family
• Shan Abbasi • Laurel Stultz, CPA, CGA • George A. Omsby, CA

Donate Through



www.canadahelps.org/en/charities/volunteer-mbc
Charitable Registration #84792-0469-RR0001



We serve the Peel community from our offices in Mississauga, Brampton and Caledon
Call us at: 905.238.2622
or visit us at www.volunteermbc.org