



## Board of Directors 2018-2019

**President:** Chris Roedler  
**Vice-President:** Cheri Pokarney  
**Treasurer:** Tolu Balogun  
**Secretary:** Marnie Brown  
**Directors:** Gail Horner  
Melissa Johnson  
Dory Rossiter  
Leslie Vaala  
Chris Burton  
Stacy Chief Body

### Thank You To Our 972 - 2018 Volunteers!

"Celebrating the Value of Volunteering – building confidence, competence, connections and community"  
- National Volunteer Week 2018

**THANK YOU!**

ONE OF THE  
GREATEST  
GIFTS YOU CAN  
GIVE IS  
YOUR TIME

## Staff 2018-2019

*Thank you for your commitment and dedication to a great year!*

### Current:

**Diana Sim** - Executive Director (April 2012 - Present)  
**Shelley Ducheminsky** - Financial Assistant (July 2013 - Present)  
**Chelsea Eastman** - Project Paintbrush Assistant (May 2017 - August 2017)  
- Event and Resource Development Coordinator (September 2017 - Present)  
**C. Keith Nalder** - Membership Services Coordinator (August 2017 - Present)  
**Justin Brown** - Social Media Coordinator (January 2018 - Present)  
**Paige Hutchinson** - UVolunteer Program Coordinator (August 2018 - Present)  
**Sally Turner** - Administrative Assistant (September 2018 - Present)

### Former:

**Bryce Baker** - UVolunteer Program Coordinator (August 2017 - April 2018)  
- Project Paintbrush Coordinator (May 2018 - August 2018)  
**Caleb Van Der Weide** - Project Paintbrush Coordinator (May 2018 - August 2018)  
**Kayshja Eli** - Event Assistant (June 2018 - July 2018)  
**Maren Anderson** - Membership Assistant (June 2018 - August 2018)  
**Jennifer Rasmussen** - Administrative Assistant (January 2018 - June 2018)  
**Lynn McLennan** - Bookkeeper (February 2012 - January 2018)



## Annual General Report 2018

### Vision:

Volunteer Lethbridge strengthens and sustains a healthy, vibrant community through support and advancement of volunteer excellence.

### Mission:

Volunteer Lethbridge builds connections and empowers individuals and organizations to enhance volunteerism and grow volunteer capacity.



**Volunteers - Key to building healthy, vibrant communities!**

## President's Report—Submitted by: Chris Roedler

It is with great pride that I write this report for Volunteer Lethbridge and what we have accomplished in 2018. In my last report, I talked about how Volunteer Lethbridge was headed into the future. In this report, I am going to start off by saying:

***"Welcome to the future of Volunteer Lethbridge!"***

The Board of Directors have completed a massive strategic plan that has been 2 years in the making. With this plan, the board dived into what makes Volunteer Lethbridge a strong asset in the community, and what have been the challenges that the organization faces on a day to day basis. Some of these conversations that we had were difficult, but in the end, we feel confident in the direction that Volunteer Lethbridge is headed. The strategic plan will guide operations to the end of the 2022 budget year.

Some of the key highlights of the strategic plan include doing an evaluation and analysis of each of our programs and services that we offer to determine if they are still effective and relevant. This will involve some crucial decision making from our ED and her staff, along with the board, to make sure that we are maintaining our top notch programs and services. This will also look at what we offer member agencies, and how we can make sure that you get the most out of your membership to Volunteer Lethbridge. Also, in the next three years, we will also undertake a look at how we are branded and marketed in Lethbridge. We also hope that by the end of this plan, that we will have tripled our membership from where we are today.

The Board of Directors continue to work through transition, as new board members come aboard with wonderful ideas, wanting to drive Volunteer Lethbridge forward. I am humbled to work with fantastic people on this board, and their hard work and dedication does not go unnoticed. Thank you for a rewarding year. I look forward to working with each of you, and those that will be new to the board, in the years to follow.

We continue to be in a strong financial position. We continue to look at policies dealing with human resources, and making sure that they are up to date with the standards of today.

Volunteer Lethbridge continues to deliver top programming, which in turn help support the not for profit and voluntary sector organizations. The vision and mission of Volunteer Lethbridge have been revised: Our Vision: A universe of opportunity for vibrant communities; Our Mission: Volunteer Lethbridge connects and convenes individuals, groups, and organizations to champion and leverage capacity across sectors.

With programs such as D.O.E.S, D.O.E.S Light, Project Paint Brush, Leaders of Tomorrow, and our partnerships with the 100 Companies that Care and the University of Lethbridge, our mission is fulfilled.

I would like to take this time to thank our Board of Directors, the Executive Director, staff, member agencies and all of our many dedicated volunteers for making 2018 the best year yet, and I look forward to working with you all in the next few years.

Welcome to the Future of Volunteer Lethbridge!

Respectfully Submitted,

Chris Roedler

Chair, Volunteer Lethbridge Board of Directors

## NATIONAL CAPACITY

Volunteer Canada was established to provide national leadership and expertise on volunteer engagement to increase the participation, quality, and diversity of volunteer experiences. Since 1977 they have collaborated closely with volunteer centres, businesses, non-profit organizations, government and educational institutions to promote and broaden volunteering. The programs, research, training, tools, resources and national initiatives provide leadership on issues and trends in Canada's volunteer landscape.

### Vision

Involved Canadians build strong and connected communities to create a vibrant Canada.

### Mission

Volunteer Canada provides national leadership and expertise on volunteerism to increase the participation, quality and diversity of volunteer experiences.

The Volunteer Centre Council was created to take a leadership role in strengthening the collective capacity, cohesion, and influence of volunteer centres in Canada. Membership is made up of senior leaders in centres and provincial associations from across the country. Including: Lynda Barrett, Dawn Bourbonnais, Bruno Bourdache, Michel Alexandre Cauchon, Tracey Davidson, Marie Eveline, Jane Hennig, Anne-Marie Koeppen, Sara Langford, Cody Palmer, Penny Rowe, Diana Sim, Karen Link, Annette Vautour, Louise Howes.

Building on the knowledge and experience of its members, the council is working to advance both thought and action on issues affecting volunteerism and the capacity of volunteer centres. Priorities for action identified by the Council include new funding/business models for volunteer centres, volunteer screening, the revised Canadian Code for Volunteer Involvement (CCVI) and planning for a Volunteer Centre Leadership Forum, which is taking place in May 2019.



## PROVINCIAL CAPACITY

**ABNN**

Alberta Nonprofit Network

Advancing a Cohesive,  
Pro-active, and Resilient  
Nonprofit Sector



[albertanonprofits.ca](http://albertanonprofits.ca)



We're Co-Creating a Strong and Resilient Nonprofit Sector through strengthening sector identity and value; empowering collective action; creating opportunities for learning and collaboration.

Become a part of the Alberta NonProfit Network to be in the know, have your voice heard, collaborate with others, build capacity and be a part of building a strong sector.

### *A Collective Voice*

There are over 26,000 nonprofit organizations contributing to the quality of life of Albertans. The sector is a crucial part of Alberta's community fabric. The idea of an Alberta Nonprofit Network was originally explored through the collaboration of several Alberta capacity-building nonprofits: Calgary Chamber of Voluntary Organizations (CCVO), Edmonton Chamber of Voluntary Organizations (ECVO), FuseSocial, Propellus, Volunteer Alberta, and Volunteer Lethbridge. In June 2018, Easter Seals Alberta, Impact8 Inc., IntegralOrg, and PolicyWise for Children and Families joined this original committee in continuing to explore and advance the Network.

**Join Our Journey!**

**Your Participation  
Elevates Our Impact**

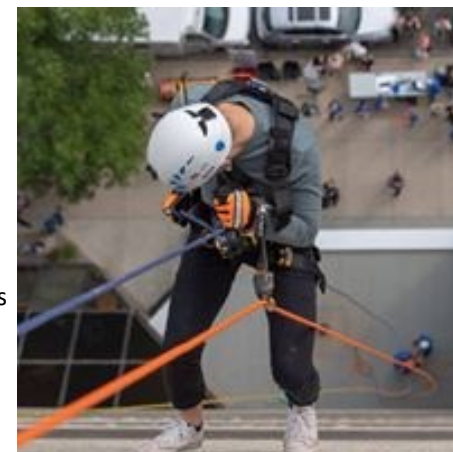
Visit: [albertanonprofits.ca](http://albertanonprofits.ca)  
Contact: [theabnn@gmail.com](mailto:theabnn@gmail.com)  
Follow:   

## Executive Director's Report—Submitted by: Diana Sim

When I think about the non-profit sector, I think about:

*Strong Organizations  
Resilient Leaders  
Engaged Individuals  
Vibrant Communities*

The social ecosystem demonstrates tremendous adaptability as we all work together to meet the demands of the ever-changing community. As Lethbridge reaches a population of 100,000, we recognize that the social needs will align with this growth.



Capacity comes into play. Our community comes together, collaborations interweave strengthening the fabric of our community.

Volunteer Lethbridge commits to:

*Connecting people, groups, and organizations  
Convening people and organizations  
Leveraging the capacity of organizations across sectors  
Champion volunteering and the non-profit voluntary sector*

Volunteer Lethbridge desires to impact:

*Lethbridge and area to actively value and practice volunteerism  
Nonprofit organizations to impact positive change through cross-sector collaborations  
Nonprofit organizations to thrive, with resiliency as they deliver on their mandates  
That the non-profit voluntary sector is valued and recognized as a significant contributor in building community.*

Volunteer Lethbridge will continue to work on the Alberta Nonprofit Network, Alberta Volunteer Centre Network, Volunteer Centreville and the National Volunteer Centre Advisory Council.

Thank you for the privilege of serving the community.

Respectfully,  
Diana Sim

## INDIVIDUAL CAPACITY

The motivations for volunteering vary as greatly as each individual volunteer.

Volunteer Lethbridge engaged a total of **972 volunteers**, contributing 6532.7 hours, which is an *economic value of \$176,382.90* towards our programs and services in 2018!

747 interactions were made with individuals directly through VL, promoting and connecting them to community volunteer opportunities. 93 community presentations and fairs were attended in 2018, speaking to thousands of individuals seeking to become connected to member agencies through volunteer engagement.

2736 post-secondary students were reached through classroom presentations about UVolunteer.

Individuals looking for ways to give back to the community, gain some new skills, meet new people, fulfill class requirements, gain experience, rebuild stamina prior to returning to work following an illness, desire to impact change, fun, new experiences and many other reasons are shared with us about why individuals want to volunteer. We continue to work with volunteers through the Fine Options program, individuals who have received judge-approved volunteer service as a means to pay off a fine.

Volunteerism, no matter the motivation, has transformed lives.



*"It is great to have a place like Volunteer Lethbridge. I came here to learn more about the community. I learned about so many ways to volunteer. I started out by helping at Word on the Street, then Pronghorns games (I choose positions where I did not have to speak as I didn't feel confident with my English). Meeting warm and friendly people helped build my confidence to try new volunteer opportunities. My volunteering has included: Giftwrapping, Hometown Hockey, Woods Homes, etc. Volunteering has helped me get to know Lethbridge and I can have conversations as I continue to develop and practice my English. Volunteer Lethbridge was a great place for me to start!" - Diogo*

## 2018 Member Agencies (Continued)

|                                             |                                        |
|---------------------------------------------|----------------------------------------|
| Lethbridge Sledge Hockey Club               | Southern Alberta Self Help Association |
| Lethbridge Soccer Association               | Southern Alcare Society & Industries   |
| Lethbridge Sport Council                    | Spinal Cord Injury Alberta             |
| Lethbridge Sustainable Living Association   | St. John Ambulance                     |
| Lethbridge Symphony                         | Streets Alive Mission                  |
| Lethbridge Twinning Society                 | TechBridge MakerSpace                  |
| Lethbridge YMCA                             | The Children's Wish Foundation         |
| Lethbridge Youth Foundation / 5th on 5th    | United Way of Lethbridge &             |
| Lions Club—Lethbridge West                  | Southwestern Alberta                   |
| Little League Alberta District 1            | University of Lethbridge               |
| London Road Neighbourhood Association       | -Alumni Association                    |
| MADD Lethbridge & Area                      | -Pronghorns Booster Club               |
| Make A Wish - Southern Alberta              | Upper Victoria Park Neighbourhood      |
| McGill Blvd. Music & Arts School            | Association                            |
| Multiple Sclerosis Society of Canada        | Vox Musica Choral Society              |
| -Lethbridge Chapter                         | Waterton Park Community Association    |
| My City Care                                | Wellness Through Living Society        |
| New West Theatre                            | West Wind Gymnastics Club              |
| Nikka Yuko Japanese Garden                  | Westminster Village Residential        |
| Nord-Bridge Seniors Centre                  | Association                            |
| Oldman Watershed Council                    | Womanspace Resource Centre             |
| Opokaa'sin Early Intervention Society       | Wood's Homes                           |
| Parkinson Association of Alberta            | Wordbridge Lethbridge Writing          |
| Parks Canada-Waterton Lakes National        | Conference                             |
| Park                                        | YWCA Lethbridge & District             |
| ReadWorld Foundation                        |                                        |
| Reflex Learning                             |                                        |
| Rotary Club of Lethbridge Downtown          |                                        |
| Rotary Club of Lethbridge East              |                                        |
| Schizophrenia Society                       |                                        |
| Scouts Canada                               |                                        |
| Senator Buchanan Neighbourhood              |                                        |
| Association                                 |                                        |
| Seniors United Now Society                  |                                        |
| Sik-Ooh-Kotoki Friendship Center            |                                        |
| Society of Friends of Chinook Regional      |                                        |
| Hospital                                    |                                        |
| Society of Friends of the Lethbridge Public |                                        |
| Library                                     |                                        |
| South Country Treatment Center              |                                        |
| Southern Alberta Art Gallery (SAAG)         |                                        |
| Southern Alberta Ethnic Association         |                                        |
| Southern Alberta Firearms Education         |                                        |
| Society (SAFE)                              |                                        |
| Southern Alberta Individualized Planning    |                                        |
| Association (SAIPA)                         |                                        |
|                                             | Chandra Deaust                         |
|                                             | Cheri Pokarney                         |
|                                             | Chris Roedler                          |
|                                             | Chris Burton                           |
|                                             | Darcy Nalder                           |
|                                             | Diana Sim                              |
|                                             | Diane Barnes                           |
|                                             | Dory Rossiter                          |
|                                             | Gail Horner                            |
|                                             | Joyce D'Andrea                         |
|                                             | Keith Nalder                           |
|                                             | Leslie Vaala                           |
|                                             | Scott Weber                            |
|                                             | Shelley Ducheminsky                    |
|                                             | Stacy Chief Body                       |

## 2018 Individual Members (15)

Chandra Deaust  
Cheri Pokarney  
Chris Roedler  
Chris Burton  
Darcy Nalder  
Diana Sim  
Diane Barnes  
Dory Rossiter  
Gail Horner  
Joyce D'Andrea  
Keith Nalder  
Leslie Vaala  
Scott Weber  
Shelley Ducheminsky  
Stacy Chief Body



**Volunteer Lethbridge works for YOUR organization!!**

## 2018 Member Agencies (139)

Ability Resource Center/Job Links  
 Adaptacare  
 Alberta Health Services—Chinook  
 Regional Hospital and Lethbridge Sites  
 -Bow Island  
 -Cardston  
 -Coaldale Health  
 -Crowsnest Pass  
 -Fort MacLeod  
 -Pincher Creek  
 -Raymond  
 -Taber  
 Alberta Science Network  
 Allied Arts Council of Lethbridge  
 Alzheimer Society  
 Association Canadienne-Francaise de  
 l'Alberta (ACFA)  
 Association of Fundraising Professions  
 ATB Financial Lethbridge Rotary Dragon  
 Boat Festival  
 Big Brothers & Big Sisters  
 Birthright Lethbridge  
 Brain Trauma Support Society  
 Campus Roots Community Garden  
 Canadian Bhutanese Society  
 Canadian Blood Services  
 Canadian Cancer Society  
 Canadian Mental Health Association  
 Canadian National Institute for the Blind  
 Canadian Red Cross Society  
 Chinook Regional Foundation for  
 Career Transitions  
 Chinook Regional Hospital Foundation  
 City of Lethbridge—Recreation & Culture  
 CKXU Radio Society  
 Covenant Foundation  
 Crossroads Healing Centre  
 Curling Canada  
 Days For Girls  
 Downtown Lethbridge BRZ  
 Elim Society for Senior Citizens Care  
 Environment Lethbridge  
 Extendicare  
 Family Center Society  
 Flexibility Learning Systems  
 Frontier College  
 Galt Museum & Archives  
 Girl Guides of Canada  
 Giving Hope to Children Society  
 Good Samaritan Society  
 -Park Meadows Village & Cottages  
 -West Highlands Centre  
 Great Canadian Plains Railway Society  
 Green Acres Foundation  
 -Alberta Rose Lodge  
 -Black Rock Terrace  
 -Blue Sky  
 -Garden View Lodge  
 -Golden Acres  
 -Heritage Lodge  
 -Pemmican Lodge  
 Heart's Haven Ranch  
 Helen Schuler Nature Centre  
 Inclusion Lethbridge Association (LACL)  
 Interfaith Food Bank  
 It's a Blast—Lethbridge Community Out of  
 School Association  
 Junior Achievement Southern Alberta  
 Kidney Foundation of Canada  
 -Southern Alberta Branch  
 Last Chance Cat Ranch  
 Legacy Lodge—Choices in Community  
 Living  
 Lethbridge & District Exhibition  
 Lethbridge & District Music & Speech Arts  
 Festival  
 Lethbridge Bulls Baseball Club & Prairie  
 Baseball Academy  
 Lethbridge Chamber of Commerce  
 Lethbridge Corridor Victim Services Unit  
 (RCMP)  
 Lethbridge Family Services  
 Lethbridge Food Bank  
 Lethbridge Jazz Society  
 Lethbridge John Howard Society  
 Lethbridge Neighbourhood Watch Society  
 Lethbridge Police—Victim/Witness  
 Services  
 Lethbridge Pregnancy Care Centre (LPCC)  
 Lethbridge Public Library  
 Lethbridge Shakespeare Performance  
 Society

## Individual Capacity



### Youth Impact Change

Recognizing individuals for their volunteer impact is important. Leaders of Tomorrow program began in 1997, 2018 was our 21<sup>st</sup>



Anniversary. Since its launch, the program has recognized 2,042 young people including 143 nominees recognized at the 2018 Leaders of Tomorrow Youth Volunteer Awards.

## PROJECT PAINTBRUSH

### Individuals Paint A Difference

*"That there are kind and selfless people in this world and this group of angels found me. Thank you all xoxo"*

*My fence looks GREAT!"*

|                                     |             |
|-------------------------------------|-------------|
| # Home Assessments                  | 31          |
| # Projects Completed                | 26          |
| # Volunteers                        | 308         |
| # Indigenous                        | 6           |
| # New Canadian                      | 37          |
| # Visible Minority                  | 52          |
| # Volunteer Hours                   | 1559.25     |
| Total Volunteer Value               | \$34,434.00 |
| # Corporate/<br>Organization Groups | 29          |
| Total Project Cost                  | 50,212.14   |

### Individuals Within Our Community Impact Change

The Sisters of St. Martha were founded as a religious congregation in 1900 at Antigonish, Nova Scotia. For 90 years, the Sisters have served the Lethbridge community. The three Sisters who remain, will be returning to Nova Scotia in 2019. It was fitting to recognize the many Sisters over the years for their dedication of service to the Lethbridge community on International Volunteer Day.

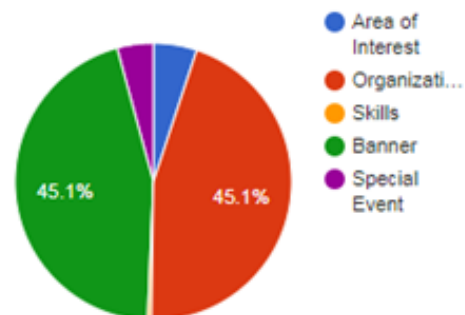


**Volunteer Lethbridge works for YOUR organization!!**

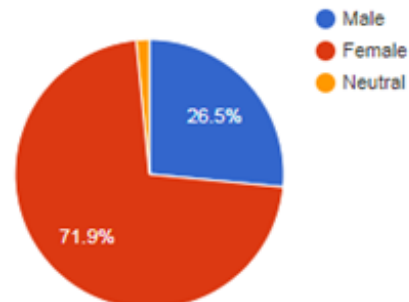
## AGENCY CAPACITY

Volunteer Lethbridge launched the new website in September 2018. Agencies have the capability to enter volunteer opportunities, entering the date to close the posting. September - December 2018, 59 volunteer opportunities were posted looking to fill 982 volunteer placements. By the end of December the visitors reached 151 per day. People are seeking ways to volunteer. This website is a great tool to promote agency volunteer opportunities. Some important stats to depict searches by individuals.

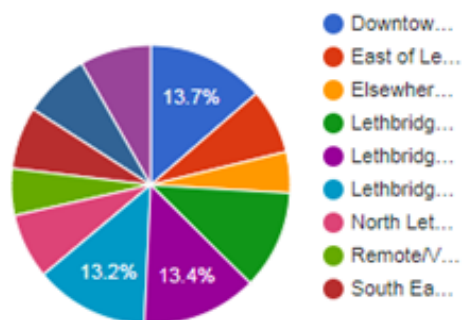
Number of Searches by



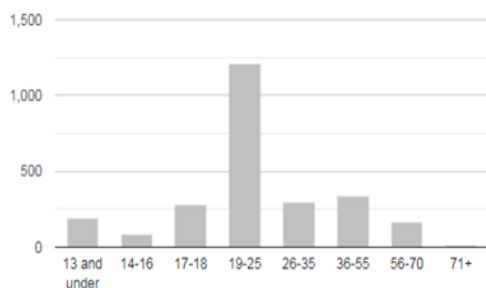
Number of Users by Genders



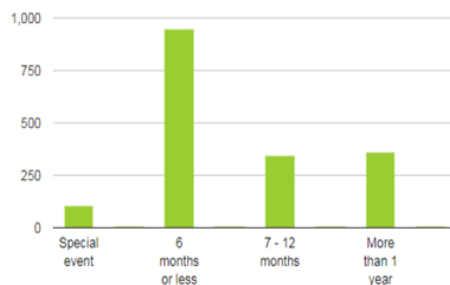
Search by Location (Percentage)



Search by Age



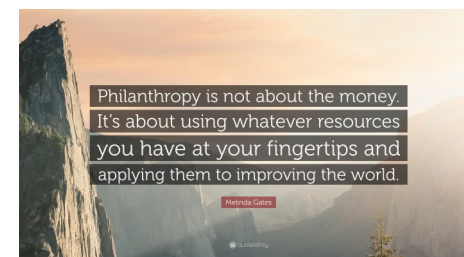
Search by Duration



## Thank you to our Donors and Funders...

1st Choice Savings & Credit Union Ltd.  
 2 Guys & A Pizza Place Ltd.  
 Avail LLP CPA  
 BCB Engineering Ltd.  
 Booster Juice  
 Canada Helps  
 Canadian Tire South  
 Cavendish Farms  
 Challenger Building Supplies  
 City of Lethbridge  
 Colour Me Mine  
 Costco Wholesale Canada  
 Coulee Brew Co.  
 Cowboys Calgary  
 CTV Lethbridge  
 deJourdan's by Lifetouch  
 Dollarama  
 Escape From LA  
 Evergreen Golf Centre  
 Freshii  
 Funky Petals  
 Gas King  
 graphcom Printers  
 Hearts Haven Ranch  
 High Level Canoes and Kayaks  
 Kernels  
 Lawn & Snow Bros  
 Leslie Vaala  
 Lethbridge Audio Visual Rentals & Services  
 Lethbridge College  
 Lethbridge Lodge  
 Lethbridge Rotary Dragon Boat Festival  
 McDonald's—Scenic Drive  
 Mint Smartwash  
 Park Place Shopping Centre  
 Prime Rentals Ltd.  
 Purple Carrot Health Foods & Wellness Inc  
 Real Canadian Superstore  
 Servus Credit Union  
 Shaw Communications  
 -Shaw TV Lethbridge  
 Snack Factory  
 Sparkplug Consulting  
 Stantec Consulting Ltd.  
 StrEATS West Lethbridge  
 Sylvan Learning  
 United Way Campaign

University of Lethbridge  
 University of Lethbridge Pronghorns  
 Booster Club  
 Volunteer Alberta  
 Water Pure & Simple  
 Wesbridge Construction Ltd.  
 Westech Sanitation Systems Ltd.  
 Westwinds Management Solutions  
 Wholesale Club  
 Allan Friesen  
 Anne Chudobiak  
 Audrey Christiansen  
 Beverly Burton



Brent Oleksy  
 Bryce Baker  
 Chris/Dennis Burton  
 Cindy Hubka  
 Diana Sim  
 Doug Alger  
 Doug Van Belle  
 John Campbell Peat  
 Kimberly Lyall  
 Kristen Conley  
 Laura Branner  
 Leslie Vaala and Karran Thorpe  
 Lily Linton  
 Lois Solberg  
 Maria Rossi  
 Mary & Tony Paladino  
 Mr. & Mrs. Goodman  
 Mr. & Mrs. Rupps  
 Riley Miller—Millz Skillz  
 Sandra Annis  
 Scott Weber  
 Tracy Burton

## COMMUNITY CAPACITY

### Locally Continued

The capacity of the social ecosystem thrives through engaged citizens. Volunteer Lethbridge has continued to participate on a variety of community committees: CMARD, Lethbridge Immigrant Partnership, Chamber of Commerce Champion Committee, Target Hunger, Board Leadership Lethbridge and the Lethbridge Youth Collective. Provincially, we participate on the Alberta Nonprofit Network Exploratory Committee, ensuring the rural voice is heard; Alberta Volunteer Centre Network, sharing information and working on collaborative projects. Nationally, we are a member of the National Volunteer Centre Advisory Council and the Volunteer Centre Network - we recognize our common mission and the benefits of greater collaboration.

**UVolunteer** Our partnership with the University of Lethbridge continues to grow. In 2018, the UVolunteer program signed up 188 students, who contributed 2692.27 hours of volunteerism within our community.



### 100 COMPANIES THAT CARE

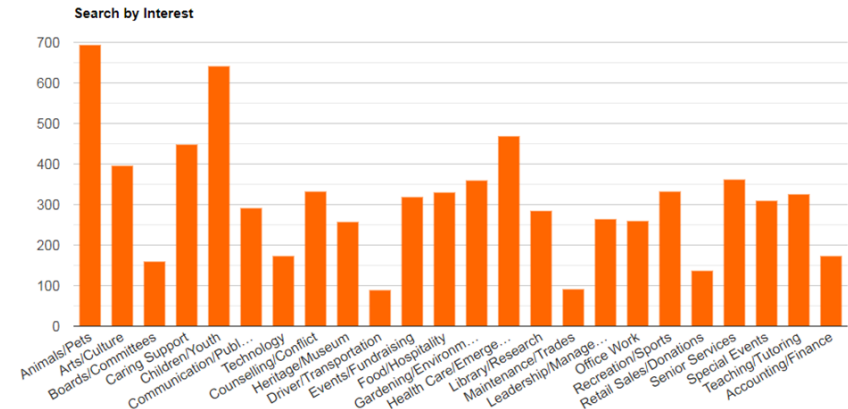
The 100 Companies That Care awarded \$10,000 to two member agencies in 2018: Lethbridge Senior Citizens Organization on February 14, 2018 and Chinook Regional Foundation - Career Transitions on November 27, 2018.



Community Capacity Building is made possible by all those who support our work. Special thanks to:



## AGENCY CAPACITY



*Attract Volunteer Fair* – 1<sup>st</sup> Annual Community Volunteer Fair - 34 agencies attended; 119 attendees. Agencies reported on successful applicants through the connections at the fair.

We continue to provide professional development and networking opportunities for agencies. Topics covered include: Canadian Code For Volunteer Involvement, Volunteer Management, Board Governance, Developing a Communications Plan, Developing an Executive Director Circle, Police Record Check Roundtable, Alberta Nonprofit Data Strategy Stakeholder Roundtable.

In partnership with Family Centre, the Lethbridge Insight Circle formed, meeting monthly to provide the opportunity for leaders to learn from and support each other in their work. **14 members** joined the group.

Lethbridge  
Insight  
Circle

The weekly column **promoted 2697 different volunteer opportunities** for our member agencies. Clear Sky Radio started a Volunteer Directory in 2018. The Volunteer Lethbridge Volunteer Directory aired 15 times a week on each station, CJOC and The Bridge. This equates to **780 commercials per year per station** (1560 commercials total). CKXU also began a regularly schedule volunteer promotion segment. Volunteer opportunities shared through the column and the Volunteer Directory are gleaned from the postings on the member agency profiles on the website.

## COMMUNITY CAPACITY

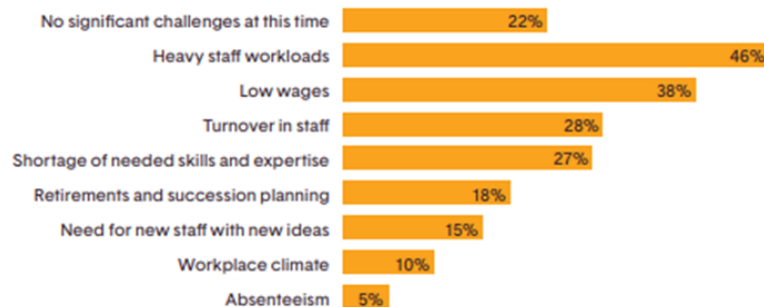
A collaborative, thriving community is created through engaged citizens. Volunteer Lethbridge is a contributor to the social ecosystem through supporting the voluntary sector at various levels.

### Alberta

A snapshot of the sector across Alberta (graphics from the State of Alberta Nonprofit Sector 2018 report by CCVO):



### Most Significant Workforce Challenges



### Locally

In July 2018, Volunteer Lethbridge completed a Stakeholder Engagement Survey to identify stakeholder's capacity building needs and collect feedback regarding the quality of VL's services and possibilities for future direction. *The top 5 capacity-building needs reported include:* 1) obtaining funding or other financial resources; 2) enhancing visibility/reputation of organization's activities; 3) attracting new or diverse members/clients to the organization; 4) recruiting, onboarding, and retaining qualified volunteers, and 5) fully engaging members, clients, and volunteers in the organization. *Reflecting on capacity building solutions, respondents noted these top 3 approaches:* 1) sharing research regarding their community/industry; 2) engaging in joint activities with other organizations; 3) workshops and other in-person training opportunities.

## COMMUNITY CAPACITY

Volunteer Lethbridge Executive Director, has acted as co-chair for the Lethbridge Asset Mapping Project, spearheaded by the City of Lethbridge. Focus groups and extensive research is helping to develop a comprehensive strategic plan for the City of Lethbridge Community Social Development plan. Some of the data collected from the research:

### FROM THE DATA: A GROWING & DIVERSE COMMUNITY



### LAMP Questionnaire to Service Providers

