



Volunteers help communities grow!



Mississauga • Brampton • Caledon

2013 Annual Report

i care...
i volunteer.

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Who We Are

Volunteer MBC is the local volunteer centre serving the cities of Mississauga and Brampton, and the Town of Caledon, by raising awareness of the power of service.

Our centre offers a referral and matching service for volunteer placement within the community for all ages to include youth, seniors, newcomers and groups. We also serve the corporate community with various programming services that engage team and individual volunteering.

In addition, we provide education and support for volunteers and community service agencies and organizations through topic and issue related workshops, comprehensive and informative programs, and community outreach.

And lastly, we strive to be a strong voice to support and promote volunteerism through advocacy, community outreach, public and media relations.



Connect
Active Participation
Recognize
Educate



2013 - Year in Review

- We were able to **reach out to 28,000 people** in person to promote the benefits of volunteering throughout Peel;
- Through our one-on-one volunteer referral/consulting service and our on-line referral database, we **connected close to 25,800 individuals** to volunteer roles in our community;
- We welcomed **108,223 unique visitors to our website**, an increase of 31.5%, which resulted in **389,000 views of volunteer roles**;
- Our bi-weekly newsletters reached over **12,000 volunteers each issue**, while thousands more individuals were reached via various media outlets (i.e. Facebook, Twitter, LinkedIn, etc.) to direct them to our website and online volunteer database;
- Our local *ChangeTheWorld - Ontario Youth Volunteer Challenge* was held in April/May and **engaged 7,264 youth in 167 events**, which totaled an astounding **25,521 volunteer hours** over the 4 week campaign;
- Our membership continued to grow and we now **serve over 180 community service organizations**;
- We launched Volunteer MBC's **new mobile app** on International Volunteer Day, December 5th, which provides direct access to our on-line volunteer opportunity database, the latest information and updates about our centre and how to get connected with us through our social media channels, by email, by phone or in person;
- We **established our Service Centre for Excellence** and to ensure that we match all volunteers to meaningful volunteer opportunities we focused on providing training and consultations to board members, volunteer engagement professionals and volunteers across Peel;
- A wide array of informative sessions, workshops and webinars were hosted by our centre. In total, **910 volunteer engagement professionals, Board of Directors and volunteers attended**;
- Our Step Up Youth Volunteer Ambassadors program is **represented in 15 high schools** across Peel Region;
- Via our Volunteer Engagement Survey, which was sent to 3,550 volunteers, **97.2% indicated that they would use our services again** and **92% indicated that their volunteer match was good to excellent**.



Growing Communities Together

- Four years ago, the Ontario Volunteer Centre Network (OVCN), via funding from the Ministry of Citizenship and Immigration (MCI) selected Volunteer MBC to manage the “*ChangeTheWorld*” annual Youth Volunteer Challenge Campaign. Based on the successful management of our local *ChangeTheWorld* campaign, we were asked to assist 24 volunteer centres from around the province to connect youth to meaningful volunteer opportunities in their community. The successful partnership was born and the campaign has been building ever since. In 2013, we helped to engage close to 38,000 high school students who gave 170,000 hours of their time to 617 community and school events around the province.
- Two years ago, the OVCN asked Volunteer MBC to manage the administration for a 3-year Partnership Project. MCI is the funder for this project as well. The objective is to build capacity for the volunteer centres in Ontario and to strengthen the voluntary sector as a whole.
- Most recently, Volunteer MBC on behalf of the OVCN, has been granted the Volunteer Certification Initiative project. MCI is providing \$1.5 M for this two year initiative which is tied to the upcoming Pan Am / Parapan Am Games. The PREB Ontario Volunteer Legacy Initiative will support volunteer recognition. The purpose of PREB is to increase the awareness and capacity of Ontario non-profit organizations to use this innovative volunteer recognition tool to facilitate the linkage between volunteer experience and occupational competencies, using terminology that potential employers or educational institutions can relate to job descriptions and academic credit. PREB will be used to certify 20,000 Games volunteers, but as a lasting legacy piece PREB will benefit a wide-ranging audience from youth, to newcomers, employers and voluntary organizations.



A Letter from Our Board President

As I am coming to the end of my term as President of Volunteer MBC and reflect on its growth since my initial involvement on the steering committee leading to its formation, I can't help but be amazed at what has been accomplished over a relatively short period of time.

Volunteers contribute so much to our community. They enable our local charities to provide services they would not otherwise be able to provide. Without volunteers, many charitable activities in our community simply would not take place or would have to be scaled back significantly. Our volunteers also benefit from their involvement in so many ways. From the beginning, Volunteer MBC has helped its member organizations find the volunteers they need and volunteers find meaningful volunteer opportunities, with the number of members and volunteers matched continually increasing. It has also provided ongoing education and training for its member organizations and for volunteers. It is continually looking for opportunities to promote volunteerism and has been very creative in developing opportunities for its members and volunteers and some very innovative partnerships and ideas that will benefit our community for many years into the future. In just a few years, Volunteer MBC has become essential to the well-being of our community and has earned its respect.

Volunteer MBC's growth and successes are the result of the incredible hard work and insight of our Executive Director, Carine Strong, and our dedicated and talented staff and volunteers. Like so many of our member organizations, Volunteer MBC would not have been able to accomplish what it has without its many volunteers.

I love our community and feel very privileged to have served as Volunteer MBC's President. As I step down as President, I know that Volunteer MBC is in great hands and will continue to thrive and grow and benefit our community in innumerable ways.



Bonnie Yagar
Board President



2013/2014 Board of Directors

- Bonnie Yagar, LL.B., LL.M., TEP, Associate, Pallett Valo LP - *Board President*
- Jake Dheer, Station Manager, Rogers TV Peel Region - *Board Vice-President*
- Nicole Deckert, Fund Development Officer, Caledon Parent-Child Centre - *Board Secretary*
- Santiago Gomez, Retired Tax Accountant - *Board Treasurer*
- Arno Ilic, Principal Consultant, Ilic Management Consultants - *Board of Director*
- Geraldine Aguiar, Director of Health Services, Caledon Community Services - *Board of Director*
- Michele Robinson, Recreation Supervisor Community Development Community Services, City of Brampton - *Board of Director*



A Letter from Our Executive Director

In September 2013, Volunteer MBC celebrated a very important milestone – it was our Centre’s 5th anniversary. As I reflect, it has been an exciting and very rewarding journey, from our humble beginning in our tiny Mississauga office to connecting close to 26,000 volunteers and supporting over 180 community service organizations from three locations. Volunteer MBC has delivered in a big way! Our goal to connect and support “Volunteers to grow the community” throughout the Region of Peel was achieved successfully.

Thank you to our incredible volunteers, Board of Directors, staff, partners and supporters. You all share credit for the truly extraordinary accomplishments described in this annual report.



Volunteers are like strong redwood trees standing tall in the forest, providing the air we breathe. Volunteer MBC is there to water, nurture and respond to their needs so that they, in turn, can respond to the needs of their community. Our collective work is fuelled by their talent, heart and passion. In fact, volunteers of all ages bring considerable value when they give their time and talents to make a collective contribution to community service organizations, which simply cannot function without them. Besides delivering services that are integral to the quality of life in communities, volunteer participation also builds trust and reciprocity among people, encourages social solidarity, and enhances citizens’ sense that they live in a caring community.

A very special thank you goes out to Bonnie Yagar, our Board President, our very own redwood tree who has been there for us, standing tall since the beginning. Bonnie’s leadership, direction and passion have been invaluable. Bonnie really walks the talk and has inspired the entire team.

On behalf of Volunteer MBC, I would like to extend a heartfelt thank you to all the wonderful volunteers in the Region of Peel who give their time so freely to make a difference. Anne Frank once said “how wonderful it is that nobody need wait a single moment before starting to improve the world”. The future is bright, rest assured, that Volunteer MBC will be here for many years to come to help you grow your community.

A handwritten signature in black ink, appearing to read 'Carine Strong'.

Carine Strong
Executive Director

Our Staff

From left to right:

- Marina Campos, Manager, Operations,
- Adriane Beaudry, CVRM, Manager, Volunteer Engagement & Programming
- Madhuri Payidiparty, Office & Referral Coordinator,
- Shaminda Perera, Assistant Manager, Community Engagement
- Carine Strong, Executive Director,
- Sharon Clark-Koufis, Marketing & Communications Manager

Missing from photo:

- Anisha Mohil, Coordinator, Volunteer and Youth Engagement
- Ebony Wright, Coordinator, Volunteer and Community Engagement
- Manon Germain, Network Manager, Ontario Volunteer Centre Network (OVCN)



2013 Year-end Financial Statement

SCHEDULE I

VOLUNTEER MISSISSAUGA BRAMPTON CALEDON
STATEMENT OF REVENUE & EXPENDITURE BY PROGRAM & ACCUMULATED EXCESS OF REVENUE
FOR THE YEAR ENDED DECEMBER 31, 2013

	CORE	REGION OF PEEL	TRILLIUM	TRILLIUM SHARED	UNITED WAY	MCI	OVCN	FOUNDATIONS	SKILLS FOR CHANGE	MUNICIPALITIES	2013 Total	2012 Total
REVENUE												
The Region Of Peel	-	106,121	-	-	-	-	-	-	-	-	106,121	104,040
The Region Of Peel Sustainable Fund	-	-	-	-	-	-	-	-	-	-	-	-
The Trillium Foundation of Ontario	-	-	35,000	45,991	-	-	-	-	-	-	80,991	75,000
United Way Of Peel Region	-	-	-	-	82,819	-	-	-	-	-	82,819	77,901
United Way Of Peel Region - Other	-	-	-	-	2,000	-	-	-	-	-	2,000	1,000
Municipalities - Mississauga, Brampton & Caledon	-	-	-	-	-	-	-	-	-	73,500	73,500	73,564
Mississauga Community Foundation	-	-	-	-	-	-	-	16,500	-	-	16,500	13,500
Green Shield Canada Foundation	-	-	-	-	-	-	-	1,865	-	-	1,865	-
Skills For Change	-	-	-	-	-	-	-	-	1,500	-	1,500	-
Project Management Fees	32,083	-	-	-	-	-	-	-	-	-	32,083	20,956
Workshop Fees & Memberships	36,220	-	-	-	-	-	-	-	-	-	36,220	36,135
Donations	2,800	-	-	-	94	-	-	-	-	-	2,894	1,094
Service Canada - Summer Student	4,639	-	-	-	-	-	-	-	-	-	4,639	4,636
Ministry-Citizenship & Immigration-Ontario	-	-	-	-	-	99,141	111,389	-	-	-	210,530	181,661
Other	14,597	-	-	-	-	-	6,946	-	-	-	21,543	28,688
	90,339	106,121	35,000	45,991	84,913	99,141	118,335	18,365	1,500	73,500	673,205	618,175
EXPENDITURE												
Audit & Legal	2,658	1,711	-	-	-	-	-	-	-	-	4,369	4,885
Management & Administration Fees												
Premises Rental & Occupancy	23,623	7,000	1,500	-	1,650	-	655	500	-	9,400	44,328	44,256
Project Management Cost	-	-	-	7,000	200	9,143	15,740	-	-	-	32,083	20,956
Insurance	-	2,279	-	-	-	-	-	-	-	-	2,279	2,445
Amortization	8,109	-	-	-	-	-	-	-	-	-	8,109	7,111
Other (Recovery)	673	3,528	575	500	-	376	10,069	92	-	3,038	18,851	14,422
Program Costs												
Telephone & Internet	-	2,362	-	285	-	-	687	-	-	339	3,673	3,099
Workshops	1,686	82	1,728	250	700	-	95	270	-	-	4,811	4,287
Website Development & Web & Email Hosting	-	497	-	-	-	118	2,428	-	-	1,400	4,443	3,717
Office, Supplies, Postage & Delivery	1,238	567	13	192	339	1,081	241	85	-	108	3,864	2,673
Printing	375	527	160	100	124	1,231	39	100	-	634	3,290	1,822
Salaries & Benefits	35,488	67,395	30,997	37,125	80,118	81,899	62,375	16,266	1,500	53,196	466,369	413,300
Training	114	-	-	-	-	-	16,231	-	-	-	16,345	22,392
Other Program Costs	8,208	20,076	28	19	1,782	5,288	9,286	1,049	-	5,173	50,909	24,244
	82,172	106,024	35,001	45,471	84,913	99,136	117,846	18,362	1,500	73,288	663,713	569,609
NET EXCESS OF REVENUE (EXPENDITURE)	8,167	97	(1)	520	-	5	489	3	-	212	9,492	48,566
ACCUMULATED EXCESS OF REVENUE - Jan 1	96,432	7	34,081	-	30	(60)	-	(706)	-	1,292	161,904	113,338
ACCUMULATED EXCESS OF REVENUE - Dec 31	104,599	104	34,080	520	30	(55)	489	(703)	-	1,504	171,396	161,904

The Auditor's Report is Attached To This Statement

1083 Britannia Road East, Mississauga, Ontario L4W 3X1 (905) 670-8890 Fax (905) 670-8891
www.ormack.com email: gormsby@ormack.com

Testimonials

"The information session was very informative to our clients. I am confident that through this session we will have encouraged individuals to volunteer to gain meaningful work experience."



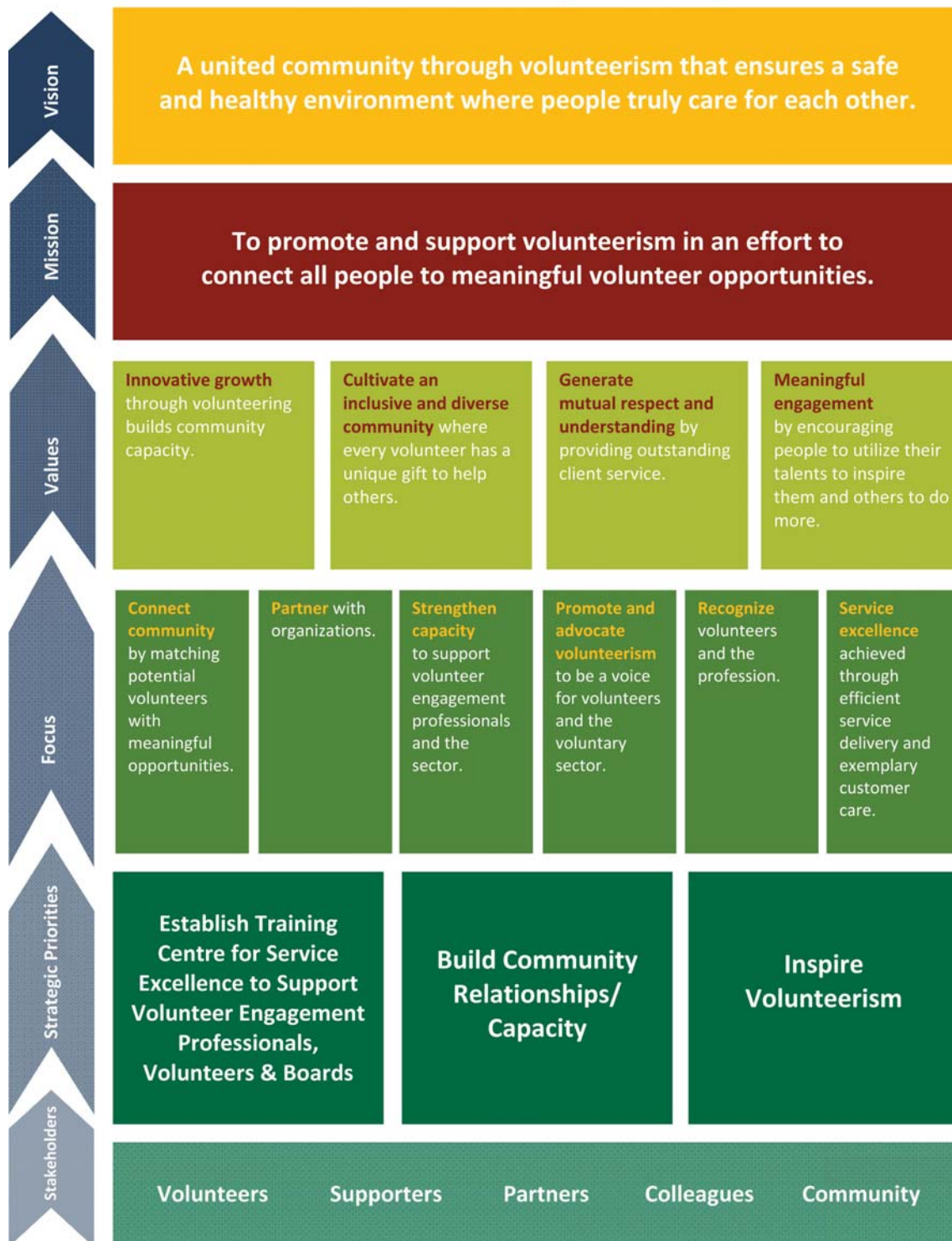
"Volunteering to me is offering a warm blanket during the cold winter or help grow new petals on the spring flowers, but most importantly, it's the gaining of knowledge with an open mind through giving a small amount of my time."

"Last night went exceptionally well and the volunteers were outstanding. They worked incredibly hard...this is by far the best group of volunteers we have ever had. We can't thank Volunteer MBC enough for recruiting them. You guys rock!"

"Thank you - your volunteer postings work - we have been overwhelmed on the number of volunteers who have an interest in helping out our organization."



Volunteer MBC's Strategic Plan Map



“I began volunteering to get my hours for school, but I came to enjoy it and I believe it is essential because it is a great way to view the outside world and get a better understanding before I leave for university. After volunteering I came to value everything I have and the importance of school in my life. Volunteering means a lot to me: an opportunity to gain experience, knowledge, skills, values and the best part friends!”



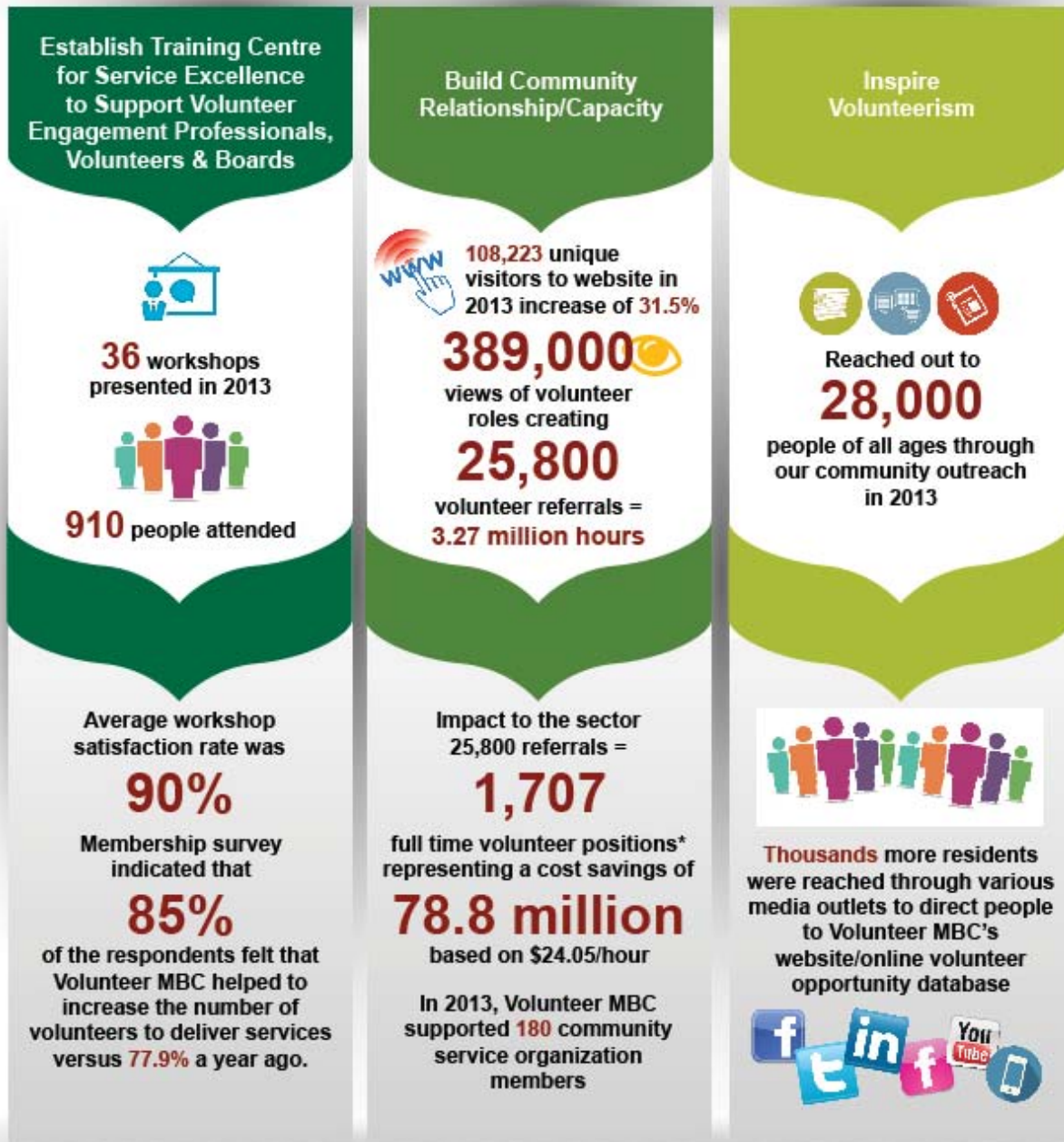
5 Years of Amazing Memories



1. Official launch of Volunteer MBC (2009); 2. Official launch of Volunteer MBC at Community Door Brampton (2011); 3. Official launch of Volunteer MBC's new Mississauga Centre (2012); 4. Official launch of Volunteer MBC's Satellite Centre at Caledon Public Library (2012); 5. Official launch of the 2013 ChangeTheWorld - Ontario Youth Volunteer Challenge; 6. Mississauga (Mayor's) Youth Team Awards Ceremony (2010); 7. Volunteer MBC's Step Up Youth Volunteer Ambassador Executive Committee (2013); 8. John Huether, whose 2007 report "Review of Volunteerism" laid the groundwork for the creation of Volunteer MBC; 9. Ann Walton, first recipient of Volunteer MBC's Lifetime Volunteer Achievement Award; 10. Volunteer MBC at Caledon Day (2010); 11. Volunteer MBC, in partnership with the Ontario Volunteer Centre Network, along with the Ministry of Public Safety and Volunteer Canada, announce the release of an updated version of the Volunteer Screening Handbook (2013); 12. Mississauga Square Celebration (2012); 13. Mississauga Central Library Volunteer Fair (2011); 14. Volunteer MBC's United Way of Peel Region fundraiser (2013); 15. Welcoming our newest members to the team - Ebony and Anisha (2013).

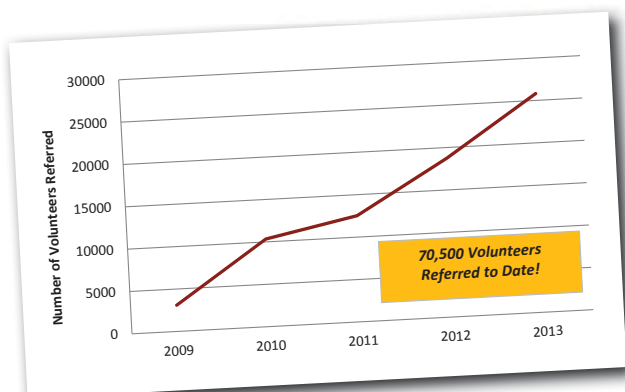


Volunteer MBC's Community Impact



*based on 40 hours per week for 48 weeks

**average hourly rate in Ontario for health care/social assistance industry



To date, Volunteer MBC's Referral Matching Service has referred over **70,500 volunteers**. In 2013, this resulted in **3.25 million volunteer hours** of energy and expertise channeled into serving people across our community. And when you translate these volunteer hours into dollars saved by community organizations, the impact our service has to support our community is immense!

Volunteer MBC is a community builder!



Our Members *(as of December 31, 2013)*

Agency Members:

Abbeyfield Caledon
 AbleLiving Services
 ACCES Employment - Mississauga Branch
 ACCESS: Allowing Children a Chance at Education, Inc.
 ALS Ontario
 Alzheimer Society of Peel
 Animal Aid Foundation
 Armagh
 Art of Living Foundation
 Arthritis Society, Halton-Peel Region (The)
 Associated Youth Services of Peel
 Association for Bright Children, Peel Chapter
 Aurat Health Services
 Bethell Hospice (*previously Hospice Caledon*)
 Big Brothers Big Sisters of Peel
 Blue Rose Diabetes Foundation
 Boys and Girls Club of Peel/Breakfast for Kids
 Bramalea Boxing Club
 Bramalea Community Health Centre
 Brampton Canadettes Girls Hockey Association
 Brampton Clean City
 Brampton Girls Softball Association (The)
 Brampton Minor Basketball Association (The)
 Brampton Theatre
 Brampton Track Club (The)
 BUDDIES 'n BOWS FOUNDATION
 Caledon Community Services
 Caledon Meals on Wheels
 Caledon Parent-Child Centre
 Caledon Seniors Centre
 Caledon\Dufferin Victim Services
 Cameron Helps
 Canadian Cancer Society – Georgetown
 Dufferin Peel Unit
 Canadian Marfan Association
 Canadian Red Cross - Ontario Zone
 Catholic Family Services of Peel-Dufferin
 Central West Self Management Program
 Centre for Education & Training
 Child Development Resource Connection Peel
 CMHA/Peel Branch (*previously Canadian Mental Health Association/Peel Branch*)
 CNIB (*Canadian National Institute for the Blind*)
 Community Living Mississauga
 Community Living Ontario
 Credit Valley Conservation
 Cystic Fibrosis Canada, Peel & District Chapter
 Deaf Literacy Initiative
 Discovery Patch: Children's Interactive Museum (The)
 Distress Centre Peel
 Dixie-Bloor Neighbourhood Centre
 Dorothy Ley Hospice (The)
 Drew Hildebrand Teen Benefit Fund
 ecoCaledon
 EcoSource
 Elder Help Peel
 Elizabeth Fry Society of Peel-Halton (The)
 Ephraim's Place Community Centre
 Epilepsy Halton Peel Hamilton

Erin Mills Youth Centre
 ErinoakKids Centre for Treatment and Development
 ETAG (*Elder Technology Assistance Group*)
 Evergreen
 Families of Virtue
 Family Education Centre
 Family Services of Peel
 Friends of the Mississauga Library System
 Habitat for Humanity - Brampton
 Habitat for Humanity - Mississauga
 Habitat for Humanity Canada
 Heart and Stroke Foundation – Peel Area Office
 Heart House Hospice
 Hike Ontario
 Holland Christian Homes
 Interim Place
 Junior Achievement of Central Ontario
 Kidney Foundation of Canada (The) – Ontario Branch
 kids.now (Canada)
 Kiwanis Club of Brampton Inc.
 Knights Table
 Lakeshore Corridor Community Team
 Learning Disabilities Association of North Peel
 Learning Place (The)
 Lighthouse Program for Grieving Children (The)
 Malton Neighbourhood Services
 Mary Centre of the Archdiocese of Toronto
 MCS Chorus
 MIAG Centre for Diverse Women & Families
 MICBA Forum Italia Community Services
 Mississauga Festival Youth Choir
 Mississauga Football League
 Mississauga Fruit Tree
 Mississauga Furniture Bank (The)
 Mississauga Mandarin Association
 Mississauga North Baseball Association
 Mississauga Rotary Club/Ribfest
 Mississauga Waterfront Festival
 Multiple Sclerosis Society of Canada - Brampton/Caledon Chapter
 Multiple Sclerosis Society of Canada - Mississauga Chapter
 Myeloma Canada
 Neo-Black Movement of Africa, North America (Canada)
 Older Adult Centres' Association of Ontario
 Ontario March of Dimes - Mississauga
 Our Place Peel
 Palgrave Community Kitchen
 Pathway Community Programs
 Peace Ranch
 Peel Aboriginal Network
 Peel Children and Youth Initiative
 Peel Children's Aid Society
 Peel Crime Stoppers
 Peel HIV/AIDS Network
 Peel Senior Link
 PLASP Child Care Services
 Port Credit Business Improvement Association

Punjabi Community Health Services
 Rapport Youth & Family Services
 Regeneration Outreach Community
 Region of Peel, Health Services Department, Long Term Care
 Region of Peel, Health Services Department, Volunteer Services
 Region of Peel, Human Services Department
 Riverwood Conservancy (The)
 Rosa's Centre
 S.E.N.A.C.A. Seniors Day Program
 Halton Inc.
 S.H.A.R.E. Agriculture Foundation
 Safe City Mississauga
 Salvation Army - Region of Peel Emergency Residential Shelters
 Scouts Canada - Peel Region
 Seniors Life Enhancement Centres
 Seva Food Bank
 Sistema Mississauga
 Southside Shuffle Blues & Jazz Festival
 Spectra Community Support Services
 Square One Older Adult Centre
 St. John Ambulance, Peel Region
 St. Leonard's Place Peel
 Ste. Louise Outreach (Food Bank)
 Supportive Housing in Peel (SHIP) / Peel Youth Village
 The BRIDGE
 The Duke of Edinburgh's Award
 Tomorrow's Community of Hope Foundation
 Touche Youth Empowerment Services
 TransformNation Community Services
 United Achievers' Community Services
 Victim Services of Peel
 Victorian Order of Nurses (VON) Peel
 Vita Centre for Pregnant and Parenting Youth / Vita Manor
 Wellspring Chinguacousy
 YMCA of Greater Toronto

Associate Members:

Canadian Breast Cancer Foundation
 Epilepsy Ontario
 JDRF – Peel Chapter
 Mississauga Halton Community Care Access Centre
 Multicultural History Society of Ontario
 Salvation Army - Mississauga Community & Family Services

Employer Member:

General Mills Canada

Sector Members:

Cooksville Care Centre
 Eatonville Care Centre

Individual Members:

Chafe, C.
 Curtis, V.
 Eyre, J.
 Matthews, A.
 Olsen, A.
 Reynos, G.



Our Supporters, Partners & Friends

Special thanks to the following for your continued support of Volunteer MBC:



Special thanks to the following “partners” of Volunteer MBC for your support towards our mission delivery:



Special thanks to the following “friends” of Volunteer MBC:

Geraldine Aguiar • Melissa Chinvia • CRD College of Health Care • Nicole Deckert •
Husky Injection Molding Systems • Arno Ilic • Sharon & Paul Koufis • David Lovelock •
Menchies - Brampton City Centre • Menchies - Erin Mills Mississauga • Michael-Angelo's •
The Mohawk Inn • Ashley N. Pettifer • Amara Pieries • Michele Robinson • The Rose Theatre •
Royal Bank of Canada - County Court • Royal Bank of Canada - Toronto • Helen Samyn •
Scotiabank - Orangeville • Bob & Carine Strong • Bonnie Yagar

Special thanks to the following “2013 Volunteer Recognition Awards Sponsors”:

The Award Store • Nick & Marina Campos • Kanisha Charles (Ms. World Changer) •
City of Mississauga • Jonathan Cox Photography • Dreams Convention Centre •
Pallett Valo LLP • Professional Volunteer Administrators Network (PVAN) • Rogers TV Peel Region •
Shilo Enterprises • SLICK Solutions • Shalini Srivastava • Robert & Carine Strong

Our Volunteers

On December 5th, in recognition of International Volunteer Day, Volunteer MBC acknowledged the contributions of **136 individuals who have volunteered over the past year at the centre**. We are a small team and the reality is that we could not do the outreach, deliver our training, programs and services without their support.

In 2013, they generously donated **7,235 hours of their time**. The ability to utilize their incredible skills throughout every aspect of our organization is what has made us a very mighty team.

Thank you to all of our amazing volunteers and for helping Volunteer MBC to grow our community!





Volunteer MBC - Brampton Centre (Main Location)

c/o Community Door Brampton
7700 Hurontario Street, Unit 601
Brampton, ON L6Y 4M3

Volunteer MBC - Mississauga Centre

c/o Family Services of Peel
151 City Centre Drive, Suite 501
Mississauga, ON L5B 1M7

Volunteer MBC - Caledon Centre (Satellite Location)

c/o Albion Bolton Branch of Caledon Public Library
150 Queen Street South
Bolton, ON L7E 1E3

905.238.2622

www.volunteermbc.org

facebook.com/LikeVolunteerMBC | twitter.com/VolunteerMBC | linkedin.com/company/volunteer-mbc | flickr.com/photos/volunteermbc/sets | youtube.com/volunteermbc | inotforprofit.com/volunteermbcdownload.html

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