

# Volunteer BC Annual Report 2003-2004



## Volunteer BC

Volunteer BC is a provincial association of volunteer centres, community organizations and individuals working together to develop and strengthen voluntary action in British Columbia.

We support and facilitate the work of voluntary organizations to develop resources and skills within the voluntary sector. Volunteer BC mobilizes the collaborative expertise and energy of voluntary organizations to foster and promote volunteerism in BC. The organization also acts as a bridge linking the volunteer sector to many other sectors including government, business, and labour, as well as other nonprofit organizations.

## Vision

To be a leader in promoting the value and impact of volunteering in British Columbia.

## Mission

Excellence in volunteering to build a better British Columbia.

## Values

Volunteer BC believes that:

- Volunteerism is essential to the effective functioning of society;
- A commitment to excellence in volunteering is necessary;
- Everyone in BC should have the opportunity to volunteer;
- Every volunteer has the right to receive support and recognition; and
- A coordinated, comprehensive support structure is essential to volunteering.



\* Photograph on the front cover is of the Dominion Building in Downtown Vancouver, home of the Volunteer BC office.

# Message from the President



The past year has been one of growth and challenges. We are delighted with the rapid development of our new initiative – the Voluntary Organizations Consortium of British Columbia (VOCBC). The VOCBC Steering Committee, ably chaired by Carol Biely, has planned a number of workshops which provide learning and networking opportunities for many people in the voluntary sector.

We were pleased to establish a partnership with Langara College on the National Learning Initiative and look forward to several key programs around the issue of developing community leaders.

After Vancouver was awarded the 2010 Olympic and Paralympic Winter Games, the Vancouver Organizing Committee urged would-be volunteers to show their commitment to volunteering by becoming involved in their community. They quoted Volunteer BC's website address and we have received letters,

emails and phone calls from around the province and from other parts of the world. It is not clear yet what role Volunteer BC will play in the years leading up to 2010, but we are developing a proposal for future discussions with Olympic organizers.

On a sadder note, several of our volunteer centres were hard hit by the cancellation of provincial government contracts and some were forced to close their doors. Happily, a couple of other communities are exploring plans to open volunteer centres. Your Board of Directors remains strongly committed to doing everything possible to ensure that volunteer centres are recognized as a vital part of their community and we will strive to find ways to support them in their work. Our Volunteer BC Provincial Summit conference in the fall will address this issue.

We are happy with our newly-redesigned and expanded website which was due in large part to the work of Justin Ho, one of our board members and we are most grateful to him for all his skill and enthusiasm.

My gratitude to a fine, energetic and talented Board of Directors. We thank our office administrator Shonee Mendoza for her efficient, creative and committed service to our organization. We look forward to another busy and productive year ahead.

Respectfully submitted,

A handwritten signature in black ink that reads "D. Kimpton". The signature is written in a cursive, flowing style.

David J. Kimpton, RSW.,

President

# Laying the Table for Growth: 2003-2004 Year in Review

Since 1979, Volunteer BC (VBC) has been the leader in promoting and supporting volunteerism in British Columbia. Throughout 2003-2004, the boundless energy of staff, the Board of Directors and volunteers has been the catalyst for many successful initiatives and activities, building on the strengths of the organization's past while looking to its future.

Most of the past fiscal year (April 1, 2003 to March 31, 2004) has been spent solidifying the leadership position of the organization within the volunteer community and strengthening newly minted roles for the organization within the voluntary sector.

## Supporting Volunteer Centres

At the core of Volunteer BC's beliefs is the need for strong and healthy volunteer centres throughout the province. Volunteer centres, who are local clearinghouses of resources to connect volunteers to organizations, play a valuable role in our communities.

This year VBC sponsored the collaborative work of the [Lower Mainland Volunteer Centres Coalition](#). Funding was received from the [United Way of the Lower Mainland](#) to strengthen the capacity of the nine volunteer centres located in the Greater Vancouver region to more effectively serve volunteers and nonprofit organizations in their area. Goals of this initiative were to increase the capacity of the volunteer centres to more effectively service organizations in the region, to test new models of collaborative service delivery, to increase the awareness of nonprofit organizations of the services offered by centres, and to begin planning a marketing campaign.



Volunteer BC board members at the annual summer Board Retreat.

Outcomes from the project included formalizing communications amongst centres, training sessions, development of new joint promotional material (including a new bookmark), as well as formulating terms of reference for the Coalition. Creating similar regional coalitions in other parts of the province is something VBC would like to explore in the future.

Whenever possible, Volunteer BC has worked to develop projects that would support and/or include volunteer centres. One such project proposal was to link province-wide initiatives of [Voluntary Organizations Consortium of BC](#) (an initiative of Volunteer BC) members with local volunteer centres. A proposal was

drafted which would have seen local offices of the [Heart and Stroke Foundation of BC and Yukon](#) and the [BC Association of Aboriginal Friendship Centres](#) work directly with the volunteer centre in their community to better deliver branch programs. Although this project has not yet found seed funding, the development process resulted in creative and collaborative discussions between participants.

A key mandate for Volunteer BC is to assist communities in establishing a volunteer centre where there is a determined need, as was the case in Pemberton. Preliminary discussions took place this year, and as planning progresses, Volunteer BC will be there to provide resources and facilitate the process as required.

VBC continued to monitor the status of centres across the province. VBC updated its inventory on the services centres are providing and their funding situations.

As a key partner in bringing national consultations on the feasibility of a **Voluntary Sector Human Resources Council** to the province, VBC was able to link regional discussions with local volunteer centre hosts in Kelowna, Nanaimo, Prince George, and Victoria. (See the *Convening, Connecting and Supporting the Voluntary Sector* section for more details.)

Volunteer BC continues to have a strong and active voice at the national level to advocate on behalf of BC volunteer centres. VBC has a seat on **Volunteer Canada's Advisory Council of Volunteer Centres**, with the VBC representative currently serving as chairperson. VBC's presence on the Council ensures that the current challenges of centres in the province are clearly articulated.

The Council advises the President of Volunteer Canada on matters pertaining to volunteer centres, presents a volunteer centre perspective on activities and plans of the national association, and raises issues of concern to volunteer centres. The Council meets regularly via conference calls as well as two meetings in Ottawa. VBC also participated in a special meeting in Toronto of the **Ontario Volunteer Centre Network** where the future of that provincial network was discussed.

The Council plans to take a more active role in encouraging volunteer centres to make their voices heard at Volunteer Canada as well as to take full advantage of the resources and communications opportunities that the association makes available.

## Convening, Connecting and Supporting the Voluntary Sector

One of Volunteer BC's biggest successes last year was the launch of the **Voluntary Organizations Consortium of BC (VOCBC)**, a network of provincial and coalition organizations that involve volunteers in a wide variety of sectors such as health, education, social services, sport, recreation, arts, culture, multiculturalism, Aboriginal issues, disability issues, children and youth, business, environment and others. During the year, the Consortium grew to include over 25 member organizations.

This year, activities around the Consortium added to the strength and importance of the group in convening and supporting the voluntary sector. To build on VOCBC successes, goals for the Consortium for the year were:

1. To create and sustain a body that will promote and unite voluntary organizations;
2. To promote and advance research efforts in the voluntary sector;
3. To encourage capacity within voluntary organizations for planning, analysis and policy development; and
4. To facilitate dialogue on voluntary sector issues, community trends, and socio-economic needs in BC communities.

Through funding from the **Vancouver Foundation**, the contributions of staff and volunteers, and in-kind support from participating organizations, VOCBC was able to develop its Terms of Reference, Steering Committee functions and representation. A strategic plan was also adopted by the Consortium membership.



**Shonee Mendoza, Coordinator, Volunteer BC, at the Volunteer BC offices at Downtown Vancouver's historic Dominion Building.**

Through VOCBC, Volunteer BC was also an active and founding member of the [Canadian Federation of Voluntary Sector Networks \(CFVSN\)](#). The CFVSN links cross-sectoral groups (such as VOCBC) from all over Canada. VOCBC will be hosting Federation meetings in Vancouver in April 2004.

As well, VBC communicates regularly with the [Voluntary Sector Forum](#). This is a transitional national body (from the [Voluntary Sector Initiative](#)), comprised of members from across the Canadian voluntary sector, with a mission to create an environment where voluntary sector organizations throughout Canada become stronger; work together; engage effectively with citizens, governments and the private sector; and be recognized and valued for their contribution to society.

Throughout the year, a need for a provincial gathering of the leadership of the voluntary sector was apparent. There was a clear need to recharge and energize, exchange ideas and provide an optimum environment for refocusing combined resources to meet the challenges of the future. Work has begun on a [Provincial Summit](#), which will play a pivotal role in providing a means for collaboration and the development of a focused, unified approach to sectoral development. The Summit will take place in late September 2004.

## Workshops and Training Sessions

Volunteer BC hosted or co-hosted a number of discussions, workshops and training sessions throughout the province in 2003-2004.

The year started with [Creative Engagement in the Voluntary Sector: Future Trends](#). Martin Itzkow, Director of the [Manitoba Voluntary Sector Initiative](#), presented the findings and experiences of that province's Creative Engagement in the Voluntary Sector project.

Funding concerns were the focus at the [Funding Matters!](#) workshop. The discussion, hosted in January, looked at the increasing funding pressures on voluntary organizations. Discussions revolved around the results of recently released studies by the [Canadian Council on Social Development](#) and [SPARC BC](#).

In February, health issues and government relations were at the discussion table for the [Making Your Voice Count: VOICE in Health Policy](#) workshop. The VOICE (or Voluntary Organizations Involved in Collaborative Engagement) in Health Project was a consultation with over 950 voluntary organizations and individuals from across Canada in early 2003. The training workshop was designed to assist organizations in understanding the federal policy-making process, health jurisdictions, and how to influence health policies. While the focus was "health," the skills in the training were transferable to most government policy processes.

Work also began on a number of workshop and training initiatives that will be facilitated in the next fiscal year. Volunteer BC began collaborating with [Langara College](#) on the [National Learning Initiative \(NLI\)](#) in BC. VOCBC acted as an advisory committee for the development of potential seminars for the NLI, sessions that will begin in June 2004. The goal of the pilot project is to create a learning culture amongst the professional leadership of voluntary sector organizations. [Community Foundations of Canada](#) and the [Association of Community Colleges of Canada](#) provide national leadership for the Initiative, with similar pilot projects occurring in Ontario and Alberta.



Participants at the [Making Your Voice Count](#) workshop

Volunteer BC, in partnership with [Community Foundations of Canada](#) and [United Way of Canada-Centraide Canada](#), also began work on a series of discussions on a [Voluntary Sector Human Resources Council](#). These discussions, also to be hosted in June 2004, are on the feasibility of developing a Human Resources Council for the sector. VBC will facilitate these discussions in five communities across the province, including two meetings in Vancouver – one for provincial organizations and one for small agencies (with five staff or less).

## Online Initiatives

The effective use of technology is fast becoming a priority for many organizations in the voluntary sector. For Volunteer BC, the need for a strong online presence is especially important.

The [Volunteer BC website \(www.volunteerbc.bc.ca\)](#) is the public face of the organization. With very few changes done to the site since 2001, work began on an evaluation and redesign process. The evaluation uncovered key areas of change to create a more functional site. New navigation was needed, with clearer sub-sections, as well as a dedicated section on volunteering for the upcoming [2010 Olympic and Paralympic Winter Games](#) in Vancouver. Funding from the [Vancouver Foundation](#) also allowed for work to reposition online information on the Voluntary Organizations Consortium of BC for easier access.

As a member of the [Canadian Federation of Voluntary Sector Networks \(CFVSN\)](#), Volunteer BC is represented on the Reference Group for the [Voluntary Sector Portal Project](#). Funded through the [Canada Volunteerism Initiative](#), the project partners are the [Association of Community Colleges of Canada](#) and the [CFVSN](#), and is being led by [Niagara Community College](#). VBC participated in several meetings on the development and design of this important initiative.

Efforts also continued this year on the [BC Societies Networking Database](#), which is a joint initiative with the [Vancouver Community Network](#). The partners developed a plan for the structure of an interactive web-based database and convened a meeting of a preliminary advisory committee to provide direction for its development as a tool supporting collaboration and cooperation among nonprofit societies in the province.

Work will continue on all these initiatives in 2004-2005 with even more exciting activities on the horizon to strengthen volunteerism in the province and Volunteer BC.



A screen capture of Volunteer BC's improved website.

# Summary Statement of Operations

For the year ended March 31, 2004

	2004 Total	2003 Total
<b>REVENUES</b>		
Ministry of Community Development, Cooperatives and Volunteers	\$ -	\$ 26,685
Vancouver Foundation	22,000	-
Volunteer Canada	-	3,210
United Way	3,150	518
Voluntary Organizations Consortium of BC projects	4,566	8,618
Fees and donations	2,260	-
Memberships	2,300	3,460
Interest	375	325
<b>Total revenue</b>	<b>34,651</b>	<b>42,816</b>
<b>EXPENSES</b>		
Accounting, bookkeeping and audit	2,439	4,882
Advertising and promotion	-	971
Amortization of equipment	116	-
Computer and website expenses	2,332	887
Consultants and contracted services	24,817	33,776
Insurance	611	-
Meetings	2,580	2,261
Office supplies and expenses	4,311	3,092
Office rent	3,493	2,787
Salaries and benefits	-	12,248
Telecommunications	830	2,253
Travel	1,516	1,207
Volunteer expenses	-	150
WCB assessments	443	350
<b>Total expenses</b>	<b>43,488</b>	<b>64,864</b>
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES</b>	<b>\$ (8,837)</b>	<b>\$ (22,048)</b>

\*Complete audited statements by Vander Molen, Mackenzie, Bulthuisare available upon request.

# Acknowledgments

Volunteer BC would like to take this opportunity to thank its **Membership**, from volunteer centres and voluntary organizations to individuals, for supporting the work of the organization and for playing an important role in championing excellence in volunteering for all of British Columbia. (A membership list for 2003-2004 can be found on page 8.)

Volunteer BC would especially like to acknowledge the generosity and dedication of its many **Volunteers**. The energy of the **Board of Directors** continues to move the work of the provincial organization forward. (A list of the 2003-2004 board of directors can be found on the back cover.)

The volunteers of the **Voluntary Organizations Consortium of BC (VOCBC) Steering Committee** also need recognition. Their commitment, creativity and enthusiasm were instrumental in the continued success of the consortium this year. Thank you. Members of the 2003-2004 committee were:

- Carol Biely – Chair
- Tim Beachy
- Lisa Gagnon
- Gilda Good
- Gail Joyce
- Angela Julien
- Carol Matusicky
- Joy Murray
- Sandra Nisbet
- Vera Radyo
- Sandra Stevenson
- Linda Western

Special thanks must also go to a handful of **Special Friends**. Thank you to Lorena Campos for her willingness to share her technical expertise. Thank you to Brandon Johnson for the continued support and assistance with the Volunteer BC website and for making the extra effort to ensure its complete renovation. Thank you to Coquessa Jones for the impressive design and layout of this annual report. Thank you as well to Jack Vickery for the invaluable computer expertise and advice. Thank you to our auditors Vander Molen, Mackenzie, Bulhuis. And finally, a large thank you to Shonee Mendoza for being the engine that runs the Volunteer BC office and for keeping many initiatives and projects moving ahead.

Thank you to Volunteer BC **Partners**:

- Administrators of Volunteer Resources of BC (AVRBC)
- BC Alliance of Information and Referral Services (BC-AIRS)
- Canadian Federation for Voluntary Sector Networks
- Community Foundations of Canada
- Heart and Stroke Foundation of BC and Yukon
- Institute of Media, Policy and Civil Society (IMPACS)
- Langara College
- Lower Mainland Volunteer Centres Coalition
- Manitoba Voluntary Sector Initiative
- Social Planning and Research Council of BC (SPARC BC)
- United Way of Canada-Centraide Canada
- Volunteer Canada

And finally, a heartfelt thank you to Volunteer BC **Funders and Donors**:

- Carleton University - Centre for Voluntary Sector Research and Development
- Communicopia.net
- Health Canada
- Human Resources Development Canada
- Purdy's Chocolates
- United Way of the Lower Mainland
- Vancouver Foundation.

# Volunteer BC Membership

## Volunteer Centres

- CMHA-Cranbrook Volunteer Bureau
- Deltassist Family & Community Services
- Fraser North Community Volunteer Connections
- Fraser Valley Volunteer Centre
- Hope Community Services
- Langley Volunteer Bureau
- North Okanagan SPC Volunteer Bureau
- Oceanside Volunteer Centre
- Salt Spring Island Community Services Society
- Squamish Volunteer Centre
- Sunshine Coast Volunteer Centre
- Surrey Volunteer Centre
- Terrace Volunteer Bureau
- Volunteer Burnaby
- Volunteer Campbell River
- Volunteer Chilliwack
- Volunteer Cowichan
- Volunteer Kamloops
- Volunteer Kelowna – Kelowna Community Resource Centre
- Volunteer North Shore – North Shore Community Resources Society
- Volunteer Prince George
- Volunteer Richmond Information Services
- Volunteer Saltspring
- Volunteer Smithers
- Volunteer Vancouver
- Volunteer Victoria
- Williams Lake and District Volunteer Centre

## Affiliates

- Institute of Media, Policy and Civil Society (IMPACS)
- Multiple Sclerosis Society of Canada, BC Division
- Touchstone Family Association

## Individuals

- Carol Biely
- Justin Ho
- Gail Joyce
- David Kimpton
- Patricia Lust
- Michael McCoy
- Janet Schumacher
- Joy Murray
- Linda Western

## Voluntary Consortium of BC (VOCBC)

- Affiliation of Multicultural Societies & Service Agencies of BC (AMSSA)
- Association of Community Education of BC (ACEBC)
- BC Alliance of Information and Referral Services (BC-AIRS)
- BC Arthritis Society
- BC Association for Community Living
- BC Association of Aboriginal Friendship Centres
- BC Coalition of People with Disabilities
- BC Confederation of Parent Advisory Councils
- BC Council of Elizabeth Fry Societies – BC Region
- BC Council for Families
- BC Environmental Network (BCEN)
- BC Paraplegic Association
- Block Watch Society of BC
- Canadian Cancer Society, BC & Yukon Division
- Canadian Red Cross
- CharityVillage.com
- First Call (Child & Youth Advocacy Coalition)
- Heart & Stroke Foundation
- Pacific Community Networks Association
- Pacific Legal Education Association (PLEA)
- Providence Health Care
- Provincial Association of Residential & Community Agencies (PARCA)
- Scouts Canada – BC/Yukon Provincial Council
- Social Planning and Research Council of BC (SPARC BC)
- Sport BC
- United Community Services Co-operative
- Vancouver Multicultural Society
- Victorian Order of Nurses (VON)
- Voluntary Sector Knowledge Network
- Volunteer Vancouver

Board Members

David Kimpton, President

Carol Biely, Past President / Chair, VOCBC

Jane Boulton, Vice-President

Tim Beachy, Secretary

Michael McCoy, Treasurer

Justin Ho

Rachel Holmes

Gail Joyce

Barbara MacLellan

Elizabeth Specht

Linda Western

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