



Centre d'action bénévole  
Ouest-de-l'Île  
Volunteer West Island  
**Annual Report  
2015-2016**

# 1. MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

Every year brings its challenges and successes and in spite of a financial cutback from one of our major funders, we were still able to move forward with a positive attitude and hope for the coming year; thus we anticipate reinstatement of the grant amount we had received in the past. Optimistically, 2016 – 2017 should be a simpler year.

As always, the contribution made by the Board of Directors - Anne Pertus, Paola Arsenault, Pierre Collins, Marie Desy, Catherine Thomas and our two new members, Victoria Jonas and Andrea Lane was invaluable and for that, I thank them.

Madeleine Costigan, Coordinator, Meals on Wheels, tendered her resignation after 22 years with Volunteer West Island and is a new retiree, effective April 30th. We take this opportunity to wish her good health and much happiness for the future. Again, I wish to acknowledge the contribution of the staff under the direction of Lynda Barrett with whom it has been a pleasure “to do business”. Thank you Yolanda Rodriguez, Kathleen Greenfield, Renée Depocas Smith, Terry Aitken, Nuo (Nora) Xu, and Shelley Hayden, for all that you do with a smile and positive attitude and Natalie Claireaux who enhanced VWI's Social Media. Don't forget to 'LIKE' our Facebook page.

So much has been accomplished at VWI in 2015 – 2016, prompting me to ask the question again this year, “Where has the time gone?” The once ‘new’ computer system is up and running, supporting the efficient management of VWI; the development of the Strategic and Financial Plans by the Board; the start of evaluation systems with those we serve; the introduction of Caring Paws Animal Therapy which will no doubt, bring a new perspective to volunteering with our ‘furry’ friends, creating smiles all around.

To pique your curiosity, we have established an Anniversary Committee that will shortly begin working on the upcoming celebration of Volunteer West Island's 50 years' presence, serving the West Island and its citizens. Catherine Thomas and Victoria Jonas will be joining me in the exciting adventure which lies ahead of us. Although not confirmed, we are considering the date to be somewhere between mid-April and early May. We will also be looking for sponsorships for this event. If you know of anyone, or are interested yourself, please let the Committee know. I look forward to seeing you at the 50th Anniversary Celebration!!

**Patricia Empsall**  
President

Volunteer West Island has a lofty vision to be a Volunteer Centre that unites all citizens to ensure that the West Island remains a healthy community.

One of the first known community initiatives was the creation of the “Bureau des pauvres” in 1688. Back then, the term “volunteering” wasn't part of people's vocabulary; however, one important aspect still remains relevant throughout history: the significance of caring and giving to others.

Despite its vast geographical territory, the West Island is in fact a very tight knit community with people working in all sectors to create positive impacts. I'd like to think that because of the willingness and openness of our partner organizations, together we've strengthened the social fabric through the efforts of volunteers. We've recruited emerging young leaders, involved corporate citizens, placed volunteers with specific skills, and continue to engage citizens to support 13 MOW kitchens and numerous services for vulnerable clients.

This report demonstrates our contribution and impact, showing how we're doing a little more each year to improve our methods of recruitment and our communications with the groups that we're committed to help. We've welcomed Caring Paws Animal Therapy into our family and increased our reach by providing additional training and support to groups and volunteers.

This past year, we've achieved a number of strategic priorities that are reported in the governance section. One of several actions in place for the year to come is our obligation to promote a culture of evaluations. With the celebrations of 50 years of service in 2017, it makes perfect sense that we take the time to collect data and analyze the success and impact of our programs. We want to use that information to help us plan for another 50 years of giving!

As professionals in volunteer management, we are fueled by the synergy of volunteers. I'm also surrounded by an incredible team of strong women who are supportive and make every working day special. I wish to thank the Board for making all the right decisions including several important choices that will secure VWI's financial health. In closing, I wish to acknowledge the dedication of Mrs. Patricia Empsall as she leaves the Presidency after four years at the helm. She has taught me innumerable lessons, providing insight on many administrative issues. As they say in French “ce n'est qu'un au revoir”. We plan on having her remain by our side for many years to come.

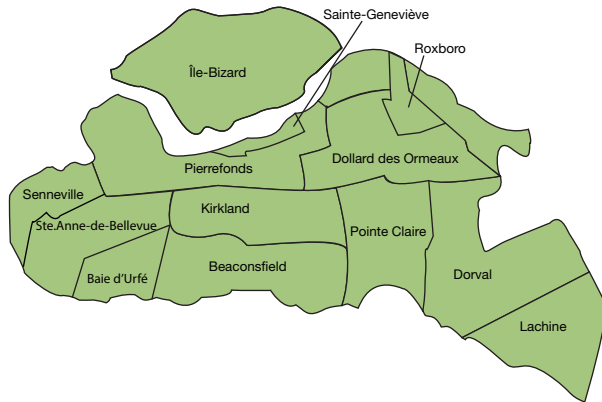
**Lynda Barrett**  
Executive Director

*C'est le temps...  
...le temps d'aider les autres*



## 2. VOLUNTEERS SHAPING A COMMUNITY

### OUR REACH



Fourteen neighborhoods that include five former municipalities, now boroughs of the City of Montreal (Roxboro, Pierrefonds, Sainte-Geneviève, L'Île-Bizard, Lachine) and nine cities in their own right (Beaconsfield, Baie-D'Urfé, Dollard-des-Ormeaux, Dorval, L'Île-Dorval, Kirkland, Senneville, Pointe-Claire and Sainte-Anne-de-Bellevue).

**POPULATION SERVED: 277,354**

### OUR MISSION:

- Facilitate volunteerism by promoting, recruiting, training, and referring volunteers to meet the many and varied needs of the Montreal West Island community
- Assist seniors to remain autonomous by offering programs and services that break their isolation

Volunteer West Island is a not-for-profit organization that was established in 1967 as a branch of the Volunteer Bureau of Montreal and has recruited enthusiastic, skilled and dedicated volunteers to meet the needs of the Montreal West Island community ever since. We've made every effort to draw people's attention to the importance of volunteering in the community. Through volunteer work there are endless possibilities of making our community a better place to live, work and play! The volunteers we recruit provide local organizations with the skills, talents, and perspectives that are essential to their relevance, vitality and sustainability. Volunteers increase the capacity of organizations to accomplish their goals

“The voluntary sector is considered to be the third pillar of Canadian society, equal in importance to the public and private sectors.”

*Employment and Social Development Canada, Voluntary Sector: Initiative Impact evaluation: 2009*

### GUIDING PRINCIPLES:

- To recruit, train, support and recognize volunteers
- To provide a fulfilling experience for both volunteers and the community
- To contribute to the quality of life, respect the dignity and contribute to the safety of individuals in the community

Our work is made possible by the support of the following generous funders to whom we are indebted for helping us make a difference in the lives of so many!



## 3. A VOLUNTEER CENTRE IS...

A Volunteer Centre's work in local communities is to strengthen volunteering and citizen engagement. These centres reach across the non-profit and public sectors to include organizations working in social services, health care, education, arts, culture, sports, recreation, and the environment.

With more than 115 in Quebec, each volunteer centre's name, size, structure and services reflects the unique characteristics of their community. Volunteer centres can offer a choice of individual, youth, or group volunteer opportunities suited to the volunteers' interests and availability and will liaise with volunteers and community organizations in need of assistance.

Through various ways, they share the following common functions:

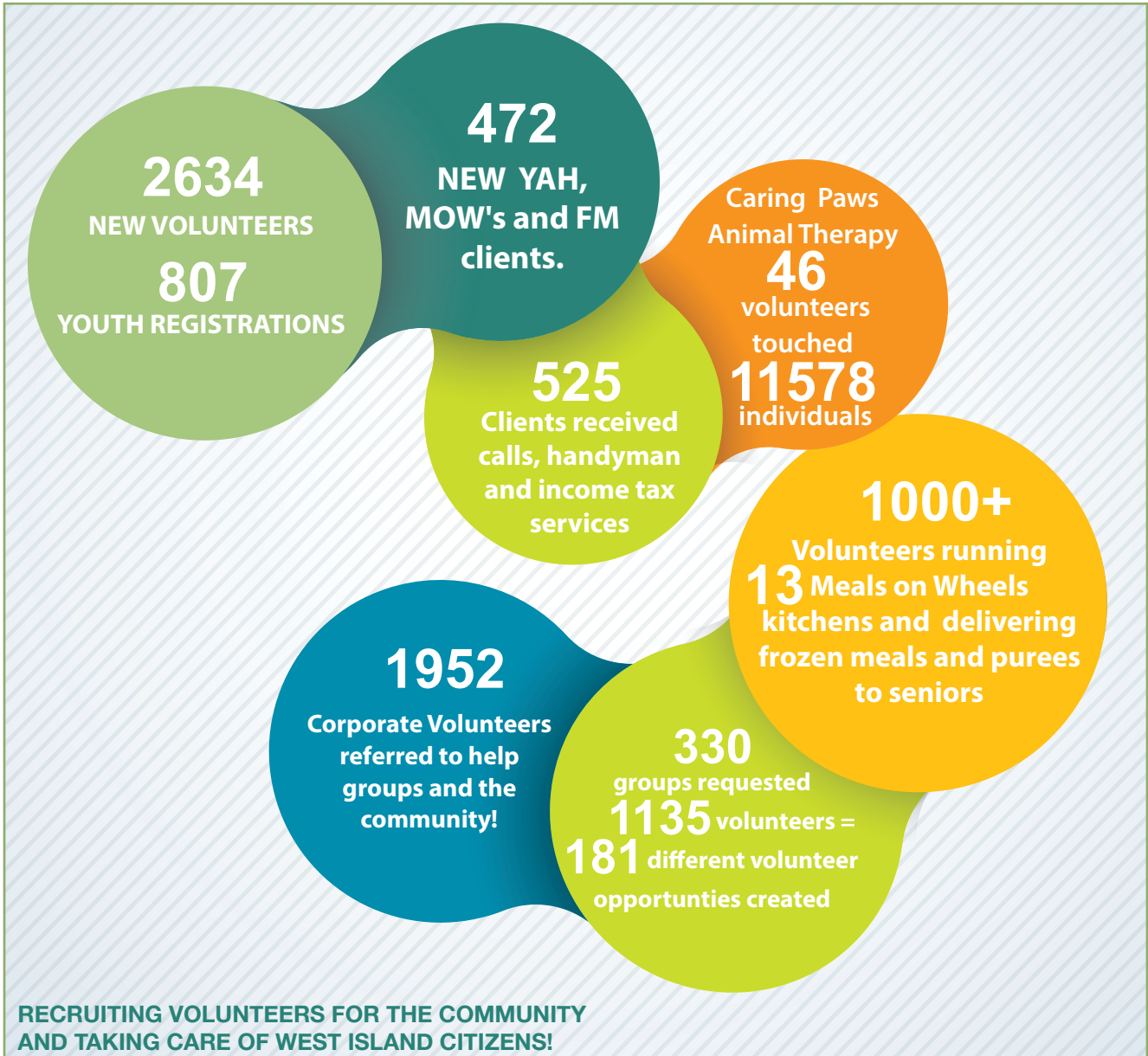
- Promote volunteering
- Build the capacity of organizations to engage volunteers
- Facilitate connections between people and volunteer opportunities
- Provide leadership on issues related to volunteering and citizen engagement

Volunteer West Island is an active member of the following groups and collaborates with its sister centres in Montreal and Laval.



Le bénévolat, ça change une vie!

# LIVES TOUCHED



## VOLUNTEERS BY DEMOGRAPHIC





## WHAT CAN I DO TO MAKE A DIFFERENCE IN MY COMMUNITY?

Consider Becoming a Volunteer! Volunteer work can show you how to use and hone skills you already have, enable you to develop new ones and discover abilities you didn't know you possessed. Skills you acquire through volunteer work... [Read More](#)

## 4. PROMOTING VOLUNTEER ACTION

Volunteering is not only contributing to the work of local community and voluntary groups, but also the development of individuals. We take great pride in exchanging with all members of our community to hear their stories and understand their realities; this helps us develop and build volunteer capacity on the West Island.

### 4.1 RECRUITMENT AND REFERRAL OF VOLUNTEERS

Meeting potential volunteers in person is one of several ways the recruitment staff can make a match. Since some personal interviews are necessary to complete background security checks for volunteers requesting to work with vulnerable individuals, through these interviews we can understand their interests and abilities and effectively match them to an organization. The recruitment staff can suggest the best opportunities for each person based on why they want to volunteer, their strengths and their availability. We also provide volunteers with tips on what to

expect when volunteering and the importance of reviewing the resources for volunteers available on our website.

#### 2015-2016 A FEW HIGHLIGHTS

- A total of 2 634 new volunteers were entered in our database. Although not all new volunteers are presently active, we make sure they are well-informed and abreast of the volunteer needs in the community.
- In 2015, VWI supported 330 groups.
- On a monthly basis and when there's an urgent need from an organization, Salesforce has proven its capabilities! VWI's new software system has allowed us the ease of sending over 6000 emails to volunteers who, despite being given the option of removing themselves from our mailing list, wish to remain and receive our list of volunteer opportunities. We've tracked our response rate; 35% of the volunteer requests are filled following each mass email that is sent out.
- Volunteer West Island's website got a facelift!
- Potential volunteers can now use the search engine that works on searches by location, activity and for a specific name or role. It is now functional and proving to be user-friendly. The recruitment team has worked hard at simplifying the viewers' experience. Although not all opportunities are shown on the website, we have uniformity with the 74

West Island opportunities that are now presented by title, description, location with a minimum age requirement.

- There has been an increase in requests for volunteer drivers. An aging West Island population has generated a bigger market for services and for volunteers. VWI has received an increase in the requests for volunteers to accompany seniors to doctors' appointments, to deliver meals, and to be transported to and from activities.
- How an organization and a client can benefit;

“We received a phone call from an organization looking for a Farsi-speaking volunteer to visit a very lonely 86 year-old lady. They had been trying to find one for quite a while, through ads in the local papers as well as in the W.I. Gazette but to no avail. As luck had it I had just interviewed a young woman the previous week whose mother tongue is Farsi. We called her and the match was made. The volunteer now goes once a week to visit.

~Yolanda Rodriguez,

Volunteer Recruitment Coordinator, VWI

## 4.2 YOUTH: 12-24 YEARS

- 807 Youth volunteer registrations
- Volunteer Fairs reached 1,721 young people in person
- Social Media Reach: 1,020 young people online (44 Facebook & 976 Mail Chimp)
- 278 Police checks for community-based organizations

Volunteerism is a vehicle for social inclusion, citizen engagement, skills-development, and enhancing democracy that benefits a diverse group of young volunteers, individuals and organizations in need. Volunteer West Island engages young volunteers through two programs and outreach activities with individual volunteers to help build community:

Youth volunteer recruitment matches the skills and interests of highly motivated young volunteers with opportunities at community-based organizations to better assist vulnerable populations in the West Island with services and support. We have added a list of volunteer opportunities for youth and their families organized by age group with volunteer opportunities not previously listed. There are 45 recurring volunteer opportunities for youth with organizations on the West Island (21 opportunities for youth 12-16 & 24 options for those 16+).

### YOUTH IN ACTION, JOHN ABBOTT COLLEGE & INDIVIDUAL VOLUNTEERS

#### YOUTH IN ACTION:

220 participants in the program are public high school students-99 student who met the challenge of 40 hours or more were honored at the Gala on May 11 at the Pierrefonds Cultural Community Centre.

Participating schools: École secondaire Saint-Georges, École secondaire des Sources, École secondaire Félix Leclerc, École secondaire Dorval Jean XXIII, Beaconsfield High School, John Rennie High School, Lakeside Academy, Lindsay Place, Pierrefonds Comprehensive High School, Riverdale High School, St-Thomas High School

#### JOHN ABBOTT COLLEGE:

Through VWI's partnership with Professor Barry Reynolds's Community and Communication classes, 241 John Abbott college students supported 27 organizations and community group activities with 8,136 hours of volunteer work. VWI paid special attention this year to achieving our long-term goal of engaging more West Island youth to volunteer. With the help of a JAC student, we used their social media expertise to do additional recruitment on a weekly basis!

**The students are instrumental in supporting the regular programs of:** ABO-VAS, AJOI, Batshaw Youth & Family Centres, CHSLD Bayview, CHSLD VIGI Santé Dollard-des-Ormeaux Day Centre, CHSLD VIGI Santé Pierrefonds: Seniors' Residence, De-Zone, YMCA, Dollard des Ormeaux – Seniors Club, Morgan Arboretum, NOVA Adult Day Centre, NOVA Driving Patients, Omega, Dorval Day Centre, Pointe-Claire Seniors Drop-in Centre, Progressive Bowling League, Projet Communautaire Pierrefonds- PCP, Thrift Shops for NOVA, VIGI Santé CHSLD DDO, Villa Beaufort, Volunteer West Island: Contact Program; Cooking for MOW; Friday BINGO; Frozen Meals Delivery; Meals on Wheels Sainte-Anne-de-Bellevue; Meals on Wheels Lachine West; Meals on Wheels Dorval; Youth Engagement; and WIAIH. **New to the program this year:** AJOI, WIAIH, Morgan Arboretum.

#### INDIVIDUALS:

346 Individual Youth volunteers registered - in addition to those in existing programs associated with 54 schools - and referred to 53 community-based organizations.

#### 2015-2016 HIGHLIGHTS

- **Gala Event in May 2015** celebrated the achievements of students who completed the Youth in Action Volunteer Challenge 2015-2016. A professional graffiti artist, Hits Radio 94.7, a photographer and several special guests added that special touch to the event that welcomed 228 attendees. The work undertaken by La Coalition Solidarité développement durable (CSDD) and students who gave more than 100 hours of time was spotlighted. The students from 11 participating schools reported a total of 7,030 hours.
- In August, VWI hosted a **Leadership Skills-Share Workshop** to help capture **Youth Volunteer Stories**. Participants learned through peer mentorship why it's important to support each other and work together for

the benefit of our communities and put critical thinking skills into practice. Also, the youth participants gained some basic media skills and communications training on how to use their voices to facilitate positive change in their communities. Peer mentors included Tristan Williams, *Tristan Williams Foundation*; Sarina Lalla, *Colour our Community* event, West Island Community Shares; Akshay Grover, YIA participant - *Run for the Cure*. This resulted in the making of a video we used to promote volunteering and share what the participants learned with a larger audience. Video: <https://youtu.be/Ywdx1zpvK2c>

- **Designed a short survey for students** who did not finish the YIA Challenge in 2015 to determine what volunteer opportunities students would like to see so as to better understand their capacity to finish 40 hours during the school year, and see if they will participate again in 2016 (17 respondents in September 2015.)
- **New volunteer opportunities are sent to young volunteers** once a month and to **Community Involvement Animators** at the schools with each new organizational request received at VWI. VWI is giving young people opportunities for inclusion, not exclusion!
- VWI was invited to present their Youth Volunteer Programs at a professional Development Day Workshop held with

**16 LBPSB elementary and high school Spiritual Life and Community Involvement Animators.** They are responsible for many of their students' volunteer community activities and are ambassadors for VWI.

- **Coalition Solidarité développement durable (CSDD)** Located in Pointe Claire, this non-profit organization is promoting the construction of a dental and medical centre dedicated to orphans in Kinshasa, the capital of DR Congo. Volunteer dental and medical practitioners will provide free health care to these orphans. In order to raise funds for this project Youth in Action volunteers (with a required minimum age of 12), bag groceries at various stores in the West Island as a fundraising activity during the school year, until mid-April.

“About 40 students registered in the “Youth in Action” program engaged in 13 weekends of grocery wrapping since August 30, 2015. In total \$12,261 was raised. We also had the help of ABC Centre in St. Laurent. There were 202 participating students from 5 schools: 34 from Felix-Leclerc, 32 from St Georges, 94 from Des Sources, 36 from Jean XXIII in Dorval and 6 from Kuper Academy). Of these, 46 were registered with Youth in Action.”

~Alex Mbongo

email: [nambongo@csdd-quebec.org](mailto:nambongo@csdd-quebec.org)

“When I first started volunteering, when I was 10 years old, I was bullied a lot and helping Girl Guides of Canada took my pain away. I finally felt like I belonged and it boosted my self-confidence and I've never stopped helping with them and I'm 14 years old now.” Taylor Lebel-Latter was in secondary 2 from Lakeside Academy, honoured at the Gala for her community work; she volunteers in

many different ways at school and in the community.

“This year I focused on going to the Jewish Elderly Care Centre to become more familiar with the people there and show them I'm committed. I feel that doing my part and helping out is the least I can do. My volunteering at JEC does not stop here. The friendships I've made and all the experience I got out of this has made me more responsible, confident and more open to new things”. Nadia Ghanem, Riverdale High School, was in secondary 5.

“Knowing I could make a difference in other people's lives made me feel like a hero... Volunteers look like me; they look like you, they look like the people you pass by on the street. But a volunteer is someone who cares, someone who wants to be involved. Someone who wants to give something back. Next I'll be entering CEGEP and I know my passion for volunteering will continue with me.” Pamela Singh Beaconsfield High School, was in secondary 5.

“If it were not for the Youth in Action Program, my student would have fallen through the cracks” and not been recognized for her efforts”. Suzanne Simatos, Community and Spiritual Care Animator

## 4.3 COMMUNITY RELATIONS & CORPORATE VOLUNTEERING

*Growing Together:* Networking allows VWI to seek out and connect with new community partners and to stay in touch and work creatively with current ones so as to develop new Corporate Volunteer Program options to widen volunteer opportunities and participation in response to community groups' needs and companies' interests and availabilities. All parties continue to have high quality volunteer experiences, resulting in repeat business and satisfied customers from all domains as we find the right match for our community and corporate partners.

The VWI Corporate Volunteer Program keeps up with the changing face of volunteering in today's corporate world. VWI Corporate/Service Group Volunteer Program can accommodate large/small groups; community days, special team-building events; recurrent volunteer team initiative with rotating teams. One-off, regular annual - all customers welcome! Post-volunteer event follow-up coverage with media; on VWI web site; social media, and in VWI's print and online publications.

*Working Together for the Good of the Community:* VWI's Corporate/Service Group Volunteer Program continued to flourish and expand in 2015. Volunteer West Island, a leader in corporate volunteer recruitment, helped corporate partners make a difference through good corporate citizenship, placing them within community organizations for annual Community Days, team-building events and the provision of rotating teams of volunteers.

### 2015 - 2016 Highlights

- VWI's Corporate/Group Volunteer Program enabled 1952 corporate/service group volunteers from 18 "repeat business" corporate partners and 13 new ones - including different departments within some companies—to volunteer at 69 volunteer events with non-profit organizations.
- Welcome Hall Volunteer Crisis: Early in the New Year Welcome Hall Mission experienced some difficult times due to a temporary dearth of volunteers and a wealth of donations. VWI's Corporate/Group Volunteer Program put the word out amongst their numerous corporate partners and community service groups and a great many stepped up to fill the need, sorting clothing and food items. Some offered their services more than once!
- Christmas is a time for giving: 15 companies provided 235 employee/service group volunteers who distributed food baskets, assisted families, collected toys, delivered warm socks to seniors and helped with the annual Collective Christmas event, held in collaboration with West Island mental health non-profit organizations.

- The Lakeshore General Hospital Foundation welcomed ongoing corporate and service group referrals for annual Duck Race and Giftwrapping Fundraisers.
- Centraide of Greater Montreal and WICS continue to send us companies wanting to establish volunteer programs.
- The Sox Fox Campaign Collection for CHSLD Denis-Benjamin Viger clients has become a mobilizing initiative; Rotary Club, NOVA Board of Directors and NOVA Thrift Shops, corporate partners, VWI Team and volunteers continue to help on an ongoing basis. **This represents globalization at a community level.**

## 4.4 COMMUNICATION - REACHING OUR AUDIENCES: SHARING THE WEALTH OF VOLUNTEERING!

Why This Matters: Visibility in the media impacts heavily and positively on the continuing growth and development of VWI's volunteer recruitment programs for individuals, youth, and corporate/service group partners. It also affects the activities, services, and programs we provide to seniors and to those with loss of autonomy, resulting in increased corporate and community awareness and heightened interest.

Through VWI's press releases, articles, and announcements published, courtesy of supportive media, we draw attention to the many community organizations serving West Island residents for which we recruit volunteers. As more people learn about the existence of such crucial programs and services and how to access them, the demand increases. Serendipitously, as a result of wide media coverage, each year greater numbers of volunteers approach VWI, wanting to make a difference in their community through involvement in volunteer work, thus enabling VWI to respond to the growing needs of non-profit organizations for volunteers.



- There were 308 articles and announcements disseminated by print, online, and on-air media, in addition to regular postings through social media. Good relations = good coverage!
- “*Quoi de neuf*”– 13 issues, 12 monthly and one Special Edition
- Our new **WEBSITE** was launched in November 2015 through which registration forms go directly into our Salesforce database. Regular articles, announcements, opportunities and links are posted.
- “*SMILE, YOU’RE ON CANDID CAMERA!*” A film crew affiliated with the FCABQ (Fédération des Centres d’action bénévole du Québec) chose VWI to be one of 12 Volunteer Centres across Quebec to be in the spotlight for a documentary on volunteering shown on MA TV and other French stations during **Volunteer Recognition Week!**
- **VWI is now social media-savvy!**    
- Youth volunteers created community engagement videos about their volunteer stories.
- The **MOW’s SANTA PROJECT** – a giving campaign to allow citizens to donate funds and provide the clients with the gift of a hot meal and a holiday card explaining the gesture. This year we received a record number of donations and raised \$1,348.

## 4.5 VOLUNTEER WEEK 2015 APRIL 12TH-19TH

National Volunteer Week is a time to recognize, celebrate and thank volunteers. VWI guides the West Island in celebrating National Volunteer Recognition Week. Once again, Volunteer West Island formed a special committee that took the lead to promote the importance of recognizing the men and women of all ages and backgrounds who contribute to making the West Island a more desirable place to live. Here’s what we did:

- We reminded our stakeholders (community & health care groups, municipal & political representatives) on the importance of recognizing their volunteers and provided them with the following links to the FCABQ <http://www.fcabq.org> and to Volunteer Canada.
- We joined a radio host on Daybreak, CBC Radio in November, and again during Volunteer Recognition Week to talk about why people should volunteer.
- A number of articles on exceptional volunteers were published in the local media.
- A big thank you to Global News at 6 PM for a week-long series about volunteering during National Volunteer Week! A segment we were pleased to be part of!

### TRAINING AND SHARING INFORMATION

<p><b>FOCUS GROUP / SHARING</b></p>	<ul style="list-style-type: none"> <li>• Focus group for networking sessions provided by the West Island Community Resources Centre</li> <li>• Focus groups re: vulnerable populations TQSOI</li> <li>• Attended le réseau de partenaires communautaires MADA de Beaconsfield</li> <li>• Representative on a consultative MADA committee in Beaconsfield</li> <li>• Attended 2 workshops on breaking isolation, offered by The English Speaking Catholic Council. One of several objectives involved best practices for networking and sharing.</li> <li>• Joined several webinars presented by the Father Dowd Foundation</li> <li>• Joined webinar on communication offered by Charity Village</li> <li>• WI Executive Directors organized meeting in January about Centraide’s requirements and evaluation requirements of other funders.</li> <li>• Attended two-day conference with 75 other Volunteer Centres from across Quebec</li> <li>• Visited and provided detailed information about how VWI can help them further: Family Resource Centre, Centre Bienvenue, YMCA, AJOI, to name but a few.</li> <li>• Joined 3 teleconference sessions to share with Volunteer Centres across the country; an undertaking by Volunteer Canada</li> </ul>
<p><b>FOOD SECURITY</b></p>	<ul style="list-style-type: none"> <li>• VWI organized and planned 2 round table discussion with volunteer leaders; Networking and Knowledge Sharing</li> <li>• As Food Security Committee member, VWI attended Agents of Change meeting</li> </ul>
<p><b>INCOME TAX CLINICS</b></p>	<ul style="list-style-type: none"> <li>• VWI recruited, trained and supported 12 administrative and income tax volunteers who were asked to volunteer at CRC, City of Beaconsfield, office of Frank Baylis, MNA for Pierrefonds-Dollard and Action Jeunesse Emploi. VWI staff offered training to partner groups when requested.</li> </ul>

## TRAINING AND SHARING INFORMATION

<p><b>STUDENT TRAINING &amp; SPECIAL WORKSHOPS</b></p>	<ul style="list-style-type: none"> <li>• Provided John Abbott College students training on <i>What to Expect When You Volunteer</i> and conducted police verifications for 3 Fall &amp; 3 Winter class sessions.</li> <li>• Organized a panel discussion for youth leaders</li> <li>• Student volunteers created the Mail Chimp monthly message sent out to other youth volunteers.</li> <li>• Staff took part in Word Press, Mail Chimp, and Montreal Volunteer Bureau's training sessions</li> </ul>
<p><b>COLLABORATION; KIOSK &amp; COMMUNITY WALKS</b></p>	<ul style="list-style-type: none"> <li>• Offered 2 presentations at Sainte-Anne's Veterans Hospital Centraide's Campaign 2015</li> <li>• Supported Centraide's Annual Parade and organized in-house campaign</li> <li>• Supported WICS at their annual events: Red &amp; White benefit event, golf tournament, parade.</li> <li>• Attended Merck Frosst's Community Cocktail to recognize two non-profit organizations</li> <li>• Contributed to La Guignolée Sainte-Anne-de-Bellevue's Annual Food Drive</li> <li>• Member of Advisory committee for CCC: Father Dowd Foundation, The Pillars Trust, Catholic Foundation</li> <li>• Took part in Dollard-des-Ormeaux Civic Centre Day to promote services and volunteering</li> </ul>
<p><b>REPRESENTATION</b></p>	<ul style="list-style-type: none"> <li>• NOVA's annual Breakfast Fundraiser and Adult Day Centre Christmas gathering</li> <li>• CRC Networking Breakfast workshop on burnout in the workplace</li> <li>• Attended International Women's Day Breakfast</li> <li>• Corporate helps the annual Collective Christmas Event for Mental Health Groups on the WI</li> <li>• Conferences and launching of Volunteer Recognition Week by the FCABQ</li> <li>• Active member of NOVA's Board of Directors</li> <li>• Attended Annual General Meetings of AVATIL, WIAIH, EE, NOVA</li> </ul>
<p><b>VWI AS AN INVITED SPEAKER</b></p>	<ul style="list-style-type: none"> <li>• One-hour presentation on "<i>Le bénévolat</i>" Salon 50 + Table des 50 ans et plus Drvl-Lachine.</li> <li>• Teaching Webinar on Volunteering 101; participants of Montreal's English-speaking Community</li> <li>• <i>The Importance of Volunteering</i> - National Seniors Day City of Pointe-Claire's Community Support and Aid for Seniors</li> <li>• LBPSB &amp; CSMB support staff's half-day exchange - VWI was invited to present our role in the community in terms of volunteering and youth initiatives</li> </ul>

### RECRUITMENT FAIRS, KIOSKS AND WORKSHOPS

École St-Georges	201 students	École secondaire Jean XXIII	183 students
École secondaire des Sources	118 students	École secondaire Felix-Leclerc	215 students
Beaconsfield High School	139 students	Lakeside Academy	86 students
Riverdale High School	45 students	John Abbott College	241 students
John Rennie High School	110 students	CEGEP Gérald Godin	40 students
Pierrefonds Comprehensive High School	137 students	Collège Beaubois	144 students

## 5. RECOGNIZING AND SUPPORTING VOLUNTEERS

As volunteer management professionals, we've understood that not only should our volunteers demand high standards of management, they deserve to be trained and supported in their work. The Outreach Volunteer Coordinator who was hired to assist 1000 West Island volunteers (the providers of our own food services and community programs), became the Interim Meals on Wheels Coordinator. With a few projects on hold, we continued our efforts in creating a vibrant community of volunteers!

- We received many inquiries from volunteers looking to help with the arrival of the Syrian refugees. We were able to provide the contacts and important referral information on our website to help guide volunteers to contact cities, boroughs, churches, synagogues, mosques and other organizations that were mandated by the government to support them.
- We joined the **Kirkland MOW's** volunteers' initiative and subsidized their picnic get-together to meet the leaders of this group and to help them in the search for a new volunteer Kitchen Coordinator.
- **Two Meals on Wheels Coordinators' meetings** were held this past year; the first was held in June to present a more efficient client/volunteer-based software system and to share each other's tricks in dealing with difficult clients. In October, a dietician guest speaker presented and answered the Volunteer Kitchen Coordinators questions regarding the nutritional needs of seniors with a particular emphasis on diabetes. In turn, some kitchens changed their recipes and their desserts.
- We held a few Recognition Holiday Parties for the **Frozen Meal volunteer drivers and for VWI's receptionists**. This type of gathering is beneficial in many ways; volunteers had a chance to meet each other, share ideas and offer suggestions to improve efficiency. Based on the observations of our volunteer drivers and the volunteers voicing their dislike of using their time to deliver FM to people "in better shape than me", we made sure to clarify the criteria for users of the Frozen Meal program.
- Several Meals on Wheels kitchens were visited by La Direction de l' Environnement, Division de l' inspection des aliments de Montréal, and passed the thorough inspection. They also provided us with interesting information that we were able to pass on to each kitchen leader. We truly wish to congratulate the 13 kitchen volunteer coordinators who believe in tight kitchen rules for their volunteers.

- Over **135 people** were in attendance at **VWI's own Sugar Shack** event attended by two SPVM community officers and filmed by Global's Jamie Orchard. Although our facilities can't accommodate more volunteers, we will have to consider another venue to say thank you to all the volunteers who help VWI with its programs and services.
- At least 8 meetings were held with CPAT's steering committee to help them through a transitional period and to discuss future plans for this unique service.
- Gala event winners for the Youth in Action program are chosen by a committee of volunteers (which includes young adults) who define the criteria for winning the challenge.



During the City of Pointe-Claire's National Senior's event, a special presentation was made to honour Mr. John Pecho, a long-standing volunteer for VWI, NOVA West Island and other community groups.



Another exceptional volunteer who won West Island's Outstanding Seniors Award is Mrs. Salve Desprez. Nominated by Volunteer West Island, Mrs. Desprez motivates others to give their time and is an active member in all facets of volunteering.

## 6. SUPPORT TO ORGANIZATIONS

Volunteer West Island takes the lead in creating the right connections between the volunteer's interests, motivations and availability to community groups. It's so important for us to listen and understand the needs of the groups we recruit for. Besides visiting various organizations to meet new staff and to share how we can support them, the recruitment team makes a special effort to touch base at least once a year, either by phone, e-mail, or preferably in person, with the groups we recruit for.

Here's what we achieved for our community friends:

1. Organizations requested 1,135 volunteers; we referred more!
2. Conducted interviews and police verifications (if requested by community organizations)  
A total of 402 police verifications were completed for them.
3. Provided training for groups
4. Provided capable and talented John Abbott College & Youth in Action student volunteers
5. Placed Corporate Volunteer groups to help them with their project needs and special events
6. Helped, advised and supported their own volunteer programs when requested
7. Sent mass emails to help groups with urgent or emergency volunteer needs
8. Provided easy on-line volunteer request forms and resources
9. Offered listening and support at all times
  - **Volunteer Coordinators Meet-up** - 12 organizations were interested in meeting to update their volunteer needs and improve networking and knowledge-sharing, with workshops on specific topics including issues around youth volunteering. Another 12 groups sent regrets, but expressed interest in attending the next workshop.
  - Because we offer non-profit groups basic training sessions for their volunteers to help them achieve a positive experience for both the volunteer and the organization, we've refined VWI's power-point presentations on Volunteering 101.

"This is just incredible. I cannot believe the West Island turnout and they're all such nice folks. They are truly going to make a difference for our children and youth."

~David Hurley  
Human Resources Agent  
Batshaw Youth and Family Centres

## 7. SERVICES TO INDIVIDUALS



### 7.1 FOOD SERVICES

**MEALS ON WHEELS, FROZEN MEALS & PURÉES = 46,656 MEALS!**  
**29,819 HOT MEALS & 16,837 FROZEN MEALS AND PURÉES**



**13 MEALS ON WHEELS kitchens – Literally volunteer-driven! Delivering food and smiles to hundreds of seniors on the West Island!**

Twice a week 850 volunteers prepare and deliver hot, nutritious meals to housebound seniors and to those with reduced autonomy, helping them remain in their own homes, enjoying as high a quality of life as possible, for as long as possible. Food is a means of breaking social isolation, nourishing our community and building trusting relationships. Within a given week, we serve approximately **340 MOW clients** and **24 Frozen Meals and Purées clients** who find it hard to cook well-balanced meals or who need help adjusting at home after a hospitalization or illness. This service not only feeds the body, but it feeds their souls as well!

#### 2015 - 2016 HIGHLIGHTS



- VWI is an active member of **popotes roulantes** and promoted **Quebec's Meals on Wheels Recognition Week**. Promotional materials were distributed to let volunteers and clients know about the importance of this service in our community. PRASAB also featured VWI in their newsletter, outlining our action following a Meals on Wheels fundraising fraud across the West Island.
- In 2015-2016: 185 new MOW's clients were placed on the MOW kitchens' existing client lists, and 163 new Frozen Meal and Purées clients registered.

- We said goodbye to Sylvie Prigent, long-standing Kitchen Coordinator for the St-Charles and Kirkland kitchens. We wish to thank Sylvie for her priceless work. Following a few transition meetings, two volunteers stepped up to the plate; Ravi Chhabra and Terri Fabes now lead these kitchens' full operations. **Another example of the volunteers always giving more:** Brenda Murphy (MOW #2) and Joan Fowell (MOW #3) gave their time to train both new coordinators and shared their "tricks of the trade" with them.
- We started a program to offset the Meals on Wheels waitlist in the Pierrefonds/DDO area. The Kirkland MOW #11 Kitchen doubled their client list, thus using their volunteer resources to the max and helping alleviate the wait times for MOW clients in these areas.



"When I left my duties with a light heart in July, Rita, Susan, Anne and Shirley all got together and stepped in. It was so natural and easy. I left an unfinished job and they took over and did a much better job than I did."  
~Mrs. Pierrette Grégoire

"I just want to thank all volunteers who are so willing to help, other people, and are so adaptable and helpful to us in running our group".  
~ Mrs. Brenda Murphy

"I think the frozen meal service is wonderful. It sure keeps us men that are not so good at cooking going. I'm very appreciative of the way you take care of us veterans. We don't have to think about the payment."  
~ Mr. Thomas Murray

- We recruited and trained many new frozen meal deliverers. They do appreciate the new freezer and cart that can now accommodate the MOW's bags for all three weekly delivery routes.
- Pierrette Grégoire, long-time MOW Coordinator, had to step down from her position this past summer, due to health reasons. She began her involvement with Meals on Wheels as a driver in 1995 and has served for many years as MOW Kitchen Coordinator in Lachine. Typical of Pierrette's outstanding spirit of generosity, she wants the focus to be on her fellow MOW volunteers. As she remains involved, VWI is grateful to her for leading a kitchen and to know that no one could ever replace her.

## 7.2 THE YOUNG AT HEART 55+ CLUB

- On average per week: 13 weekly programs; 375 participants; 8 volunteers
- Course memberships: 194 registered seniors 55 +
- A total of 448 different activities were offered
- 505 attended special events, including the popular monthly Senior Café
- Number of individuals at senior activities: 6,516
- 283 number of times seniors who volunteered

The Young at Heart 55+ Club is a comprehensive outreach program offering classes and weekly activities aimed at helping people remain connected to the community. By offering classes like Postural Gymnastics, Zumba Fun and various workshops, just to name a few, all 13 weekly programs enable seniors to improve their overall confidence and functionality. The members are vocal about future programs and provide their suggestions both verbally and in written form.

- VWI encourages participants to volunteer! Senior volunteers often participate for various reasons: they feel the need to help others; they want to keep active and socialize, to feel validated for sharing their time and knowledge and for some, to help manage the loss of a spouse or a physical ability.
- The Senior Café is managed by Margo Donovan and her team of 12 volunteers.



“ I’m confident about what I can offer and I’m part of a family here. This is the best kept secret on the West Island. The instructors are great, the price is right and we have a chance to meet with our friends. Not only that, we have something to do every day - exercise, Zumba, Yoga, and Bridge - we can’t keep up!  
 ~ Ellen, Registered Member ”

### 7.3 CONTACT & PAIR PROGRAM



- WE CALLED SENIORS 209 DIFFERENT TIMES = 6346 CALLS
- 45 CLIENTS ARE CALLED THREE TIMES A WEEK

Volunteer West Island understands that for many people living alone, having contact with others is of the utmost importance and can provide a connection and a reassurance. **CONTACT** is a free and friendly telephone service open to all residents of the West Island who are 55 or over. These calls are made 3 times a week by VWI volunteers.

The **Pair Program** is an automated call service that gets in touch with seniors to make sure that they are in good health and to remind them to take their medication. The subscribers receive calls at predetermined hours, once or more per day. If the subscriber does not answer the call, an alert is launched. A verification is systematically engaged by the persons in charge of the system to check if the subscriber is in distress. Coordinated by le Vieux Moulin in LaSalle, VWI’s role is to carry the service for the West Island where a trained volunteer will visit seniors in their homes to get them registered.

“What I love about the **CONTACT** program is that the seniors teach me many things, including sharing life experiences. I learn a lot and it’s really nice to exchange with them”.  
 ~ Laury-Anne,  
 John Abbott College  
 student volunteer.

“I can’t believe all these cookies were made by corporate volunteers from OTSUKA Pharmaceuticals. We really enjoyed delivering them to the **Contact** clients”,  
 Volunteers, sisters Aimée and Samia Henein.

### 7.4 INCOME TAX SERVICE & CLINICS = 4 COLLABORATORS = 400 TAX RETURNS +

VWI trained and coordinated 12 volunteers who are authorized through Revenu Québec to provide an income tax service across the West Island to assist low-income earners. Following a meeting held with West Island Community Resource Centre to evaluate and support their efforts in Pointe-Claire, we recruited two additional volunteers to lead and manage ongoing tax issues.

- Income tax season is a stressful time for many. Because of the generosity in time given by 12 **VOLUNTEERS** and the dedication of 4 community groups, together we’ve filed 400 **TAX RETURNS** so far!
- Special thanks to our collaborators this year: Le Centre de Jeunesse Emploi, the City of Beaconsfield, MP Frank Baylis and the West Island Community Resource Centre. VWI is the furthest drop-off point for the West Island that also offered clinics.

### 7.5 HANDYPERSON

Volunteers performed 30 small maintenance jobs for seniors to make them feel more secure in their homes. Volunteers installed support bars for the bathroom, secured stairway railings, reconnected awnings, replaced washers, among other tasks!

### 7.6 CARING PAWS ANIMAL THERAPY - A PARTNERSHIP



46 REGISTERED VOLUNTEERS HAVE INTERACTED WITH 11,578 PEOPLE = A TOTAL OF 815 VOLUNTEER HOURS!

PATTES HUMANITAIRES THÉRAPEUTIQUES  
 CARING PAWS ANIMAL THERAPY

Since October 2015, Caring Paws Animal Therapy became a service of Volunteer West Island. This group of dedicated volunteers provide therapy dog and cat visits to various facilities within the West Island and Greater Montreal area. Although well organized for 10 years, the group underwent an administrative transition that drove them to consider being affiliated with a volunteer organization. VWI is happy to support them in their transition and will help work closely with a steering committee to help solidify their actions.

CPAT is offered to citizens in retirement homes, hospitals, long-term care facilities, universities, CEGEPs, children's libraries, schools, and other public facilities. Connecting with pets not only provide companionship and comfort to all age groups, it helps calm agitated residents, stimulates conversations, improves reading skills and decreases students' stress during exam periods.

**Successful "Stress Paws" sessions:** Caring Paws went to Dawson College, College International Sainte-Anne, several student residences at McGill, including a large-scale event at the Shulich Library on McGill's main campus. Approximately 300 first-year students attended. 14 Volunteers and their dogs at once! CPAT has been invited back for the March/April final exam season.

**The Reading Paws Program** encourages children to practice their reading skills in the presence of CPAT's friendly dogs. Reading Paws at the Montreal Children's Library was launched in January and CPAT is now discussing the possibility with École Dollard-des-Ormeaux that works with children with attention difficulties. The City of Pointe-Claire's Children's Library expressed an interest in developing a summer reading program. CPAT presently has 8 child-certified dogs and handlers.

**On the West Island and in Montreal, CPAT was active with a wide variety of populations** including children/students/adults with disabilities; seniors; homeless men and women; adults with ASD; women suffering from mental distress; and adults with special needs. In addition they visited hospitalized and Palliative Care patients, and Alzheimer's patients, as well as working with clients from Adult Day Centres, Addiction Rehabilitation, Mental Health, and Adult Respite programs,



Alana and Cooper, and her rescued "tri-pawed" Redbone Coonhound. They regularly visit an addiction rehabilitation centre and a day centre for the homeless as well as participating in student and other events.

Jean Wu Shane, parent.

"My two girls love reading to Ozzie, their favorite golden retriever. Not only did they learn to speak French, they also became more confident speaking in front of others".

## 8. VWI'S PRACTICES: GOVERNANCE

Board President	Patricia Empsall
Vice-president	Anne Pertus
Treasurer	Pierre Collins
Secretary	Victoria Jonas
	Karen Cross <i>(resigned October 2015)</i>
Director	Paola Arsenault
Director	Marie Desy
Director	Catherine Thomas
Director	Andrea Lane

- **Board of Directors:** This past year 9 regular meetings were held.
- **Nominating Committee:** With 3 nominating meetings scheduled this year, 2 new board members joined our team! We're still looking for a Meals on Wheels representative and one other candidate.
- **Governance Committee:** A total of 27 policies have been reviewed and updated to date.
- **Finance Committee:** We started the fiscal year with a new chart of accounts and a new accounting system: SAGE 50. With well-structured meetings led by our Treasurer, we met on three different occasions. We've made great progress towards being proactive in demonstrating that we have solid financial plans to fit our funders' requirements. Running programs and services can become quite complex and tedious in the not-for-profit realm.
- **Strategic Planning Committee:** We continued what we began in March 2015 and held 3 additional meetings this year. With the support of a professional in organizational development and human relations, we now have a clear plan for 2015-2018. To refine the action plan and strategies to come, 3 half-day departmental meetings were scheduled.
- **HR Committee:** 2 meetings were held with executive members in order to refine the employee appraisal system introduced in 2014-2015. The new evaluation form was more manageable for both staff and management. Also, professional coaching sessions were offered by our Vice-President.
- **Annual General Meeting:** Barbara Paul, volunteer founder of CPAT, presented their pet therapy volunteer program at VWI's Annual Meeting with Chanel in her arms.
- **Other Work:**
  1. We continued our discussions regarding the viability of the 13 Meals on Wheels kitchens and believe strongly in developing a plan.
  2. We're in the process of signing a three-year agreement with l'Archevêché de Montréal that will allow us to continue our work and maintain our operations in Sainte-Anne-de-Bellevue guaranteeing a roof over our heads
  3. We started collecting all internal evaluation tools to get ready for next year's evaluation process.

## 9. MULTI-SECTOR LEADERSHIP: UNDERSTANDING COMMUNITY

VWI is moving forward by delivering front-line services and enlarging our reach in a wide network of partnerships and working committees that aim to have a positive impact on our community by identifying some of the main social problems that exist, that in turn, impact our work and the delivery of our programs. We'd like to think that, not only are we staying informed, we're participating and leading in all sectors to actively promote the value of volunteering and initiate programs and policies that strengthen volunteering. We were active members of and attended the regular meetings and subcommittees with the following (groups) organizations:

### LOCAL GROUPS

- Table de Quartier Sud de l'Ouest-de-l'Île and its subcommittees: Vulnerable Populations, Communication, Food Security.
- The West Island Table for the Needs of Seniors
- Comité de Santé Ouest-de-l'Île
- CLSCs: receive referrals from CLSC Lac St-Louis, CLSC Pierrefonds, CLSC du Vieux Lachine
- Concertation Ouest de l'Île – Comité aviséur
- West Island Community Shares Y2 Board
- Comité du développement communautaire et loisirs de Sainte-Anne-de-Bellevue
- Table de Concertation Enfance Famille Jeunesse de l'Ouest de l'île (TCEFJOI)

### Montreal, Provincial, & Federal

- Regroupement des popotes roulantes et autres services alimentaires bénévoles (PRASAB)
- Coalition pour le maintien dans la communauté du Québec (COMACO)
- Fédération des centres d'action bénévole du Québec (FCABQ)
- Volunteer Canada
- Imagine Canada
- Centraide of Greater Montreal
- West Island Community Shares
- Regroupement des centres d'action bénévole du Grand Montréal et Laval
- CCC – Father Dowd Foundation, The Pillars Trust, Catholic Foundation of Montreal

## 10. PLANS FOR 2016 -2017

### FACILITATE VOLUNTEERISM

- Liaise with West Island municipalities to work together to suggest ways of attracting their citizens to volunteer and to develop an ongoing list of volunteer opportunities specific to each municipality. VWI will pay particular attention to Sainte-Genevieve and assess what volunteering initiatives could respond to some identified priorities in that neighborhood
- Host a Volunteers' Café to foster a sense of being part of a community movement of volunteers and to gain their feedback and suggestions on recruitment
- Engage more youth volunteers to create community engagement videos and organise a second Skill Share Day before school starts in the fall
- Expand presence and youth engagement on Instagram and Twitter and promote volunteerism through the use of social media
- Plan another Volunteer Coordinators Meet-up and extend the invitations to the 12 groups not able to attend the first one
- Form 50th Anniversary committee and develop a plan for the festivities in 2017 including a MOW's symposium.
- Work closely with COCo facilitators and other community partners for the next 10 months on how to use results-based evaluation, a necessary step to adequately demonstrate measurable improvements of the community through our programs
- Discuss strategies on targeting new retirees to consider volunteering as part of pre-retirement counseling
- Work closely with CPAT's steering committee to help them structure their standards and processes including governance
- Continue visibility; publicity for VWI Individual, Youth, Corporate/Service Group Volunteer Programs, celebrating volunteer achievements; publicizing VWI programs and services.
- Continue improving the following campaigns: CORPORATE – The Volunteer West Island Has Something for Everyone! COMMUNITY RELATIONS – The VWI Closer Connections!

### ASSIST SENIORS AND VULNERABLE POPULATIONS

- Work specifically at developing a viability plan in consultation with the boards for Dorval and Pierrefonds Meals on Wheels kitchens
- Work with interns from the McGill School of Dietetics to create menus that meet seniors' nutritional needs; conduct a survey on quality of food services provided (MOW, FM and purées) with the goal of using results to make changes if and where needed

- Update food preparation, hygiene and other training sessions and materials
- Continue to visit the MOW kitchens and FM facility to increase communication and foster a sense of “being in it together”
- Increase the use of re-usable serving dishes to decrease the amount of waste generated by our MOW program
- Collaborate with our partners in the community through the TQSOI Agents of Change Food Security sub-committee to better understand the nutritional needs of seniors in the West Island and assess how these needs can be better met
- Work in tandem with local community police & fire department to provide information sessions on security, computer fraud, and first aid for seniors
- Create a method of communicating to the Young at Heart Club a regular list of volunteer opportunities specifically for seniors
- Introduce two new programs: Coloring, IPAD classes and increase the number of volunteer-driven activities
- Involve senior participants in the evaluation of their activities



## A SPECIAL TEAM INDEED!

Shelley Hayden	Interim Meals on Wheels Coordinator
Madeleine Costigan	Meals on Wheels Coordinator (on sick leave since April 2015)
Terry Aitken	Community Programs Coordinator - Seniors
Yolanda Rodriguez	Volunteer Recruitment Coordinator- Individuals
Natalie Claireaux	Volunteer Recruitment Coordinator -Youth
Kathleen Greenfield	Community Relations Coordinator - Corporate Volunteer Recruitment
Renée Depocas Smith	Administrative Assistant
Nora Xu	Accountant
Lynda Barrett	Executive Director



- For 12 months, we were without the Meals on Wheels Coordinator. Thankfully Shelley and Renée agreed to put some of the outreach responsibilities aside and work at managing the delivery of Food Services.
- Two summer students were hired; one under the Canada Summer Jobs program provided by Service Canada that supported VWI's Food services and another student helped us with the final editing for the website launch.
- Two master's students in Dietetics from McGill University provided guidance in nutrition.

Madeleine Costigan has chosen to retire from her position as Meals on Wheels Coordinator which she has held since 2006. In 1994, she was hired as Volunteer West Island's Transportation Coordinator and transitioned to Home Support Coordinator in 2004. After 22 years of service, she has been the jovial voice for many families, clients and volunteers. She has always been greatly appreciated for giving the clients the attention they deserved. She started every day with the objective of offering a service that contributed to the quality of life of seniors and will be missed by the Team and the community who were fortunate to work with her. From all of us at VWI, we wish her the very best that retirement can offer!

## A SPECIAL THANK YOU

- **Our members of the National Assembly for supporting the Youth in Action program:**  
Nelligan: Martin Coiteux      Jacques-Cartier: Geoffrey Kelley  
Robert-Baldwin: Carlos J. Leitão      Marquette: François Ouimet
- **The following boroughs and municipalities that believe in volunteerism:**  
Pointe-Claire, Beaconsfield, Dollard-des-Ormeaux, Lachine, Sainte-Anne-de-Bellevue, Ile-Bizard/Sainte-Genève, Baie d'Urfé, Dorval, Kirkland, Pierrefonds-Roxboro
- **Our members of Parliament:** Francis Scarpaleggia, and Frank Baylis for being our advocates
- The **Father Dowd Foundation** for supporting the Young at Heart Program and Caring Paws Animal Therapy
- The **Protestant Retired Teachers' Homes and Benefits Corporation** for their generous gift to support seniors.
- **Bell Canada Employee Giving Program** with a special thank you to **Joan Fowell, Linda Pestell, Audrey Szanter and Stella Ashford** who applied for and obtained a grant to benefit Meals on Wheels
- **Merck Frosst Employees' Charity Trust Fund**
- The **Retreads Harmony Group** for their annual donation; thank you for your melodies and years of dedication
- **The Leacross Foundation**
- **Pointe-Claire Legion Branch /57**
- **Royal Canadian Legion Lachine Branch 85/90** for their unwavering support to Lachine West MOW #1 Kitchen
- **La Fondation Communautaire de Lachine** ( Popote oulante Saints-Anges Lachine)
- Several **individual donors** who wish to remain anonymous

### SPECIAL MENTION:

- West Island Quilters Guild presented VWI with 181 handmade placemats. These placemats were given to Meals on Wheels clients throughout the West Island as part of a special Holiday delivery.
- Beaconsfield Hooking Crafters Guild for their crafty fridge magnets given to Meals on Wheels clients
- Permaculture Group Garden Vale Apartments – a youth group that chose to donate their summer produce to local Meals on Wheels groups
- Snell Medical Communication for providing holiday gifts to seniors
- The generous collection of non-perishable food was sorted by the students from Margaret Manson Elementary School and benefited three community groups and countless individuals and families! The donations helped VWI's Meal on Wheels Kitchen serving Kirkland, On Rock Community Services, and the Sainte-Anne-de-Bellevue Food Bank. They also made a generous donation of much needed funds to Meals on Wheels that could not have come at a better time for the Kirkland kitchen that provides hot meals to seniors!
- Fritz Farm, Brian Manning and his group provided donations of locally grown fresh produce to MOW kitchens.
- Impact Program at the WI YMCA where participants can make a donation to a charity of their choice (MOW) and learn about the impact of their giving as an alternative to performing community service. Thank you to the Young offender who chose to donate in person and gave \$300 to Kirkland's MOW's Kitchen.
- Friends of the Garden at Jardin Harpell donated its harvest to many groups including MOW Sainte-Anne-de-Bellevue Kitchen #7
- CN Railroaders in the Community for their grant giving campaign (Lachine #5 and Pfd #10)
- Kleargo Inc for their grant to feed seniors during the holidays
- Student Society of McGill University
- The Zeller Family Foundation
- Otsuka employees who donated 5 IPADS for the Young at Heart senior courses
- Beaconsfield Old-timers Hockey for their generous donation to MOW Kitchen Beaconsfield #4
- Cities of Dorval and Beaconsfield for donating space for MOW Kitchen Coordinators meetings
- Dorval Old-timers Hockey Association for their generous donation to MOW Dorval #3
- Students from Kuper Academy designed a large number of handmade Christmas cards to distribute throughout the West Island community. Bryan Pearce, Dean of Student Life, teaches students that giving back to the community is an integral part of the philosophy of Kuper Academy
- MP Frank Baylis for working in partnership with VWI in offering income tax clinics to help his constituents
- Media support is vital to the ongoing and increasing success of VWI. We are extremely grateful to our friends in the media for their unstinting assistance and encouragement.

