

# ANNUAL REPORT



VOLUNTEER  
BÉNÉVOLES  
CANADA

# 2016/17



# ANNUAL REPORT

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# MESSAGE FROM PRESIDENT AND BOARD CHAIR

**People putting their values into action takes on many shapes and colours, as we stretch the definition of volunteering and embrace a broader spectrum of community engagement.**

In Volunteer Canada's research sponsored by Investors Group and carried out in collaboration with Ipsos Public Affairs, we shed light on the big disrupter in the world of volunteering: the growing recognition of Individual Social Responsibility (ISR) as people do great things both within and alongside formal volunteer programs.

People are raising funds, raising awareness and raising the bar for social action through self-organized campaigns, organic movements and through the informal helping of neighbours, friends and networks. While we take great pride in the tremendous developments in standards of practice, the ten steps of screening, our codes for volunteer involvement, occupational competencies and certification programs, we also know that things are shifting. Volunteer Canada has been working with our colleagues in local volunteer centres, the **Corporate Council of Volunteering**, educational institutions and government departments to better understand how we can embrace, support and celebrate these forms of giving, while exercising our duty of care to offer safe and quality programs.

This past year we continued to put our **Theory of Change** into action. We worked with key players to provide national leadership and expertise on volunteer engagement, to enhance the participation, quality and diversity of volunteer experiences to build strong and connected communities.

This report details our activities from the past year. Highlights include the development of a **Volunteer Management Handbook** for settlement agencies to help organizations involve volunteers in welcoming refugees. With support from Manulife Financial, we worked with volunteer centres to integrate volunteer matching technology to build our collective capacity by connecting people with volunteer opportunities, monitoring trends and measuring our impact. In collaboration with Carleton University and funded by the RBC Foundation, we piloted a professional development course in **Community-Business Engagement**. In partnership with Deloitte, we hosted a **National Dialogue on Screening** in Montreal.

We strengthened our ties with our counterparts around the world through the **International Association for Volunteer Effort** and had the opportunity to explore global trends in volunteering. We continued to collaborate with our colleagues in federal departments including Statistics Canada (the Canada Social Survey of Giving and Volunteering), Public Safety Canada and the RCMP (screening), and Employment and Social Development Canada (promoting volunteering).

For the fourth year in a row, we have generated a surplus. We are now building up our operating reserve and enhancing our capacity. This healthy financial position is due to the hard work of our staff team, the dedication of our board of directors and the support of our funders.

We want to express our enormous gratitude to our staff, board members and all those who played a part in a very critical year in our history. Together we strengthened our foundation to lead boldly, connect deeply and impact greatly, as we collectively help people and communities reach new heights volunteering.



**Frank Séguin** *Chair of the Board*



**Paula Speevak** *President & CEO*

## 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.

## STRATEGIC DIRECTIONS

Volunteer Canada's **Activities and Initiatives** are divided into the following four areas of focus to achieve our vision and mission.

Throughout the document, icons indicate how Volunteer Canada's activities and initiatives are guided by our strategic directions.



### 1. STRENGTHEN RELATIONSHIPS WITHIN THE VOLUNTEER CENTRE NETWORK

Collectively, volunteer centres reach more than 85,000 non-profit organizations and public institutions in Canada. Strong relationships among volunteer centres facilitates the sharing of expertise and experience, identifying emerging trends and developing collaborative responses to issues in volunteering and citizen engagement.



### 2. MOBILIZE TOOLS AND RESOURCES

Our tools and resources are key to our mission to provide national leadership and expertise on volunteering. Creating and renewing knowledge assets that respond to current trends and issues ensure that key stakeholders are equipped and positioned to respond within their respective communities and sectors.



### 3. CUSTOMIZE OUTREACH & COMMUNICATIONS

Players in our diverse network carry-out distinct and complementary roles in strengthening volunteering. Consequently, the tools and information each one requires is unique. Customizing outreach and communications activities that address our diverse audiences needs creates greater impact, builds capacity and strengthens connections.



### 4. ELEVATE POLICY DIALOGUE ON VOLUNTEERISM

Volunteer Canada convenes policy dialogues with key stakeholders in the public, private and non-profit sector to examine the impact of public policy on volunteering and citizen engagement. We connect with policy makers and conduct policy research on a range of issues including screening, diversity, community resiliency and skills development in order to strengthen volunteering in Canada.

# EVENTS

## NATIONAL VOLUNTEER WEEK PARLIAMENTARY RECEPTION

On April 11, 2016, MP Lloyd Longfield and Volunteer Canada hosted the NVW 2016 *Volunteers are the roots of strong communities* kick-off reception at 1 Wellington Street in Ottawa. Several members of Parliament attended the reception to recognize and thank Canada's 12.7 million volunteers. At the end of the remarks, invited MPs gathered to plant NVW campaign seed paper confetti in a symbolic gesture of support and thanks.



## BUSINESS COMMUNITY ENGAGEMENT FORUM

The forum *In Good Company* was held June 8 and 9, 2016 in Toronto. The second bi-annual forum brought together more than 100 sector leaders, researchers and practitioners from business, public and non-profit, to learn from and share with each other on issues related to employer-supported volunteering (ESV). Participants showcased and explored leading practice, models, research and tools to strengthen community engagement and ESV in Canada.



## PARTNERING FOR COMMUNITY ENGAGEMENT COURSE

Carleton University and Volunteer Canada piloted a graduate-level professional development course, *Partnering for Community Engagement*, with funding from the RBC Foundation from February 6 to 8, 2017 in Toronto. Guest speakers and participants discussed key themes including leading multi-sector collaborations, risk management, partnerships and impact measurement. Participants from the public, private, non-profit and charitable sectors gained a greater understanding of the roles and relationships between the sectors in strengthening community engagement. They also learned about tools and research related to business-community partnerships



# ACTIVITIES AND INITIATIVES

## VOLUNTEER CENTRE LEADERSHIP FORUM

The *2016 Volunteer Centre Leadership Forum* was held on May 24 and 25, 2016 at Mount Royal University in Calgary, Alberta. Representatives from volunteer centres across the country were in attendance to engage in discussion, make connections, exchange knowledge and learn about new programs, tools and resources. The two-day agenda included subjects from hot topics and trends, to innovation and inspiring practice.



## 2016 POLICY SUMMIT

The *2016 Policy Summit* took place on September 15, 2016 in Montreal. It was jointly hosted by the Fédération des centres d'action bénévole de Québec (FCABQ) and Volunteer Canada, and sponsored by Deloitte Canada. The Summit included presentations on current screening processes in British Columbia, Alberta and Quebec. Participants then broke out into roundtables to discuss specific issues related to screening volunteers.



## CORPORATE COUNCIL ON VOLUNTEERING MEMBER SUMMIT

The Corporate Council on Volunteering Member Summit was held November 11 and 12, 2016 in Toronto. The Council shared challenges and best practices to inform their thought-leadership work in shaping their new *2017-19 strategy*. On the second day, co-hosted by Volunteer Canada and LBG Canada, the Council was joined by other companies to discuss impact measurement. They were also joined by Dr. Tauni Lanier of IMPACT 2030 to discuss global opportunities for corporate volunteering to reach the UN Sustainable Development Goals.



# TOOLS AND RESOURCES

# ACTIVITIES AND INITIATIVES

## VOLUNTEER RECOGNITION STUDY 2017

Volunteer Canada and Investors Group engaged Ipsos Public Affairs to conduct a national opinion poll to examine Canadians' perceptions and attitudes on volunteering. The results revealed that community involvement is increasingly varied and diverse, and may not always fall into the traditional definition of volunteering. From the research emerged the notion of Individual Social Responsibility (ISR), a concept that may disrupt the traditional definition of volunteering but also offers a more inclusive and progressive way to frame volunteering and community engagement. The results of the study were shared with members of the Corporate Council on Volunteering, Volunteer Centres and other key stakeholders in March 2016.



## VOLUNTEER MANAGEMENT HANDBOOK: A RESOURCE FOR SERVICE-PROVIDING ORGANIZATIONS ASSISTING NEWCOMERS TO CANADA

The *Volunteer Management Handbook: A Resource for Service-Providing Organizations Assisting Newcomers to Canada* provides a general overview of the volunteer management process with a focus on volunteers supporting newcomers. It includes links to tools, resources and templates to help organizations develop and implement best practices. The Handbook was disseminated through a series of workshops and presentations across the country. It was developed for the Horizontal Policy and Program Division within the Integration-Foreign Credentials Referral Office (I-FCRO) at Immigration, Refugee and Citizenship Canada (IRCC) by Volunteer Canada and the Volunteer Action Centre of Kitchener Waterloo and Area, with support from the Regional Municipality of Waterloo.



## VOLUNTEER CENTRE DATA HUB PILOT PROJECT

The Volunteer Centre Technology Working Group, composed of representatives from volunteer centres across the country, began its work in 2015 with the support of **Manulife Financial**. The group's purpose was to provide a framework for volunteer centres to coordinate efforts in accessing technology to support their missions and to deliver services. In the fall of 2016, the group issued a request for quotations and selected VolunteerAttract as the technology service provider to undertake a pilot project. The first goal of the pilot was to create a data hub. The hub would connect existing volunteer centre systems and enable Volunteer Canada to monitor trends and issues, and supply participating centres with desired metrics. The second goal was to provide a new volunteer matching system to interested centres. This has become the foundation for a Pan-Canadian Volunteer Matching Platform which recognizes the independence and leadership of local volunteer centres in their communities and the strength of a connected network.



## SUPPORTING VOLUNTEERISM BY PEOPLE WITH DISABILITIES

*Supporting Volunteerism by People with Disabilities* was prepared for Employment and Social Development Canada (ESDC) by the Inclusive Design Research Centre, at the Ontario College of Art and Design University (OCAD U) as part of a larger project examining volunteerism and people with disabilities. Volunteer Canada mobilized knowledge to provide non-profit organizations with information and resources on how to build an inclusive environment where diverse volunteers can feel welcome and able to utilize their skills.



# TOOLS AND RESOURCES

# ACTIVITIES AND INITIATIVES

## LEADING WITH INTENTION: EMPLOYER-SUPPORTED VOLUNTEERING IN CANADA

*Leading with Intention: Employer-Supported Volunteering in Canada* was developed with the generous support of the RBC Foundation. This resource explores the benefits and challenges of employer-supported volunteering (ESV), presents Canadian examples of leading practice, provides insight into how small and medium-sized enterprises connect with community and outlines strategies for the future of this developing field.

In addition to the resource, Volunteer Canada presented the stories of seven Canadian companies from *Leading with Intention*, all members of the Corporate Council on Volunteering, who are leading the practice of ESV and community involvement, in a *seven-part podcast series* which ran from October 5 to November 16, 2016.



## PREB (THE VOLUNTEER EXPERIENCE RECOGNITION PROGRAM)

**PREB** (The Volunteer Experience Recognition Program) was developed by the Volunteer Centre of Quebec City in 2001 to support parents returning to the workforce by providing a certificate that confirms the skills that they have demonstrated through volunteering. Since that time, the tool has been widely used by non-profit organizations as a recognition tool for a broader audience. PREB draws from the National Occupational Classification system and has been used by volunteers to support applications for employment, educational programs, awards and bursaries. As part of our partnership with Investors Group on volunteer recognition and in partnership with the Volunteer Centre of Quebec City, plans have been made to make the tool more accessible with online training and support through participating volunteer centres.



# OUTREACH AND COMMUNICATIONS

## ACTIVITIES AND INITIATIVES

### NATIONAL VOLUNTEER WEEK

April 10 to April 16, 2016 was **National Volunteer Week** (NVW), a time to celebrate and thank Canada's 12.7 million volunteers. 2016 marked the 13th consecutive year that Volunteer Canada and Investors Group partnered to deliver the NVW campaign. The campaign theme was inspired by the findings from our 2013 Volunteer Recognition Study. The theme, *Volunteers are the roots of strong communities*, was simple and adaptable, and spoke to a variety of sectors and volunteer activities.

The following excerpts are from the National Volunteer Week 2016 campaign:

*Volunteers are the roots of strong communities. Just like roots are essential for trees to bloom, volunteers are essential for communities to boom. Thanks to volunteers, our communities grow strong and resilient. Even the tiniest volunteer effort leaves a profound and lasting trace in a community, much like tree rings that appear over time.*

*Volunteer Canada and Investors Group's Volunteer Recognition Study 2013 indicates that most volunteers prefer a genuine thank you for their efforts. Sincere words that highlight the impact of a volunteer's contributions or simple personalized tokens are meaningful and appreciated.*

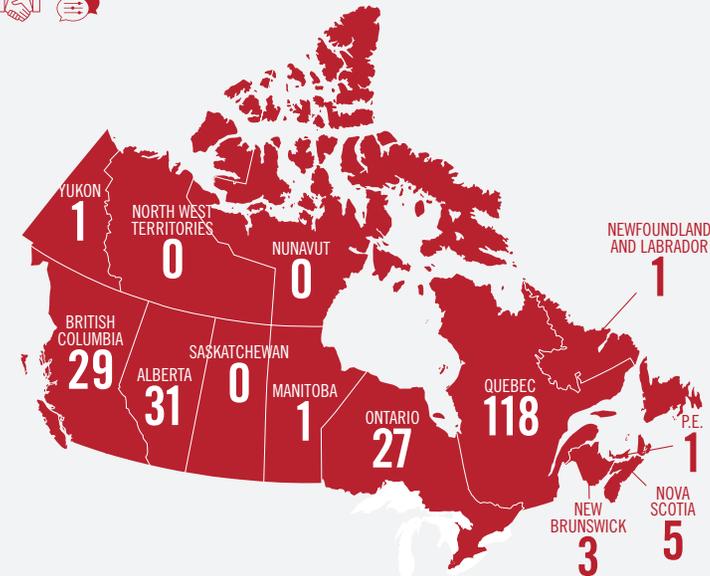
The *Volunteers are the roots of strong communities* campaign celebrated volunteers across Canada, by offering NVW-branded recognition items made from all-natural, plantable seed paper. Gift packs of seed paper confetti, seed paper journals and seed paper postcards included space to add a personalized thank you message to a volunteer. Recipients could then plant their recognition item, allowing it to sprout roots that shape new paths and keep growing, much like the incredible efforts of volunteers.

The 2016 campaign was so popular that it took on a life of its own. The tagline and creative assets exploded rapidly on the internet, reaching thousands of people in Canada and even the USA.



### CENTREVILLE TELECONFERENCES

Volunteer Canada continued Centreville teleconferences this year with Volunteer Centres. Centreville provides the opportunity for centre-to-centre sharing, mentoring and learning. Now in its second year, calls incorporated experience and feedback from participants into a new and more efficient format that included agendas based on input from participating centres. Volunteer centres were invited to attend teleconferences in either or both languages in November, February and May. French calls were co-hosted by la Fédération des centres d'action bénévole de Québec (FCABQ).



### VOLUNTEER CENTRES

Volunteer Canada collaborates with a network of more than 220 independent, local volunteer centres around the country as well as provincial associations of volunteer centres in Quebec, Ontario, Alberta, and British Columbia.

\* Volunteer Canada collaborates with non-profit sector conveners in Northwest Territories, Saskatchewan and Nunavut to facilitate volunteer engagement in these jurisdictions.

# OUTREACH AND COMMUNICATIONS

## ACTIVITIES AND INITIATIVES

### COMMUNICATION CHANNELS

Volunteer Canada maintains various points of contact with its members to ensure that we are reaching them all. In addition, we use various channels to share information to a broader audience about our members and the great work they are doing in the voluntary sector.

Broader audience communication includes our website, media releases, newsletter and social media. More tailored communications commenced in January 2017. Thus far, we have focused on exclusive member notices and advanced member access to new resources such as the Volunteer Management Handbook and the NVW e-store.



### SPEAKING ENGAGEMENTS

Speaking engagements allow Volunteer Canada to share research and resources with members and connect with local people and issues. Over the course of the year, Volunteer Canada was invited to speak at 16 non-profit organizations and other stakeholder events, ranging in size and scope. For example, we presented at the Ottawa Administrators of Volunteer Resources and the Manitoba Association for Volunteer Administrators, and moderated a panel at the National Refugee Assistance Program Conference.



### MEDIA RELEASES

APR 11  
2016

National Volunteer Week  
is April 10 to 16, 2016

MAR 21  
2016

National Volunteer Week 2016 –  
Volunteer Canada and Investors Group  
roll out national campaign

### NEWS FROM VOLUNTEER CANADA

5,391  
SUBSCRIBERS

26.5%  
AVERAGE OPEN RATE

[CLICK TO SIGN UP](#)

### MEDIA MONITORING

Distributed weekly, exclusively to  
1200+ Volunteer Canada members

### MEMBER NOTICES

FEB 14  
2017

NVW2017 Gift Store  
Advanced Member Access

JAN 16  
2017

New resource for members  
+ Reminder: update your  
contact information

JAN 10  
2017

Important: Update your  
contact information for  
2017 mailouts

### SOCIAL MEDIA

f 10,947  
LIKES

[Facebook.com/VolunteerCanada](https://www.facebook.com/VolunteerCanada)

t 26,200  
FOLLOWERS

[Twitter.com/VolunteerCanada](https://twitter.com/VolunteerCanada)

### WEBSITE

22,000+  
AVERAGE MONTHLY VISITORS

NUMBER OF BLOGS IN 2016-17  
65 POSTS  
VIEWED OVER 2,255 TIMES

## CORPORATE PARTNERS

Volunteer Canada does not work alone. In our daily efforts to enhance and promote volunteering across Canada, we look to the leadership of companies who share our vision.

For the 13th consecutive year, Volunteer Canada worked with **Investors Group** to deliver a National Volunteer Week campaign. Together, we also continue to develop and promote tools and research on volunteer recognition.

Volunteer Canada continued to work with **Manulife Financial** in order to better serve Volunteer Centres and equip them as local leaders in volunteerism through the creation of the Volunteer Centre Data-Hub.

**RBC Foundation** generously supported the graduate-level professional development course, Partnering for Community Engagement, on February 6-8, 2017 in Toronto, the In Good Company Forum that was held June 8-9, 2016 in Toronto and the resource Leading with Intention: Employer-Supported Volunteering in Canada.

**Deloitte Canada** sponsored the 2016 Policy Summit on September 15, 2016 in Montreal, Quebec. It was jointly hosted by the Fédération des centres d'action bénévole de Québec (FCABQ) and Volunteer Canada.



## CONNECTIONS WITH FEDERAL DEPARTMENTS

Volunteer Canada works collaboratively with a number of federal departments involved in various aspect of volunteering. We work with Families, Children, and Social Development Canada (formerly Employment and Social Development Canada) on promoting volunteerism, including research and promoting the Canada Volunteer Awards. We work with Public Safety Canada and the RCMP to advance screening policy, with Statistics Canada on the Canada Social Survey on Giving and Volunteering, and with Immigration, Refugees, and Citizenship Canada to support programs that involve volunteers in welcoming newcomers.



## CORPORATE CONSULTING AND PROGRAM DEVELOPMENT

Volunteer Canada supports companies with **strategic consulting to advance their corporate volunteering programs**. Specifically, we assist them to plan, prepare, execute and assess corporate volunteering opportunities for employees. As a national organization with diverse networks and relationships with community organizations and volunteer centres, Volunteer Canada connects employee volunteers with organizations doing great work, in order to build value for non-profits and their communities, as well as companies and their volunteer employees.

In 2016-2017, Volunteer Canada provided consulting for:

- AbbVie
- Alexion Pharma Canada
- American Express Canada
- Coast Capital Savings
- Hilton
- SAP
- Sun Life Financial
- Visa Canada



## MEMBER BENEFITS

BMS Canada Risk Services Ltd. is Volunteer Canada's partner in providing **Under Our Wing Insurance**, a one-of-a-kind insurance option for Canada's voluntary sector. Together we support members by offering a group insurance plan that includes National Directors' and Officers' Liability Insurance, a National Office Package and Special Events Coverage. BMS helps Volunteer Canada members respond proactively to potential risks related to modern threats such as cyber security and privacy, and offers access to a legal advice helpline. In 2016-2017, 86% of Volunteer Canada members had Under Our Wing Insurance.

Other **member benefits** include capacity building resources like National Volunteer Week marketing materials and access to the Code Audit to help organizations assess its volunteer program based on the Canadian Code for Volunteer Involvement. Members also receive discounted access to granting resources, volunteer administration certification and Volunteer Canada events. Shared information benefits include weekly media monitoring and advance access to knowledge assets and tools.



# CONNECTIONS

## MEMBERSHIP

Volunteer Canada continues to engage a diverse range of organizations throughout Canada. This year, our membership comprised of 1,200 non-profit and charitable organizations, individuals, volunteer centres, government agencies and businesses.



## VOLUNTEER CENTRE COUNCIL

This year, the Advisory Council of Volunteer Centres transitioned into the Volunteer Centre Council. As the change in name suggests, this new council will take on a new leadership role. According to terms of reference approved by the Board of Directors, its purpose is to strengthen the collective capacity, cohesion, and influence of volunteer centres in Canada with the following objectives:

- To animate the network of volunteer centres and provincial associations
- To build the capacity and profile of volunteer centres
- To identify issues/trends that can inform collective action
- To serve as a vehicle to connect volunteer centres and Volunteer Canada in a reciprocal and co-creative way in order to participate in shared directions and initiatives
- To serve as a vehicle to facilitate sharing knowledge and practices among volunteer centres

Several members of the Advisory Council of Volunteer Centres formed a working group to help with the transition:

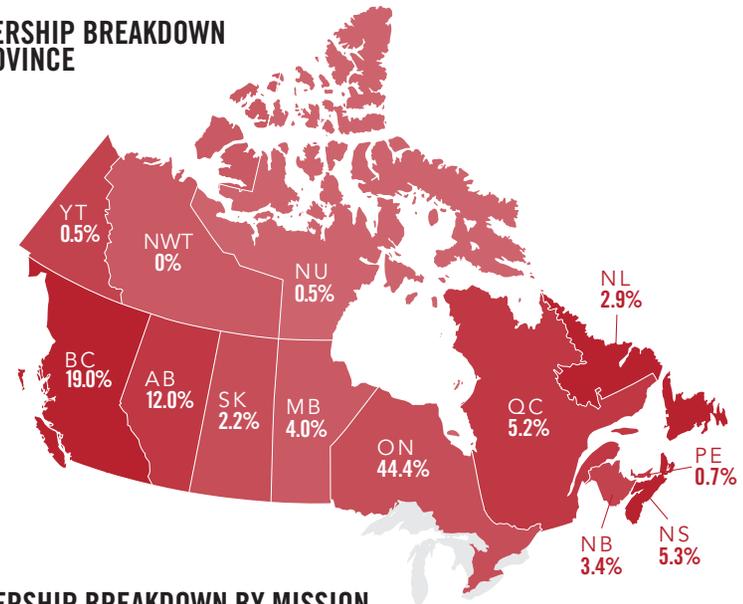
- Jane Hennig, *Volunteer Action Centre of Kitchener Waterloo*
- Penelope Rowe, *Community Sector Council Newfoundland*
- Fimba Tankoano, *Fédération des centres d'action bénévole du Québec*
- Katherine Topolniski, *Volunteer Alberta*

The council will hold its first meeting in September 2017.

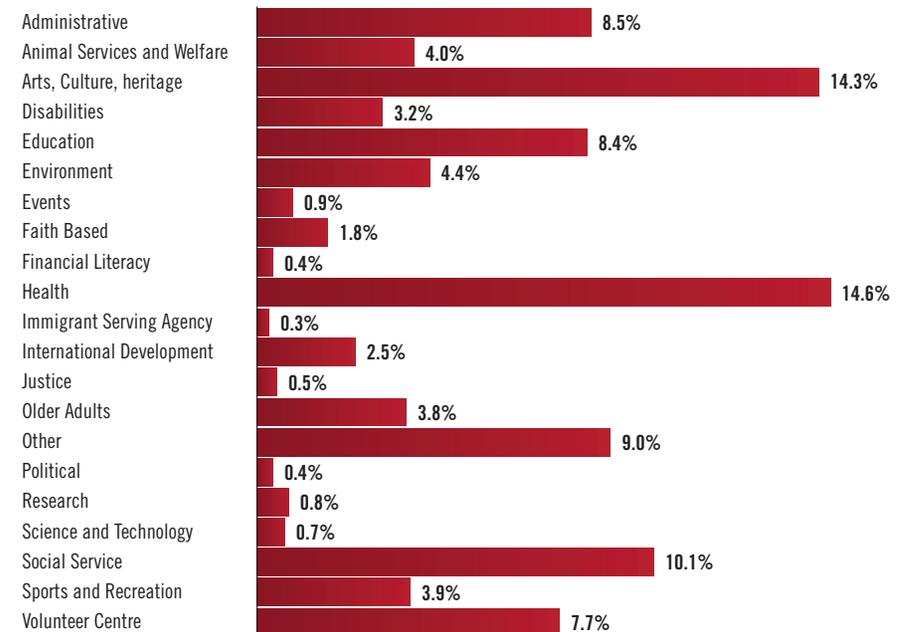


# ACTIVITIES AND INITIATIVES

## MEMBERSHIP BREAKDOWN BY PROVINCE



## MEMBERSHIP BREAKDOWN BY MISSION





# CONNECTIONS

# ACTIVITIES AND INITIATIVES

## IAVE WORLD VOLUNTEER CONFERENCE

The International Association for Volunteer Effort (IAVE) held its **24th annual World Volunteer Conference**, hosted by Cemefi (Centro Mexicano para la Filantropía) in Mexico City on November 17, 2016. Thirty-five national volunteer centres came together to explore global trends in volunteering and citizen engagement such as government/sector joint strategy on volunteering, online screening platforms and new research.



## 2016 IMPACT 2030 GLOBAL SUMMIT

One hundred and fifty global delegates from a wide range of sectors attended **IMPACT 2030**, a three-day conference held September 14-16, 2016 at the United Nations Headquarters in New York City. IMPACT 2030 is a UN-supported initiative, born to specifically encourage corporations to focus their employee volunteer efforts on the UN's Sustainable Development Goals (SDGs) for 2015-2030, and to measure the impact of such efforts on the progress on those goals. The inaugural Summit provided inspiration, understanding and a practical way forward for fulfilling this purpose.



# CORPORATE COUNCIL ON VOLUNTEERING

Convened by Volunteer Canada, the national **Corporate Council on Volunteering** brings together a diverse and talented group of business innovators from many industries. Their purpose is to influence and inspire deeper citizenship engagement amongst corporate stakeholders, particularly employees, through leadership that promotes proven and promising practices in corporate volunteering and corporate-community relations. The Council learns from each other and outside experts to both improve their company practices and lead dialogues that elevate corporate volunteering in Canada.

This year, the Council redefined itself through a new 2017-19 strategy that includes the following:

- **CCOV Vision:** Communities are stronger and more connected because Canadian companies are channeling the energy, passion and talent of their employees and other key stakeholders through volunteerism.
- **CCOV Mission:** Influence and inspire deeper citizenship engagement amongst corporate stakeholders with a focus on employees, through leadership that showcases and promotes proven and promising practices in volunteering and corporate-community relations.

## STRATEGIC COUNSEL

As part of their membership benefits, many CCOV member companies received individual strategic counsel from Volunteer Canada staff to enhance their programs through consulting and research undertaking on their behalf.

### CORPORATE COUNCIL ON VOLUNTEERING MEMBERSHIP 2016-2017



# OUR VOLUNTEERS

## BOARD OF DIRECTORS

**Francis (Frank) Séguin**, Chair –  
Director, RCGT Consulting Inc.

**Lawrie Portigal**, Past Chair –  
President of Volunteer British Columbia

**Jane Hennig**, Vice-Chair – Volunteer  
Centre Designate – Executive Director,  
Volunteer Action Centre of Kitchener-  
Waterloo

**Sissi Meng**, Treasurer – Finance  
Manager, MDS Aero Support  
Corporation

**Kirk Muise**, Secretary – Regional Vice  
President, Eastern NB & PEI, Royal  
Bank of Canada

**Noreen Mian**, Volunteer Centre  
Designate – Executive Director,  
Volunteer Manitoba

**Jann Beeston**, Volunteer Centre  
Designate – Executive Director,  
Volunteer Alberta

**Penelope Rowe**, Member at Large  
– CEO, Community Sector Council  
Newfoundland and Labrador

**Fimba Tankoano**, Member at Large  
– Executive Director, Fédération des  
centres d'action bénévole du Québec

**Lynne Douglas**, Member at Large –  
DIRTT Environmental Solutions

**Deborah Swartz**, Member at Large –  
Corporate Social Responsibility Lead,  
Accenture

**Doug Watson**, Member at Large –  
President & CEO, Propellus

\* **Leila Fenc**, Member at Large –  
Director, Corporate Responsibility &  
Deloitte Foundation, Deloitte

\* **Susan Scotti**, Member at Large –  
Senior Vice President, Planning and  
Operations, Canadian Council of Chief  
Executives

## AUDIT COMMITTEE MEMBERS

\* **Lawrie Portigal**

**Sissi Meng**

**Francis Séguin**

**John McBride**

**Lee Close**

**Jennifer Penney**

**Melanie Platt**

**Jane Hennig**

**Kirk Muise**

## ADVISORY COUNCIL OF VOLUNTEER CENTRES/VOLUNTEER CENTRE COUNCIL

**Jane Hennig**, Volunteer Action Centre  
of Kitchener Waterloo

**Fimba Tankoano**, Fédération des  
centres d'action bénévole du Québec

**Penelope Rowe**, Community Sector  
Council Newfoundland

**Katherine Topolniski**, Volunteer  
Alberta

\* Retired September 15, 2016

# FINANCIAL STATEMENTS

The summary financial statements are based on audited financial statements which are available upon request.

## SUMMARY STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2017

ASSETS	2017 \$	2016 \$
Total current assets	620,365	668,059
Tangible capital assets	6,023	10,014
<b>TOTAL ASSETS</b>	<b>626,388</b>	<b>678,073</b>
CURRENT LIABILITIES AND NET ASSETS	2017 \$	2016 \$
Total current liabilities	97,272	115,918
Deferred revenue	235,158	252,825
Deferred contributions	196,706	308,262
Net assets	97,252	1,068
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>626,388</b>	<b>678,073</b>

## SUMMARY STATEMENT OF OPERATIONS YEAR ENDED MARCH 31, 2017

REVENUE	2017 \$	2016 \$
Corporate	441,558	599,339
Memberships and donations	306,025	279,023
Registration, sales and fees for services	302,740	188,991
Government	32,077	83,204
<b>TOTAL REVENUE</b>	<b>1,082,400</b>	<b>1,150,557</b>
EXPENSES	2017 \$	2016 \$
Core programs and services	465,917	586,393
Administration / Overhead	272,172	253,315
Special events, tools and research	197,050	187,741
Fund development	51,076	52,977
<b>TOTAL EXPENSES</b>	<b>986,216</b>	<b>1,080,426</b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>96,184</b>	<b>70,131</b>