

# ANNUAL REPORT

## 50 bénévoles extraordinaires pour nos 50 ans



Ada Colomb



Avtar Grewal



Jacqueline Moorcroft



Jean Ouellette



Eric Baxedine



Suzanne Ménard



Maureen Anderson



Yolande Deslauriers



Darla Orchard



Valerie Gafoor



Sukhy Basra



Alan Greer



Johanne Cousins



Yoad Vered



Jane & Isabel Szollosy



Jeannine Lemire



Maya Rajan



Michel Wilson



Thomas Gillett



Shanel John



Brenda Murphy



Diane Fry



Francine Forget



Sheila Laursen



Jane Toman



Leona Kemp



Cindy Gilmore



Susan Boyarchuk



Ghada Makhlof



Wendy Butchard



Audrey Wilson



Faten Alhalabi



Richard Yates



Eliane Zal



Amber Louie



Ike Partington



Frank Barth



Martine Christ



Terry Capenor



Marlyn Brownrigg



Jessica Delaney



Jane Marcuse



Alex Lem



Sybil Dahan



Rosalie Ricard



Marie Landry



Barbara Paul



Ann McMenamon



Andrée Ricard



Jane Parsons



Centre d'action bénévole  
 Ouest-de-l'Île  
 Volunteer West Island  
 2016-2017

# MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

On behalf of the Board of Directors, I'm pleased to be part of this special anniversary year and to celebrate 50 years of history. We are proud to say, that based on last year's results, we referred 4,351 volunteers affecting more than 250 organizations throughout the West Island. Lynda Barrett and her team work diligently to recruit, train, and match volunteers to ensure the best experiences for all involved. Someone once said when you volunteer, you are not paid in money or recognition; you are paid in LOVE. People may forget what you said or did, but they will never forget how you made them feel.

Last year we welcomed Caring Paws under our wing. These volunteers work with pets visiting the lonely, the sick, and people at the end of their lives, to help them feel better, get better, and ultimately be in a better place. The impact of a person and an animal seems such a minor thing; however, the smiles and deep appreciation are so apparent. Dare we say that we change people's lives?

A large part of VWI is the Meals on Wheels and Frozen Meals program. This year 47,968 meals were made and delivered from 13 kitchens. The average age of the MOW volunteers is 69. These are active individuals getting together a couple of times a week to benefit so many people unable to cook for themselves. They are there for each other and build lifelong friendships while helping their communities.

All of us have a role to play in volunteerism; our communities need us. As volunteers, even if our hours are limited, our impact is limitless. We all have strengths that we can share and we reap so much satisfaction in seeing others thrive, thanks to our efforts.

Sincerely,



**Anne Pertus**  
President of the VWI Board



**Volunteer West Island is the primary volunteer recruitment and referral centre for the West Island of Montreal.**

**We aim to prove there are no barriers to volunteerism!**

For five decades, we have worked in close partnership with and supported the needs of more than 250 community and public sector agencies to match thousands of individuals and groups interested in volunteering. Serving five boroughs of the City of Montreal and nine cities in their own rights, volunteers are not only a remarkable mix of people of every age, culture and background, they have improved the wellness and the quality of life of our West Island community, a place which we are all proud to call home.

We are privileged to work with and continue to be inspired by all the volunteers we meet; we've recruited emerging young leaders from an innovative program at John Abbott College guided by Professor Barry Reynolds; we challenge students to volunteer in 10 local high schools; we've guided and facilitated the corporate community's involvement in lending a hand; we support volunteers and their therapy pet visits; we place volunteers with specific skills; and, we continue to engage citizens to help our partners and to support our own programs and services.

We owe a debt of gratitude to our own 1000+ volunteers who are the builders of Volunteer West Island through their innovation and extraordinary leadership. From our Meals on Wheels angels to our administrative volunteers and staff, this is the true team who works diligently to make sure that we deliver the best return on investment to our funders, member agencies, and stakeholders.

Our sincerest thanks to the groups that stepped forward in a very short time frame to help Volunteer West Island celebrate the 50 faces that deserve recognition. These incredible volunteers mentor our children, feed our hungry, comfort our lonely, beautify our green spaces, and reduce suffering and disparity through their tireless efforts in our community.

Thank you to each and every one of you for helping us reach 50 years! We look forward to taking another 50 year journey with you!



**Lynda Barrett**  
Executive Director

## 50 YEARS: A LONG HISTORY OF BUILDING HEALTHY COMMUNITIES ENRICHED BY VOLUNTEERS!

The Board of the **Lakeshore Community Services** formally requested the Volunteer Bureau of Montreal to create a West Island Branch. On April 15, 1967, the **West Island Volunteer Bureau** officially opened its doors as a branch of the Volunteer Bureau of Montreal.

In 1969 the first Meals on Wheels group began in Lachine, with additional kitchens developing throughout the 70's, 80's and 90's. Today there are 12 Meals on Wheels kitchens cooking and delivering hot, nutritious meals to West Islander residents.

With the mandate of promoting volunteerism across the West Island, between 1972 and 1983, WIVB helped initiate several community services until such groups achieved their independence. This included the first request for a big brother, received and successfully filled; in 1976 a group of volunteers became the Board for the Big Brothers agency.

WIVB sponsored West Island volunteers eager to start a Citizen Advocacy Program. A grant was obtained from the Federal Government and the first Citizen Advocacy agency in Quebec was born. In 1978 WIVB was actively involved setting up an Elizabeth Fry Society, a halfway house for female former prisoners. Several self-help groups were formed: for friends and relatives of loved ones with mental health issues; for stroke survivors; for those with Multiple Sclerosis; or with Diabetes. In 1983, in co-operation with Ville-Marie Social Services, WIVB started a drop-in centre for people with Alzheimer's.

A generous donation enabled WIVB to purchase a minibus to transport cancer patients to medical appointments. WIVB, previously working from a one-room office, was welcomed to Glenaladale House in Pointe-Claire in 1980, the same year WIVB **obtained a charter to become an autonomous agency**. In 1987 WIVB moved to 750 Dawson Avenue in Dorval, sharing facilities with several other community groups. In the spring of 1997 the building was officially renamed the Elizabeth Russell Centre in honor of Betty Russell, retired founding director of WIVB. In 2000, Owen Buckingham, a WIVB Board Member won Centraide's Antoinette Robidoux award. This was the year that WIVB acquired a new name - **Volunteer West Island** - and a new logo. In 2005, motivated by a need to expand and provide further volunteer opportunities for West Islanders wanting to assist their community VWI moved to its current home at 1, rue de l'Église, Sainte-Anne-de-Bellevue.

Ten years ago VWI added Corporate and Youth Volunteer Recruitment programs to complement the existing program for individuals. All three continue to prosper and grow each year in response to ever-increasing requests for volunteers from community partners in the non-profit sector. VWI, true to its mission since its founding fifty years ago, strongly supports and promotes volunteerism, thereby strengthening the fabric of the community and making it a better place to live, work, and play!

In addition to actively recruiting volunteers for West Island non-profit organizations, the second part of VWI's mission involves offering outreach programs and services to help seniors remain autonomous and connected to their community. These include the provision of Meals on Wheels, Frozen Meals and Purees to seniors and others with reduced mobility; the Contact and PAIR Programs; Handyperson service; Income Tax Assistance service; Caring Paws Animal Therapy; The Young at Heart 55+ Club with a wide variety of classes and activities for seniors; as well as special events such as the popular Seniors' Café.

## VWI RECOGNIZES 50 OUTSTANDING FACES OF THE WEST ISLAND

### A COMMUNITY CELEBRATION OF NATIONAL VOLUNTEER WEEK AND ITS 50TH ANNIVERSARY WITH OVER 300 PEOPLE IN ATTENDANCE!

Celebrating 50 years of service in the community, Volunteer West Island recognized 50 Outstanding Volunteers in the community. With some 100 nominations from local community groups, non-profit organizations, municipalities, schools, healthcare facilities, associations and foundations, 50 exceptional candidates were selected to represent the landscape of volunteers across the West Island and Lachine.

These 50 can be characterized as dedicated volunteers who have gone the extra mile. They are people of all ages and varying backgrounds but with one common thread: their commitment and endless work help us build a better community and improve the quality of life in our community.



50 Years of Building a Stronger, Healthier Community – One Volunteer at a Time!



**Promoting  
Volunteer Action**

**Our Vision:**  
Build healthy  
communities enriched by  
volunteers

**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



**Supporting  
Groups**



**Services to  
Individuals**



**Recognizing  
and Supporting  
Volunteers**

## WHY A VOLUNTEER CENTRE IS AN IMPORTANT COMMUNITY RESOURCE...

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

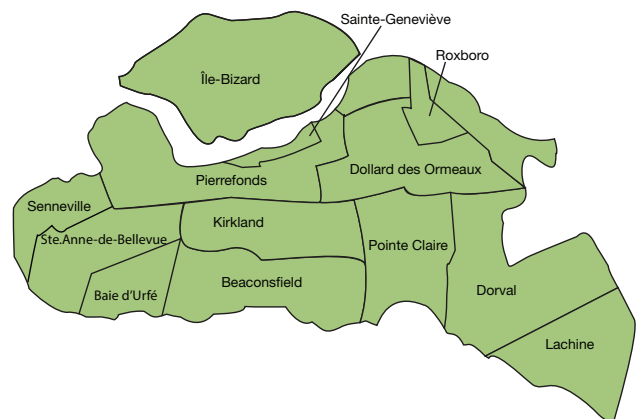
With more than 114 in Quebec, each volunteer center's name, size, structure and services reflect the unique characteristics of their community. Volunteer Centers can offer a choice of individual, youth, or group volunteer opportunities suited to the volunteers' interests and availability and will liaise 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 a not-for-profit organization that was established in 1967 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 promote a social awareness of the value of volunteerism and the importance of engaging in your community. We've been shaping fourteen neighbourhoods for 50 years!



**POPULATION SERVED: 277,354** - five boroughs (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).

Volunteer West Island remains an active member and collaborates with its sister centres in Montreal and Laval. We are committed members of the provincial Federation of Volunteer Bureaus of Quebec (FCABQ) and work in partnership with ministerial organizations.



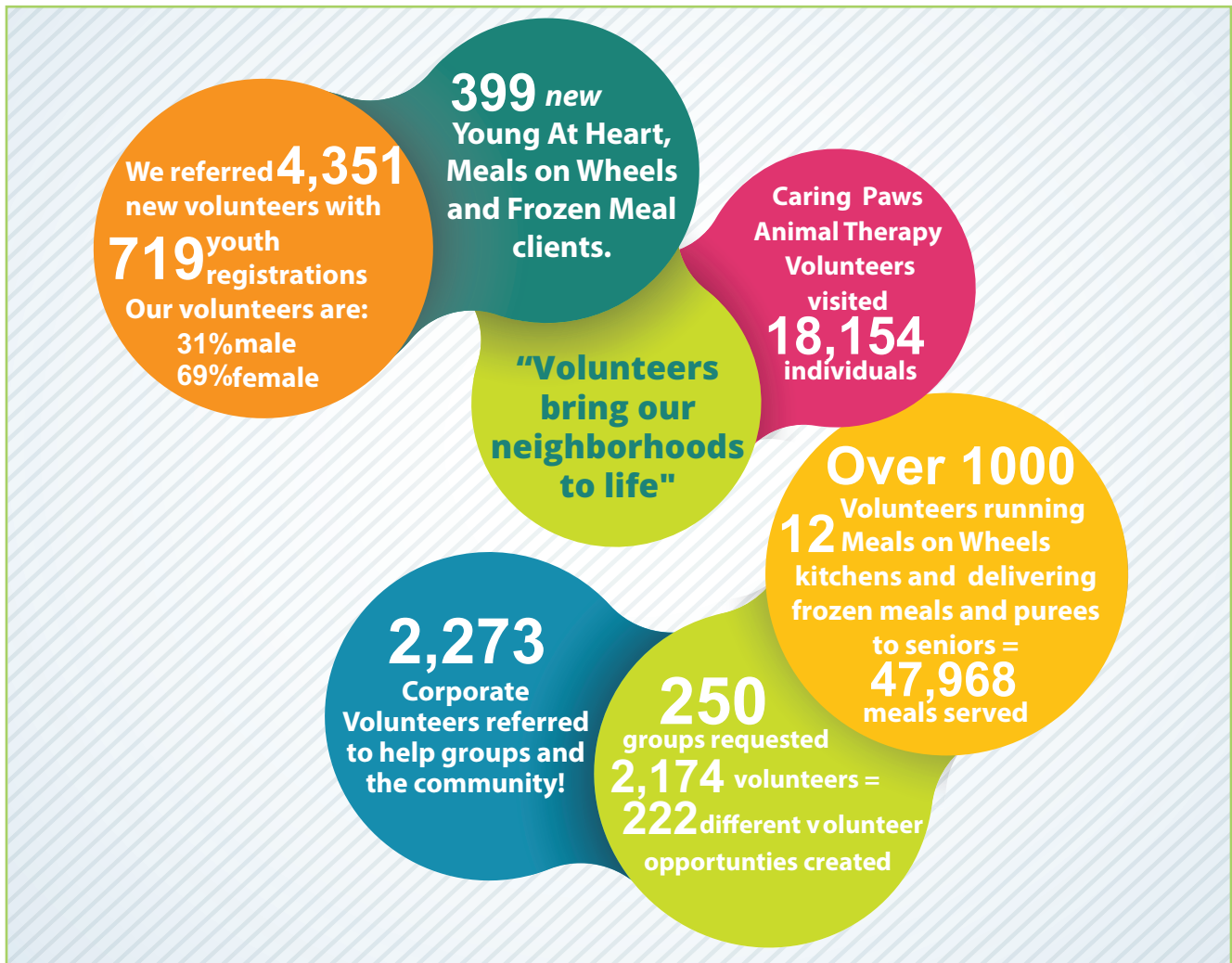
Le bénévolat, ça change une vie!

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!



## GUIDING VOLUNTEERS

People most often use the internet to search for their volunteering experience. With an average of **100 different job opportunities** and **222 positions** to choose from on Volunteer West Island's website, several opportunities are filled before they even get a chance to be posted publicly!



**Our Volunteer Recruitment Team** is always willing to conduct personal interviews to help guide new volunteers. By helping individuals understand their own skills and interests and to simply review existing opportunities to explain some of the requirements for each position, we're helping volunteers make better choices and matching them with the right organization.

On average, we have conducted 14 personal interviews per month for volunteers 24 years and older where 30% are men. 95% of these interviews include filling out background security checks which are required by any organization that works with vulnerable individuals. Unfortunately the wait time for the results of these checks has been on average 8 to 10 weeks. While waiting for the results which is crucial for community groups serving vulnerable client groups, we try to find other volunteer opportunities that might keep them busy until the results are received.

We continue to send out our **monthly mass emails** to almost 7000 volunteers who remain in our database. With about 10% response which may not sound like a lot, this continues to be a great tool in helping us find volunteers for special events, urgent needs and simply to support the groups with their regular programs. We also depend on the volunteer search ads in the local papers and *The West Island Gazette*.

There is always great interest from **families to volunteer** during the Holidays. In order to accommodate the influx of group volunteers and to manage them more effectively next year, we've discussed this "holiday phenomena" with the groups we support to encourage them to consider developing regular family projects, not just ones for scheduled holidays.

With the help of a **volunteer student** intern we have been able to **update much of the contact information** from our partners, a very important and time-consuming task. We are not always advised when there is change in personnel or in contact information essential for us to be able to refer volunteers or to communicate with our partners.

## SUPPORT TO ORGANIZATIONS

1. Organizations request volunteers; we produced!
2. Conducted interviews and police verifications (if requested by the organization)
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 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

## VOLUNTEERING 101

We were once again invited to make several presentations to new arrivals at the Adult Education section of Riverdale High School, Sources Adult Education, and CIMOI, besides visiting seven not-for-profit groups. Several participants wanted to learn about the community they live in and also to improve their English in order to find work. Besides presenting our organization's mission, we reinforce how by volunteering they not only help the community that has welcomed them, but also they get to share their knowledge with others, be that cooking, tutoring, driving seniors to the grocery store, helping as interpreters, or simply through kindness by being a friendly visitor to those in need.



## WHAT ARE GROUPS ASKING FROM VWI?

Last May, 21 organizations were invited to join us to discuss how VWI can support them with recruitment and screening volunteers. Besides two organizations that conduct their own background checks, the remainder confirmed their appreciation knowing that any volunteer that we refer to them has either been cleared or at least the screening process has been started. We receive on average 7 calls for help per month, 90% from not-for-profit organizations looking for volunteers.

## YOUTH IN ACTION (YIA), JOHN ABBOTT COLLEGE & INDIVIDUAL VOLUNTEERS

We match the skills and interests of highly motivated young volunteers with opportunities at community-based organizations to better support vulnerable populations with services and support the West Island community, in general. Volunteer West Island is a place where youth and their families can come to help catapult them into community life by bringing isolated under-served people into the heart of our community. Giving youth a positive volunteering experience creates the desire to continue volunteering as adults!



Volunteer West Island engages **youth volunteers** through two formal programs, in addition to its outreach activities and social media.

- Volunteer Fairs reached 1500+ young people in person
- It is impossible to quantify Social Media Reach in terms of youth vs adults, but our focus on posting stories of John Abbott volunteers gives “bounce” to the posts, going from a typical 150 up to 500 or so.
- We communicate with the YIA group through Mail Chimp and Salesforce, in addition to face to face with booths in schools. The Community Animators in the schools partner with us to catch those we miss!
- We have continued providing a list of volunteer opportunities for youth and their families. Organized by age group with volunteer opportunities not previously listed, new volunteer opportunities are sent to volunteers and to school Community Animators every 4 – 6 weeks.
- **288 SPVM Police Checks** were conducted for youth volunteers in community-based non-profit organizations.

Presentations to schools, youth, community and employment groups  
**1,500**  
Potential youth program participants

**719**  
Youth Volunteer Registrations

**205**  
Complete the YIA Challenge  
**107**  
Youth returned from last year!

## YOUTH IN ACTION VOLUNTEER CHALLENGE 2016-2017

**205 program participants** are public high school students. **107 students of the previous year's program** who met the challenge of 40 hours or more as of April 2016 were honored at the Gala on May 12, 2016 at the Sarto-Desnoyers Community Centre in Dorval, with 288 people in attendance. The students from 10 participating schools reported a total of 8,233.5 volunteer hours which averages out to over 40 hours of volunteer work per participant during the school year.

- **Another 269 individual youth volunteers registered outside of those existing programs;** some were from private schools or International baccalaureate programs, while others were volunteering for personal reasons (from valuing volunteering to court-mandated community service, and everything in between, such as using their time wisely while unemployed, as a summer activity, with a personal connection to the organization, etc.)

"What they are saying about Youth in Action"

*"I have gained self-confidence, and I feel good about helping others. I feel I can achieve more by helping others through volunteer work"*

~Lea Duckworth, Lakeside Academy Grade 7

*"Although you're benefitting yourself by helping your community and gaining all these experiences, you are also doing good for others, which is such a great feeling!"*

~Anika Timermanis, BHS Gr 10

*"Some people just see volunteering as just helping someone or some people, but I see it as something different: changing and helping the world grow and strengthening your community and fulfilling your life."*

~Julia Falvo BHS Gr8



**245 John Abbott College students supported 28 organizations and community group activities with 9,594 hours of volunteer work.**

1. ABO-VAS - Driving
2. AJOI
3. Batshaw Youth & Family Centres
4. CHSLD Bayview
5. CHSLD Foyer Dorval
6. CHSLD Vigi-Santé Dollard-des-Ormeaux Day Centre
7. CHSLD Vigi-Santé Pierrefonds: Seniors' Residence
8. De-Zone – YMCA
9. Dollard des Ormeaux – Seniors Club
10. Manoir Beaconsfield
11. Meals on Wheels – cooking & delivery (Dorval)
12. Meals on Wheels – cooking & delivery (Ste-Anne's)
13. Meals on Wheels – cooking & delivery ( Kirkland)
14. Morgan Arboretum
15. NOVA Adult Day Centre
16. NOVA Driving Patients
17. Omega - Dorval Day Centre
18. Pointe-Claire Seniors Centre – Friendly Hello Program
19. Progressive Bowling League
20. Projet Communautaire Pierrefonds- PCP
21. Thrift Shops for NOVA
22. Villa Beurepaire
23. Volunteer West Island – Contact Program
24. Volunteer West Island – Friday BINGO
25. Volunteer West Island – Frozen Meals Delivery
26. Volunteer West Island - Youth Engagement through Social Media
27. Volunteer West Island – YIA Event planner
28. WIAIH

## 2016-2017 PROJECTS AND HIGHLIGHTS

- Our **John Abbott Volunteer Event Planner** designed a **short survey for students** who do not finish this year's YIA Challenge to determine what volunteer opportunities students would like to see to better understand their capacity to finish 40 hours during the school year, and see if they will participate again in 2018.
- Our **John Abbott Social Media students** "prepared" several volunteering stories with interviews and photos geared for youth.
- **Our recruitment tactics worked!** We attended the following **volunteer fairs and presented at:**  
*CEGEP John Abbott College Volunteer Fair, John Abbott Community and Communications English classes in Fall 2016 & Winter 2017, École secondaire Saint-Georges, École secondaire des Sources, École secondaire Félix-Leclerc, École secondaire Dorval, Jean XXIII, Beaconsfield High School, Lakeside Academy, Lindsay Place High School, Pierrefonds Comprehensive High School, Riverdale High School, CIMOI, Collège Beaubois, Collège Saint-Louis*
- Nomination of 3 young West Island volunteers to the RABQ volunteer recognition program called "**Dites-lui MERCI**"

- We welcomed a new Coordinator; it takes at least six months for a new staff member to get the lay of the land and understand the volunteering structures within the community!

## PLANS FOR 2017-2018

- Create a mechanism to follow up on their original Salesforce volunteer registration – *find out how it went – what they liked and didn't like, and how they might continue to volunteer*
- **Create a Youth Focus Group** to identify success factors in Volunteer recruitment and retention
- Ramp up Social Media relationship with youth volunteers



## CORPORATE & COMMUNITY RELATIONS

Volunteer West Island, a leader in corporate volunteer recruitment, helped corporate partners make a difference through good corporate citizenship, VWI placed them within community organizations for annual Community Days, team-building events and the provision of rotating teams of volunteers. As well, we worked with corporate partners to develop innovative volunteer initiatives to match their availability with the needs of our community partners.



It is particularly pleasing that corporate partners referred other departments and other companies to the VWI Corporate Volunteer Program. As well, when community group representatives took up positions at another non-profit organization, they brought their new organization into the fold of community partners welcoming VWI corporate/group volunteers.

2,273

Corporate/service groups volunteered from 19 "repeat" business corporate partners and 12 new ones!

102

volunteer events with non-profit organizations

231

articles & announcements disseminated by print, online, on-air media, blogs & social media.

## COMMUNITY RELATIONS

**Growing Together:** Networking allowed VWI to connect with new community partners and to stay in touch and work creatively with current ones as we developed new corporate volunteer options to widen volunteer opportunities and participation in response to community groups' needs and companies' interests and schedules. The result: all parties continue to have high quality volunteer experiences, ensuring repeat business and satisfied customers from all domains as we continue to find the right match for our community and corporate partners.

### 2016 HIGHLIGHTS

- In addition to placing volunteer teams with hosting community partners, VWI's Corporate/Group Volunteer Program responded to requests from and to **emergency situations arising at community organizations** again this year, putting the word out amongst numerous corporate partners and community service groups. A great many stepped up to fill the needs, some offering their services more than once!
- Christmas is a time for giving: **18 companies collected food items**, assembled and distributed food baskets, assisted families, collected toys, delivered warm socks to seniors, wrapped gifts, 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 numerous corporate and service group volunteers for the annual Duck Race and Giftwrapping Fundraiser.
- **Centraide of Greater Montreal and WICS** continue to refer companies wanting to establish volunteer programs.
- The Sox Fox Campaign Collection for CHSLD Denis-Benjamin Viger clients continued as a mobilizing initiative; Rotary Club, NOVA Board of Directors, NOVA Thrift Shops, corporate partners, VWI Team and volunteers continue to help on an ongoing basis - **representing globalization at a community level.**



**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 supports the activities, services, and programs we provide to seniors and to those with reduced autonomy, resulting in increased corporate and community awareness, heightened interest and volunteer support.

## Volunteer Hug Challenge

How many ways can you show **LOVE** to your favourite volunteer? Chocolates may come to mind, but switch it up and give a hug to an awesome volunteer.

Post a picture of you and a volunteer with a few words about why they are #1 in your books on FB, Instagram, or send us an email [info@volunteerwestisland.org](mailto:info@volunteerwestisland.org), then tag two friends to do the same. Let's see how many volunteers we can say Thank You to.

We  You.

Through VWI 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 – a benevolent circle!

*"I simply wanted to say thank you for your help!  
Pharmascience just confirmed 20 people for our event,  
which makes a great difference for us!  
Thank you so much!"*

Christiane Badaoui  
Make-A-Wish (Quebec)  
Fundraising and Volunteer Coordinator

### Changing with Technological Change:

*Quoi de neuf* – 10 issues and one Special Edition on web site and emailed. We reminded our stakeholders (community & health care groups, municipal & political representatives) about the importance of recognizing their volunteers and provided them with the following links to the FCABQ <http://www.fcabq.org/> and to Volunteer Canada <http://volunteer.ca/>.

### PLANS FOR 2017-2018

**Corporate** – The Volunteer West Island Has Something for Everyone! Campaign

The VWI Corporate Volunteer Program keeps up with the changing face of volunteering in today's corporate world and promotes good corporate citizenship. The VWI Corporate/Service Group Program can accommodate large/small groups; community days, special team-building events; annual and seasonal activities; recurrent volunteer initiatives with rotating teams; new volunteer options to respond to the wishes of corporate partners and needs of community partners - all customers welcome!

**Community Relations** – The VWI *Closer Connections* Campaign: Ongoing Networking = weaving a web of community support for community partners!

Use VWI services and refer clients to VWI; request volunteers through VWI; welcome VWI Corporate/Service Group volunteers, as well as individuals and youth. **Need volunteers? Think Volunteer West Island!**

**COMMUNICATION** – The VWI *Keeping the VWI Name in the News* Campaign

Ongoing and enhanced visibility; publicity for VWI Individual, Youth, and Corporate Volunteer Recruitment; promoting and celebrating volunteer achievements; publicizing VWI programs and services



**MEALS ON WHEELS, FROZEN MEALS & PUREES =**

**47,968 MEALS!**

**31,388 HOT MEALS AND 16,630 FROZEN MEALS AND PUREES**

**Now 12 MEALS ON WHEELS kitchens**

Literally volunteer-driven! Delivering food and smiles to hundreds of seniors on the West Island!

Over 850 volunteers prepare and deliver hot, nutritious meals twice a week 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. On a monthly basis, our volunteers support **350 MOW** and **176 Frozen Meals and Purees clients**. They use our food services because they find it hard to cook well-balanced meals or need help adjusting at home

after a hospitalization or illness; this service not only feeds the body, but it feeds their souls as well. Seniors remain in their own homes longer and our volunteers' lives are enriched in our community. Win, win!

## 193 NEW MOW CLIENTS PLACED ORDERS IN THE 2016-2017 YEAR.

## 129 NEW FM AND PURÉE CLIENTS PLACED ORDERS IN 2016-2017.

### 2016 SUPPORTING VOLUNTEERS:

- Volunteer Recognition Week Italian-themed luncheon was attended by 135 in-house volunteers.
- We hosted a breakfast to thank all of our wonderful office volunteers
- One MOW kitchen initiated a DROPBOX pilot project started by Heather Ayre, Cook Coordinator at Beaconsfield MOW, to establish better communication between volunteers
- VWI provided training, support and feedback/evaluations of the John Abbott volunteers involved with the FM program this semester
- Thanks to the hard work of McGill School of Dietetics, we are better able to provide info to our clients on such things as calorie count, sodium content, individual ingredients, carbohydrates, etc. This info helps both our clients and volunteers, as well as VWI staff.
- VWI attended a MOW volunteer appreciation luncheon put on by the Valois MOW #17 kitchen where we honored retiring Kitchen Coordinators Janet Hawke and Georgia Drinkell for their 35 years (each!!) of dedication and service to the community.



- One formal meeting was held with all of the Kitchen Coordinators in October. The goal was to get everyone together and do an old-fashioned recipe swap. Each kitchen was asked to contribute five of their best recipes. **The recipes "swapped" are being compiled by the Pierrefonds**

**St. Charles Kitchen Coordinator, Terri Fabes**, for publication and distribution to all the MOW kitchens in the West Island. Other important issues were discussed and then we were all treated to a typical MOW meal prepared by the hardworking and creative volunteers of the **Cedar Park United MOW Kitchen, led by Brenda Murphy**.

- VWI participated in **Quebec's Meals on Wheels Week**. *Le Messenger*, the local Dorval/Lachine newspaper, did a cover feature on the 3 Meals on Wheels kitchens in Lachine. Promotional materials were distributed to let volunteers and clients know about the importance of this service in our community.
- We had to say goodbye to the **Kirkland Meals on Wheels Kitchen** but with the hard work and dedication of our volunteers, no clients suffered a loss of service. Kirkland Meals on Wheels beneficiaries are now served by the Cedar Park United group in Pointe Claire. All volunteers who wanted to remain with MOW were found a "new volunteer home".
- Due to the move of our frozen meal supplier, l'Equipe Entreprise, we held **information and training sessions** for our 15 frozen meal driver volunteers, the lifeblood of our program.



- We provided support to our Dorval MOW as they moved their kitchen after almost 40 years at the 750 Dawson location. They are adjusting to their home at Sarto-Desnoyers Community Center. Thank you to the City of Dorval for its support and to Joan Fowell, the Dorval Coordinator, for her leadership throughout this enormous transition.
- Attended the AGM of the 1st MOW kitchen started in the West Island, Lachine West (Summerlea United), where we honored long-time MOW volunteer and Kitchen Coordinator, Pierrette Grégoire as she retires from her position as Kitchen Coordinator. She still remains involved and is only a phone call away. Her heart still makes the kitchen beat.
- Received feedback from #7 and #12 who did a trial usage of the re-usable containers. They do not wish to continue as

the volunteers and clients did not appreciate them - extra work for both parties.



### PLANS FOR 2017-2018:

- To ease the wait list situations in the Pierrefonds/Roxboro areas, as well as Lachine, we will research new locations to open another MOW kitchen, recruit volunteers and start service
- Work with interns from the McGill School of Dietetics to create menus that meet seniors' nutritional needs
- Update food preparation and hygiene training sessions and materials
- Increase volunteer recognition and recruitment through Facebook (social media) and our website.
- Continue to visit the MOW kitchens and FM facility to increase communication and foster a sense of "being in it together".

#### Impact on someone's life:

*FM volunteer Ron McKweon and his daughter Meaghan came to a client's aid on June 23rd. When they knocked on the door of our client, she told them to leave the meals at the door as she had fallen and couldn't get up. Ron called VWI. We got in touch with the concierge of the building who opened the door. Ron called 911 and subsequently, our client spent a few days at the Lakeshore General Hospital recovering.*

## THE YOUNG AT HEART 55+ CLUB – SOCIAL INCLUSION



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 that enable West Island seniors to improve their overall

confidence and functionality, VWI helps them remain active, and encourages them to contribute to their community as volunteers themselves.

- 12,563 participants; 736 volunteer shifts!
- Course memberships: 211 registered seniors 55 +
- A total of 848 different activities were offered
- 496 attended the Seniors' Café socials
- Seniors volunteered 736 times!

### HIGHLIGHTS & ACHIEVEMENTS

- **A Radio session at CBC with Volunteers** Jim Birne, a volunteer for the Handyperson Program, and Nohla Bechar, a client of YAH Zumba, Yoga and Line Dancing, explained on CBC Radio Noon why they enjoy being part of Volunteer West Island's programs. Jim provided all kinds of anecdotes on his visits to the clients requesting the Handyperson service. **Volunteers, like Jim Birne performed 30 small maintenance jobs - which take approximately 4 hours each - to help seniors feel more secure and able to remain in their homes.** Nohla Bechar is legally blind and determined to participate at her weekly activities because she feels at home and is very comfortable with all the participants in VWI's Young at Heart program. **Nohla's radio interview was so enthusiastic that a record number of listeners called to share their congratulatory comments. VWI received a great many inquiries regarding our programs following the broadcast.**
- **Cookie Baking and Delivery at Christmas** - 25 baskets of cookies and goodies were decorated by the volunteers just in time for the Holidays! Two newly recruited couples enjoyed themselves so much doing deliveries that they decided to become full-time volunteers for the MOW program!
- **13 Different Weekly Programs- Health and fitness programs** such as Tai Chi, Gentle Toning (2 different classes), Yoga (2 different classes), Postural Gymnastics, Zumba (Stretch and Gold classes), and the ever-popular Line Dancing. **Attendance never wavers; our dedicated instructors take the time to get to know the clients. Educational and social programs** like Acrylic Painting, Bridge, Bingo, Computers and workshops and special events continue to be well-attended.
- **A survey was distributed to 80 YAH members** to measure their satisfaction. It was unanimous for both activities and instructors that they are satisfied with the offerings of the Young at Heart Activities.

*"Excellent - could not possibly fit any more in their day!"*

Shirley, a client from Line Dancing, Zumba & Bridge

## CONTACT & PAIR PROGRAM: THAT'S A LOT OF TALK!

**AN AVERAGE OF 612 CALLS PER MONTH; 153 CALLS PER VOLUNTEER**

**50 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.

## INCOME TAX CLINICS FOR LOW-INCOME EARNERS

**WE'VE FILED 400+ TAX RETURNS FOR CLIENTS, 12 VOLUNTEERS AND 4 PARTNERING COMMUNITY GROUPS!**

Special thanks to our collaborators this year:

- The City of Beaconsfield
- MP Frank Baylis
- The West Island Community Resource Centre.
- Le Centre de Jeunesse Emploi

**VWI's volunteers taught young clients to actually process their own tax returns - a step to help them prepare their own taxes and hopefully an incentive to volunteer and help other youth!**

- Income tax clinics were offered at Volunteer West Island's, at the office MP Frank Baylis, the Volunteer West Island Community Resource Centre, Maywood Residence, Roger Bernard, the City of Beaconsfield, Residence Norma McAlister and West Island Citizen Advocacy.
- Every year, Volunteer West Island is happy to provide guidance, training and troubleshooting to the location previously mentioned.

*Connecting with pets not only provides companionship and comfort to all age groups, it helps calm agitated residents, stimulates conversations, improves reading skills and decreases students' stress during exam periods.*

## CARING PAWS ANIMAL THERAPY - A NEW ACTION PLAN!



**65 REGISTERED VOLUNTEERS HAVE INTERACTED WITH 18,154 PEOPLE = A TOTAL OF 1,242 VOLUNTEER-HOURS GIVEN IN 63 DIFFERENT ESTABLISHMENTS!**

**Caring Paws Animal Therapy (CPAT)** is a service of Volunteer West Island. This group of dedicated volunteers provides therapy dog and cat visits to various facilities within the West Island and Greater Montreal area. This year, VWI obtained the **New Horizon's Grant offered by Services Canada** to help CPAT's Volunteer Steering Committee that met on **11 different occasions** to work at developing their governance!

Following a consultation with their 65 volunteer members, the Steering Committee developed their administrative roles, revised their general rules and developed a clear plan to operate their valuable service. The members are actively involved with CPAT's newsletters, a Dropbox of information, and a website will be functional by the end of 2017.



*Gracie, a nine-year-old golden and I visit the Bayview, a long-term care facility in Pointe Claire, every Tuesday. The individuals we visit often repeat the same questions about her each week. One week in particular, Mrs J., while asking the usual questions about age, name, etc., stopped, looked at me and said, "I hope you are good to her" I replied, "Oh yes, I give her lots of love." She stared at me for a moment and then said, "Well you know, love is not enough...they also need chicken"*

~Marilyn Maclean

**On the West Island and in Montreal, CPAT was active with** seniors, students, patients; adults with ASD; women with mental distress; children and students with disabilities; special needs adults; homeless men & women; Alzheimer's patients; addiction rehab, adult respite and palliative care clients; mental health centres for men and women, and adult day centres.

### PLANS FOR 2017-2018

- Offer additional educational workshops focusing on security and well-being
- Celebrate the Young at Hearts 10th year anniversary
- Continue to guide and support all volunteers who are the leaders of VWI's programs!

## VWI'S PRACTICES: GOVERNANCE

<b>Board President</b>	Anne Pertus
<b>Vice-president</b>	Marie Desy
<b>Treasurer</b>	Pierre Collins
<b>Secretary</b>	Victoria Jonas
<b>Director</b>	Andrea Lane
<b>Director</b>	Carmela Carrara
<b>Director</b>	Normand Dumoulin
<b>Director</b>	Catherine Thomas (left in October 2016)

- **Board of Directors:** There were seven **regular meetings** held this past year.
- **Nominating Committee:** With three nominating meetings scheduled this year, two new board members joined our team!
- **Governance Committee:** The Board thoroughly reviewed and approved seven policies.
- **Finance Committee:** Chaired by our Treasurer, we met on three different occasions and discussed our financial position at length.
- **50th Anniversary Committee:** Chaired by VWI's ambassador, Patricia Empsall, the volunteer committee met on ten occasions.
- **HR Committee:** Reviewed the annual performance evaluation forms.
- **Participated in nine meetings reflecting on evaluation practices:** VWI hosted several meetings to discuss the process involved in implementing the Logic Model for evaluations. Initiated by Centraide, the CFP and led by COCO, we look forward to presenting the results once we receive feedback from our surveys to the 33 different groups that benefit from our corporate volunteer program.



## MULTI-SECTOR LEADERSHIP

We were active members and attended the regular meetings and subcommittees of the following organizations:

### Local Groups:

- Table de Quartier Sud de l'Ouest-de l'Île and its subcommittees: food security and social development plan
- The West Island Table for the Needs of Seniors
- Comité de Santé Ouest-de-l'Île; *together created a single referral form for the WI.*
- Receive referrals from CLSC Lac-St-Louis, CLSC Pierrefonds, CLSC du Vieux Lachine

- Concertation Ouest de l'Île – Comité avisier
- 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 Organizations:

- 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

### Other presentations and events we participated in:

- AGM's of: Avatil, ABO-VAS, NOVA, Équipe Entreprise, several MOW's kitchens; three NFP's annual breakfasts (WICS, Women's Centre & NOVA); addressed the new team at CIUSSS-L'Hôpital Ste-Anne; attended Roxboro & Lachine's MOW luncheon, WICS Red & White event, Borough of Lachine's Social Development Information session, Montreal's 375th meeting with Volunteer Centres, Lakeside Academy and MOW's; 3 workshops for the Commission scolaire Marguerite-Bourgeoys: "Colloque de l'engagement", Senior Isolation workshop; English Speaking Catholic Council, Jury panel for Concordia's Garnet Key Society Community Project, Conférence sur l'implication et le service communautaire, Collège Beaubois, Catholic Women's League St-Edmunds of Canterbury Chapter.



## A SPECIAL THANK YOU

Our members of the National Assembly for supporting the Youth in Action program and for attending a planning meeting for the **Youth in Action Gala Event:**

**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-Geneviève, Baie d'Urfé, Dorval, Kirkland, Pierrefonds-Roxboro

- Our Members of Parliament, Francis Scarpaleggia & 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
- CN Employee's Fund
- The Leacross Foundation
- Royal Canadian Legion Lachine Branch 85/90 for their unwavering support to the Lachine West MOW #1 Kitchen
- Royal Canadian Legion, Pointe-Claire Branch #57 (donations went to 3 Pointe-Claire MOW kitchens)
- La Fondation Communautaire de Lachine
- St-Edmund's Parish
- Kleargo
- Several other donors to whom we are grateful!



## A SPECIAL TEAM INDEED!

Shelley Hayden	Food Services Coordinator
Terry Aitken	Community Programs Coordinator - Seniors
Yolanda Rodriguez	Volunteer Recruitment Coordinator- Individuals
Andrea DeRome	Volunteer Recruitment Coordinator -Youth
Kathleen Greenfield	Community Relations Coordinator - Corporate Volunteer Recruitment
Renée Depocas Smith	Administrative Assistant
Nora Xu	Accountant
Lynda Barrett	Executive Director

- Following Natalie Claireaux's departure, Andrea DeRome joined our Team in June 2016 as the Volunteer Recruitment Coordinator - Youth.
- We were sad to say goodbye to Anthony Chow, following his summer employment with us under the Canada Summer Jobs Program provided by Service Canada. He started as a volunteer receptionist, helped out with some accounting responsibilities and then applied for a summer position to support the Meals on Wheels Program. We're so pleased that he gained insight from his volunteer and work experience at VWI which has led him to choose nursing as his career.

