



**VOLUNTEER CENTRE**  
**OF SOUTHEASTERN NEW BRUNSWICK INC.**  
**CENTRE DU BÉNÉVOLAT**  
**DU SUD-EST DU NOUVEAU-BRUNSWICK INC.**

# 2016 Annual Report



## 40th Anniversary

*Serving the community since 1976*

## **CHAIRPERSON'S MESSAGE**



**DENIS GOGUEN, VCB CHAIRPERSON**

**A**s the Volunteer Center celebrates its 40<sup>th</sup> anniversary, I wish to salute each employee and volunteer, past and present, for the success of the center. I also give a sincere gratitude to the center's management team and to the executive director, Annette Vautour. Annette effectively advised the board and executed its mandate.

**T**he centre is in good financial health and delivering quality services. Throughout the years, the center has been fortunate to have strong relationship with key partners, especially the province of New Brunswick, the City of Moncton, la Ville de Dieppe, the Town of Riverview, and United Way of Greater Moncton and Southeastern New Brunswick.

**M**ore than ever, the centre is abled and called upon to promote volunteering in our community. Our community and non-profit organizations can entrust the Volunteer Centre with fulfilling their volunteer need.

**T**his year concludes my last year as chair of the board of directors. I thank my colleagues on the board for their dedications and contributions. Each member brought to the board a unique perspective and expertise that benefited our diverse assembly. In the year to come, I look forward to continue to offer my perspective and expertise as a board member and past president.

*Respectfully submitted*

*Denis Goguen*

## **EXECUTIVE DIRECTOR'S MESSAGE**



**ANNETTE VAUTOUR, VCB EXECUTIVE DIRECTOR**

**F**orty years ago, the Volunteer Centre (then the Moncton Volunteer Centre) started as an idea from a British born new comer, Thelma Roy who had firsthand experience of the impact volunteering has on the life and growth of a community as England rebuilt itself after the war. Stand-alone Volunteer Centres were just beginning to emerge in Canada and formalize themselves under a national entity (called the Volunteer Resource Centres and Bureaus).

**T**he 'Centre' began taking on new roles in the community and became known as an important 'resource centre'; reaching out into the community to find places where people could volunteer; with funding from the Rotary Club of Moncton. Information was gathered on the agencies, organizations and service clubs serving the community and from this the Moncton Volunteer Centre Human Resource Directory was formed starting with just 23 agencies registered. This 'Directory' mapped out where the community-based services were located, their hours of operation, who was in charge and their contact information. (this 'Directory' was replaced from its printed form in more recent years and now includes over 150 community agencies posting their information on our interactive website).

**A**s the Community grew, so too was the need for community-based services. The Volunteer Centre drew in passionate people who wanted help in forming their ideas for new programs and services that would assist in improving the quality of life for some of our most needy citizens. Programs like our Help line, Vocational Alternatives (Ergon) (who assist those with mental challenges find meaningful employment) Hospice Care, Seniors Information Centre, Families of Multiple Births Support Group, to name a few. About that same time, the Department of Family and Community Services (Social Development) began reaching out to the community to partner and create community based services as a cost effective way of serving the community's needs. The Volunteer Centre stepped up to the call and began focusing on mobilizing human resources to deliver new direct service programs. Our earlier programs included Respite Care Services for Seniors, Special Placement Volunteers, Home Assessment Services and evolved to our present multi-service centre including Family Support Services, Respite Care Services for Children with

## **EXECUTIVE DIRECTOR'S MESSAGE CONTINUED ...**

Special Needs, Shared Attendant Care Services, Volunteer Driver Program, Weekend Relief Services, Day Care Subsidies program and Findmyway Community Network. Our direct services assist people throughout southeastern New Brunswick whose children or adult children have special needs, families who need to learn parenting skills, need court ordered supervision for their children or those whose children suffer with mental illness. We provide 24/7 Attendant Care to assist those with physical challenges with their daily living needs so they too can live independently. We assist people who have been in conflict with the law to rebuild their lives following incarceration. Our volunteer drivers get people to medical appointments, job interviews, therapy sessions and food banks when they can't afford a bus or a cab to get to where they need to go. This work is accomplished by a team of very dedicated and committed employees and volunteers who work together to serve the community. Our team has grown to employee 65 skilled Support Workers and Attendants and over 200 volunteers to deliver our volunteer based programs! And if this wasn't busy enough, the Volunteer Centre is a member agency of Volunteer Canada whose goals are to promote volunteering and train in screening practices and management of volunteers while supporting over 150 local community agencies to fill their needs for volunteer resources. **As well as the host of The Institute for Canadian Citizenship {Moncton Chapter}.**

**A**s we celebrate our 40<sup>th</sup> anniversary we would like to pay special tribute to all the previous people who were board members or staff members for their dedication to helping to build their community as a great place to live, work and raise a family. There are two people who need special recognition for their contributions. Both of these people are no longer with us, but need our thanks for their wisdom, foresight and dedication. The first to be recognized is Thelma Roy who often told the story of starting the Volunteer Centre with nothing more than a desk and a telephone. Her legacy and her dream lives on in all that we do. The second person is Siegfried Janzen, who without his mentoring and determination the Community Peace Centre would not exist; as he bestowed on the Volunteer Centre to oversee the vision he had to build a place that spoke of the caring community we have become.

**W**e continue to look for new opportunities to serve the community as it grows and our population ages. We've got the history, the talent and experience. People are our driving force! Over the years we have been blessed with engaging Board Members, Staff and Volunteers who have generously shared their expertise and experience building the foundation of our service to the community as it is today. Their generosity can only be measured by the satisfaction we feel in our role as a "Caring Community" destination that our organization has helped build and maintain. We take pride in roll we play as part of Moncton's Emergency Measures Organization, proving that we can be ready at short notice to prepare our community for a 'Call to Action'. Asked how can we be so much too so many people and still be able to engage the community in time of crisis? Our response...that's when we are at our best!

***Respectfully submitted***  
***Annette Vautour***

# Volunteer Centre of Southeastern New Brunswick Inc.: Programs

## **FAMILY SUPPORT SERVICES**



The philosophy of Family Support Services is that the family is the basic unit of society. Family Support Services are intended to protect, support and enhance the family unit. The Philosophy is consistent with the Family Service Act. Services provided include: in-home support services, supervised visits, parental home relief/leisure and life skills training.

*\*Shawnda Cohen, Program Director (506) 869-6772.*

## **SHARED ATTENDANT CARE SERVICES**



Shared Attendant Care Services is a specially designed accessible residence for benefit and use of disabled persons wishing to enjoy independent living with the community. The Volunteer Centre of Southeastern New Brunswick Inc. provides administrative service on behalf of the Social Development and it's responsible for requested attendant care according to the required needs of the clients. Attendant Care Services administers services on behalf of the Social Development providing attendant support to persons living in the community.

*\*Vicki Roy, Program Coordinator (506) 869-6977.*

## **RESPIRE CARE SERVICES FOR CHILDREN WITH SPECIAL NEEDS /**

### **WEEKEND RELIEF SERVICES**



Respite Care Services for Children with Special Needs upholds the same philosophy as the Family Service Act of New-Brunswick, specifically that the family is the basic unit of our society. The program is intended to protect, support and enhance families of children diagnosed with developmental disabilities. The primary goal of this program is to provide individualize and responsive relief care to the family. Respite Care Services also offers weekend relief services for children and adults with special needs referred to us by the Social Development. Westmorland / Albert County / Kent County:

*\*Edie Savoie Shituku, Program Director (506) 869-6774.*

# Volunteer Centre of Southeastern New Brunswick Inc.: Programs

## **VOLUNTEERING / VOLUNTEER DRIVER PROGRAM**



If you are interested in volunteering the Volunteer Centre recruits/refers volunteers to over 150 registered community agencies. You can register on-line or schedule an interview for a personal visit.

Transportation to appointments for qualifying clients is now possible through a "Volunteer Driver Program" due to the generous support of United Way. The Volunteer Driver Program is being offered to low income individuals who do not qualify for other available driving programs. Transportation is being provided for these clients referred from registered agencies, organizations, medical departments or department referrals. It's now possible for clients to confirm medical appointments, self-help workshops, therapy sessions, or get to a foodbank etc.  
*\*Debbi LeBlanc, Volunteer Coordinator (506) 869-6905.*

## **FINDMYWAY**



Findmyway Program volunteers, staff and community-based agencies working together to link marginally disadvantaged people in connecting to appropriate services.

- Comprehensive resource search website
- Information brochure
- Individualized assistance
- Collaborative networking

*\*Awa Niang, Administrative Support (506) 869-6533.*

***For more information visit***

**[www.volunteergreatermoncton.com](http://www.volunteergreatermoncton.com)**



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## VCB BOARD OF DIRECTORS

**CHAIRPERSON** Denis Goguen

**VICE-CHAIRPERSON** Brenda Robinson

**PAST-CHAIRPERSON** Brian Kent

Phyllis Champion

Gordon Douglas

Janick Godin

Aubrey Kirkpatrick

Eddie St. Pierre *{Honorary Member}*

Kathryn L. Stratton

Chad White



VOLUNTEER CENTRE OF SOUTHEASTERN NEW BRUNSWICK INC.  
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STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 2016

	<u>2016</u>	<u>2015</u>
<b>REVENUES</b>		
Service fee billings	\$ 2,128,262	\$ 1,978,321
Other projects and income	153,048	99,564
Grants and donations	84,347	78,471
	<u>2,365,657</u>	<u>2,156,356</u>
<b>EXPENSES</b>		
Salaries and employee benefits	1,592,737	1,486,013
Travel	270,930	277,471
Client assistance	231,743	197,337
Office rent	62,989	60,963
Office supplies	16,230	12,685
Professional fees	4,791	5,506
Insurance	16,018	15,132
Telephone	11,104	10,501
Amortization	8,290	8,467
Office equipment rental and maintenance	16,668	15,303
Driver's expenses	15,280	12,924
National Volunteer Week	53	128
Contracted conferences, meetings and workshops	369	270
Finding the Way	177	2,888
Programs	6,578	5,070
Computer software	4,558	1,308
Interest and bank charges	3,589	4,308
Postage and courier	2,302	2,187
Advertising	4,587	3,411
	<u>2,268,993</u>	<u>2,121,872</u>
<b>EXCESS OF REVENUES OVER EXPENSES</b>	<u>\$ 96,664</u>	<u>\$ 34,484</u>

*The accompanying notes are an integral part of these financial statements.*

**ALLAIN & ASSOCIATES**



## **COMMUNITY-BASED PROGRAMS, PROJECT AND SERVICES DEVELOPED AND ADMINISTERED BY THE VCB 1976-2016**

- Greater Moncton Literacy Council {75 volunteers}
- Volunteer Centre {U de M}
- Community Service Order & Fine Options Programmes - Juvenile Alternative Committee {Department of Justice}.
- Preliminary Research on Volunteer Resources in N.B. {Secretary of State}
- Volunteer Profile {Department of Health and Community Social Services}
- Volunteer Trends {Department of Health and Community Social Services}
- Greater Moncton Mobility Club Study {Department of Transport}
- Preliminary Study of Youth in the 80's {Department of Health and Community Social Services}
- High School Volunteer Certificate Program {Xerox Grant}
- Criminal Justice Volunteers {Department of Justice}
- Provincial Association of Volunteer Centres
- Building the Bridge - Transitional Volunteers - Special Placement {Department of Health and Welfare}
- Leisure Buddy Program {Université de Moncton Field Placement}
- Human Resource Directory {Secretary of State}
- Corporate Volunteer Program {Secretary of State}
- Volunteer Management Certificate Program {Department of Health and Community Services}
- Papal Visit {200 volunteers}
- Help-24-Au Secours
- Victims Assistance
- Able Sail
- National Education Campaign on Screening Site
- Social Assessment Services {Department of Family and Community Services}
- Vocational Alternatives - Ergon
- Respite Care Services for Seniors
- Hospice Greater Moncton
- Families of Multiple Births



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**Thank you for joining us for our  
2016 Annual General Meeting**



**40th Anniversary**

*A special thank you to Riverview Superstore  
for sponsoring our event!*

