



2020

Annual Report

Stronger Sails



VOLUNTEER MBC
MISSISSAUGA • BRAMPTON • CALEDON
care • community • connection

Executive Letter

FROM OUR BOARD PRESIDENT JIM WAECHTER
AND EXECUTIVE DIRECTOR CARINE STRONG

What a year it has been to roll out our 5-year strategic plan! However, it has proven to be so relevant. Together, our family of community service organizations improved thousands of lives through volunteerism.

Our staff and volunteers showed remarkable adaptability moving to a hybrid business model. We are grateful for their resilience under incredible stress, dealing with the urgency in the community to meet basic needs, while also coping with the impact of the pandemic on their own families and lives. This was a period of long, hard work and our team rose to the occasion like never before.

Many thanks to you, our friends, donors, supporters, funders, members and partners. You sustain the work we do and ensure that we can continue supporting those who need us most. Our success is the direct result of your unwavering support. We are in this together and hope we can continue to count on you!

Over a year into this pandemic, we know that the path to recovery is a long one. As your local volunteer centre, we are fighting to help hundreds of non-profits recruit, train and manage volunteers to serve their clients safely.

This time, while daunting, is also bringing out the best in people. A rethinking of values, a focus on the vulnerable, and a reminder of our deep resilience is being stoked in all of us.

Together, we will meet the uncertain challenges ahead, be reminded that the smallest gesture and helping hand in troubled times is a comfort, and that our hope lies in the community we nurture.

Financials

STATEMENT OF FINANCIAL POSITION

VOLUNTEER MISSISSAUGA BRAMPTON CALEDON
STATEMENT OF FINANCIAL POSITION
AS AT DECEMBER 31, 2020

	2020	2019
ASSETS		
Current assets		
Cash	\$ 296,001	\$ 31,782
Short-term investments (Note 3)	222,717	222,876
Accounts receivable	6,975	9,502
HST and sundry receivables	13,308	14,285
Prepaid expenses	9,765	9,765
	548,766	288,210
Fixed assets		
Capital assets (Note 4)	-	1,136
	\$ 548,766	\$ 289,346
LIABILITIES AND NET ASSETS		
Current liabilities		
Accounts payable and accrued liabilities	\$ 17,600	\$ 7,602
Deferred revenue (Note 5)	266,986	56,484
	284,586	64,086
Long-term debt (Note 9)	30,000	-
	314,586	64,086
Net assets		
Net assets	234,180	225,260
	\$ 548,766	\$ 289,346

The accompanying notes are an integral part of the financial statements

Approved by the board

Financials

STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

VOLUNTEER MISSISSAUGA BRAMPTON CALEDON STATEMENTS OF OPERATIONS AND CHANGES IN NET ASSETS FOR THE YEAR ENDED DECEMBER 31, 2020

	2020	2019
Revenue (Note 6)		
Government – Federal	\$ 61,624	\$ 28,389
Government assistance – Federal (Note 5)	104,124	-
Government – Provincial	-	10,240
Government – Regional	166,115	153,139
Municipalities – Mississauga, Brampton and Caledon	68,812	78,900
Foundations: UW GT, OTF, other	98,535	116,980
Core programs, Learning Centre, memberships, Partnership Programs, tax rebates and miscellaneous (Note 3)	64,442	100,538
Fund Development (Core)	49,453	93,438
	613,105	581,624
Operating expenses (Note 6)		
Program expenses (Schedule A)	333,603	419,227
Salaries and benefits	97,701	97,317
Consulting	75,077	54,569
Rent	49,843	50,815
Information technology	15,737	17,547
Professional fees	14,032	9,807
Office and general	4,851	7,349
Travel and accommodations	4,082	1,214
Insurance	2,929	2,403
Equipment lease	2,504	1,946
Amortization	1,616	5,569
Interest and bank charges	871	982
Website development	601	1,022
Advertising and promotion	498	1,671
Memberships and licenses	240	190
Repairs and maintenance	-	187
	604,185	671,815
Excess of revenue over expenses (expenses over revenue) for the year	8,920	(90,191)
Net assets, beginning	225,260	315,451
Net assets, ending	\$ 234,180	\$ 225,260

The accompanying notes are an integral part of the financial statements

Why we're here

OUR ASPIRATION

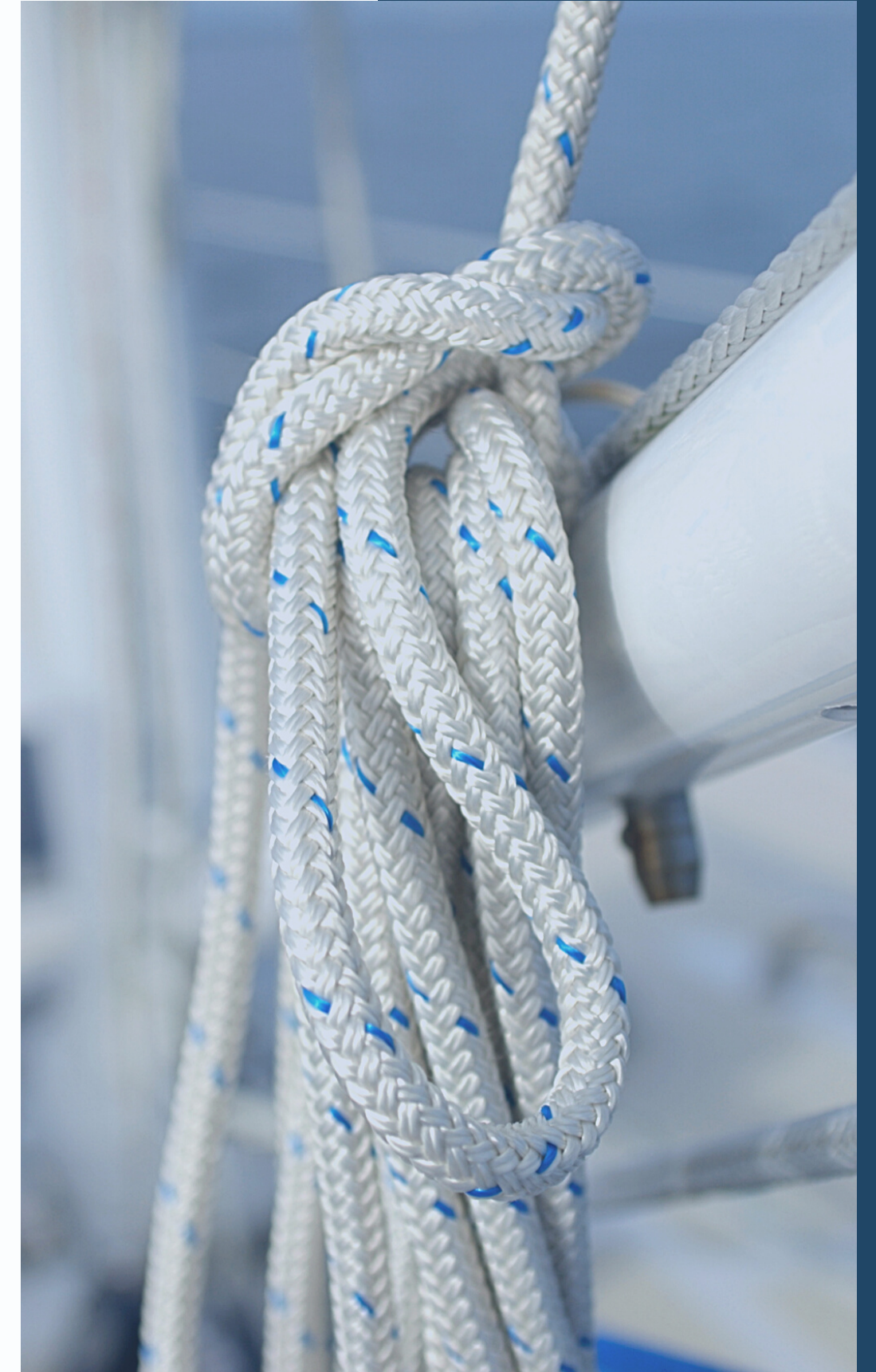
Volunteer MBC fuels purposeful connections between people to respond to the most pressing social issues.

OUR MISSION

To connect the community.

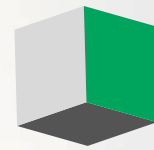
OUR VISION

To improve lives through volunteerism.



The 3 Sides to our Strategic Plan





SIDE A

Organizations

Strengthening capacity of organizations by providing valuable resources and training to help you fulfill your social purpose.

vers·us COVID-19

Providing ways for organizations and essential services to collaborate and share resources

Implementing an emergency plan to quickly deploy volunteers to where they are most needed

Providing training to protect volunteers and vulnerable populations in essential services

Developing virtual volunteer roles to allow people to help out even while physically distanced.

Learning areas for organizations



ADAPTING TO COVID-19

How can we adjust
to the new normal?



ENGAGING SKILLED VOLUNTEERS

How can we best
use community assets?



STRATEGY AND FUND DEVELOPMENT

How can we stabilize
and become sustainable?

30+
—
FORUMS
ORGANIZED



200+
—
UNIQUE
PARTICIPANTS



All hands on deck

CRT SENIORS COLLECTIVE

Played an active role at the Region of Peel Community Response Table to facilitate strategies to reach isolated seniors.

GTA VOLUNTEER CENTRES

Partnered with Volunteer Toronto and Volunteer Markham to strengthen learning and volunteer recruitment tools.

YOUTH VOICE

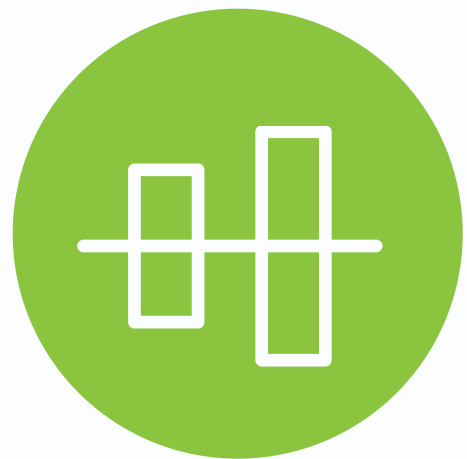
Focused on engaging with youth to overcome barriers, develop their skills and involve them in community service.

ANTI-POVERTY AND WELLBEING

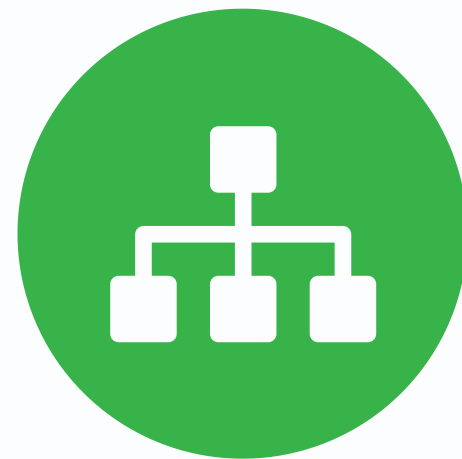
Engaged in the Peel Poverty Reduction Strategy and coordinated with many organizations on emergency response.

New Membership Model

OUR FAMILY OF NON-PROFIT ORGANIZATIONS



New levels, cost, and
term alignment, focus
on Member needs



Enterprise level
supports for wider
organization structures



Sustainer individuals
and businesses to
maintain affordability



Advantages in Connections,
Learning, Engagement,
Appreciation & Recruitment



SIDE B

Residents

Engaging our community
to improve skills and
employability, health and
wellbeing, sense of
purpose and belonging.



Continuum of Care

EMERGENCY RESPONSE SUPPORT

MASK MARVELS

Mobilized dozens of volunteers to produce homemade masks to serve vulnerable populations, including isolated seniors, and homeless and underhoused persons.

HEALTHY MEALS INITIATIVE

Partnered with organizations such as TRCA and Moyo to ensure gaps in food security could be addressed and no one left hungry.

EXTRA MILE DRIVERS

Deployed drivers to deliver food, masks, face shields, winter coats, devices and other essentials to locales where it was most needed.



6,000+

MASKS
PRODUCED



28,000+

MEALS
DELIVERED



2020 Virtual V-Oscars

VOLUNTEER RECOGNITION AWARDS

- Transformed the event into an online format midway through planning
- Presented 14 award categories and recognized 26 Nominees
- Delivered medals to Nominees and award trophies



2020 Virtual V-Oscars

VOLUNTEER RECOGNITION AWARDS

- Introduced a pre-event show to warm up attendees
- Engaged sponsors to support the event costs
- Brought in quality entertainment to celebrate volunteers





2020 Virtual V-Oscars

VOLUNTEER RECOGNITION AWARDS

- Nominees shared their remarks and appreciation, inspiring others
- Engaged dignitaries to add prestige and recognize volunteers meaningfully
- Live broadcast on Facebook and YouTube for wide reach





14

AWARD
CATEGORIES



26

NOMINEES
RECOGNIZED



Peel MoVES

MOBILIZATION OF VOLUNTEERS EMERGENCY SYSTEM

HELP REQUESTS

Streamlined how people can ask for help with a central form.

COMMUNITY RESPONDERS

We assembled and screened emergency-ready volunteers, provided a COVID-19 volunteer orientation and mobilized them.

ADVANCED SCREENING

Developed online tool to take volunteers through advanced screening including reference checks and declaration.

REFERRAL SERVICE

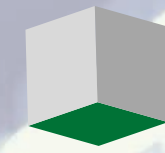
Enhanced referral service to be more usable for virtual and essential roles and generated position templates for organizations.



VOLUNTEER REFERRALS

39,000+

ACROSS PEEL



SIDE C Internal

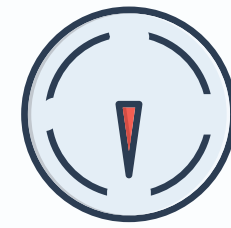
Improving our own
organizational talent, tools,
structure, processes, and
sustainability to deliver on
our mission and vision.

Ship-shape: Tools and tech



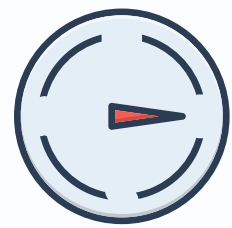
OFFICE 365

Moved to cloud-based collaboration and productivity tools within a Microsoft Office 365 environment.



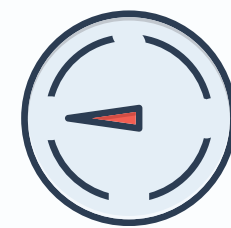
EMAIL MARKETING

Moved successfully to a new email marketing tool that receives contacts dynamically from our CRM.



CRM

Transitioned to GiveLife 365, a customer relationship management tool built on Microsoft Dynamics 365.



SOCIAL COMMUNICATIONS

Enhanced our hardware to be able to develop more engaging social content including live broadcasting.



FOLLOWERS

10,000+

ACROSS OUR SOCIALS



WEBSITE VISITORS

100,000+

SINCE PANDEMIC BEGAN



WEBSITE PAGEVIEWS

2000,000+

SINCE PANDEMIC BEGAN

Sustainability

CAPACITY

Applied successfully for Capacity and Change Fund grants offered by the Region of Peel.

READINESS

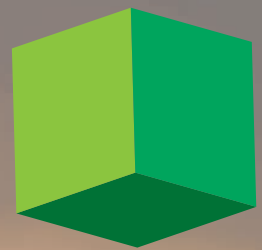
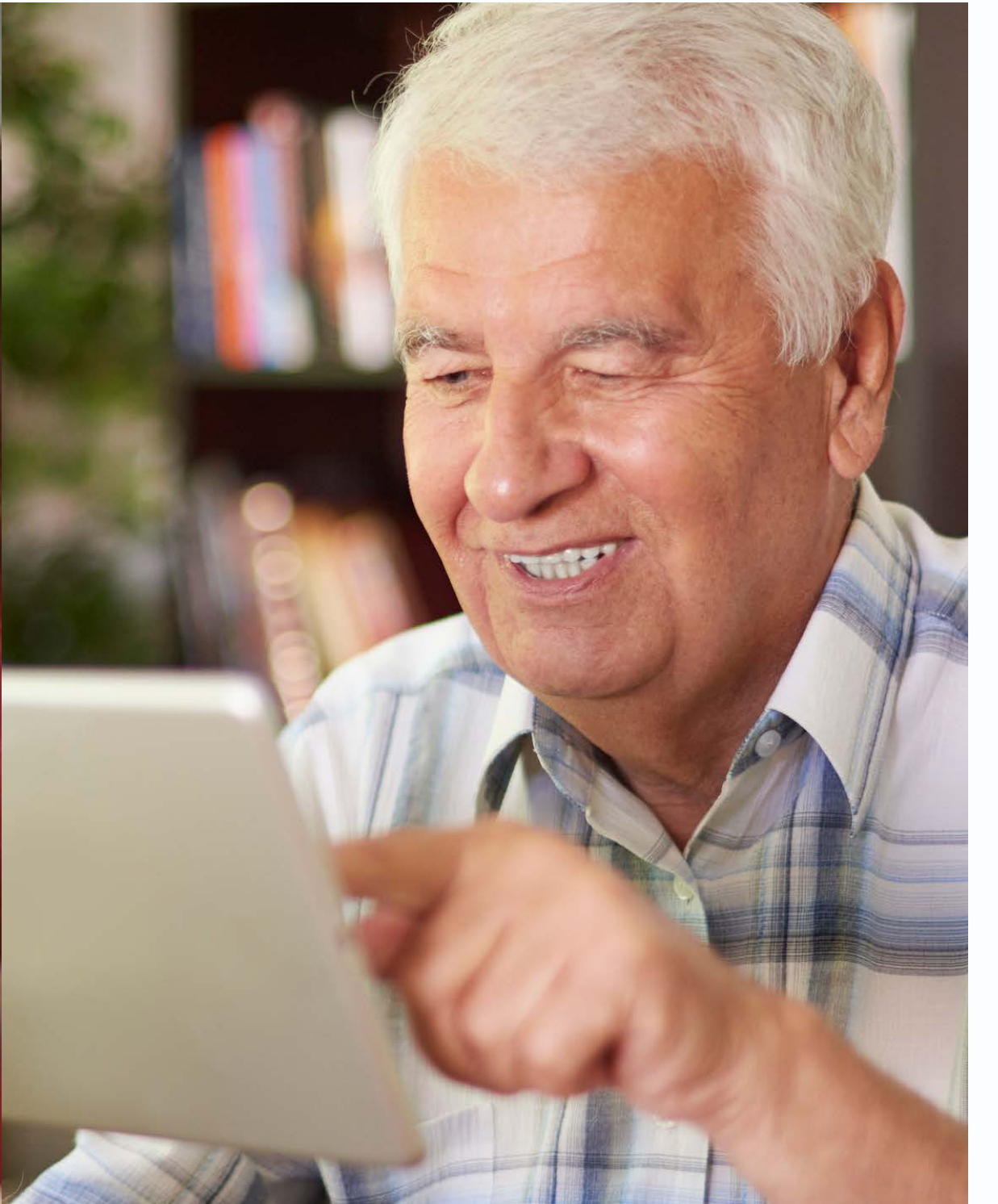
Applied successfully for emergency response through United Way and Community Foundations of Canada.

RESILIENCY

Applied successfully for the Resilient Communities Fund and a seed grant from Ontario Trillium Foundation.

SUPPORT

Engaged Supporters, Sustainers and Sponsors to help reduce the impact of COVID-19 fundraising revenue loss.



That's a snapshot of how we served our community in 2020.



I am not afraid of storms
for I am learning
how to sail my ship.

LOUISA MAY ALCOTT

Special Thanks

THANK YOU TO OUR MEMBERS, BOARD, STAFF AND IN-HOUSE VOLUNTEERS.

THANK YOU TO OUR PARTNERS, SUPPORTERS, DONORS AND SPONSORS.

Our generous Funders

Ontario
Trillium Foundation



Fondation Trillium
de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

Government of Canada
Gouvernement du Canada
Canada

 **Region of Peel**
working with you

 **MISSISSAUGA**

 **BRAMPTON**



United Way
Greater Toronto



Community
Foundation of
Mississauga


TOWN OF CALEDON

Our empowering Sustainers

 **DoGood**
Fundraising
Solutions.


TOWN OF CALEDON

Jim Waechter



IT ALL HAPPENS BECAUSE YOU CARE.

