



2022

Annual Report

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LAND ACKNOWLEDGEMENT

Volunteer Lethbridge would like to acknowledge that we are on Blackfoot land, and give recognition to the Blackfoot people past, present and future. The city of Lethbridge is also home to the Métis Nation of Alberta, Region III.

About Us

Volunteer Lethbridge exists as a support network for both volunteers and non-profit organizations to help them build capacity and thrive. Our aim is to safely provide opportunities for people to contribute to their community, and to offer continued aid and guidance to the change-makers.

VISION

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

**"Alone we can do so little,
together we can do so much"**
-Helen Keller

MISSION

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



AMANDA JENSEN
EXECUTIVE DIRECTOR

I love this organization. I honour the amazing people that have led us to this moment of our 42-year history. As I've said many times to anyone that will listen, this is the best team in Lethbridge - staff, students, service volunteers, and board members are top-notch. Last year, Lethbridge and the area experienced hundreds of volunteers serving with energy and commitment to supporting nonprofit members of Volunteer Lethbridge.

PRESIDENT'S REPORT

On behalf of the Board of Volunteer Lethbridge, I am pleased to provide a brief overview of the successes, challenges, and accomplishments of our organization. The dedicated employees, volunteers, and board members have managed to shift, respond and remain relevant throughout the Covid19 pandemic, were able to respond to changes in funding structure, and implement new initiatives.

Volunteer Lethbridge has strong leadership, dedicated employees, and engagement within the non-profit community. Through this developed partnership, our organization has been able to provide numerous opportunities to support volunteer needs, development, and management for other organizations throughout southern Alberta.

In 2022, a new five-year strategic plan was developed providing both long and short-term goals to ensure funding, organizational identity, vision, and services remain top of mind and a priority. This exercise has put our organization in an excellent position to meet current and future opportunities while capitalizing on existing strengths.

The Volunteer Management Program continues to provide member agencies with numerous benefits and services. The Keep In Touch program was transitioned to Lethbridge Senior Citizens Organization in the spring 2022, however, Volunteer Lethbridge is to be commended for the critical difference they made during the pandemic for many of the senior citizens in our community. This was accomplished through one-on-one visits, phone calls, and assisting in meeting their mental and physical wellness needs.

I would like to acknowledge and thank our member agencies for their support and commitment to Volunteer Lethbridge. In the past year we have seen our membership levels grow by 10%, an increase of over 15% in the number of volunteers being screened and provided to meet our member's community activities and needs.

In closing, I would like to thank the amazing team at Volunteer Lethbridge for their professionalism, talent, and willingness to meet any challenge the post-pandemic has brought. Their positive attitudes have made a significant difference and I know moving forward this talented group will continue to grow, represent and find success in the future.

It has been a privilege and an honour to have been part of the Board for the past three years and I would like to thank you all for your time, dedication, and expertise. Even though the future is unknown, I am positive the existing and new board members will continue to navigate, lead and grow. It has been a rewarding experience being part of the Board for the past three years and it is with mixed emotions I say goodbye. I look forward to being a volunteer and wish the very best for Volunteer Lethbridge in the future.

Respectfully,
Kim J. Laing - President of the Board



Volunteer Lethbridge has strong leadership, dedicated employees and high engagement within the non-profit community.

CHELSEA EASTMAN

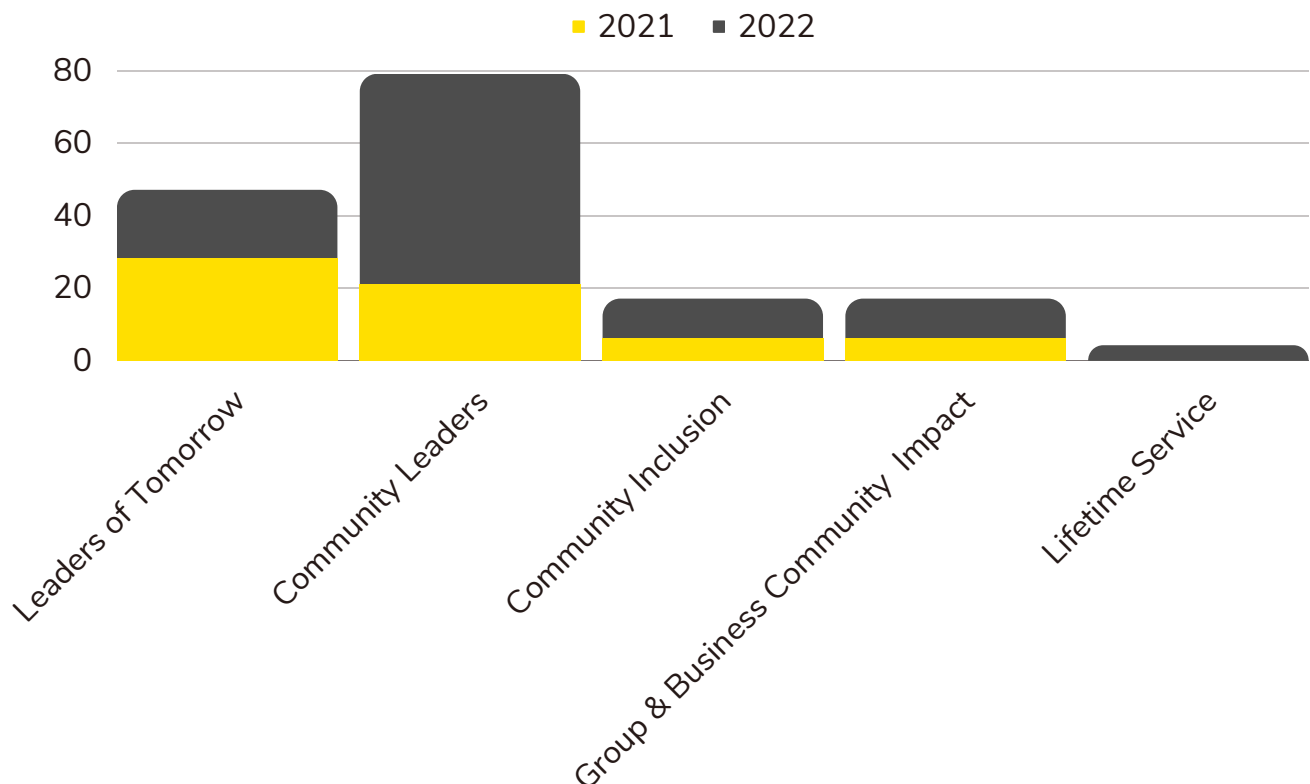
EVALUATION MANAGER

The focus of evaluations included aligning our information gathering processes with funders reporting requirements, stakeholders needs and organizational outcomes. We developed a solid foundation that will continue to keep us on track as we move forward.



Volunteer Celebration Gala

After a 2-year hiatus, we held an in-person Gala. It was an exciting event with 212 attendees who gathered to celebrate wonderful people in our community. Below is a comparison of the increases in nominations compared to 2021.





**SHELLEY
DUCHEMINSKY**

OFFICE
MANAGER

Gift Wrapping at Park Place Shopping Centre



Another successful year for Gift Wrapping in our partnership with Park Place Shopping Centre. We had several returning groups to volunteer, including Ability Resources Centre, Flexibility Learning, Remax Real Estate, Adapt Chiropractic and RBC. Our volunteer numbers have decreased since the pandemic but we are confident they will continue to increase as more people return to their community activities.

100 Volunteers



1,122 Volunteer Hours

\$16,617 Raised



CAMILA DIAS

OFFICE COORDINATOR

This was a year of change and growth. We adapted, changed, and reviewed the progress of the Volunteer Screening process since the launch of the new Community Volunteer Management Model (CVMM). I have seen a huge increase in volunteers looking for event-based opportunities and a decrease in volunteers looking for screened opportunities. Covid definitely changed the perspective of a lot of volunteers. People started re-analyzing long-term volunteer commitments in order to better focus on their own mental health and many times having to take care of family members.

Nationally we're seeing a trend towards short-term, episodic volunteer opportunities. This trend may require adaptations by volunteer organizations in order to keep up with the changing environment.



It has not been easy for member organizations to find volunteers, but I believe CVMM is helping reduce the gap between need and availability.

Community Volunteer Recap

Traditionally, volunteer hours are underreported in the non-profit sector. VL will focus on reporting mechanisms.



651

Volunteers in the database (starting from ground zero in June of 2021)



767

Volunteers referred to member organizations



3,053

Volunteer hours tracked



MICHELLE MCCANN

VOLUNTEER COORDINATOR

This has been a busy and exciting year working with a strong TEAM! We continue to strive for the “best match” placement between the volunteer and the member organizations.

We've seen an increase in demand from our member organizations for volunteers since the COVID lockdowns were released. Volunteers are harder to engage and are reassessing their volunteer commitments. Volunteers are consistently surprised by how many opportunities exist. There is a greater demand from our member organizations to find “screened” volunteers, these typically being Board positions which can pose a challenge to fill. We regularly promote our member volunteer opportunities and engage with volunteers.

Volunteer Database Recap



Volunteer Lethbridge is a professionally managed, highly efficient, and effective organization dedicated to connecting volunteers to opportunities to serve their community.

UVolunteer

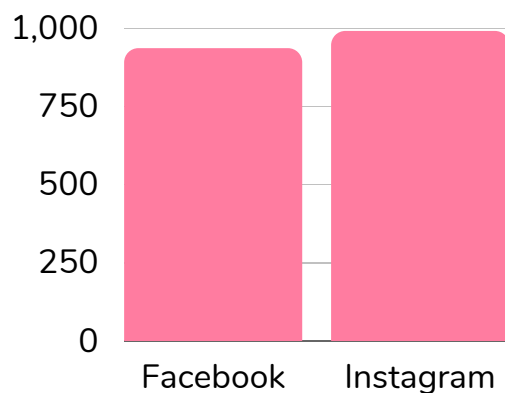


ALI CYR
UVOLUNTEER
COORDINATOR

The UVolunteer Program continued to adapt to an ever-changing landscape of volunteering and post-secondary uncertainty. We navigated through a strike and changing covid protocols as the university moved back online for the spring and then largely in-person for the fall. VL is committed to engaging UofL students through volunteerism and civic engagement. The University of Lethbridge School of Liberal Education has been particularly aligned with community engagement. A special thank you to the retiring Dr. Shelly Wismath.

UVolunteer Recap

Social Media Followers



695

Volunteer Hours logged on
MyExperience Transcript



181

Total Student Enrollment
in Better Impact



THE nonprofit VOTE

LUCY MUNDY

The official Get Out The Vote initiative was launched on November 22, and in Lethbridge on January 9. The Nonprofit Vote is a nonpartisan, province-wide movement aimed at building champions for policy and platform issues. This is an incredible initiative that benefits our nonprofits and community. Our mission is to harness the voice and power of Albertans non-profit organizations.

Rationale



Cost pressures, caused by inflation.

With tight budgets and no paying customer base, nonprofits are unable to increase prices or make cuts to service levels.



Rising demand for service.

The high cost of living and secondary effects of the pandemic have caused more people to rely on the sector than ever before. It is estimated that three-in-ten Albertans will need support to meet their basic needs in the next six months.



Recruitment and retention.

Salaries in the sector are approximately 17% lower than the wider Alberta economy. Combined with pandemic-induced burnout and strong wage growth in other industries, nonprofits are struggling to keep qualified staff in their roles.

Recommended Actions



Too Essential To Fail Campaign: In the remaining 2022 budget, a one time \$30M top-up to nonprofits to combat inflation.



A Home in Government for the Nonprofit sector: enabling the sector to contribute to the government's policy agenda, the lives of Albertans, and the economy.



A Community Prosperity Fund: A commitment in Budget 2023 to an investment of \$100M per year for three years.



A commitment in Budget 2023 to index grant programs such as CFEP, CIP and FCSS to inflation and population growth to facilitate long-term planning and sustainability.



Support sector-level data strategies: Ensure government collection, support, and open access to nonprofit data.



71%

of Alberta nonprofits reported negative impacts on staff mental health and well being



55%

of Alberta nonprofits reported staff retention concerns



48%

of Alberta nonprofits reported ongoing reduced revenue





NICOLE BOSH

MEMBERSHIP
MANAGER

MEMBER ORGANIZATIONS

We would like to gratefully acknowledge and recognize our member agencies for their support and commitment to Volunteer Lethbridge.

Ability Resource Centre
(Rehabilitation Society of
Southern Alberta)
Alpha House
Association Canadienne-
Francaise de l'Alberta (ACFA)
Big Brothers Big Sisters
BGC Lethbridge
Branches Fine Arts Academy
Building Brains Together
Canadian Cancer Society
Canadian Herstory
Canadian Mental Health
Association
Chinook Regional Foundation
Career Transitions
Chinook Sexual Assault Centre
Coaldale Copperheads Hockey
Team
Crossroads Counselling Centre
Society
Extendicare
Family Center Society
Family Ties
Flexibility Learning Systems
Friends of the Helen Schuler
Nature Centre
Galt Museum & Archives
Good Samaritan Society
Park Meadows
Green Acres Foundation
Alberta Rose Lodge
Black Rock Terrace
Blue Sky
Garden View Lodge
Golden Acres
Heritage Lodge

Pemmican Lodge
Helen Schuler Nature Centre
Hungarian Canadian Old Timer
Society of Lethbridge
Inclusion Lethbridge Association
Interfaith Food Bank
Junior Achievement Southern
Alberta
Kidney Foundation
L'Arche Association of Lethbridge
Lethbridge and District
Horticultural Society
Lethbridge Christian Tabernacle
Lethbridge Family Services
Immigrant Services
Lethbridge Folk Club
Lethbridge Food Bank
Lethbridge Jazz Society
Lethbridge John Howard Society
Lethbridge Musical Theatre
Lethbridge Pregnancy Care
Centre
Lethbridge Public Library
Lethbridge Senior Citizens
Organization (LSCO)
Lethbridge Shoebox Project
Lethbridge Symphony Association
Lethbridge Therapeutic Riding
Association
Lethbridge Youth Foundation/5th
on 5th Youth Services
MADD Lethbridge and Area
Martha Retreat Centre Society
McMan Youth, Family and
Community Services Association
My City Care

Nord-Bridge Senior Citizens
Association
Parks Canada - Waterton Lakes
National Park
Project Sunflower Aid Society
Rotary Club – Downtown
Rotary Club – Sunrise
Salvation Army Lethbridge
Southern Alberta Art Gallery
Southern Alberta Multisport
Society
Southern Alberta Self – Help
Association
St. John Ambulance Lethbridge
Stitch It Forward Society
United Way of Lethbridge & South
Western Alberta
United For Literacy
Wellness Through Living Society
Womanspace Resource Centre
YMCA of Lethbridge
Youth One
YWCA Lethbridge & District

Individual Memberships

George Kuhl	Jaci Zalesak
Kim Laing	Sean Annis
Grace Niehaus	Jenna Bailey
Stephen	Tolu Balogun
Onyango	Nicole Bosh
Azra Pira	Camila Dias
Chris Roedler	Tracy Dykslag
Dory Rossiter	Ron Ducheminsky
Sarah Tucker	Shelley Ducheminsky
Lana Walsh	Chelsea Eastman
Brian Wichers	Curtis Goodman
	Kim Harder

Meet Our Board

KIM LAING PRESIDENT



Over the past twenty-eight years, Kim has worked for St. John Ambulance and Alberta Council, as the Vice President for Public Relations and Business Development. She retired in December 2020. Prior, Kim worked at St. Michael's Hospital for eighteen years in a variety of frontline and leadership roles and has run her own company Beneficent Ltd. for the past thirty years. She attributes her love of volunteerism to the wonderful role models of her parents and grandparents who taught her the value of community stewardship.

TOLU BALOGUN TREASURER

With over 15 years of professional experience in Finance, Accounting, Business Administration, and Banking, Tolu Balogun has been on the Volunteer Lethbridge Board of Directors for the past 4 years serving as the Treasurer. He has been involved in the non-profit sector in Lethbridge and Southern Alberta in various capacities including volunteering for the Community Volunteer Income Tax program, and Lethbridge Family Services, and serving as a donor for the United Way, among others.



GEORGE KUHL SECRETARY

George Kuhl is a recent addition to the Volunteer Lethbridge Board. He is a graduate of the University of Lethbridge. He was a community planner with the Oldman River Regional Planning Commission, the Town of Taber, and the City of Lethbridge in over 4 decades of public service. Currently, George is enjoying his third year of retirement from the City of Lethbridge where he had most recently been the Downtown Revitalization Manager.



DORY ROSSITER DIRECTOR

Dory Rossiter is an Anchor/Reporter at CTV Lethbridge where she has worked for 30 years. She anchors the weather cast every day and has a weekly feature called "Dory's Story" that allows her to give a voice to local causes and issues. She also produces "Our Community" which is a variety of daily public service announcements for non-profit causes in southern Alberta. Dory has volunteered on over 50 boards and committees during her career.





KIMBERLEY D.M. HARDER DIRECTOR

Kimberley Harder has been the Project Coordinator-Human Resources at Peak Vocational and Support Services for the past 3 years where she previously held the position of the Team Leader Interim Coverage-Human Resources. She also served as the Executive Director of the Red Lake Indian Friendship Centre, Ontario, for 22 years. Kimberley has vast experience in the non-profit sector.

BRIAN WICHES DIRECTOR

Brian has been involved in hospitality for over 40 years and had extensive experience in the Restaurant, Lounge, Banquet, Catering, and Quick Service Restaurant industries. From early on, he has believed that one needs to give back to the community that supports them; a value passed on by his grandfather and parents. Throughout his life, Brian has sat on several boards, such as 6 years on the Chinook Country Tourist Association board as vice-president and president.



SEAN ANNIS DIRECTOR

Sean was raised in Lethbridge and attended the University of Lethbridge and the University of Alberta prior to becoming a Lawyer and working for North & Company LLP in their Corporate and Commercial department. Sean previously worked for Volunteer Lethbridge as the UVolunteer program coordinator and for a short period of time as the membership services coordinator prior to attending law school.

MARC WOONS DIRECTOR

Marc Woons moved to Lethbridge in 2021, from Victoria, and joined the Board in 2022. As a Senior Project Manager with the Alberta Investment Management Corporation, Marc provides leadership and support on large-scale organizational change initiatives. He has more than 15 years of experience in strategic planning, project management, and change management.



STEPHEN ONYANGO DIRECTOR

Stephen Onyango is the owner of Legend production and films. Stephen went to school at the University of Multimedia in Kenya then came to Canada to further his education and graduated from the New Media Program at the University of Lethbridge. Stephen grew up in a family of social workers so he has always contributed to the community to help those less fortunate and make the world a better place.

BOARD FAREWELL



Dory Rossiter
Director

I have had the privilege to sit on many boards during my career with CTV Lethbridge. My experience as a member of the Volunteer Lethbridge Board of Directors has been one that I will always cherish. Not only was the board work incredibly satisfying, but getting to see Amanda and her team in action was truly rewarding! This is an organization that cares about our community and the not-for-profit sector. They want everyone to succeed and have put many tools and programs in place to achieve that goal. As I finish my term on the board, I am so proud to have been a small part in the journey of Volunteer Lethbridge.

Dory Rossiter

Tolu Balogun

Director, Treasurer, and
Chair of Finance Committee

I am filled with both joy and sadness as I say goodbye to this amazing team of board members and the Volunteer Lethbridge (VL) family. Joy, because I have had the privilege of working alongside such talented and dedicated individuals, and sadness because I will be departing from this incredible team and will miss you all dearly.

Ever since my fortuitous encounter with Diana Sim more than five years ago at a gathering of foreign-trained professionals who were new to Canada, and my subsequent invitation to serve as a volunteer, I have experienced exponential growth in my personal and professional development, as well as my community networks. And over the years, we have accomplished so much together, from initiating meaningful community projects to creating impactful programs that have touched the lives of countless individuals. I am immensely proud of the work that we have done together, and I will always cherish the memories that we have shared.

Working with each one of you has been an absolute pleasure. Your unwavering commitment to VL has been nothing short of inspiring, and I have no doubt that you will continue to achieve great things in the years to come.

Please know that I will be cheering you on from afar, and that I will always cherish the time that we spent together. I am grateful for the experiences we shared, the lessons I learned, and the friendships that I have made.

Thank you for the privilege of serving alongside you, and for your unwavering dedication to making a difference in the lives of the people of Lethbridge and Southern Alberta.

With the kindest and warmest regards,
Tolu Balogun

Contact Us



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Volunteer Lethbridge gratefully accepts donations for general operations on an ongoing basis. We'd love to reach \$5000 per year in general donations without the employ of fundraising professionals and at virtually no cost to the organization. Direct questions and comments to
Amanda Jensen
Executive Director

