

Volunteer Lethbridge



ANNUAL REPORT FOR 2020



PRESIDENT'S REPORT

It is with great excitement that I compose this report on behalf of the Board of Directors for Volunteer Lethbridge to reflect on what a year it was in 2020.

Things started off as normal as they could in the first two months of 2020. At the end of February however, I knew that change was about to happen for Volunteer Lethbridge. It was at that time that I was handed Diana Sim's letter of resignation from her role of Executive Director. She had previously held this position for over seven years, and has brought forward many excellent initiatives and programs. Volunteer Lethbridge was on the map, and was becoming that go to place for many not for profit agencies throughout the city of Lethbridge, and some from outlining communities. At this time, I would like to thank Diana for her years of service with Volunteer Lethbridge, and that I do wish her well in her new endeavours.

So... not only were we now tasked with finding Diana's replacement, but another life changing event was about to happen (only about 2 weeks apart), and that was the beginning of the COVID-19 pandemic (which we are still dealing with a year later). The building was forced to shut down for many weeks, but the staff was able to work from home, and were able to maintain the highest of quality that Volunteer Lethbridge is known for during the first shut down of the pandemic.

The human resources committee was able to go through many resumes and interviews to land on our new Executive Director, Amanda Jensen. Amanda brings her previous experiences from the not for profit and political worlds to the role, and, once given the green light, has done an exceptional job of further growing Volunteer Lethbridge, without putting further strain on the employees (you can read further what she has done in her Executive Directors report). Thank you Amanda for what you have done, and for what you will continue to do! I would also like to thank the staff of Volunteer Lethbridge for all of the hard work you all have done. I know that the organization is in excellent hands with you all, and I look forward to seeing what this next year brings.

The Board of Directors is still able to meet monthly, albeit virtually. While it might not be the most ideal situation, the board has adapted very well to our new normal, and continues to drive Volunteer Lethbridge forward. I want to thank each member of the board for their hard work and dedication. I look forward to once again working with you in the next year.

As I mentioned earlier, this has been a year of change. I look at this change as positive change, even though when it all happened, we might not have initially thought of it that way. I look forward to being a part of what new changes and challenges that will face Volunteer Lethbridge in the next year.

I, once again, want to thank our Board of Directors, the Executive Director, staff, member agencies and all of our many dedicated volunteers for making 2020 a fantastic year, and I look forward to working with each of you in the next year!

Respectfully Submitted,
Chris Roedler
Chair, Volunteer Lethbridge Board of Directors

A MESSAGE FROM THE EXECUTIVE DIRECTOR

What an honour it has been for me to serve in this position in 2020, taking over from the tremendous leadership of Diana Sim. I started on April 13- a few weeks after my kids were sent home from school indefinitely, and it was me and the tumbleweeds in the Penny Building for months. It was an interesting on boarding experience!

Chelsea and Shelley welcomed and supported me infinitely and continue to do so. The organization is fortunate to have their intelligence, diligence, creativity, and care. Our team grew based on enhanced grant funding in response to COVID-19. We have/had:

- Connie Marie Reidlhuber: Seniors Program Coordinator
- Ashif Rahman; Volunteer Screening Program Coordinator
- Nicholas Canning; UVolunteer Coop Placement
- Camila Dias; Office Coordinator
- Tremendously wonderful summer students KasheenHelstrom, Zuwairah Sani, Marilynn Dixon, and Allyssa Acojedo and Sunil Stephenson.

We now welcome Sunil on as a permanent member of the team working with Connie-Marie on the Keep in Touch Program, and Chris Fujita as the Volunteer Programs Coordinator.

Volunteer Lethbridge is truly blessed to be guided by a visionary, open-minded and capable Board of Directors. This allows the staff to thrive, and despite many obstacles in 2020, I'm so proud of every team member that contributed to tremendous change this year, and adapted the organization to best serve the community, and in some cases, our best guess of how to evolve!

Our evolution included a new brand image, website, and volunteer recruitment tool, as well as programming changes, including the introduction of a pilot volunteer screening program, a professional grant writing assistance program, the Keep in Touch program, and a strong partnership with the Lethbridge Senior Citizen's Organization's Drive Happiness program. We said good-bye to Project Paintbrush, and of course paused our other events to wait and see what becomes of our environment.

The team and I are consistently amazed at the level of volunteerism and civic engagement that shines through, be it through formal or informal opportunities. We are surrounded by lovely, caring citizens, and I am so pleased to be part of the Volunteer Lethbridge team, to contribute support for a healthy community.

Amanda Jensen
Executive Director, Volunteer Lethbridge

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.

Program Updates



Since April 2020, Volunteer Lethbridge has created a successful initiative called the “Keep in Touch” program. Loneliness and isolation have long been community issues but have been exacerbated by the COVID-19 pandemic. The program connects Seniors in our Community with Volunteers through a weekly telephone support system. Through Keep in Touch, Seniors are paired with a Volunteer, who takes the time to call and chat and can also help find resources if needed.

Volunteer Lethbridge was funded initially for the program through the Seniors Response Project by the Government of Canada’s New Horizons for Seniors Program until September of 2020. For 2021 the program is funded by Alberta Mental Health and Addiction and we are excited to announce we received additional funding to expand the program through Alberta Mental Health & Addiction forming a collaboration with the Rural Development Network, Canadian Mental Health Association and Volunteer Lethbridge. The support for this program and Rural Expansion throughout Alberta as a COVID-19 Recovery project exceeded our initial program goals, which we are grateful for, and will open the doors to the advancement of Volunteer excellence.

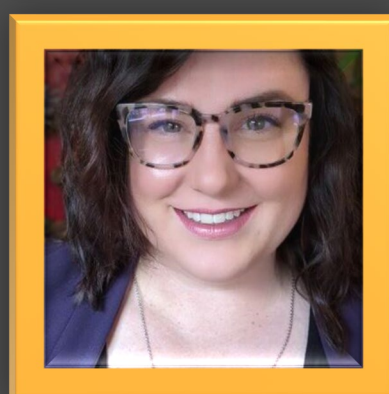
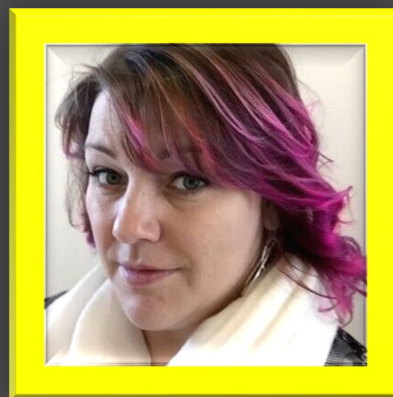
Keep in Touch is an innovative, collaborative, low-cost program which provides the social infrastructure to support the mental health and overall well-being of Seniors. Follow-ups are done after Seniors have been part of the program for 2 months. Seniors have reported feeling less isolated, and more positive as well as being appreciative of their Volunteer calling. The goal of the program is to decrease Senior’s isolation and loneliness and it is our hope to improve the condition of Senior’s lives helping them to flourish. At Volunteer Lethbridge we believe in our Communities, and that it is possible to over come loneliness. We will look ahead at 2021 as the year of expansion as we bring the program to new Communities, simplify processes, and enhance communications and outreach building the Keep in Touch Community of Seniors and Volunteers across the Province.

~Connie-Marie Riedlhuber, Seniors Program Coordinator

Expert Grant Support



Thanks to a grant from Servus Credit Union, Volunteer Lethbridge was able to provide non-profit organizations access to four grant experts to assist them with preparing grants.



Volunteer Screening Support

Screening is an essential part of any organization's volunteer strategy.

Appropriate, thorough, regular screening ensures your organization has the right people in the right positions, reduces risks and liability, and that volunteers receive proper support and oversight throughout their volunteering.

Screening contributes to aligning the applicants intentions, skills, interests and abilities with both the organization's and position's purpose, as well as provides them with the support they need to thrive in their role.



Volunteer Lethbridge utilizes the 10 Steps of Screening Industry Standards to streamline your volunteer management program. We can provide your organization with program specific screening support in the following areas:

- Collection of applicable documentation
- Completion of applicable interviews
- Reference checks
- Application for criminal record checks

By allowing Volunteer Lethbridge to assist with these steps, you will have more resources to train and manage your volunteers.

In 2020, Volunteer Lethbridge was able to assist Lethbridge Senior Center Organization (LSCO) with the Drive Happiness Program in their volunteer screening needs and support.

UVolunteer Program

UVolunteer

In 2020 the UVolunteer program worked to continue to connect to students during COVID-19. We produced a video highlighting the program and how students can get involved, and why. A logic model was developed to help us understand our metrics, outcomes, and goals working to connect the partnership with the university's broader goals and how that works to affect student engagement, retention, and recruitment.

Volunteer Connector launched with 45 new student enrolments and 568.7 volunteer hours tracked through the program.

There were 16 class presentations and 8 Get ready for Virtual Job Fair presentations in partnership with U of L career services. UVolunteer Coordinator Nicholas framed volunteering as professional career development.

We have been able to now have students get their volunteer hours transferred to the My experience Transcript program from the U of L.

Social media followers have continued to grow:

- 910 followers on Facebook,
- 890 on Instagram
- 505 on Twitter

UVolunteer features such as the Volunteer Opportunities, Volunteer testimonials, community work, and how-tos, have done excellent on social media.

As the School of Liberal Education approaches revising the UVolunteer vision and mission to reflect the program's goals better, the UVolunteer program continues to be a pillar of volunteerism in the University community. It is continuing to grow and see tremendous success each year.

~Nicholas Canning, UVolunteer Coordinator~

Volunteer Engagement

There were big shifts in volunteering this past year. The most obvious is the closing of many volunteer programs, some temporarily and some permanently. Despite the decline of a variety for in-person volunteer opportunities, we saw agencies adjust to virtual engagement.

For instance, teen mentoring shifted to an online format, volunteer and careers fairs took place online, and many fundraisers also went virtual with similar opportunities for virtual engagement.

Also noticeable and noteworthy is the increase of community members reaching out and asking “Where can I help?” The motivation and connection that we felt through these people reaching out was astounding. Our community is really an amazing place to live.

A common saying at VL is that we are tripping over opportunities!

~Chelsea Eastman, Volunteer Programs Manager~

NATIONAL VOLUNTEER WEEK 2020

APRIL 19-25

**IT'S TIME TO APPLAUD
CANADA'S VOLUNTEERS**



**VOLUNTEER
BÉNÉVOLES
CANADA**

VOLUNTEER.CA | #NVW2020

April 19 - 25, 2020

It's time to applaud this country's volunteers. Let's all cheer for Canada's volunteers!

National Volunteer Week 2020 celebrated almost 13 million Canadian volunteers coast-to-coast-to-coast for their dedication and generosity. During NVW Canadians celebrated all volunteers by printing out, personalizing and decorating their windows with Volunteer Canada's clapping hands posters with the message Cheers to Volunteers! or with their own designs.

Our Team

Thank you for your commitment and dedication in a challenging year!

Board of Directors 2020-2021

President:	Chris Roedler
Vice-President:	Cheri Pokarney
Treasurer:	Tolu Balogun
Secretary:	Jaci Zalesak
Directors:	Gail Horner (Resigned) Dory Rossiter Tracy Dykslag Kim Harder

Staff 2020

Current:

Amanda Jensen – Executive Director (April 2020 – Present)

Shelley Ducheminsky – Office Manager (July 2013 - Present)

Chelsea Eastman – Volunteer Program Manager (Sept. 2017 - Present), Project Paintbrush Assistant (May 2017 -August 2017)

Nicholas Canning – UVolunteer Program Coordinator (June 2020 – April 2021)

Camila Dias – CSJ Member Support Assistant (August 2020 – December 2020), Office Assistant (January 2021 – Present)

Sunil Stephenson – CSJ Drive Happiness Program Assistant (November 2020 – February 2021), Keep In Touch Program Assistant (March 2021 – Present)

Kasheen Helstrom – Communication Services Coordinator (CSJ January 2021 – February 2021) (March 2021 – Present)

Marilyn Dixon – Event Planning Assistant (CSJ January 2021 – February 2021) (March 2021 – Present)

Connie-Marie Reidlhuber – Seniors' Program Coordinator (January 2021 – Present)

Chris Fujita – Volunteer Program Assistant (February 2021 – Present)

Former:

Diana Sim - Executive Director (April 2012 – April 2020)

Kit Huxley Fisher- Social Media Coordinator (Nov 2019 – March 2020)

Lauren Morris- UVolunteer Program Coordinator (Aug 2019 - April 2020)

Dawn Vigh – Administrative Assistant (March 2020 – April 2020)

Aileen Burke- Membership Services Coordinator (November 2019- June 2020)

Allyssa Acojedo – CSJ Keep in Touch (KIT) Program Assistant (August 2020 – December 2020)

Zuwairah Sani – CSJ Volunteer Resource Assistant (August 2020- December 2020)

Ashif Rahman – Volunteer Screening Program Assistant (August 2020 – February 2021)

Our Members

Ability Resource Centre (Rehabilitation
Society of Southern Alberta)

Alberta Health Services

- Bow Island
- Cardston
- Chinook Regional Hospital
- Coaldale Health
- Crowsnest Pass
- Fort MacLeod
- Pincher Creek
- Raymond
- Taber Health

Allied Arts Council of Lethbridge

Association Canadienne-Francaise de
l'Alberta (ACFA)

Association of Fundraising Professionals-
Southern Alberta Chapter (AFP)

ATB Financial Lethbridge Rotary Dragon
Boat Festival

Big Brothers & Big Sisters

Bikers & Buddies

Blood Tribe

Boys & Girls Club

Brain Trauma Support Society

Campus Roots Community Garden

Canadian Blood Services

Canadian Cancer Society

Canadian Federation of University of Women
Lethbridge

Canadian Mental Health Association

CNIB Foundation

Canadian Red Cross Society

Chinook Regional Foundation for
Career Transitions

Chinook Regional Hospital Foundation

Chinook Sexual Assault Centre

City of Lethbridge—Recreation & Culture

Downtown Lethbridge BRZ

Elim Society for Senior Citizens Care

Environment Lethbridge

Extendicare

Family Center Society

Flexibility Learning Systems

Friends of the FairField Gardens Society

Frontier College

Galt Museum & Archives

Girl Guides of Canada

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

Interfaith Food Bank

It's a Blast—Lethbridge Community Out of
School Association

Kidney Foundation of Canada

L'Arche Lethbridge

Legacy Lodge—Choices in Community
Living

Lethbridge 2020 Alberta Summer Games
Society

Lethbridge & District Exhibition

Lethbridge & District Music & Speech Arts
Festival

Lethbridge Chamber of Commerce

Lethbridge College

Lethbridge Corridor Victim Services Unit
(RCMP)

Lethbridge Crime Stoppers

Lethbridge Family Services

Lethbridge Food Bank

Lethbridge Host Lions

Lethbridge Pregnancy Care Centre (LPCC)

Lethbridge Public Library

Lethbridge Shakespeare Performance
Society

Lethbridge Senior Citizens Organization &
Meals on Wheels (LSCO)

Lethbridge Soccer Association

Lethbridge Sport Council

Our Members (Cont'd)

Lethbridge Sport Council
Lethbridge Sustainable Living Association
Lethbridge Symphony
Lethbridge YMCA
Lethbridge Youth Foundation / 5th on 5th
Make A Wish - Southern Alberta
McGill Blvd. Music & Arts School
Martha Retreat Centre Society
McMan Youth & Family Services
MADD Lethbridge & Area
Multiple Sclerosis Society of Canada
-Lethbridge Chapter
My City Care
New West Theatre
Nikka Yuko Japanese Garden
Nord-Bridge Seniors Centre
Oldman Watershed Council
Opokaa'sin Early Intervention Society
Parks Canada-Waterton Lakes National
Park
ReadWorld Foundation
Rotary Club of Lethbridge Downtown
Rotary Club of Lethbridge East
Rotary Club Mosaic
Senator Buchanan Neighbourhood
Association
Sik-Ooh-Kotoki Friendship Center
Society of Friends of Chinook Regional
Hospital
Society of Friends of the Lethbridge Public
Library
South Country Treatment Centre
Southern Alberta Art Gallery (SAAG)
Southern Alberta Ethnic Association
Southern Alberta Firearms Education
Society (SAFE)
Southern Alberta Individualized Planning
Association (SAIPA)
Southern Alberta Self Help Association
Southern Alcare Society & Industries
Special Olympics
Streets Alive Mission
The Children's Wish Foundation Giant
Pumpkin Festival

The Watch
United Way of Lethbridge &
Southwestern Alberta
University of Lethbridge
-Alumni Association
-Pronghorns Booster Club
Upper Victoria Park Neighbourhood
Association
Wellness Through Living Society
Womanspace Resource Centre
Wood's Homes
YWCA Lethbridge & District

2020 Individual Members

Amanda Jensen
Cheri Pokarney
Shelley Ducheminsky
Ron Ducheminsky
Gail Horner
Melissa Johnson
Tracy Dykslag
Chelsea Eastman
Tolu Balogun
Chris Roedler
Dory Rossiter
Diana Sim
Leslie Vaala
Jaci Zalesak

Thank you to our Donors and Funders...

9 Round

Alberta Mental Health
CJOC/The Bridge/Vista Studio
City of Lethbridge
Community Foundation
Government of Alberta
Government of Canada
Lethbridge Neighbourhood Watch Society
Little Caesars
Pepsi Co.
Pure Casino Lethbridge
Servus Credit Union
Sylvan Learning Centre
UFA
University of Lethbridge Bookstore
United Way of Lethbridge & South
Western Alberta
Water Pure & Simple
Volunteer Alberta

Individual

Anonymous
Bryce Baker
Curtis Goodman
Helene Wirzba
Julia Rynenberg
Kara Ducheminsky
Ron Ducheminsky
Tolu Balogun