



# 2012 Annual Report

## ***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.

## ***2012 - Year in Review:***

- Our Mississauga Centre location launched in February, followed by our Caledon Centre location in October. We now have a physical presence in each of the three communities that we serve – this is a huge milestone for Volunteer MBC in such a short timeframe;
- We were able to reach out to 26,000 people in person to promote the benefits of volunteering throughout Peel;
- Our bi-weekly newsletters reach over 9,000 volunteers, thousands more were reached via various media outlets to direct them to our website and online volunteer database. By December 2012, Volunteer MBC had 180,000 views of volunteer roles;
- Through our one-on-one volunteer referral/consulting service and our on-line referral database, we connected close to 19,000 individuals to volunteer roles in our community!
- Our local ChangeTheWorld - Ontario Youth Volunteer Challenge was held in April/May and engaged 5,183 youth volunteers for close to 25,000 hours over the three week timeframe;
- We launched our Step Up Youth Volunteer Ambassadors Program, and currently have 15 secondary schools involved in this initiative;
- Our membership continued to grow and we now serve over 160 community service organizations;
- A wide array of informative sessions, workshops and a forum were hosted by our centre. In total, 1,200 volunteer engagement professionals, board directors and volunteers attended.

## ***A Letter from Our Board President & Executive Director:***

The Annual Report is an important milestone for Volunteer MBC. As we reflect on 2012, it was a very busy and exciting year. Never before have our member organizations relied so heavily on volunteers to assist them to achieve their missions and with close to 19,000 referrals, a 34% increase over 2011, Volunteer MBC delivered in a big way! I care – I volunteer is very evident throughout the Region of Peel.

Our incredible star volunteers, Board of Directors and staff all share credit for the truly extraordinary accomplishments this past year. Volunteer MBC connects all volunteers to meaningful opportunities and assists them and our member organizations to work collaboratively to build a healthy, united and connected community. Our collective work via strong partnerships is fuelled by their heart and passion.

At the Volunteer Centre we believe that people will always be the most important asset and 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 have acquired certain useful skills. These skills can be utilized as important resources for community-building. Each volunteer represents an important brick to build a strong and healthy community.

Our strategic roadmap in the coming year focuses on three priorities:

1. Inspire volunteerism – Volunteers are the community's biggest asset and Volunteer MBC will be the voice for volunteers and the voluntary sector;
2. Build community capacity/relationships – together with our member agencies we continue to provide an avenue for people to be engaged and work for the change that will make communities stronger, vibrant and connected;
3. Establish the Training Centre for Service Excellence to support the volunteer engagement professionals and board directors

To our members, funders and partners – we commend you for your tremendous impact, which is helping to create an engaged, inclusive, and vibrant community. We look forward to our continued work together.

To all the volunteers across the Region of Peel, thank you for your commitment and most importantly for sharing your special gifts to build capacity for your community one brick at a time.



A handwritten signature in cursive script that reads "Bonnie Yagar".

Bonnie Yagar  
Board President



A handwritten signature in cursive script that reads "Carine Strong".

Carine Strong  
Executive Director

## 2011/2012 Board of Directors:

- *Bonnie Yagar*, LL.B.,LL.M., TEP, Associate, Pallett Valo LP - Board President
- *Gurpreet S. Malhotra*, India Rainbow Community Services of Peel - Board Vice President
- *Geraldine Aguiar*, Director of Health Services at Caledon Community Services - Board Secretary
- *Santiago Gomez*, Retired Tax Accountant, Cineplex Odeon Corporation - Board Treasurer
- *Michele Robinson*, Recreation Supervisor Community Development, Community Services, City of Brampton
- *Nicole Deckert*, Fund Development Officer, Caledon Parent-Child Centre/ Ontario Early Years Centre
- *Nitin Dhora*, Coordinator, Employment Ontario Employment Services and Peel Mentoring Partnership Program, Dixie Bloor Neighbourhood Centre

“ A happy ending always begins with a good start and smile on the face provided, every moment is lived with enthusiasm. Today in your office I felt the same way every minute spent there.”

~ Mahesh (VMBC Client)

## Our Staff:

(from left to right)

- *Carine Strong*, Executive Director
- *Adriane Beaudry*, Program Manager
- *Shaminda Perera*, Referral Specialist (Brampton Centre)
- *Sharon Clark-Koufis*, Marketing & Communications Manager
- *Marina Campos*, Office Manager
- *Madhuri Payidiparty*, Office & Referral Coordinator (Mississauga Centre)



## Our Volunteers:

On December 5th, in recognition of International Volunteer Day, Volunteer MBC acknowledged the contributions of 90 individuals who have volunteered over the past year at the centre. Together, using their skills and talents, they have assisted the centre with the delivery of various programs and services including helping to spread the message about the benefits of volunteering.

Thank you to all of our amazing volunteers...*you are STARS!*



# 2012 Year-end Financial Statements:

SCHEDULE I

VOLUNTEER MISSISSAUGA BRAMPTON CALEDON

STATEMENT OF REVENUE & EXPENDITURE BY PROGRAM & ACCUMULATED EXCESS OF REVENUE

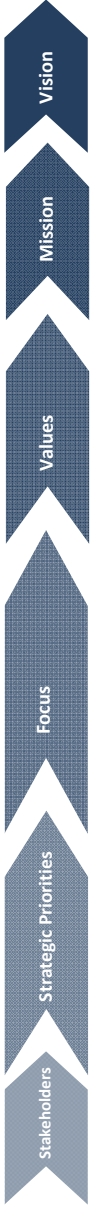
FOR THE YEAR ENDED DECEMBER 31, 2012

	CORE	REGION OF PEEL	TRILLIUM	UNITED WAY	MCI	OVCN	FOUNDATIONS	MUNICIPALITIES	2012 Total	2011 Total
<b>REVENUE</b>										
The Region Of Peel	-	104,040	-	-	-	-	-	-	104,040	114,250
The Frisling Foundation of Ontario	-	-	75,000	-	-	-	-	-	75,000	75,000
United Way Of Peel Region	-	-	-	77,901	-	-	-	-	77,901	79,846
United Way Of Peel Region - Other	-	-	-	1,000	-	-	-	-	1,000	12,250
Municipalities - Mississauga, Brampton & Caledon	-	-	-	-	-	-	-	73,564	73,564	60,679
Mississauga Community Foundations	-	-	-	-	-	-	13,500	-	13,500	6,336
Project Management Fees	20,956	-	-	-	-	-	-	-	20,956	37,870
Workshop Fees & Memberships	36,135	-	-	-	-	-	-	-	36,135	1,084
Donations	938	-	-	156	-	-	-	-	1,094	6,452
Service Canada - Summer Student	4,656	-	-	-	95,000	86,661	-	-	181,661	4,762
Ministry-Citizenship & Immigration	-	-	-	-	-	-	-	-	-	74,853
Government of Canada New Horizons Grant	-	-	-	-	-	3,023	-	-	3,023	15,850
Other	26,665	104,040	75,000	79,057	95,000	88,684	13,500	73,564	28,688	10,234
	89,330	104,040	75,000	79,057	95,000	88,684	13,500	73,564	618,175	498,402
<b>EXPENDITURE</b>										
Audit & Legal	4,885	-	-	-	-	-	-	-	4,885	4,158
Management & Administration Fees	1,824	36,129	-	-	-	-	600	5,703	44,256	62,511
Premises Rental & Occupancy	-	-	-	-	8,129	12,827	-	-	20,956	-
Project Management Cost	-	-	-	-	-	-	-	-	-	-
Insurance	176	2,114	-	-	155	-	-	-	2,445	2,013
Amortization	7,111	-	-	-	-	-	-	-	7,111	6,778
Other (Recovery)	2,186	6,443	173	238	772	2,694	172	1,744	14,422	15,398
<b>Program Costs</b>										
Telephone & Internet	696	1,023	-	-	449	410	170	351	3,099	2,171
Workshops	236	253	2,810	-	468	0	-	520	4,287	-
Mural Project	-	-	-	-	-	-	-	-	-	20,500
Office, Supplies, Postage & Delivery	22	673	-	-	606	769	220	583	2,673	1,164
Printing	22,877	54,314	68,351	77,786	82,823	786	488	112	1,822	3,274
Salaries & Benefits	-	-	-	-	-	39,188	11,346	56,615	413,300	337,673
Training	1,244	3,084	3,381	1,032	812	9,968	492	7,948	22,892	-
Other Program Costs	41,257	104,033	78,715	79,056	95,000	88,684	13,488	73,376	569,609	470,673
	48,073	7	285	1	-	-	12	188	48,566	27,729
<b>NET EXCESS OF REVENUE (EXPENDITURE)</b>										
	48,359	-	33,796	29	(60)	-	(718)	1,104	113,338	85,609
<b>ACCUMULATED EXCESS OF REVENUE - Jan 1</b>										
	96,432	7	34,081	30	(60)	-	(706)	1,292	161,904	113,338
<b>ACCUMULATED EXCESS OF REVENUE - Dec 31</b>										

The Auditor's Report is Attached To This Statement



## 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 and support volunteerism in an effort to connect all people to meaningful volunteer opportunities.

**Innovative growth** through volunteering builds community capacity.

**Cultivate an inclusive and diverse community** where every volunteer has a unique gift to help others.

**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 do 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** volunteers and the profession.

**Service excellence** achieved through efficient service delivery and exemplary customer care.

**Establish Training Centre for Service Excellence to Support Volunteer Engagement Professionals, Volunteers & Boards**

**Build Community Relationships/ Capacity**

**Inspire Volunteerism**

**Stakeholders**

Volunteers      Supporters      Partners      Colleagues      Community



## ***How are we doing?***

Through our 2012 Volunteer Engagement Survey, we asked volunteers to share with us their feedback and here is what they said:

- **Over 5,000 volunteers (27%) contributed to their community for the first time, with 89% indicating that their volunteer match was good to excellent.**
- **58% of volunteers indicated that they learned new skills.**
- **43% noted that volunteering allowed them to be more self confident.**
- **38% indicated that volunteering helped them to be more sympathetic and compassionate towards others.**
- **And, 19% saw an improvement in their mental health and well being.**

We also sent out a Training and Program Membership Survey, and this what our members had to say:

- **78% agreed that the volunteer referrals they received have increased their overall capacity.**
- **97% indicated that they would use our services again.**
- **67% told us that their volunteer management expertise/knowledge has increased as a result of attending Volunteer MBC workshop/training sessions.**

## ***2013 - Plans for the Future:***

- Volunteer MBC's 5th year celebration (more details to come);
- Continued upgrades to features in our on-line volunteer opportunities database;
- Our centre's continued involvement in the ChangeTheWorld - Ontario Youth Volunteer Challenge;
- A new-and-improved website with new features and resources;
- Self-directed learning opportunities, in the comfort of your own space, for Volunteer Engagement Professionals;
- Service excellence training opportunities for volunteers; volunteer engagement professionals and board directors;
- Launch of PREB, an online volunteer certification program, focused on recognizing the skill sets volunteers gain;
- Pilot of an APP for high school youth to find volunteer opportunities, track and verify their hours online;
- A roster of new sessions and workshops that will continue to help voluntary sector organizations grow and thrive...and so much more.

# To All Our Supporters and Volunteers...We Thank You!



Charitable Registration #: 84792-0469-RR0001



**Volunteer MBC builds  
blocks to connect our  
community...one  
volunteer at a time.**



## **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](http://www.volunteermbc.org)**

**[www.facebook.com/LikeVolunteerMBC](https://www.facebook.com/LikeVolunteerMBC)**

**[www.twitter.com/VolunteerMBC](https://www.twitter.com/VolunteerMBC)**

**[www.linkedin.com/company/volunteer-mbc](https://www.linkedin.com/company/volunteer-mbc)**