



ST. ALBERT COMMUNITY  
INFORMATION AND VOLUNTEER  
CENTRE

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# ANNUAL REPORT 2017

## MESSAGE FROM THE **CHAIR**



On behalf of the St. Albert Community Information and Volunteer Centre (CIVC) Board of Directors, I want to welcome you and I am pleased to present the 2017 Annual Report.

In 2017 we welcomed three new board members to our team. They brought with them a wealth of knowledge as well as a youth perspective in our community. In addition, CIVC has recently welcomed a new Director of Information and Referral, Angela Scoble as well as a new Social Media and Marketing Coordinator, Tammy Moffat in early 2018. At CIVC we truly appreciate the on-going financial support we receive from our funders. The services that we provide to the members of the St. Albert community would not be possible without these financial contributions.

In April, we celebrated another successful National Volunteer Week. This year we had an evening celebration rather than a luncheon to appreciate St. Albert's volunteers, and the event was featured by Volunteer Alberta as one of the top five events to attend. St. Albert's National Volunteer Week continues to be so successful due to the hard work and dedication of the staff here at CIVC.

Thank you to all staff and Board members for your on-going support and commitment to our organization. As well, a tremendous thank you to all the volunteers that give their time and energy to the multiple organizations in our community. Here at CIVC, we look forward to seeing what 2018 will bring!

Sincerely,

A handwritten signature in black ink that reads "Kyla Prystupa". The script is cursive and elegant.

KYLA PRYSTUPA

*Chair*



## BOARD OF DIRECTORS

### EXECUTIVE OFFICERS

Board Chair - Kyla Prystupa  
Past Chair - Ruth Moellenbeck  
Treasurer - Joan Brick  
Secretary - Christine Greeno

### BOARD MEMBERS

Dawn McVittie  
Ayisha Mitha

### EXECUTIVE DIRECTOR

Joe Becigneul

## STAFF MEMBERS

DIRECTOR OF VOLUNTEER CENTRE SERVICES	Tracy Aisenstat
DIRECTOR OF INFORMATION AND REFERRAL	Angela Scoble
OFFICE MANAGER / SPECIAL EVENTS COORDINATOR	Sandyne Beach-McCutcheon
ACCOUNTANT	Sandra Fenton
SOCIAL MEDIA / MARKETING COORDINATOR	Tammy A Moffat
SIDEKICKS MENTORING DIRECTOR	Lorraine Gerling
SIDEKICKS MENTORING COORDINATOR	Cyndi Brand

# INFORMATION AND REFERRAL

## COMMUNITY INFORMATION

The Information & Referral Services (I&R) team ensures that the most sought after and up-to-date information is made accessible to those in the greater St. Albert area. Our staff are trained to provide neutral and unbiased referrals by phone, in person, or online. In 2017, we were able to serve over **1840** clients and guide them to the agency, program or service that would directly meet their needs.

The InformAlberta database continues to be a successful tool for CIVC to provide information, and is continually updated for the **196** agencies and programs in the St. Albert area. It is critical that I&R provides the “next step” for any community members who seek our assistance. In 2017, I&R's most popular inquiry was regarding information on our Community Volunteer Income Tax Program.



## ALBERTA SAFETY COUNCIL'S BABYSITTING COURSE

During 2017, this course was held **8** times and certified **135** students, providing the community with youth equipped with the knowledge and skillsets to become successful childcare providers.

## COMMUNITY BOARD ROOM

Our board room is available free of charge and offered to local non-profits who need a meeting or program space. It was utilized **48** times throughout the year by **9** different community groups who appreciated the no-cost option of having access to a versatile and well equipped room for their programs or meetings.

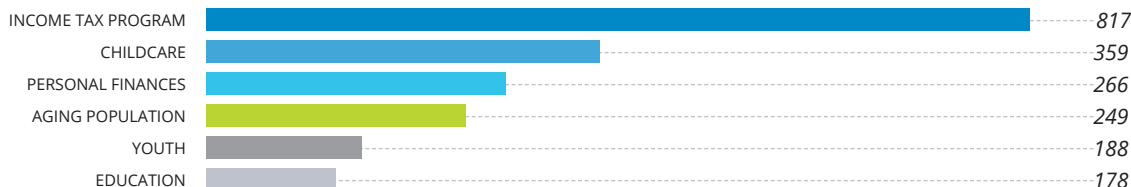
## COMMUNITY VOLUNTEER INCOME TAX PROGRAM

In 2017, the diversity of our **8** tax preparers allowed us to serve clients in a variety of ways during the daytime, evening, weekend, and off-site in several seniors' residences. We were also able to expand our outreach, hosting drop-in clinics at the Library and Red Willow Place. The combined efforts of our volunteers allowed us to serve **340** individuals. We recognize that for some of our clients, this service may be a step toward receiving other benefits and supports which are crucial to making their lives easier and more stable.

## CIVC VOLUNTEERS

CIVC has **10** volunteer receptionists who all play an integral role as front-end support – they are the first face our clients see when they stop by, as well as the first voice they hear when calling with information requests or to book appointments or programs. Our volunteer receptionists assist in keeping our office running smoothly, allowing staff to focus on many other initiatives to engage and inform the community.

## MOST FREQUENT REFERRAL TOPICS



**1840**

COMMUNITY REFERRALS

**48**

BOARDROOM BOOKINGS

**340**

TAX CLIENTS ASSISTED

**135**

BABYSITTERS CERTIFIED

# VOLUNTEER CENTRE SERVICES

## A PASSION FOR THE FUTURE

Volunteer centres across Canada are re-developing their strategies as the number of people seeking out information through technology increases. As a pillar of the human services industry, it is crucial that we serve St. Albert's volunteer community in the most meaningful way possible. To do so, we are currently exploring the best methods to connect volunteers and organizations digitally and in-person while remaining prominent in the St. Albert area. With fresh ideas, passion, and commitment, we look forward to bringing St. Albert CIVC into the future!



## COMMUNITY OUTREACH

### ST. ALBERT PLACE LOBBY

CIVC set up an information table at St. Albert Place on an afternoon during National Volunteer Week. On their mission to promote the value of volunteering, they connected with over 40 people wanting to learn how to get involved with Sidekicks, the Community Volunteer Income Tax Program, and other CIVC opportunities.



## SUPPORTING CIVC

### LOWE'S \$5000 DONATION TO CIVC

When Lowe's Canada opened their doors in January, they chose our non-profit organization to donate \$5000 to. These funds were directed to the Volunteer Centre to help support youth in finding meaningful volunteer opportunities.



## 150 BLOCK PARTY

### CIVC COMMUNITY CONNECTION

On September 8, 2017, CIVC participated in the St. Albert City-Wide Block Party. We hosted a tent to provide information about our services as well as our Canada 150 for 150 Volunteer Challenge. At our booth we had a spinning wheel with Canadian trivia questions, and spent the time engaging and enjoying the evening with St. Albert residents.

 **222**

OPPORTUNITIES LISTED

 **215**

CONNECTED ORGANIZATIONS

 **277**

VOLUNTEERS REFERRED  
IN PERSON / BY PHONE

 **1000+**

VOLUNTEERS  
REFERRED ONLINE



# NATIONAL VOLUNTEER WEEK

## VOLUNTEER APPRECIATION EVENT

On Tuesday, April 17, 2018 we celebrated volunteers from the St. Albert area during our annual volunteer appreciation event. We had **167** people in attendance, who were treated to entertainment by Atomic Improv, and were served a trio of elegant desserts. By switching the time of the event to the evening, we were able to celebrate with volunteers who had previously been unable to attend our luncheon events. After the event, we received many positive comments and look forward to planning for next year's celebrations.

“

Mainly, I emailed you to say how lovely everything was last night at the volunteer appreciation gathering. It was my first time attending and you did a fabulous job! So lovely to see some familiar faces and meet new people. Great evening - congrats on its success.

## COFFEE BREAK COUPONS

As part of our initiative to celebrate the value of volunteering, CIVC partnered up with local coffee and tea businesses during national volunteer week to provide coffee break coupons to volunteers. These were distributed to non-profit organizations to offer to their volunteers, and were redeemable at participating coffee or tea shops. The initiative was extremely well received with **15** coffee shops honouring these coupons, and **50** organizations offering their volunteers a total of **3141** coffee break coupons.

“

I have worked in not for profit organizations for many years, and have never seen an initiative like the coffee break coupons. What a wonderful way to extend appreciation to volunteers in the community!



## VOLUNTEER FAIR

# 2017

**CELEBRATING 10 YEARS:** With an estimated **500** attendees and **46** organizations, our annual Volunteer Fair was extremely well attended. To mark the fair's tenth anniversary, we recognized organizations who have attended the fair for 10 years with a special table top decoration, served cake, sparkling juice, and created a display for the front page of the Saturday St. Albert Gazette to commemorate all ten years of the fair.

# RESTORING OPPORTUNITIES

**ReStore** is a program designed to rehabilitate youth that have been charged with a minor crime, such as shoplifting. When they are working with a youth from St. Albert, they reach out to us for assistance as part of the process is to have the youth complete community service hours. This fall, we met with a young woman from St. Albert - in order to get to know her and help find her a place to volunteer we asked her questions about herself, her hobbies, and her goals. We talked about how she liked snowboarding, and being with her friends. She was a quiet person and it took a bit to get her to share very much more. We asked her what she was planning on doing after graduation and she said that she was hoping to go to cooking school. We suggested a few things that would help her complete her hours, but then remembered that there was an opportunity to volunteer with a group that was hosting dinners as part of their organization. We reached out to the organization to see if they would consider taking her on as a volunteer.

**A month later we got an email from ReStore to let us know what had happened with this young woman:**

“

Thank you for your help in finding a wonderful placement for one of our ReStore youth. She has an interest in pursuing a career in the culinary arts. The chef and kitchen staff made her feel most welcome. She shared with me that she had plated 150 cheesecakes and the chef had offered to show her a few kitchen tricks. The experience helped bolster this young woman's confidence and allowed her to see the inner workings of a busy kitchen environment.

“

The young lady that you helped connect to the dinner theatre and I spoke this week. She shared how much she enjoyed her volunteer experience and is now working part-time in a high end café's kitchen. She is learning additional skills and the finer points of Italian cuisine - Thank you for helping her take some positive steps on her career path!

## CANADA 150

**150 FOR 150 CHALLENGE:** We partnered with Volunteer Ottawa, Volunteer Canada and Volunteer Centres across the country for the Canada 150 for 150 Volunteer Challenge. This was a nation-wide campaign to encourage Canadians to give 150 hours of volunteer time in 2017 in celebration of Canada's 150th Anniversary. Our numbers have surpassed many other major cities and even some provinces! We gave out keychains that said, "Great Canadian Volunteer" to everyone that registered and toques to everyone that completed the challenge.



 **185**

PARTICIPATED IN  
CHALLENGE

 **93**

PARTICIPANTS WHO  
COMPLETED CHALLENGE

 **41,895**

CUMULATIVE HOURS OF  
VOLUNTEERING

 **\$837,897**

ESTIMATED VALUE OF  
VOLUNTEER HOURS





## SIDEKICKS MENTORING

### ST. ALBERT'S ONLY MENTORING PROGRAM

Sidekicks continues to provide St. Albert's youth who are in need of friendship or mentoring with positive role models and connections. The program has evolved to now include support, mentoring, and programming for the whole family.

## GROUP MENTORING

Sidekicks remains diligent in allocating resources and creative in planning group activities. Group activities allow for entire families to engage with Sidekicks and participate in events free of charge. The regular occurrence of our group activities is beneficial to our members, as they are better able to acquire the support systems they deserve, build positive relationships that influence healthy lifestyles, and participate in activities they may not otherwise be able to afford. We regularly receive feedback from our members requesting additional group activities as they greatly appreciate each opportunity.

**86** MENTORING OPPORTUNITIES

**31** SIDEKICKS ACTIVITIES / EVENTS



## SIDEKICKS FAMILY CAMPING TRIP 2017

This year the goal was to be able to provide a family camp experience for our members. In September we took **27** members on a two-night camping trip to Bellevue Lodge near St. Paul. Rather than a catered camp we saved funds with simple camp meals that everyone helped to prepare. Families slept in cabins, tried out canoeing, wall climbing, large field games and making camp fires. For a couple of the new immigrant families this was their first experience with making s'mores!

“

What I gained from the weekend was how good it feels to have people around. Letting go, not worrying about what people think. Smiles from my daughter. I gained extended family and friends!

“

I learned and gained from the weekend that I am more grateful for what our life is: Family time. I love to see my children active and enjoying the people and nature.

♥ **31**

REFERRALS TO SUPPORTIVE SERVICES

@ **13**

COMMUNITY HAMPER SPONSORS

🕒 **2332**

VOLUNTEER HOURS

🕒 **8158**

PROGRAM PARTICIPATION HOURS



# ST. ALBERT CIVC FINANCIALS



Revenue	2017	2016
City of St. Albert - Community and Social Development	\$272,541	\$265,311
City of St. Albert - Friends of FCSS	\$29,295	\$23,940
Employee Subsidies	\$13,162	\$8,128
Fundraising Revenue	\$119,038	\$215,618
Goods and Services Tax Rebate and Other	\$2542	\$2,929
Course Fees	\$11,595	\$5,932
United Way	\$46,767	\$48,500
<b>TOTAL REVENUE</b>	<b>\$494,940</b>	<b>\$570,358</b>

Expenses	2017	2016
Advertising and Promotion	\$2,107	\$2,003
Bank Charges and Interest	\$816	\$380
City of St. Albert (Friends of)	-	\$5,314
Fundraising	\$13,744	\$20,703
Insurance	\$1,698	\$2,136
Office Equipment and Supplies	\$16,607	\$20,214
Postage	\$159	\$263
Professional Fees	\$11,805	\$3,255
Program Development	\$14,661	\$31,270
Rent	\$26,924	\$26,516
Repairs and Maintenance	-	\$236
Staff and Board Development	\$6,622	\$1,205
Subscriptions and Memberships	\$1,322	\$2,049
Telephone and Utilities	\$6,940	\$10,514
Travel	\$898	\$294
Wages and Benefits	\$390,747	\$444,156
<b>TOTAL EXPENSES</b>	<b>\$495,050</b>	<b>\$570,508</b>

To review a complete Audited Financial Statement for CIVC please contact:  
ExecutiveDirector@StAlbertCIVC.com or call 780-459-6666



ST. ALBERT COMMUNITY  
INFORMATION AND VOLUNTEER  
CENTRE



PROUDLY SERVING THE RESIDENTS OF ST. ALBERT FOR

**37 YEARS**

# THANK YOU

TO OUR FUNDERS





**St. Albert  
Community Information  
& Volunteer Centre**

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