

Thank YOU to our supporters from 2017-18

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City of Kitchener
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Employment Ontario
Government of Ontario (MCI)
Region of Waterloo
United Way Waterloo Region Communities

PARTNERS

Immigration Partnership—Region
Ontario Volunteer Centre Network (OVCN)
People and Information Network (PIN)
Guelph
United Way Waterloo Region Communities
University of Waterloo — Volunteer Centre
VolunteerAttract
Volunteer Canada
WLU — Experiential Learning &
Career Development

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VolunteerAttract
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Dianne Boston Nyp
Lily Viggiano
Ingrid Brand
Blake Rice
Victoria Song
Carla Castaneda



VOLUNTEERS & STUDENTS

Committee and Leadership Volunteers

Alexis Heldon
Alison Small
Amal Qurax
Angela Wray
Carlie Foss
Cassandra Bangay
Clayton Halim
Courtney Boone
Darlene Friesen
Danika Guppy
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Jean Claude Mutuku
Kenneth Ram
Lauren Bafia
Melanie Van
Minkyung Kim
Naima—youth mentor
Pauleen Payne
Scott Rice
Zerka Mya

Volunteer Action Team—youth

Amir Mohamed
Brenden Chin-Quee
Farwa Mubasher
Fatima Alatia
Joshua Taylor-Detlor
Kai Bridgman
Kayla Soares
Kristen Da Silva
Kujaib Mohammed
Michael McKenzie
Mobina Toorani
Natalie Sprenger
Nick Bretz
Numan Saeed
Russta Fayyazi
Sidra Ismail
Tasnim Toorani

Student Placements

Jada Bors
Julia Vachon

VOLUNTEER ACTION CENTRE

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www.volunteerkw.ca

volunteer action centre

volunteerWR.ca



On April 1st, the Volunteer Action Centre launched a new URL and colour brand while simultaneously inviting community organizations from Cambridge and North Dumfries to become members. Be sure to visit them online at volunteerWR.ca.

New Office Space in Cambridge

Volunteer Action Centre Staff are now available to meet with residents of Cambridge and North Dumfries on Wednesdays between 9am and 4pm in the Employment Resource Centre at 150 Main Street in Cambridge. It is always best to call ahead for an appointment 519-742-8610. Volunteer Managers and Staff of Cambridge organizations are also welcomed to drop by so that we can get to know you.

In 2018-19 we will be hosting more member service information sessions. Watch our e-newsletter for details.

Annual Report 2018

Volunteer Action Centre Waterloo Region

The Volunteer Action Centre has been a supported organization of the United Way for nearly 30 years. When the United Way in Cambridge and North Dumfries our partnership evolved to a stronger working relationship beginning to provide shared programs like the Waterloo Wellington Learning Alliance and ChangeTheWorld Youth Engagement.

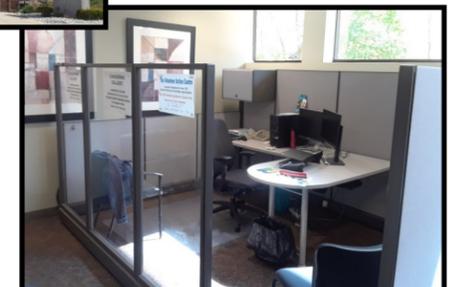
In 2017 the United Way Waterloo Region Communities announced its merger. This has been great news for our community. The change is significant for the Volunteer Action Centre as our partnership evolves once again. We have recently entered into a relationship that has the Volunteer Action Centre become a fully regional resource for volunteerism. The United Way will continue their commitment for the work of volunteer services in the community by supporting the Volunteer Action Centre to provide a one stop shop for volunteerism.

We are very excited to have Cambridge and North Dumfries organizations and community members join in the work we do to recruit, retain, and recognize volunteers throughout the region. We look forward to learning more about the different ways volunteers get involved. We are happy to share resources and expertise on the subject of volunteerism and to see how this new era unfolds.



150 Main
Street, Galt

Wednesdays
9am—4pm





Back row left to right:
Mary McGuinness (Chair), Madchen Funk, Ann de Sequeira (Supporting Treasurer), Heather Rennie, Andrea Stratulat, Lija Obermeier (Secretary), Alison Boyd (Past-Chair)

Front row left to right:
Greg Boyd, Rob Howe (Vice-Chair), David Marsh, Dennis Coelho (Treasurer)

STONE FROM THE TOP

The 2017/2018 year was probably our most challenging and our most exciting year yet for the Volunteer Action Centre and its Board of Directors. We were faced with unprecedented changes that came with lots of opportunity for growth for all of us.

We are proud to have expanded our focus to a regional volunteer centre serving agencies and groups across Kitchener, Waterloo, Cambridge, Wellesley, Wilmot, Woolwich, and North Dumfries. We believe all parties will benefit from this region-wide centre, increasing exposure for both potential volunteers and the agencies in need of their support.

To navigate the rapid change while remaining strategic, we've introduced two ongoing points of discussion around the board table: a governance minute at each meeting to encourage ongoing learning, and setting personal goals for each Board member that enhance the work of the board and are reviewed on a semi-annual basis.

I would like to thank all Board members for their unwavering dedication and their constructive and critical thinking that continues to push our organization forward. Having shared the board table with these amazingly talented and committed individuals for the past five years has been truly humbling.

On behalf of the entire Board, I would also like to extend sincere thanks to the staff and volunteers for all of their extremely hard work this past year under Jane's leadership. This small but mighty team never ceases to amaze us by the quality and quantity of work they deliver to continue to further the organization's vision.

Serving on this Board for the past year as Board Chair, has been one of the most meaningful experiences and a true privilege for me. The work we've done and the work we've set out to accomplish fills me with pride and optimism for the future of volunteerism in our vibrant community.

Mary McGuinness

THE BOTTOM LINE

The Volunteer Action Centre of Kitchener-Waterloo and Area Inc. (the "Organization") ended the year in a solid financial position, with a surplus of \$6,396. Our financial results were made possible by the Organizations' involvement in innovative projects that support volunteerism in Waterloo Region and beyond, and the continued prudent management of its operating expenses. Subsequent to the end of our financial year we announced that the Organization and the Volunteer Centre of Cambridge had combined their services to better service their members and volunteers. We are looking forward to the future of the Organization as a regional volunteer centre, and the benefits this wider reach is expected to provide to our existing and new members, volunteers, and the Waterloo Region community at large.

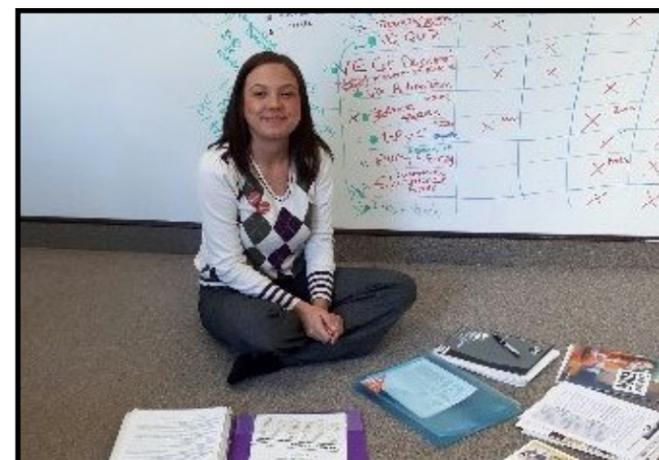
DID YOU KNOW

The Conference Board of Canada in their 2018 paper 'Value of Volunteering in Canada' states **"If measured, volunteering would add an estimated \$56 billion to economic activity in 2017."**

HAPPENINGS at VAC

Partnering with VOLUNTEER CANADA and VOLUNTEERATTRACT on Youth Engagement and More!— In January 2018 Prime Minister Trudeau launched the Canada Service Corps. This initiative is focused on Youth Engagement; finding new ways to connect youth with their communities. At the heart of this initiative is a new national data hub that is built on the **VolunteerAttract** platform that was developed through a partnership between the University of Waterloo Computer Systems Group and the Volunteer Action Centre. The data hub is pulling positions from volunteer centres across the country for new audiences of potential volunteers.

The Volunteer Action Centre has seen an increase in monthly activity from an average of 10,000 unique users to between 13,000 and 14,000 users in the months following this launch. This is an excellent example of how partnering can boost resources and raise awareness in our community.



In addition to the data component of this national project, the Volunteer Action Centre's staff member Lily Viggiano has been asked to work on tools for youth engagement that can be shared across Canada. She was also asked to present on an expert panel for an Open Senate forum on youth engagement at the Houses of Parliament in Ottawa.



NEWCOMERS WELCOME! The Volunteer Action Centre team is very active in Inclusion work in the Region. Dianne Boston Nyp is co-chairing the Belonging Pillar of the Immigration Partnership where she helps facilitate conversations around

how to better connect newcomers to community. Dianne has been providing one on one volunteer matching support, since 2007.

This year the Ministry of Advanced Education and Skills Development supported a project to assist newcomers to better understand the Canadian context for volunteering and to know if volunteering is the right way for them to engage. Online, interactive learning solutions were developed by contract staff, Ingrid Brand and Blake Rice; as tools for engagement that can be used at home or in a classroom setting. A second resource was developed for those who work with newcomers. Originally targeted at volunteer managers, the Volunteer Action Centre team was asked to broaden some language so that these tools can be used by settlement workers, ESL teachers, and human resource specialists.



Our Centre also supported three projects of the Arab Women of Waterloo Region. This group facilitated by four wonderful newcomer volunteers held weekly drop-ins for over 100 refugee and newcomer women; facilitated **Women's Journey** –Telling the story of Refugee Women through art; and created a community policing series developed in partnership with the Waterloo Region Police Services. It was thrilling to see and participate in each of these projects watching the women find venues for community.

RECRUITMENT—RETENTION—RECOGNITION
2017-18 **highlights** volunteer management services:

- 169 community benefit organizations receive volunteer management support services
- 60329 individuals explored our portal
- 10836 applications to volunteer through portal
- 88% value added rating on workshops
- 109 youth engaged through EPYC giving 1500 hours during program to 7 orgs and 10 initiatives

It has been an excellent year for Volunteerism in our Region!!!