

# **2014 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/webinars, 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.

C onnect A ctive Participation R ecognize E ducate



"For my son who had to complete community service hours I am very grateful for your help in this it means so much to him and myself. Not only is this helping him with his matter, but it's also showing him responsibility in his life. He has come to see so far that life is a challenge and an opportunity to do nice things for people in our community and to see his life ahead of him with better judgement. He is very grateful in doing these hours and meeting different people and sharing different thoughts together. I, as a parent, believe in this service because it makes you stronger and more appreciative of other people. Once again thank you!

- Milena -

Volunteer MBC: 2014 Annual Report ••

# **2014: A Year in Review**

- We were able to reach out to over 31,000 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 30,978 individuals to volunteer roles in our community;
- We welcomed 119,310 unique visitors to our website, an increase of 10.2%;
- Our local ChangeTheWorld Ontario Youth Volunteer Challenge was held in April/May and engaged 7,520 youth in 328 events. Together they accumulated an astounding 30,690 volunteer hours over the 6 week campaign;
- Our bi-weekly "I Care...I Volunteer" e-newsletter reached over 12,000 volunteers with 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;
- Via our Volunteer Engagement Survey, out of the 268 respondents, 97.4% indicated that they would use our services again and 93.3% indicated that their volunteer match was good to excellent;
- Volunteer MBC's Step Up Youth Volunteer Ambassadors engaged 400 peers in 7 SUYVA lead events, contributing 2,000 volunteer hours;
- Our membership continued to grow to serve over 190 community service organizations and partners;
- 81.8% of our members indicated that our referral service increased their capacity.

## **Our Strategic Plan**

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Innovative grov through volunte builds communi capacity.	tering inc ity cor eve	tivate an usive and diverse munity where ry volunteer has a que gift to help ers.	Generate mutual respect and understanding by providing outstanding client service.		Meaningful engagement by encouraging people to utilize their talents to inspire them and others to o more.	
Connect community by matching potential volunteers with meaningful opportunities.	Partner with organizations	Strengthen capacity to support volunteer engagement professionals and the sector.	Promote and advocate volunteerism to be a voice for volunteers and the voluntary sector.	Recognize volunteer and the profession	rs excellence achieved	
Develop Training Centre for Service Excellence to Support Volunteer Engagement Professionals, Volunteers & Boards		Relatio	Build Community Relationships/ Capacity		Inspire Volunteerism	



"I would like to thank you for all your kind help. The co-ordination and guidance provided by you has benefitted me in achieving exactly where I wanted to volunteer in a very short period. Taking out time to personally explain to me the procedure and options and follow up if I need further assistance. I would highly recommend other people to your centre."

~ Mehvish ~

### • Volunteer MBC: 2014 Annual Report

### A Letter from Our Board President

As my first term as President of Volunteer MBC comes to a close, reflecting on the year, we have had a number of challenges to overcome. I am gratified with the dedication and hard work of our staff to overcome these challenges. It does not end with the staff however. Our volunteers contribute so much to our community and also to our centre that without them we could not do the many things we do.

Volunteering is the backbone of our centre. It is also the key ingredient that enables other organizations to operate. Volunteer MBC plays a significant role in providing volunteers to both the community and our member agencies. There are many benefits to volunteering across the spectrum, whether young or more seasoned in life, we all have an opportunity to give of ourselves.

For our youth, volunteering can provide a measure of enthusiasm that can only enhance the experience of the recipient. They are blessed with an abundance of energy. It is important to channel their energy into productive and constructive avenues. The schools mandate a number of hours to volunteering, but there is far more to be gained than just completing a volunteer sheet. Volunteers will tell you that the personal rewards and experiences they gain far outweigh checking off a requirement on their list.

As adults we have developed some skills that are badly needed by organizations requiring volunteers. There are many new Canadians and others in our community that are in transition and there are opportunities to gain Canadian experience or to explore new careers through volunteering.

Seniors have a lot to offer. They have two attributes that many others don't -- time and a vast amount of knowledge. The diversity of knowledge amongst seniors is something that can be tapped into. There are those that have accumulated much knowledge over the years and now that they are retired, have this warehouse of information sitting atop their shoulders waiting for someone to explore and use. There is only so much travelling and golf that can be done before the mind needs to interact and be challenged.

Volunteer MBC offers opportunities to all these groups. That is the wonderful thing about the centre and why I wanted to be involved. I first got connected through the wonderful training programs they offer. When I saw the potential with the volunteering and who was heading Volunteer MBC, Carine Strong and her entire staff, I knew this was somewhere that I wanted to offer my support. This is an extremely hard working and dedicated group, and I am proud to be associated with them.

I have been a resident of Brampton since 1986. In those years I have witnessed many positive things in our community. As my predecessor Bonnie Yagar said, and I feel the very same, I feel very privileged to serve as Volunteer MBC's President. With a year under my belt and the capable support of our Board, Executive Director, and her very capable staff, we will continue to grow and benefit our community in so many ways.

Finally I would like to acknowledge Bonnie Yagar who has been on our Board since its inception and has been largely responsible for steering our board to where it is today. I have heard of many Boards that are dysfunctional. This is not one of them. Since passing the baton, Bonnie has remained and allowed me to pick up valuable information and has made my transition easier. Thank you for the opportunity to serve you and we look forward to an even better year.

Arno Ilic Board President



### **A Letter from Our Executive Director**

In the fall of 2008, Volunteer MBC set out with a lofty vision to be a Volunteer Centre that unites **ALL** citizens to ensure a healthy community. To create a place where people truly care for each other and feel safe in an environment that promotes growth, diversity and respect. We see the Volunteer Centre as a "conduit for good" and believe that volunteering can give us back our communities.

People in need of support often find limited places for help. Volunteerism has the power to change this. Volunteerism not only helps those who need a hand, but also provides a greater sense of community to the volunteer. As the saying goes, you get when you give. Volunteering gives us back our communities and our sense of belonging and overall well-being.

This connectedness provides us with the opportunity to nurture our environments and bring people together for good reasons and common goals, creating a community that truly cares for its own. It develops within us a true understanding and appreciation of the rich diversity, skills and talents of the residents that make up our communities.

Volunteer MBC's mission is to connect **ALL** people to meaningful volunteer opportunities. We push forward with the help and wisdom of you – our members, our board members, our volunteers, our funders and our partners – those who believe that a strong volunteer culture is a crucial part of who we are and who appreciate that volunteering doesn't just happen. We need to nurture volunteers, and respond to their needs so that they, in turn can respond to the needs of their community. Our collective work is fuelled by the passion of the volunteer. What drives the volunteer to give their time inspires us to support their efforts.

As outlined in our strategic priorities, Volunteer MBC is the conduit to volunteer opportunities. Last year we referred close to 31,000 volunteers. Together with our volunteers, we have established a solid reputation of community advocacy and innovative leadership as we promote civic engagement, connect volunteers to meaningful opportunities and assist people and agencies to work collaboratively to build community. Via the Training Centre for Service Excellence, we aim to facilitate excellence and best practice in volunteer management and volunteering through education and capacity building.

At the Volunteer Centre we believe that every volunteer has a unique gift they can bring to make their community a better place to live. Each person, even the most marginalized among us has acquired certain useful skills which can be utilized as important resources for community-building. We all represent an important brick to build a strong and healthy community.

Volunteer MBC is committed to and proud to be a part of this change process. The Board, staff and volunteers continue to work together to provide an avenue for people to be engaged and work for the change that will make communities stronger, vibrant and most of all-connected.

Carine Strong Executive Director

### **2014 Year-end Financial Statement**

#### VOLUNTEER MISSISSAUGA BRAMPTON CALEDON

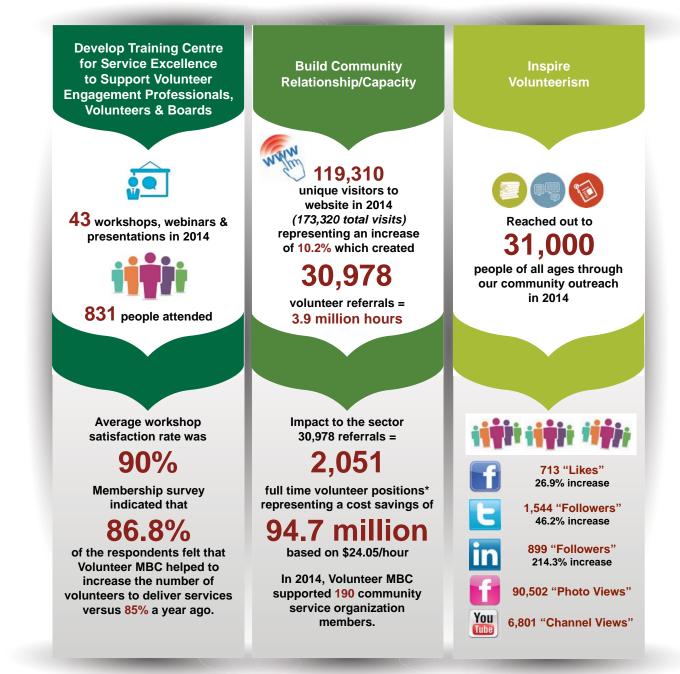
#### STATEMENTS OF REVENUE, EXPENDITURE & ACCUMULATED EXCESS OF REVENUE OVER EXPENDITURE -ALL PROGRAMS

#### FOR THE YEAR ENDED DECEMBER 31, 2014

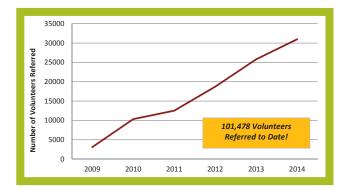
REVENUE	2014	2013
The Region Of Peel Sustainable Fund	134,577	106,121
The Region Of Peel Small Capital Fund	4,500	
The Trillium Foundation of Ontario	75,114	80,991
United Way Of Peel Region	82,000	82,819
United Way Of Peel Region - Other	2,500	2,000
Ministry of Citizenship & Immigration & International Trade	648,184	210,530
Municipalities - Mississauga, Brampton & Caledon	67,532	73,500
Mississauga Community Foundation	15,887	16,500
Green Shield Canada Foundation	5,135	1,865
Grants Ontario-Sports Grant	5,294	
Project Management Fees	111,614	32,083
Conference & Workshop Fees & Memberships	37,203	36,220
Interest Income	2,136	1,641
Donations	1,599	2,894
Service Canada - Summer Student	4,981	4,639
Skills for Change	4,500	1,500
Other	25,942	19,902
	1,228,698	673,205
EXPENDITURE	2014	2013
Audit & Legal	10,085	4,369
Management & Administration Fees	-,	,
Premises Rental & Occupancy	60,038	44,328
Project Management Cost	87,267	32,083
Insurance	2,725	2,279
Amortization	37,703	8,109
Other	40,498	18,851
Program Costs		
Telephone & Internet	5,647	3,673
IT Support	15,132	
Workshops	4,590	4,811
Website & Programming Tools & Web & Email Hosting	137,909	4,443
Office, Supplies, Postage & Delivery	5,173	3,864
Printing	2,770	3,290
Marketing	7,193	
Salaries & Benefits	633,892	466,359
Training & Travel	75,050	16,345
Other Program Costs	71,022	50,909
	1,196,694	663,713
NET EXCESS OF REVENUE OVER EXPENDITURE FOR YEAR	32,004	9,492
ACCUMULATED EXCESS OF REVENUE - Beginning Of Period	171,396	161,904
ACCUMULATED EXCESS OF REVENUE - End Of Period	203,400	171,396
	·	

Financial statements audited by George A. Ormsby, Chartered Professional Accountant, Chartered Accountant, Licensed Public Accountant

### **Our 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 **101,478 volunteers**. In 2014, this resulted in **3.9 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 connects community with community!

# **Growing Communities Together**

- For the past 5 years, the Ontario Volunteer Centre Network (OVCN), via funding from the Ministry of Citizenship, Immigration & International Trade (MCIIT) 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 2014, we helped to engage close to 40,000 high school students who volunteered for 210,000 hours to hundreds of community and school events in Ontario.
- MCIIT has provided \$1.5M for a two-year Volunteer Certification Initiative project, which is tied to the upcoming Pan Am / Parapan Am Games. Volunteer MBC, on behalf of the OVCN, is responsible for the administration to help deliver the PREB Ontario Volunteer Legacy Initiative to support volunteer recognition. PREB will be used to certify 23.000 Games volunteers and to provide a lasting legacy piece to recognize thousands of volunteers and the skill-sets they gain with community service organizations for years to come.
- In the Fall of 2014, Volunteer MBC, in partnership with Rogers TV Peel Region, pre-taped a 13-part series titled "I Care...I Volunteer". The series promotes volunteerism and puts the spotlight on volunteers, community service organizations, and the programs and services provided by Volunteer MBC. The shows began airing in January, 2015.
- Volunteer MBC is the lead organization for a collaborative, funded by the Ontario Trillium Foundation, to pilot a shared service model in volunteer development and management with Vita Centre, Family Education Centre and Catholic Family Services of Peel and Dufferin. Year one has been completed successfully. Based on volunteer audits, many best practices in volunteer infrastructure development in all participating organizations have already been implemented and as a result their volunteer capacity is increasing and gaining momentum.

# **Our Staff**

From left to right:

- Madhuri Payidiparty, Office & Referral Coordinator
- Sharon Clark-Koufis, Marketing, Communications & Membership • Manager
- Shilpa Kapadia, Administrative Assistant ٠
- Ebony Wright, Coordinator, Community Engagement ٠
- Shaminda Perera, Manager, Community Engagement •
- Carine Strong, Executive Director
- Adriane Beaudry, CVRM, Manager, Volunteer Engagement & Programming
- Marina Campos, Director, Operations

# 2014/2015 Board of Directors

- Arno Ilic, Principal Consultant, Ilic Management Consultants Board President ٠
- Jake Dheer, Senior Manager, Rogers TV Peel Region, Simcoe, Grey, Bruce & Dufferin Counties -Board Vice-President
- Nicole Deckert, Fund Development Officer, Caledon Parent-Child Centre Board Secretary
- Harjit Kaur, Strategic Finance Professional Board Treasurer •
- Bonnie Yagar, J.D., LL.M., Retired Lawyer Board Past-President
- Bridget Saulnier, Co-owner, Mohawk Inn & Conference Centre & Toronto West KOA 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
- Sukhijt Singh, Information & Referral Specialist and Career & Employment Information Specialist Board of Director







# **Volunteer Recognition At Its Best!**

Volunteer MBC's 4th Annual Volunteer Recognition Awards Event was held on April 14, 2014 in Brampton. Eleven award recipients were recognized for their exemplary efforts and voluntary achievements as follows (from left to right of photo):

- Frank Godon (The BRIDGE), recipient of the Helping Hands Recognition Certificate;
- Eugene Wilson (City of Brampton), recipient of the Leader in Volunteer Engagement Award;
- Mars Canada Inc. (Caledon Community Services), recipient of the Corporate Volunteer Engagement Award;



- Dawn Pegus (Supportive Housing in Peel/Peel Youth Village), recipient of the Helping Hands Recognition Certificate;
- Ruhi Kokal, recipient of the ChangeTheWorld Recognition Award (individual category);
- Honourary Award for Bonnie Yagar, Volunteer MBC's Past President (see below);
- Craig Ross (Community Living Mississauga), recipient of the John Huether Award for Volunteering Excellence;
- Donelda Chemello (Bethell Hospice), recipient of the Helping Hands Recognition Certificate;
- Team REBEL 2013 recipient of the ChangeTheWorld Recognition Award (school/youth group category);
- Bill Goursky (United Way of Peel Region), recipient of the Lifetime Volunteer Achievement Award;
- Abeera Shahid (Volunteer MBC), recipient of the Leader of Tomorrow Award (not in photo).



A special presentation was also made to honour Bonnie Yagar, Volunteer MBC's Past President, to recognize her dedication and expertise as one of the centre's founding Steering Committee members. *The Bonnie Yagar Award for Community Engagement Leadership* was introduced to recognize an individual who is able to drive and mobilize community service organizations via his/her exceptional board leadership capacity.

# **Special Thanks To Our Volunteers**

On December 5th, in recognition of International Volunteer Day, Volunteer MBC acknowledged the contributions of **320 individuals who have volunteered over the past year at the centre.** 

In 2014, they generously donated **11,427** 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 for being the "conduit for good". You are incredibly special people, each one of you with a very special gift that has contributed greatly to help us build internal capacity for Volunteer MBC so that together, we touch so many lives to create more caring communities. You have demonstrated that despite your busy lives, you consistently find the time to volunteer and make a difference. The impact of **Your TIME** truly creates the conduit for good throughout the Region of Peel.

Thank you for being such great ambassadors for volunteerism. The future rests in your helping hands!



### Our Members (as of December 31, 2014)

**Agency Members:** Abbeyfield Caledon AbleLiving Services – Thrive Group ACCES Employment – Mississauga Branch ACCESS: Allowing Children a Chance at Education, Inc. 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 **Bethell Hospice** Big Brothers Big Sisters of Peel Blue Rose Diabetes Foundation Boys and Girls Club of Peel/Breakfast for Kids Bramalea Boxing Club and Youth Centre Bramalea Community Health Centre Brampton Beast Hockey Club Brampton Canadettes Girls Hockey Association **Brampton Clean City** Brampton Girls Softball Association (The) Brampton Jr. B. Bombers Brampton Minor Basketball Association Brampton Multicultural Youth Council (BMYC) Brampton Theatre Brampton Track Club (The) **BUDDYS 'n BOWS Foundation Caledon Community Services** Caledon Meals on Wheels Caledon Parent-Child Centre Caledon Public Library Caledon Seniors Centre Caledon\Dufferin Victim Services **Cameron Helps** Canadian Cancer Society - Georgetown **Dufferin Peel Unit** 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 City of Brampton City of Mississauga, Community Services Dept. CMHA/Peel Branch CNIB (Canadian National Institute for the Blind) Coalition of Agencies & Seniors Serving Immigrant Seniors (CASSIS) Community Living Mississauga **Community Living Ontario** Community Living Toronto Connect 4 Life Credit Valley Conservation Croatian Canadian Library (The) Cystic Fibrosis Canada, Peel & District Chapter DARE to LOVE Sports Club **Deaf Literacy Initiative** Dixie-Bloor Neighbourhood Centre Dorothy Ley Hospice (The) Drew Hildebrand Teen Benefit Fund Eatonville Care Centre ecoCaledon EcoSource Elder Help Peel Elizabeth Fry Society of Peel-Halton (The) Ephraim's Place Community Centre (Refresh Program) 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 Federation of Filipino Canadians of Brampton Friends of the Mississauga Library System General Mills Canada Greater Toronto Airports Authority -Welcome Team Volunteer Program **Gymnastics** Canada Gymnastics Mississauga Habitat for Humanity - Greater Toronto Area Habitat for Humanity - Mississauga Heart and Stroke Foundation - Peel Area Office Heart House Hospice **Hike Ontario** Holland Christian Homes India Rainbow Community Services of Peel Interim Place Kidney Foundation of Canada - Ontario Branch kids.now (Canada) Kiwanis Club of Brampton Inc. **Knights** Table Lakeshore Corridor Community Team Learning Disabilities Association of Peel Region Learning Place (The) Lighthouse Program for Grieving Children Malton Neighbourhood Services March of Dimes Canada Mary Centre of the Archidiocese of Toronto MCS Chorus MIAG Centre for Diverse Women & Families MICBA Forum Italia Community Services Mississauga Festival Youth Choir Mississauga Food Bank Mississauga Fruit Tree Mississauga North Baseball Association Mississauga Rotary Club/Ribfest Mississauga Sports Council Mississauga Waterfront Festival Multiple Sclerosis Society of Canada -Brampton/Caledon Chapter Multiple Sclerosis Society of Canada -Mississauga Chapter Older Adult Centres' Association of Ontario Ontario Volunteer Centre Network (OVCN) **Our Place Peel** Palgrave Community Kitchen Pathway Community Programs Peace Ranch Peel Aboriginal Network Peel Caring Network for Challenged Kids Peel Children and Youth Initiative Peel Children's Aid Society **Peel Crime Stoppers** Peel HIV/AIDS Network Peel Senior Link Peel Volunteer Administrators' Network (PVAN) **PLASP Child Care Services** Polycultural Immigrant & Community Services Port Credit Business Improvement Association Project i CARE Prostate Cancer Canada 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) Rogers TV – Peel Region Ronald McDonald House 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) The BRIDGE The Duke of Edinburgh's Award The Journey Neighbourhood Centre The Story Garden/Baby Book Worms & Beyond Tomorrow's Community of Hope Foundation Town of Caledon TransformNation Community Services United Achievers' Community Services United Way of Peel Region Victim Services of Peel Victorian Order of Nurses (VON) Peel Vita Centre for Pregnant and Parenting Youth (Vita Manor) Wellspring Chinguacousy Workplace Safety & Prevention Services YMCA of Greater Toronto **Associate Members:** Art Gallery of Mississauga **Canadian Breast Cancer Foundation** Canadian Marfan Association JDRF - Peel Chapter Myeloma Canada Salvation Army - Mississauga Community & Family Services Toronto and Region Conservation (TRCA)

#### **Employer Member:**

General Mills Canada

#### Sector Member:

Eatonville Care Centre

#### **Individual Members:**

Curtis, V. Eyre, J. Hayer, G. Hayer, R. Matthews, A. Perrone, C. Reynos, G.

## **Our Supporters, Partners, Friends & Sponsors**

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:

Bob & Carine Strong • Bonnie Yagar • Bridget & Shawn Saulnier • Eileen MacKenzie • Eugene Wilson • Husky Injection Molding Systems • IMC - Ilic Management Consultants • Madhuri & Surya Payidiparty • Marina Campos • Michele Robinson • Royal Bank of Canada - County Court • S.S.A. (Anonymous donation) • Scotiabank - Orangeville • Shaminda Perera • Sharon & Paul Koufis • The Mohawk Inn & Conference Centre • The Rose Theatre • Wali Shah

#### Special thanks to the following "2014 Volunteer Recognition Awards Sponsors":

The Award Store • Bob & Carine Strong • City of Brampton • Community Living Mississauga • Dreams Convention Centre • IMC - Ilic Management Consultants • Jonathan Cox Photography • KKP North York • Mohawk Inn & Convention Centre • Nick & Marina Campos • Pallett Valo LLP • Rogers TV Peel Region • snapd Brampton • Robert & Carine Strong



We have had some great success in recruiting board members from the Volunteer MBC posting. Two new members who greatly enhance our board have come from this posting. Thank you so much for working with us to get the news out regarding our agency and board. From the number of responses we had, it is clear that Volunteer MBC is a primary place people in Peel turns who are looking to invest in their community. >>

- Erin Mills Youth Centre -



### **Volunteer MBC - Brampton (Main Location)**

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

### **Volunteer MBC - Mississauga**

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

### **Volunteer MBC - Caledon (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

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Charitable Registration #84792-0469-RR0001



www.canadahelps.org/en/ charities/volunteer-mbc/