



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

*It's about time...
...time to help others*

Annual Report 2014-2015



MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR



2014 - 2015 – Where has the year gone? We are already five months into 2015! It has been a year like no other. Volunteer West Island began April 2014 with the introduction of an Employee Appraisal System to evaluate and develop performance, followed very closely by the planning stages of a Computer Resource Management Database System reflecting the need for a more advanced technology, as well as an update in the security of the current system.

Each year has its challenges and with a combination of creative thinking and hard work, we changed those challenges into new opportunities to explore and advance volunteerism. This past year our motto “*Growing through volunteerism*” was illustrated in many ways:

A new Computer Resource Management Database System was introduced, a major undertaking that meant hours of additional work merging all program data into one internal databank. It also meant reworking and changing several internal procedures to allow staff more time to recruit volunteers and eliminate unnecessary data entry. We devoted nine months to planning, and in early January we officially migrated to a cloud-based software that allows us to provide our stakeholders with important facts and resources relevant to volunteering. In order to support these changes, we also introduced new technology to replace the previous 15-year-old computer system.

We’ve evolved as a Volunteer Centre and we realize our website needs to develop as well. We’ve been gaining more on-line presence than ever before and we’ve not only been assessing what visitors to the site would want to see, but we felt it was important to develop a new section of resources specifically for community groups to guide volunteers in their quest for the best volunteer opportunity, and to offer clear and concise information on VWI’s own programs and services. We’re a few months away from introducing this new website to West Islanders!

We continue to work in partnership with many organizations, businesses, and individuals and are grateful for the cooperative and productive relationships we’ve fostered. We’re aware of the many challenges our partners face in finding volunteers and thus VWI will need to be one step ahead, helping community groups create the right volunteer experience by achieving that perfect match. We’ll be particularly diligent when inquiring: What are the characteristics and aspiration of volunteers? What is the time commitment for these tasks? Is the work schedule flexible? Why is the job important? What skills are required to perform this assignment? Are there leadership possibilities and what are the responsibilities of the volunteer? We continue to be committed to supporting over 150 West Island groups and if requested, we conduct preliminary interviews and police verifications for organizations working with vulnerable clients.

Volunteers are the foundation and the providers of Meals on Wheels and the Frozen Meals and Puree program. 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. With a slight monetary increase from Health and Social Services, we created a new part- time position to do just that!

We feel compelled to thank the Board of Directors who have spent additional time working on the following committees this year, in addition to their regular role:

Governance Committee – reviewed and revised the General Conditions of Employment Policy as well as the Employment Contract which included modifications and updates of all policies relevant to the relationship between VWI and the staff.

Nominating Committee – interviewed several candidates and selected two new directors – Pierre Collins, CA and Chartered Financial Analyst, who sits on the Executive Committee as Treasurer and is the Chair of the Finance Committee and Catherine Thomas, B.A., who serves on the Fundraising and Volunteers & Programs Committees. Going forward, we hope to find another three candidates with qualifications in the area of Community Service, as well as with sound business backgrounds, who understand the culture of the West Island, are conversationally bilingual and ideally, able to make a commitment of approximately three to five hours a month. The selection process includes a formal interview with members of the Nominating Committee and a consensus of suitability to the Board.

Strategic Planning Committee – Years 2015-2018 – included forward planning in the areas of General Administration, Activities for Seniors, Meals on Wheels, Food Security, Social Media & Awareness, Volunteerism, Succession Planning, Fundraising, Finance, Logistics, etc.

We sincerely thank each member of the board for sharing their time and considerable talents with Volunteer West Island; this report includes a page dedicated to their efforts this past year.

In addition, the staff invested a great deal of time promoting community action and volunteer involvement and we count ourselves lucky to work with such a great team which always includes dedicated volunteers! On behalf of the Board, we would like to extend congratulations to Volunteer West Island’s staff for maintaining such a positive attitude in these challenging times.

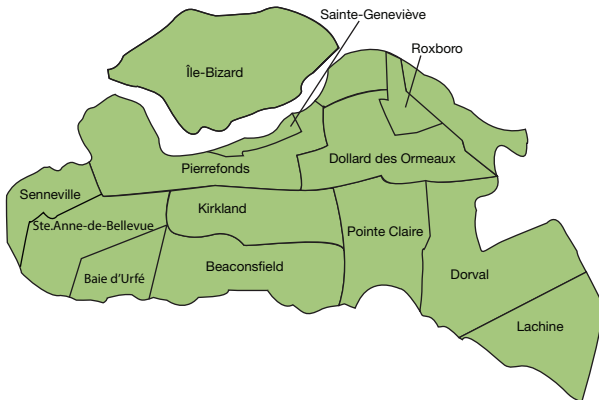
Patricia Empsall
President

Lynda Barrett
Executive Director



VOLUNTEERS A VIBRANT COMMUNITY

OUR REACH



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

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 MOTTO:

- *Growing through volunteerism*

Volunteer West Island 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! We are passionate about recruiting volunteers to help strengthen our neighborhoods and support others in achieving their mission.

We promote volunteerism by:

- Recruitment and referral of volunteers
- Management of good practices & support to organizations investing in volunteers
- Student volunteering: Youth in Action – a volunteer challenge

- Community Relations: connecting with community partners, media, volunteers
- *What's New* – a communication tool reaching a diverse population
- *Volunteer Voice* – a one-page newsletter for community professionals
- Websites: www.cabvwi.org; www.volunteermontreal.ca

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 110 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 RECRUITMENT

2014 Highlights

- Like last year, in addition to the ongoing and crucial support of individual volunteers, we are seeing a steady rise in student and youth involvement, as well as a substantial and continuing growth in corporate and community service group volunteering.

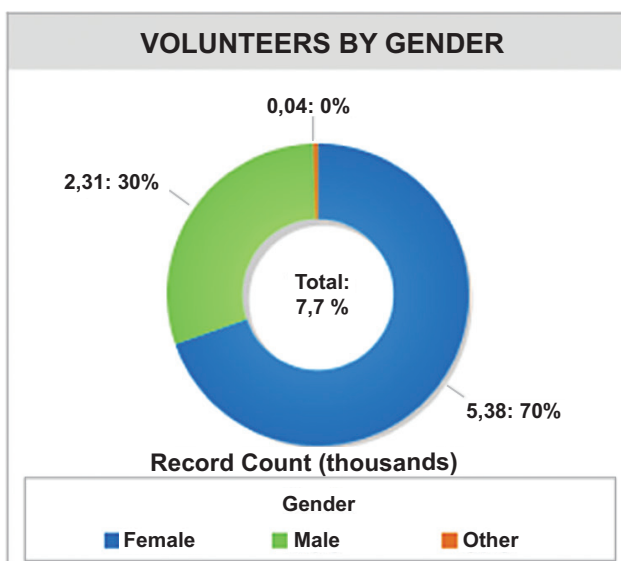
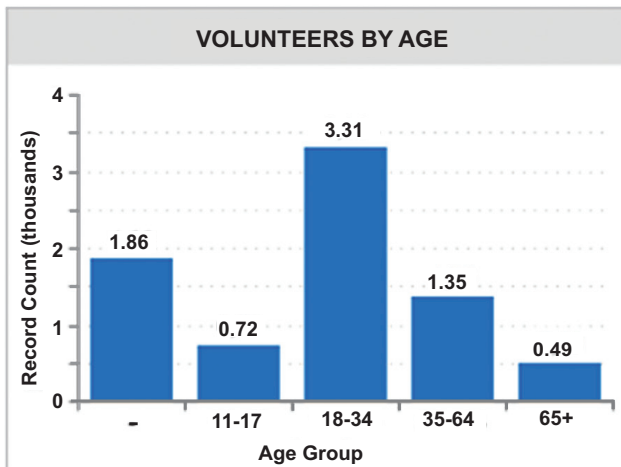


- We received a noticeable increase in the amount of requests for volunteers from West Island food banks to help with sorting or to distribute food boxes.
- Seniors' Residences are requesting more volunteers to do administrative tasks, to visit their residents and to lead activities.
- Personal interviews are necessary to complete background security checks for volunteers requesting to work with vulnerable individuals. Ten volunteers per week were interviewed and guided towards the right opportunity. Also, security checks are being processed by the SPVM within only a two- to three-week time period.
- We have close to 5000 volunteers who wish to remain on our mass emailing list. Now that we're using a more efficient database, we can track the viewers and responses.
- All non-profit groups were informed that VWI can provide training sessions to groups of volunteers to help them achieve a positive experience for both the volunteer and the organization. As we have done in the past, we will continue to call upon our friends at the Montreal Volunteer Bureau if there's a need for specialized training.

- At some point in time most individuals, their families, friends or colleagues will require the help of a not-for-profit group. Volunteering familiarizes volunteers with the many resources available in the community.

Plans for 2015-2016

- Continue to visit and inform not-for-profit community groups that do not use our recruitment services regularly
- Participate in the volunteer recruitment fairs in local coffee shops and shopping centres



VOLUNTEERING STATISTICS	
More than 2741 volunteers have been recruited to help strengthen our neighborhoods and support others in achieving their mission.	
A total of 577 volunteers were recruited at the request of not-for-profit groups.	
534 youth volunteers	
230 JAC Volunteers	9 200 hours of volunteering
219 Youth in Action Volunteers	9 855 hours of volunteering
400 new volunteers were interviewed	
Volunteers help with our day-to-day operations; a total of 454 different volunteer shifts!	
5000 volunteers remain on our mass emailing list	
More than 150 community groups supported!	

COMMUNICATION

INFORMATION = AWARENESS + PARTICIPATION

We thank our friends in the media for their continuing support and assistance. Their generosity in publishing our write-ups and announcements contributes heavily to the ongoing success of VWI's Volunteer Recruitment Programs, services, and activities.

Visibility in the community is crucial, impacting positively on the continuing growth and development of VWI's **Individual, Youth, and Corporate/Group Volunteer Programs**. In addition to promoting volunteerism, our articles, announcements, publications, and web site reach a wide range of audiences on a regular basis, providing information about the activities, services, and outreach programs VWI offers to seniors and to those with loss of autonomy or reduced mobility.

2014 Highlights

- Number of articles published by print, online and on-air media: 320
- Visits to VWI Web Site: 44, 561
- *Quoi de neuf / What's New*: 12 issues
- *Volunteer Voice*: 3 issues



Plans for 2015-2016

- More of the same – nothing succeeds like success!
- VWI moving towards social media and a new web site

NATIONAL VOLUNTEER WEEK

National Volunteer Week is a time to recognize, celebrate and thank volunteers. This year, 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.

- We advised 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 <http://volunteer.ca/>.



- We organized a Sugar Shack themed event to recognize our own wonderful volunteers during National Volunteer Week.
- A number of articles on exceptional volunteers were published in the local media.

COMMUNITY RELATIONS

VWI + CORPORATE / GROUPS + COMMUNITY = SUCCESS

Through networking and resource information sessions with Corporate & Community Service Group partners, this year has seen an increase in interconnectedness between non-profit organizations and volunteers from these sectors with VWI facilitating this exchange. As our partners become more informed about the resource groups, they have increased their involvement in the community.



2014 Highlights

- In addition to contributing employee-volunteer-hours, many of our partners have become more active in assisting community groups with monetary assistance and donations-in-kind, as well as, for example, companies organizing employee-fundraising events to provide Welcome Baskets for clients of seniors' residences, and collecting food, clothing, books, toys, and so forth for other community groups. Because of these connections, we assisted 33 non-profit groups.
- Helping one another makes a community strong, creating a benevolent circle! Various community groups have been helping others: Montreal-Lakeshore Rotary Chapter is providing clients of CHSLD Denis-Benjamin Viger with much needed Care Packages; NOVA and the NOVA Thrift Shops have been collecting socks and adapted clothing. Members of the VWI Team have also donated socks, clothing, furniture, books, and food items to NOVA Thrift Shops, St. George's Church Immigrant Support Program, Sainte-Anne's Church Christmas Baskets, etc., as have Baie d'Urfe/BUCCA and NOVA Board members.

- The VWI Team participates in a variety of community initiatives and sits on several West Island Boards of Directors and Tables, including the recently established Table de quartier Sud de l'Ouest-de-l'Île, participating actively in several of its subcommittees, such as "Vulnerable Populations", "Communication", "Food Security".

YOUTH

BUILDING, INSPIRING & CONNECTING

A grand total of 534 young people used our services and participated in our programs!

YOUTH IN ACTION A VOLUNTEER CHALLENGE

- VWI works in partnership with 11 public high schools and all four West Island MNA's to promote volunteering among young people. This Volunteer Challenge recognizes those who become involved in their community at an annual Gala.
- Participants who complete 40 or more volunteer hours and submit a community service booklet with a brief essay about their experience qualify to attend an award ceremony where one winner is chosen per school. All participants are recognized for their achievements and the Gala expenses are covered thanks to the financial assistance received from our supportive MNA's.



2014 Highlights

- May 2014 - Over 250 people attended the awards ceremony to honour the achievements of 100 young people who completed the challenge.
- Along with three MNA representatives, we hosted a special meeting to evaluate the YIA program and identify some new strategies for 2015.
- 219 students are registered in this year's challenge.

COMMUNITY AND COMMUNICATION - JOHN ABBOTT COLLEGE

- Since 2008, we've partnered with John Abbott College Professor Barry Reynolds who teaches *Community and Communication* – an English course that promotes student involvement in the community and highlights the communication skills required to work with the varied clientele of the community organizations.



2014 Highlights

- 230 John Abbott College student participants from both fall 2014 and winter 2015 sessions took part in the program. Two Volunteer Recruitment Coordinators assisted in introducing the program requirements and conducted the police checks, a requirement before students begin their community volunteering.
- 24 community organizations depend on the students' abilities, skills, and enthusiasm to augment their programs. This year we welcomed Batshaw Youth Protection, Vigi Santé in DDO, Beaurepaire Seniors' Residence, as well as new placements of students in already participating not-for-profit community groups.

YOUTH VOLUNTEERS

This year 85 students from private & public high schools, colleges, and universities have been helping out regularly at various West Island organizations.

Plans for 2015-2016

Impact:

- Grow participation in the Youth in Action Volunteer Challenge
- Expand our reach by working with new and existing partner organisations to welcome youth involvement
- Innovate with the help of a youth focus group to stay a vibrant and relevant organization
- Provide a list of summer volunteer opportunities for students and over other school breaks

Motivate:

- Improve youth engagement by expanding our presence online with social media
- Identify West Island youth who as informal volunteers are making a difference in our community
- Cultivate sustainable mentorship opportunities for outstanding young volunteers

Value:

- Spotlight in the media the significant contribution that youth make to the West Island Community in formal and informal ways
- Increased visibility and recognition activities at the Youth in Action Gala Event with the participation of 94.7 Hits FM
- Recognition of community mobilisers like Barry Reynolds, Community School Officers and Spiritual Animators and champions who promote our programs and the value of youth volunteering

VOLUNTEERING A PLACE FOR EVERYONE

Volunteer centres welcome all who have the passion and objective to better their environment. It is extremely beneficial to the community to increase recruitment of volunteers by inviting those with mild intellectual, developmental and physical disabilities to participate. It is our responsibility as community builders and advocates to become accommodating to all who wish to contribute to the well-being of the community.

Recruiting differently-abled volunteers benefits the organizations that welcome them. Not only do groups receive a greater volume of hardworking, invested volunteers, the community has the potential to become more inclusive and accommodating. We've taken baby steps so far, but at least we've started pursuing this avenue.



2014 Highlights

- Allancroft School, a satellite of the Place Cartier Adult Education Centre, offers a program of social integration for special needs adults in the West Island. Sarah McCarty and her group of students baked over 300 cookies and made almost as many Christmas cards as part of a Christmas project that saw tins of their delicious cookies delivered to over 20 isolated seniors, clients of the Contact Program. The Meals on Wheels kitchens in Pierrefonds and Beaconsfield included the students' cards with their special holiday deliveries. These volunteers also bake regularly for the Young at Heart 55+ group. The students themselves say they are pleased to volunteer and help seniors.

SUPPORTING VOLUNTEERS

Besides guiding new volunteers towards choosing the right volunteer opportunities for them, Volunteer West Island initiates and supports community programs through which over 1000 West Island volunteers are the providers of Meals on Wheels, Frozen Meals and other community services. We ensure that adequate resources are developed, shared, and coordinated to assist volunteers in their efforts, enabling them to access resources at appropriate times and in forms that they can use to their benefit.



2014 Highlights

- We created a new part-time position to reach out and ensure that adequate resources are developed, shared and coordinated to support the volunteers in their efforts. Our provincial funding was slightly increased in 2014.
- We know the importance of fostering ongoing communication between VWI and the 13 West Island MOW kitchens.
- We reorganized several communication tools and activated a central Dropbox resource to assist and support our

MOW volunteers. Policies & Procedures, documents, recipes, special links, food recall notices, hygiene resource videos, letters of solicitation, notifications and so many other pieces of information can now be easily accessed.

- We completed the Kitchen Jurisdictions Map for Meals on Wheels territories, using the Zeemaps software to create an online resource for volunteers to determine which kitchen serves a particular address.

Plans for 2015-2016

- Establish a presence on social media
- Host a Volunteers' Café to bring people together to be recognized, share ideas, exchange best practices and to foster a sense of being part of a community movement of volunteers
- At the request of our kitchen leaders, research a route-mapping software to help optimize MOW's deliveries

SUPPORT TO ORGANIZATIONS

We assist non-profit organizations and community groups in need of assistance to help them fulfill their mission and serve the community. Here's what we can do for your community group!

1. Recruit and refer volunteers
2. Conduct interviews and police verifications (if requested)
3. Provide training for groups
4. Provide capable and talented John Abbott College & Youth in Action student volunteers
5. Place Corporate Volunteer groups to help you with your project needs and special events
6. Help, advise and support your own volunteer program
7. Send mass emails to help you with your urgent volunteer needs
8. Provide easy on-line Volunteer Request forms for community groups requiring volunteers, as well as helpful Tools & Resources



SERVICES TO INDIVIDUALS

MEALS ON WHEELS, FROZEN MEALS & PURÉES = 46 781 MEALS!

13 MEALS ON WHEELS kitchens

- All volunteer-driven
- Each operating as their own community unit!

The **MEALS ON WHEELS** leaders are dedicated in coordinating MOW volunteer cooks, drivers, deliverers, cleaners, and shoppers!

13 DEDICATED LEADERS:

Roslyn Chester, Jane Montgomery, Marie Paule Sauvé, Joan Pitcairn, Sylvie Prgent, Diane Campbell, Janet Hawke & Georgia Drinkell, Pierrette Grégoire, Brenda Murphy, Joan Fowell, Karen Cross, Claudette Zarli

Lachine West - Summerlea United Church
 Cedar Park - Cedar Park United Church
 Dorval - Elizabeth Russell Centre
 Beaconsfield - Beaurepaire United Church
 Lachine East - Église Saints-Anges Gardiens
 Pierrefonds & DDO Central - St. Barnabas Anglican Church
 Sainte-Anne-de-Bellevue - St. George's Anglican Church
 Lachine Central - Centre Gariépy
 Pointe-Claire North - St. John's United Church
 St-Charles - Pierrefonds - St. Michael and All Angels Church
 Kirkland - Church of St. John the Baptist
 Roxboro-Pierrefonds East - Roxboro United Church
 Valois - St. Columba-by-the-Lake Presbyterian Church

The leaders behind the **Frozen Meals and Purees** service – a group of volunteer drivers we couldn't do without: Ken Acton, Miss Sue, Ted Saito, Frank Biringier, John Pecho, Pat Coinner, Bernard Downs, Anne Marie Jorgensen, Jean Claude Hellard, Andrea Cebula, Patrice Mitchell, Alan Plamondon, Bill Doyle, Laurie Ross, Yves Baudouy, Danny Kravitz, Gwyneth Baldry

30 866 hot & nutritious meals were delivered and prepared by 850 volunteers.

A total of 15 915 Frozen Meals and Purees were delivered.



MAKING A DIFFERENCE

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. For **981 MOW's clients** and the **450 Frozen Meals and Purees 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.



2014 Highlights

- Two meetings were held with the Kitchen leaders to unveil the Dropbox tool, introduce the new Outreach Volunteer Coordinator, share best practices and, together, define the kitchen jurisdictions.
- We visited each kitchen to meet the team of hard-working volunteers and to celebrate the differences from one kitchen to another. An inventory list and a picture portfolio were created for each kitchen.
- Meals on Wheels 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.
- VWI participated in **Quebec's Meals on Wheels week** in a big way! Visibility was at the forefront: we distributed goodie bags to each kitchen coordinator, containing promotional materials such as chef caps, placemats, buttons and posters. We appeared on Global TV's show, *Focus Montreal* with Jamie Orchard. MNA Geoff Kelley and MP Francis Scarpalleggia responded to our invitation and joined us at Cedar Park's MOW kitchen. CTV's Christine Long and Global TV ran a report on the West Island's Meals on Wheels program. Numerous print and on-line articles were published in such publications as *The Gazette*, *The Suburban*, *Your Local Journal*, and *Cité Nouvelles*, describing Meals on Wheels and congratulating our many



MOW volunteers for their hard work. We appeared on PRASAB's Facebook page and our volunteers from Kitchen #10 appeared on Solpak's Facebook page.

- We created a form to help the MOW's obtain a GST/PST Income tax reimbursement.
- We took the lead as the accredited charity to urge citizens to be wary of fraudulent telephone solicitations since telephone con artists were claiming to be raising funds to benefit the West Island's Meals on Wheels service. We were on all TV and radio stations to denounce this fraud!



Plans for 2015-2016

- The creation of MOW business cards and template letters of solicitation to obtain discounts from food retailers to help cut kitchen costs
- More of the same!



THE YOUNG AT HEART 55+ CLUB

The Young at Heart 55+ Club is a comprehensive outreach program offering classes and weekly activities designed to engage seniors intellectually, culturally and physically. Young at Heart membership continues to increase. Members enjoy the privilege of educational activities, information, and support. A total of 946 different activities were offered during the past year, a total of 189 seniors participated per week and benefitted one way or another!

SENIORS' CAFÉ, SPECIAL EVENTS, WORKSHOPS AND COURSES

The Café involves monthly gatherings that offer seniors an opportunity to connect with other members of the community and enjoy refreshments, entertainment, and conversation in a friendly, relaxed atmosphere. Tai Chi, Toning, Yoga, Postural Gymnastics, Line Dancing, Zumba, Computers, Bridge, Bingo, Painting, and so much more. There are 167 registered members who attended two or more activities per year.

CONTACT PROGRAM:

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.

HANDYPERSON:

Volunteers performed 25 small maintenance jobs for seniors to make them feel more secure in their homes.

INCOME TAX:

VWI coordinated 12 trained volunteers who are authorized through Revenu Québec to provide an income tax service across the West Island to support low-income earners. We expect to surpass the 500 income tax returns of last year.

2014 Highlights

- Two evaluations were distributed:
 1. to determine if the activities and social events are meeting the members' needs
 2. to find out why seniors participate in special events and what, if any, changes are required.

The outcome was very positive, showing seniors want to keep active, socialize and have fun. We will continue to involve all participants in the planning of their own programs.

- Family Tree Photo Memories and Wills & Testaments workshops were offered.
- Christmas Cookies made for the clients of the Contact program were delivered by students.
- We provided an income tax training session for the hosting organizations: West Island Community Resource Centre, MP Lysane Blanchette Lamothe, and for a VWI volunteer ambassador.
- Patricia Empsall, President of VWI's Board of Directors and active community volunteer, was one of three recipients of an Outstanding Seniors Award at West Island's Annual Outstanding Seniors Luncheon Gala.
- The Seniors' Café Christmas luncheon, the Christmas Pot-luck and a Crazy Christmas Sweater Event welcomed 140 seniors.



Plans for 2015-2016

- Organize an annual session with YAH members to develop the yearly programs together.
- Work in tangent with local community police & fire departments to offer information sessions on fraud prevention, safety, and security.
- Explore working with community partners to establish the PAIR Program, an automated telephone call service for seniors across the West Island.

YOUNG AT HEART 55+ PROGRAM & SERVICES	
Number of individuals at senior activities:	9,864
Number of times seniors volunteered:	747
Number of Young at Heart events:	946
Number of Reassurance telephone calls:	6,147
Number of Income Tax Clients:	350
Number of Individuals at Informations Sessions:	2,616
The Senior Café * attendance:	410

*a special monthly event designed to help seniors remain connected

CORPORATE VOLUNTEERING

TOGETHER WE CAN CAMPAIGN

1538 corporate volunteers made a strong commitment to making a difference through good corporate citizenship in collaboration with VWI, a leader in serving corporate clients. We organized almost half of Centraide's reported 197 activities in 2014. *Together we can: corporate partners volunteer, donate, fundraise and collect!*

2014 Highlights

- 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 groups went more than once to offer their services!
- 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 now involved on an ongoing basis.
 - 15 companies provided 235 employee volunteers who distributed food baskets, assisted 10 families, collected toys, delivered warm socks to seniors and helped with the annual Collective Christmas event, held in collaboration with six mental health non-profit organizations: Centre Bienvenue, Omega Community Resources, L'Équipe Entreprise, PACT TEAM/Suivi intensité Variable, West Island Citizen Advocacy, Perspective Communautaire en Santé Mentale to benefit 265 clients.
 - One corporate group came through for a family of six living in a 4 ½ apartment who braved their first winter in Canada and required new boots, shoes, beds and winter attire.
 - The BMS Community Action Team and Remax/Royal Jordan "adopted" 10 West Island families in need and provided them with a full Christmas package including a turkey, festive groceries and gifts for children.
 - The Lakeshore General Hospital Foundation welcomed ongoing corporate and service group referrals.

- Centraide of Greater Montreal continues to send us the calls received from companies wanting to establish corporate volunteer days.



PLANS FOR 2015-2016

- Networking continues = weaving a web of community support!

CORPORATE VOLUNTEERING/GROUP PARTNERS

Number of corporate volunteers: 1538

Number of events: 90

Number of non-profit-organizations supported: 33

Animatch	LGHF Giftwrapping Project + Duck Race	St. George's Church
Ancal	Le Nichoir	Sainte-Anne's Church
Avatil	Moisson Montreal	Share the Warmth
Camp Bosco de Valleyfield	NOVA	TQSOI
CHSLD Denis-Benjamin Viger	NOVA Thrift Shops	Tyndale Community Centre
CHSLD West Island Manor	Oka Walk for WIAIH	Walk for Mental Health
Centre Bienvenue	Omega Community Resources Day Centre	Welcome Hall Mission
Centre Multi-resources de Lachine	Group Home and Supervised Apartments	WIAIH
Équipe Entreprise	On Rock Community Services	West Island Cancer Wellness Centre
Équipe PACT/Suivi intensité variable	Pat Roberts Centre	West Island Citizens Advocacy
Héritage Laurentien	Perspective communautaire en santé mentale	West Island Palliative Care Residence
		West Island Women's Shelter

Number of corporate partners: 35

AkzoNobel	Future Shop	Randd
BDC	GE	RBC
Bombardier	Hewlett-Packard	Remax/Royal Jordan
Bristol-Myers Squibb	Medtronic	Shire
Bromelin	Merck	Target
Charles River Laboratories	Mercer	Telus Mobility
Con-way Freight	M&PC Canada	Beaconsfield Hooking Crafters Club
Covidien	Novartis	CBC Do Crew
Crown World Mobility	NTD Apparel	Glorious Gospel Girls Plus One
Cummins	Nuvatek	Montreal City Voices
Eli Lilly	Pfizer	Montreal-Lakeshore Rotary Chapter
Excelitas	Pharmascience	

GOVERNANCE IS THE KEY TO BUILDING A STRONG AND PROFESSIONAL ORGANIZATION

Board President	Patricia Empsall	Vice-president	Anne Pertus
Treasurer	Pierre Collins	Secretary	Karen Cross
Director	Paola Arsenault	Director	Marie Desy
Director	Catherine Thomas	Director	Scott Wilks (four-month term)

- **Volunteer West Island's Board of Directors** met on several occasions to build and improve processes that strengthen governance; 9 regular meetings were held this past year.
- **Nominating Committee:** 3 meetings were held and two new board members joined our team!
- **Governance Committee:** Reviewed the full policy on the General Conditions of Employment and the board approved it in February 2015
- **Finance reviews:** 5 meetings were held and although we were without a Treasurer at the beginning of the year, we welcomed a chartered accountant to fill the role and lead us in establishing a new program-based accounting software system that will be introduced for this new fiscal year.
- **Volunteering & Programs Committee:** 1 meeting was held to discuss the existing programs and services and what evaluation tools still need to be developed.
- **Ad hoc:** 3 meetings were held to develop a one-year plan to disperse VWI accumulated funds (*surplus, PSOC increase and a donation received for Senior Programs*), discuss the expectations with regards to each funder's requirements and discuss a plan for the future.
- **Strategic Planning Committee:** With the guidance and support of a volunteer who is a professional in organizational development and human relations, we held our first strategic planning meeting 2015-2018 in March 2015.
- **HR committee:** 3 days of interviews and 2 additional meetings to develop the performance evaluation tools for staff, an evaluation process that was completed in November 2014. We were without a Volunteer Youth Coordinator for four months and lost a new recruit after five months. We recently hired a new Youth Coordinator and we created a new position to support the work of VWI's own 1000+ volunteers.

TRAINING FOR STAFF, BOARD MEMBERS AND ADMINISTRATIVE VOLUNTEERS

- *Who are VWI's clients?* A special presentation to staff and the board of directors
- Staff participated in 10 scheduled webinar training sessions on Salesforce (*VWI's new database system*), two team-building days to review and develop the action plan and five staff meetings.
- 10 volunteer receptionists participated in a training session on Salesforce.

- Staff took part in the Webinar Series through the CCC & Father Dowd Foundation and Imagine Canada.

STUDENTS

- A Concordia student from the Department of Applied Human Sciences completed a 200-hour internship.
- Two summer students were hired; one under the Canada Summer Jobs program provided by Service Canada that supported VWI's Food services and assisted in developing the volunteering and disability program, and another student who created a practical Finance Manual and assisted with volunteer recruitment tasks.
- A Master's student in Dietetics from McGill University will be conducting individual interviews with 100+ clients of our Frozen Meal Program.
- Two 4th year Dietetic students from McGill joined us for a three week internship and supported the MOW's kitchens with recipes and offered practical advice as requested.
- Four John Abbott students helped with the deliveries of the frozen meals.

CONNECTING WITH OTHERS



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 were active and present at meetings with the following 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
- Comité du développement communautaire de Sainte-Anne-de-Bellevue
- Table de Quartier Sud de l'Ouest-de l'Île and its subcommittees: "Vulnerable Populations",

“Communication”, “Food Security”.

- Table de Concertation – Enfance Famille Jeunesse de l’Ouest-de-l’Île
- The West Island Table for the Needs of Seniors
- CCC-Father Dowd Foundation Advisory Committee
- Comité de Santé Ouest-de-l’Île
- CSSS Ouest-de-l’Île
- CSSS Dorval/ Lachine /LaSalle
- West Island Community Shares Y2 Board
- Table consultative MADA
- Round table discussion at Beaconsfield United Church
- Concertation Ouest de l’Île – Comité avisur



Volunteers lending a helping hand with our day-to-day operations

Our computer specialists:

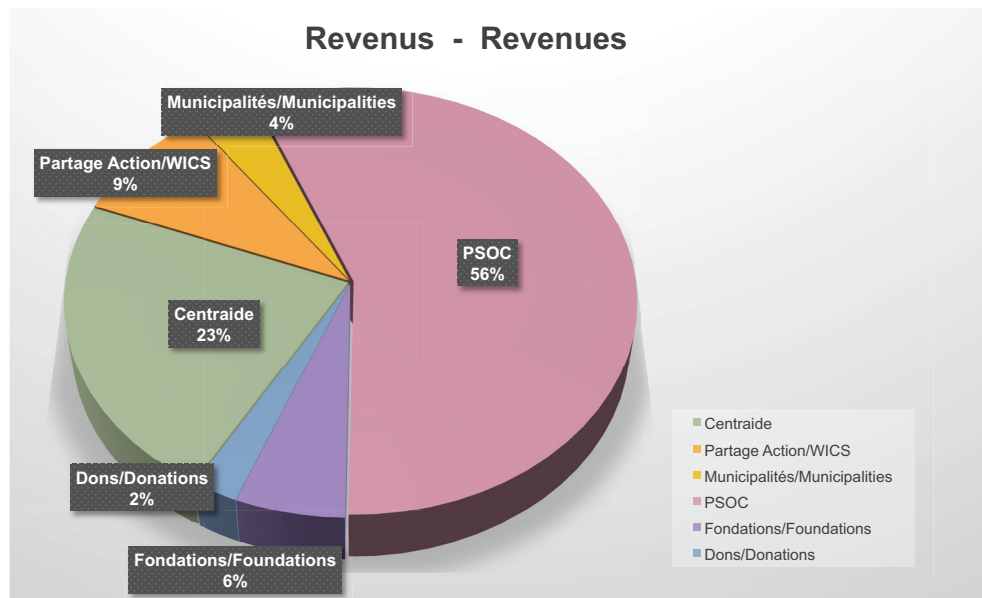
George Lapa, Lynda Percival

Our administrative support:

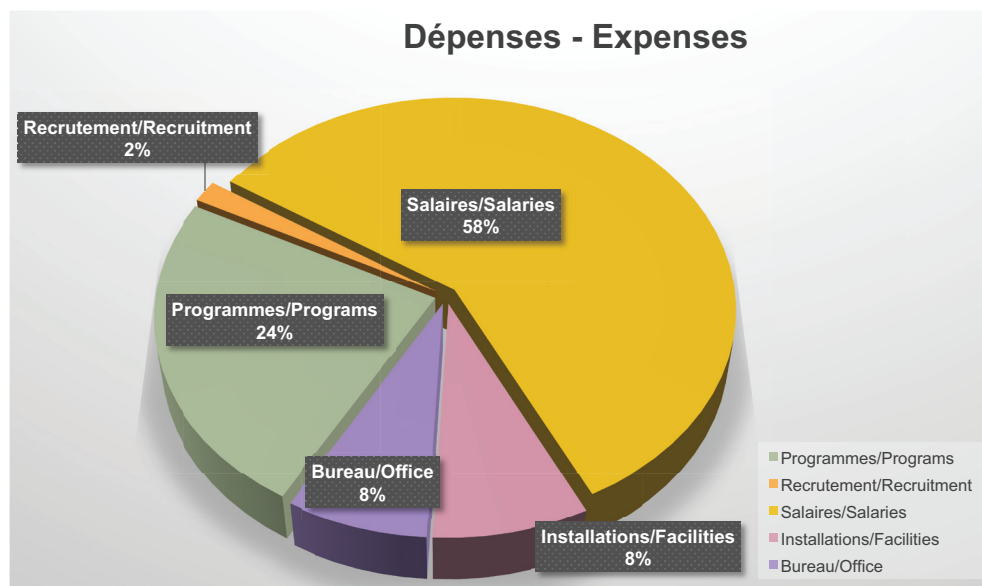
Dominique Cardinal, Louise DeSerres, Margo Donovan, Helen Duffy, Suzanne Hebert, John Kousaie, May Stern, Francis Teodori, Jane Toman, Fran Thomson, Lourdes Varela



Revenus - Revenues



Dépenses - Expenses



PRESENTATIONS, RECRUITMENT FAIRS			
École St-Georges	130 teens	École secondaire Jean XXIII	175 teens
École secondaire des Sources	260 teens	École secondaire Felix-Leclerc	200 teens
Beaconsfield High School	170 teens	Place Cartier	48 young adults
Riverdale High School	45 teens	Dorval's Senior Showcase	350 seniors
John Rennie High School	150 teens	Felix Leclerc/St-Thomas High Schools	75 teens
CCC	Father Dowd Foundation, The Pillars Trust, Catholic Foundation of Mtl		
John Abbott College	6 different classes: police verification & why volunteer?		
Fairview Pointe-Claire	Kiosk with Nova West Island and West Island Citizen Advocacy		

COMMUNITY OUTREACH

- LBPSB & CSMB support staff; a half-day to exchange and present our role in the community in terms of volunteering
- Riverdale High School for Women learning a second language
- Place d'Accueil in Lachine
- Collaboration with Ste-Anne's Annual Food Drive; La Guignolée.
- Supported WICS at their annual events: breakfast, Red & White benefit event, golf tournament, parade and wine event
- Attended Centraide's Annual Parade and organized an in-house campaign
- Two workshops given to CIMOI (Centre d'intégration multi-service de l'Ouest-de-l'île)
- 15 visits to corporations to promote corporate giving and the benefits of volunteering
- We held an evening recruitment fair at STARBUCK's CAFÉ
- Joined the West Island Community Resource Centre Senior Resource Booklet launch and participated in one networking session
- Attended two focus groups organized by La Table de Quartier Sud
- Met with MNA Martin Coiteux to discuss VWI's mission and the importance of promoting volunteerism
- Supporter of NOVA's annual Breakfast Fundraiser
- Community meeting at Beaconsfield United Church
- Presentation to the National Bank Employees with West Island Community Shares
- Meeting with Urban Development Representative from the City of Sainte-Anne-de-Bellevue
- Welcome several visits from the SPVM to meet volunteers and Young at Heart participants
- Visit to Allancrofts' Adult Education Centre
- West Island Health Committee and other community partners to see how we can pull our expertise together and find some solutions to the home support services that will be cut in June/Sept of this year.
- Reaffirmed our services with the Family Resource Center, CHSLD Pierrefonds, Villa Beaurepaire, CALACS, Foster a Child
- Attended the International Women's Day Breakfast
- 4 TV appearances – CTV and Global
- Attended International Women's Day Breakfast

“Thank you for another year; your interest and input keep us busy. Your efforts make our winters disappear.”
~ Karlene Kennedy, Sue Brown, Ruth Thiem
Members of Young at Heart 55 Plus

“Volunteering developed my skills such as teamwork, communication, and leadership.”
~ A. Javed

“Youth in Action was a wonderful way to motivate me to volunteer even more and in different ways.”
~ A. Davis

“Lovely! With all the corporate and community service groups we actually made a difference in our amount of clothings to sort! We caught up! Thanks so much for all your help! It is very much appreciated! We love your people! You are just wonderful to work with!”
~ Tania Toggias,
Volunteer Coordinator
Welcome Hall Mission

THANK YOU TO OUR MAJOR CONTRIBUTORS



THANK YOU TO OUR CONTRIBUTORS

- 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-Geneviève, Baie d'Urfé, Dorval, Kirkland, Pierrefonds-Roxboro
- Our **members of Parliament:** Francis Scarpaleggia, Lysane Blanchette Lamothe and Isabelle Morin for being our advocates
- The Father Dowd Foundation for supporting the Young at Heart Program
- 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
- The Leacross Foundation
- Pointe-Claire Legion
- Lachine Legion
- La Fondation Communautaire de Lachine
- AJAWAAN Cdn Inc
- St. Edmund of Canterbury Parish
- Dorval Mosque
- Several individual donors who wish to remain anonymous

SPECIAL MENTION:

- The West Island Quilters group for their generous donation of handmade placemats and lap-quilts
- 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
- Shell Medical Communication for providing holiday gifts to seniors

A SPECIAL TEAM INDEED!

Madeleine Costigan	Meals on Wheels Coordinator
Shelley Hayden	Volunteer Outreach Coordinator
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

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