

Our Staff:

(from left to right)

- Carine Strong, Executive Director
- Sharon Clark-Koufis, Marketing & Communications Manager
- Adriane Beaudry, Program Manager
- Marina Campos, Office Manager



To Our Volunteers:

Thank you for taking the “time” to volunteer with our centre. Your contributions have been instrumental in helping us to achieve some major milestones in our mission delivery. We greatly appreciate all that you have done and all that you continue to do - you truly represent what volunteerism is all about and it has been through your unique talents and dedication that you have truly made a difference. We thank you!



The future rests in our helping hands!



Volunteer MBC

(Mississauga, Brampton, Caledon)

7700 Hurontario Street, Unit 601, Suite 400, Brampton, ON L6Y 4M3

905.238.2622

www.volunteermbc.org

**And To All Our
Supporters...
We Thank You!**



This project is funded in part by the Government of Canada. More than just a name. More than just a program.



*Celebrating Volunteerism
in the Past, Present
and Future!*

2010 Annual Report

Who We Are:

Volunteer MBC is a volunteer centre that has been created to foster and develop volunteerism in the Region of Peel, 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 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 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 also strive to be a strong voice to support and promote volunteerism through advocacy, public and media relations.



Our Mission:

Volunteer MBC promotes and supports volunteerism in an effort to connect all people to meaningful volunteer opportunities.

“You help all of us Coordinators/Managers of Volunteers do our job better with all your wonderful resources and assistance. Thanks!”

~ Carol Chung, MARY CENTRE ~

Our Goals:

Promote - reach out to all potential volunteers.

Connect - use our website and one-on-one consultation to match potential volunteers to opportunities in not-for-profit organizations.

Strengthen capacity - we help voluntary sector organizations do a better job at recruiting, managing and retaining volunteers.

Partner with community organizations - to be a voice for volunteers and volunteerism in the community.

“Volunteer MBC has been instrumental in my recruitment of volunteers for Victim Services of Peel. Your centre’s presence within the Region of Peel is invaluable and I am truly thankful for the work that you do.”

~ Tammy Rideout, Victim Services of Peel ~

“I want to commend you and your staff at your centre for the wonderful work that you are doing and the difference you are making to the community agencies and volunteers supported by Volunteer MBC.”

~ Star King, Peel Senior Link ~

Our Vision:

To be a centre that unites citizens to ensure a healthy community where people care for each other and feel safe in an environment that promotes growth and respect.

“We appreciate your help! We’ve already had a few signups right away to our volunteer posting!”

~ Daniel Francavilla, ACCESS: Allowing Children a Chance at Education, Inc. ~

Our Beliefs:

- Volunteers are the back-bone of the voluntary sector. Their contributions are essential to maintain a healthy, vibrant society.
- In bringing valuable recognition to volunteers, we can all add value to the quality of life within the community.
- That we are a centre that unites citizens to ensure a healthy community where people care for each other and feel safe in an environment that promotes growth and respect.
- That every volunteer has a unique gift that they can use to help others and to improve their community.

A Letter From Our Board President:

It's quite appropriate that our theme this year is a reflection on "time", as I've been witness to the impact that Volunteer MBC is making on our community in just over three years of the centre's operation. Although just a short time frame, we have achieved some amazing accomplishments and the results show that we are truly making a difference in the lives of the many volunteers that the centre has served to date, as well as being able to deliver the much needed support and assistance to community service members across the Region of Peel.



The Volunteer MBC staff and the Board of Directors have shown tremendous dedication in serving the community and we are continuing to take changes in stride in order to deliver a much-needed service of supporting volunteerism and advocating for the sector.

In 2010, we put a plan in place to launch the centre's Older Adult Volunteer Program, hence enabling us to effectively reach out to the older adult and retired population this year. We also took on the task of providing support to the Ontario Volunteer Centre Network (OVCN), which has provided us with the opportunity to connect with other volunteer centres across the province to share best practices and key learnings. Recently our centre was also awarded the provincial coordination role for the Ministry of Citizenship and Immigration's *ChangeTheWorld - Ontario Youth Volunteer Challenge*, hence proving that there's no task too great for the Volunteer MBC team.

This year our plans are even greater and I'm pleased to announce that the centre recently joined the Community Door, a concept where community service organizations operate under one roof to share amenities and resources. This has enabled the volunteer centre to expand its reach into the Brampton community, while continuing to have a presence in Mississauga at the Community Door location by the Square One Shopping Centre in late Spring.

In the coming year, we will be focusing our efforts on two key components, one of which is to continue to educate the community on volunteerism through an aggressive marketing campaign to reach out to our community's target audience; youth, newcomers, seniors, community groups and employee volunteers. Our other key component is to continue to focus on the delivery of programs and services that support volunteerism, examples include our on-line volunteer opportunities database, as well as providing consultation and training to help strengthen organizations to better manage their volunteer resources.

It is an exciting and dynamic time at Volunteer MBC. We are grateful for the on-going support of our members, our volunteers who help us with our mission delivery, as well as our partners and our funders. The best is yet to come!

A handwritten signature in black ink that reads "Bonnie Yagar".

Bonnie Yagar
Board President

A Letter From Our Executive Director:

***Volunteers do not necessarily have the time;
they just have the heart.*** ~Elizabeth Andrew



At Volunteer MBC (Mississauga Brampton Caledon) we make it easier for volunteers to care and give their heart. When asked exactly what we do at the Volunteer Centre, I always answer, "we make volunteers." We are the go-to organization for people who want to volunteer and for those nonprofits that need volunteers.

Our mission is to connect ALL people to meaningful volunteer opportunities. We push forward with the help and wisdom of you – our members, our Board of Directors, our volunteers, our funders and our peers – 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 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 their heart and passion. What drives the volunteer to give their time inspires us to support their efforts. 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. I am proud to be entering into my third year of service as the Executive Director of this unique service organization. It is my pleasure to work with a great volunteer Board of Directors and the most terrific small, but mighty staff and volunteers. This annual report reflects the vital work we do every day in the Region of Peel. Read and enjoy! And...ask yourself - When was the last TIME I volunteered? It's always the right TIME to give your TIME.

We are proud of the great strides our organization made last year. We connected over 10,000 volunteers, via manual connections and our online matching database. We are also extremely pleased with the successful engagement of over 2,000 youth through the *ChangeTheWorld - Ontario Youth Challenge* and we were able to bring together over 700 professionals from the community service sector to exchange best practices in volunteer management.

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 of their TIME so freely. You are incredibly special people and you have proven time and time again that you make a real difference in the lives of so many people.

No one is more cherished in this world than someone who lightens the burden of another. Thank you! ~Author Unknown

Whether you are a volunteer, friend, funder, partner or member of Volunteer MBC, with your ongoing support in a time of exciting change we can dare to dream that one day, every Region of Peel resident will be able to say, "I give my TIME, I volunteer."

A handwritten signature in black ink that reads "Carine Strong".

Carine Strong
Executive Director

2010 - In Review:

- Our on-line volunteer opportunities database had over 91,800 record views of volunteer postings for member organizations.
- Volunteer MBC's website welcomed close to 38,000 unique visitors to the site by the end of 2010.
- Our volunteer referral service referred over 10,000 volunteers, comprised of 5,392 youth (under the age of 18) and 5,953 adults (over the age of 18).
- Participated in the *2010 ChangeTheWorld - Ontario Youth Volunteer Challenge* and had 49 events held in schools and in the community, which engaged 2,015 youth who volunteered a total of 5,976 hours.
- Increased our membership to over 100 organizations, compared to 42 at the same time the previous year.
- Close to 700 volunteer management professionals and board members attended workshops, orientation sessions and L.U.N.C.H. (Learn, Understand, Network, Collaborate, Help) sessions to provide support with their respective volunteer management cycles.
- We recruited and engaged 53 volunteers to provide support to our volunteer centre in various functions for our programs and mission delivery.
- We continued to strategically align our volunteer centre with other like-minded organizations including the Ontario Volunteer Centre Network (OVCN), Sheridan College – Davis Campus, the Peel Volunteer Administrators Network (PVAN), the Peel Leadership Centre (PLC), and others.
- To reach out and promote volunteerism we attended 317 events in 2010 which was comprised of presentations, volunteer fairs, community outreach, orientation sessions and others.

2011 - Plans for the Future:

- Continue to build on the capacity of our volunteer centre's program and service offering to enhance the quality of life within the Region in all areas where volunteers are involved.
- Educate community on volunteerism with aggressive marketing campaign to reach out to targeted audience (youth, seniors, newcomers, community groups, employees) to increase the number of volunteers and to improve the quality of the volunteer experience for these individuals.
- Maintain a local presence in each municipality (Mississauga, Brampton Caledon) to promote local access to information about volunteering and to raise the profile of volunteers and volunteerism in each community.
- To develop a fundraising committee to initiate an annual fundraising campaign to create sustainable funding for Volunteer MBC.
- Connecting volunteers to meaningful opportunities via on-live volunteer opportunities database and through one-on-one consultation.
- Continue to help strengthen organizations to better manage their volunteer resources by continuing to provide customized workshops based on identified needs.
- In response to the Ministry of Education's announcement regarding the revision to the community service requirements, we will be targeting elementary and middle schools to promote volunteerism to younger youth.

2010/2011 Board of Directors:

- Bonnie Yagar, LL.B.,LL.M., TEP, Associate, Pallett Valo LP, *Board President*
- Anna Olsen, Manager, Volunteer Programs, Peel Children's Aid Society, *Board Vice-President*
- Geraldine Aguiar, Director of Community Programs, Heart House Hospice, *Board Secretary*
- Santiago Gomez, Retired Tax Accountant, *Board Treasurer*
- Gurpreet S. Malhotra, Director, Strategic Planning, Policy and Partnerships, Region of Peel - Human Services Department
- Michele Robinson, Recreation Supervisor Community Development, Community Services, City of Brampton
- Nitin Dhora, Program Coordinator, Dixie-Bloor Neighbourhood Centre

2010 Year-end Financial Statements:

VOLUNTEER MISSISSAUGA BRAMPTON CALEDON
STATEMENTS OF REVENUE, EXPENDITURE & ACCUMULATED EXCESS
OF REVENUE OVER EXPENDITURE - ALL FUNDS
FOR THE YEAR ENDED DECEMBER 31, 2010
(with comparative figures for the nine (9) months ended December 31, 2009)

	12 Months 2010	9 Months 2009
REVENUE		
The Region Of Peel	100,000	100,000
The Trillium Foundation of Ontario	75,000	75,000
United Way Of Peel Region	79,783	58,953
United Way Of Peel Region - Other	-	36,025
Municipalities - Mississauga, Brampton & Caledon	49,619	40,000
Workshop Fees & Memberships	17,983	16,629
Donations	1,875	8,610
HRDC - Summer Student	2,209	16,462
Other	31,652	3,703
	<u>358,121</u>	<u>355,382</u>
EXPENDITURE		
Audit & Legal	5,108	375
Bank Charges	107	80
Computer Supplies & Website	2,944	2,243
Equipment & Leasing	3,572	2,948
Insurance	1,869	-
Management & Administration Fees	7,422	38,437
Meetings	12	933
Membership & Marketing	1,300	2,564
Office, Postage & Delivery	5,029	3,117
Premises Rental & Occupancy	29,912	22,076
Salaries & Benefits	282,971	208,094
Special Projects	2,012	32,750
Telephone & Internet	4,104	2,929
Training	1,017	1,151
Travel	3,880	3,178
Workshops	2,261	3,989
	<u>353,520</u>	<u>324,864</u>
EXCESS OF OPERATING (EXPENDITURE) REVENUE	4,601	30,518
ACCUMULATED EXCESS OF REVENUE - Beginning Of Period	<u>78,627</u>	<u>48,109</u>
ACCUMULATED EXCESS OF REVENUE - End Of Period	<u>83,228</u>	<u>78,627</u>

The Auditor's Report Is Attached To This Statement