

Capital City Volunteers 2008 Annual Report



Presented at the Annual General Meeting

April 28, 2009



Former president of CCV Douglas DeBeck, volunteer Ruth Barner, and executive director Karina Wolf. Douglas and Karina presented Ruth with a beautiful bouquet of flowers for being our longest-serving volunteer (20 years). Ruth is also our eldest volunteer, shown here at age 93.



CCV has had three directors in 20 years: Elsie Coles, Luella Hillmer and Karina Wolf.



CCV's 20th anniversary party in 2008. Pictured here are volunteer Kara Ronse, board member Katherine Larsen, volunteer Herb Clark, board member Marlowe Stone, and Acting Mayor of Victoria Chris Coleman.

AGENDA

Approval of last year's minutes

Appointment of Board of Directors

Vote on Special Resolution

President's Report

Executive Director's Report

Community Services Coordinator's Report

Treasurer's Report

Volunteer Recognition

Tea and Social

Annual General Meeting Minutes

April 26, 2008

Held at Ambrosia Catering and Event Centre, 638 Fisgard St Victoria BC, from 11:30 a.m. to 12:30 p.m.

41 members of the agency present

1. Approval of last year's AGM minutes; motion by Barry Hammerton and seconded by Nick Nilsen. Passed.
2. Appointment of Board of Directors: Motion to appoint the nine board applicants for the Board: Dougals Debeck; Marlowe Stone; Doris Kroeger; Grace Yuen; Dennis Derfler; Barry Hammerton; Anna Becker; Mike Shannon and Katherine Larsen.
All members present approved. Motions passed
3. Motion made by Marlow Stone to replace current By-Laws and Constitution with new By-Laws and Constitution as presented to members of the society. All members present approved - motion passed.
4. President's Report - One time grant of \$20,000 was made to CCV. Board of Directors Retreat was done this year - very successful in planning our future. By-Laws updated by Anna and Marlowe. Karina Wolf has served as Executive Director for 12 years.
5. Treasurer's Report - Barrie Hammerton, Treasurer, stated that CCV had a record year with over \$107,000 in revenue. Motion made to accept the Treasurer's Report made by Nick Nilsen and seconded by Tom Thomas. Passed

6. Executive Director's Report presented by Karina Wolf. Karina spoke about the early history of CCV.
7. Community Services Coordinator's Report by Nanci Ives-Blenkiron. Nanci offered congratulations to original members and volunteers of CCV. She also mentioned programs she has developed such as monthly lunch groups, S'Aging group that takes place at a number of different locations in Victoria to better serve our clients near their homes.
8. Presentation: Rob Fleming, MLA representing Victoria-Hillside presented a plaque in appreciation of 20 years that CCV has been serving Victoria. Chris Coleman, acting Mayor of Victoria was also in attendance.
9. Special Volunteer Appreciation
Several volunteers were recognized for their 20 years of service. They are Ruth Barner, age 96 who is the longest and oldest serving volunteer. Doris Kroeger longest serving Board Member.
Luella Hillmar was recognized as being the founding member of the organization.
10. Lunch with live music was followed by 12 door prizes.

President's Report

Anna Becker

Capital City Volunteers (CCV) continues to grow and strives to enhance services to our clients and you, our volunteers. The volunteer board sets the strategic direction of the society while our Executive Director, Karina Wolf is responsible for the overall management of day-to-day activities. To assist Karina, we have a Community Services Coordinator, Nansi Blenkiron. Nansi works with clients to match their needs with services available in the community. If there are any gaps, Karina and Nansi work with other agencies to develop programs to fill these gaps. However, without our 150 volunteers, CCV would not be able enhance the quality of life for the citizens of Victoria by providing core volunteer services like visiting, driving, and group outings to our 365 clients, who are primarily between the ages of 75 to 95 years.

During 2008, Karina interviewed 91 new clients and interviewed and provided orientation to 56 new volunteers. She coordinated 5,750 interactions between these volunteers and clients. Without Karina, Nansi, and our volunteers, CCV would not have been able to provide our clients with the services they needed. Thank you.

Board Activities

After celebrating our 20th anniversary at last year's AGM, the Board continued its work on updating our strategic plan. One of our goals was to have an active and empowered Board with a clear understanding of priority issues and opportunities, a concrete plan for moving forward, and committees with specific goals. We recently achieved this goal with the establishment of the following Board Committees and their respective responsibilities:

- Nominating: succession planning for the Board and Management;
- Fundraising: identifying and implementing fundraising and marketing opportunities;

- Finance: monitoring the budget and spending; and
- Governance: creating and ensuring adherence to constitution and bylaws.

We welcomed one new Board member: Michael McAmmond. Michael brings his business and marketing experiences and will definitely be an asset to our Board. Unfortunately, the Board also experienced the departure of three members: Grace Yuen, Marlowe Stone, and Dennis Derfler. Grace, Marlowe, and Dennis, thank you for your service to CCV, we wish you all the best for the future.

Given the economic downturn and the uncertainty of future social program funding, CCV is exploring partnering arrangements with complementary agencies to reduce costs and expand programs. In addition to our collaboration with other direct volunteer services agencies, we are currently in discussions with two not-for-profit societies located in the city of Victoria proper to enhance services to our clients.

To meet our operational costs for 2009, the Fundraising Committee has been given the challenge of raising \$18,000. This is a 38% increase from the 2008 fundraising target. In order to achieve this target, the newly formed Fundraising Committee is working on a strategy to engage corporate sponsorships as well as create market awareness of Capital City Volunteers. For example, the Committee is currently organizing a new event at the University of Victoria's Cinecenta Theatre for Saturday, May 23rd. At our first "Nostalgia Night", Cinecenta will be playing Casablanca at the 7:00 p.m. and 9:00 p.m. show times. In the lobby, we will have a booth displaying what services we provide to the community, and we will be selling raffle tickets. The draw for the raffle will be held at the 9:00 p.m. showing, we hope to see you there!

Executive Director's Report

Karina Wolf

Capital City Volunteers had a wonderful 20th anniversary birthday celebration last April with many of our volunteers and others attending the Annual General Meeting. We all had a great time and it was so nice to treat our volunteers to an elegant sit-down lunch with live jazz music, and lots of photos and memories of the past. We had the honor of having Luella Hillmar there to talk about how we originally became a society at North Park Manor. We also had the pleasure of honoring our longest and oldest volunteer, Ruth Barner, who is 97 years old and still volunteering to this day. Also in attendance was Chris Coleman, acting Mayor, and Rob Fleming MLA.

Capital City Volunteers and many of the other non-profit agencies are now facing some tough years ahead, along with businesses and people in the community. Tough times call for some innovating thinking and it also means that we have to work together and support each other in the years ahead. In view of this, we have been talking to other non-profits with a mandate of serving seniors in the Victoria community. We hope to share resources, programs, and other activities with them in the future to make sure that we all stay alive as agencies. We hope to start with agencies like Silver Threads and Senior Serving Seniors. This year we have shared programs with James Bay Community Project and the Gorge Burnside Community Centre.

We are constantly recruiting volunteers for all of our programs, particularly our on-call driving program. The drivers in that program are wonderful caring people who do hundreds of drives every year for people who have difficulty getting around the community and cannot use public transportation. I get

many expressions of appreciation to how much these volunteer drivers are needed. About 70% of all of our new applications are for on-call driving assistance or a combination of driving and other services. To our great relief, the Victoria Foundation has given us a grant to help us with the costs of running this program as it is the only way that many people have of getting to medical appointments. We were able to do over 762 on-call drives this year. Many more drives were given by volunteers to their particular client they see on a regular basis.

I would also like to acknowledge the over 150 other volunteers who do everything from visiting the isolated and lonely to minor home repairs. They are truly exceptional people who we know, and studies say, will have a greater chance of being happy and living longer because they volunteer. Without these volunteers, our communities will be a lot less livable and many people will fall through the cracks in the system and end up in acute care. Breaking isolation and providing assistance with things like gardening and minor home repairs is a great help to our clients in just being able to live independently and stay in their homes. Even those clients in supportive living residences need extra help with visitors and driving when they finally make the move out of their homes or apartments. To move and downsize, we have help available from our team of volunteers who do a wonderful job in making this a positive experience as possible.

I would also like to thank the Board for their hard work and support as well as our Community Services Coordinator Nansi who is so good to all the client's she sees and works with in our group programs.

Community Services Coordinator's Report

Nansi Blenkiron

A significant statistic for the 08/09 contract year is the age of our clients. This year more than half of our new clients are over the age of 85, and almost half are over the age of 90. More folks are living independently and on their own, longer. This means more of our clients have complex needs.

I visit each new client when they want to register for our services. Most people need help with a variety of assistance including one to one visits from a volunteer, in our driving program or perhaps some help with downsizing. We also try to get some people involved in our group programs as they benefit from meeting more than just one person and also people who have similar concerns as they do.

I coordinate the S'Agging groups we started last year. Our first group "Ladies Just Want to Have Lunch"—although not restricted to women—so far that is the make up of the group. This group meets monthly and is the highlight of the month for many attendees. They really look forward to the lunch get-together and have developed a real sense of caring for each other. The two volunteers supporting this group give each participant a call during the month. Even when a participant cannot make the lunch they look forward to the call and opportunity to share with each other.

The second group, in their second year at North Park Manor, is going well. The volunteer facilitators have signed on for another year, and we have renewed funding for their honorarium through a United Way grant and the Victoria Foundation. The goal is to have small groups to make it easier for the client to join in. They have a membership of 16 with an average of 10 showing up each week. The manager of the building has noted not only a positive change in the members who

make a point of dressing up each time, but has even noticed a change in the atmosphere of the building since they have been meeting there. Membership to the group is not restricted to the building, but welcomes people from surrounding area.

Our third group is now established at the Burnside Gorge Community Centre (BGCC). The enrolment at BGCC is smaller and we are still taking referrals to the group. We have two strong committed facilitators at that site as well.

Our fourth group is now in the negotiation stage and we are planning to have a different flavour from the other two groups. The existing groups have an hour for a group meal followed by various different presentations by an invited guest dealing with health education and pure unadulterated fun. The new group we are working on will have more group discussion. The typical member targeted for this group is in their 80s or 90s. They are often less mobile, but have done a fair bit of introspection and are looking for a vehicle to explore ideas. We have recruited two new volunteer facilitators who are also interested in this style of group connection. It will be interesting to see how this group comes does in comparison.

A great example of one of our success stories from these small groups is JP, who joined the group after she newly moved to the area to care for her sister. While caring for her sister, JP became quite isolated and depressed. A normally vibrant, active 80+ year old, she was feeling quite unmotivated and slipping into ill health herself. She has since regained her confidence—still attends the group, and also teaches art to a small group of seniors.

Program Report

Visiting Program

The visiting program has the largest proportion of volunteers and clients. It encompasses many different individual scenarios, each one unique to a particular client/volunteer relationship. The aim of the program is to alleviate isolation and increase and social contact. Volunteers provide the friendship and connection that is lacking in the person's life and endeavors to provide both practical and emotional assistance. Isolation is a problem that so many elderly and disabled face when their mobility declines.

Volunteers visit a minimum of once a week for approximately two hours and engage in a variety of activities suggested by the client ranging from chatting and listening to their concerns, playing cards, going on an outing, helping sort out their closets and cupboards, making a snack, or getting information about other services in the community, and some will help the client with household chores. Included in the visiting program is a computer help/training service. This is for client's who want to advance their computer skills or problem solving a computer problem.

Walking

Walking is very popular especially in the summer months but the program goes on all year. Many people need a volunteer to walk with them because they are unstable on their feet and need that added security of having a volunteer go along with them. Some want to maintain their ability to get around and others want the exercise to get back to waking on their own especially after an operation such as a knee or hip replacement. We also have a number of situations where the client is blind and needs to be accompanied when they go outside. Companionship is also a big factor in providing this service.

Driving / Escorting & Shopping

The driving program is one of the most applied for programs. As a consequence, the driving program can only accommodate a certain number of clients at any given time and the priority is for medical appointments. Many clients once they are on the program will use it until they go into an extended care facility. It caters to many long-term clients and also to people who have an acute illness or are temporarily incapacitated. This program also helps a lot of people who have no one to take them home after surgery or a hospital stay.

Clients are assessed for their ability to use public transportation or pay for taxi service. Consideration is given to those who need accompaniment and physical assistance to their appointment. Often, this program is the last resort for people who have no other means to get about in the community. The driver will often accompany the client to the appointment, wait for them to finish and then take them home or to another destination to do an errand. Some of our drivers will also help people with grocery and personal shopping.

Reading & Writing

Reading and writing volunteers perform a number of functions that range from filling out applications, helping set up personal budgets, to reading the newspaper or a novel. Volunteers will talk to the client about what they have read together and many lively discussions have ensued. Most of the people served by the program are visually impaired or have problems sorting out information. Volunteers may also teach computer skills and use of the Internet as well as help set up a computer system or problems solve computer problems.

Phoning

This program mainly caters to clients who prefer to have social contact by phone, one or two days a week.

The daily health check-up calls are now mostly done by the community police stations. We found that daily calls were often too big a responsibility for the volunteers and very problematic if the client has an emergency between calling times.

The phone calls our volunteers make are social in nature and is particularly suited for clients who needs contact but not necessarily a volunteer visitor or the client may have a visiting volunteer and a phone volunteer on a couple of other days a week. We have tried matching two clients together to phone each other but these have not been too successful, as both parties seem to be needy of a good listener. We have volunteers who find it too hard to keep a volunteer commitment if they have to travel to get to a destination but manageable if they can do their volunteer work from home. Some phoning situations have gone on for many years.

Gardening & Yard Work

Most people want to stay in their family homes for as long as possible but are not able to maintain their yards and gardens. Volunteers may go to a client on a regular basis or the client calls whenever there is a need. Gardens can be the patio type or a larger property needing care for flowers, scrubs, vegetables or lawns. Yard work may include chopping wood or cleaning out a green house or shed and generally tidying a yard that may have been neglected for a time. The client provides the tools and gives the volunteer direction. Some volunteers enjoy this job because they live in apartments and like to work outside with their hands and benefit from the exercise.

Minor Home Repairs

Sometimes a small repair like changing a washer on a leaky tap or adjusting a door so it shuts properly is something that is beyond the elderly or disabled person and is not something they can afford to pay a professional to do. This program also helps people in

special circumstances to get ready for a move or unpack boxes after a move. This year we were also able to offer the services of a declutterer volunteer. He has worked with various clients in helping to make their home space more livable.

Volunteers are recruited on an on-call basis and usually have their own tools and transportation. Volunteers have performed a variety of different jobs this year from fixing walls after an elderly client leaving her apartment, hanging a new lighting system, installing new safety bars in a bathroom and replacing an unsafe step on a staircase.

Income Tax Preparation

This program serves over a 150 people every year. Volunteers are recruited and sent to a training program by Revenue Canada in February. Our income tax clinics are held at North Park Manor, the M.S. Society, Cridge Centre and Hillside Terrace. We start in March and usually go to May. Other volunteers do home visits for people who are ill or with mobility difficulties. To be eligible for service, the client needs to meet our basic assessment requirements based on their income. Some income taxes are done during other periods of the year and usually deal with people who have not filed for a number of years and find out that they are entitled to receive benefits or services.

Moving and Packing Help

This is a new program started in 2006. We have advertised and recruited a group of volunteers to do the tasks associated with a move. We have a volunteer that will go in and do all the planning, another to do downsizing and organizing, a couple of packers and unpackers. Many elderly people are now moving into Supportive and Assistive Housing and need to downsize from a house or condo into a smaller space. It is difficult and confusing for an elderly person to manage this and they do not have the strength and stamina to do this on their own.

Statement of Operations

For the year ended December 31, 2008

	2008	2007
Revenues		
VIHA	\$ 51,565	\$ 51,565
BC Gaming Grant	20,000	20,000
Provincial Employees Funding	6,243	5,153
Ministry of Community Services	-	25,000
Private Donations	4,482	3,962
Auction Sales	6,347	-
Miscellaneous	3,783	216
Interest	786	1,462
	<u>\$ 93,206</u>	<u>\$ 107,358</u>
Expenses		
Salaries	46,919	46,826
Advertising & Newsletter	2,020	3,196
Employee Benefits	6,867	5,730
Silent Auction Expenses	796	-
Office & Miscellaneous Expenses	3,103	2,744
Insurance	823	865
Office Equipment	2,827	252
Rent	4,200	4,200
Volunteer Training & Parking	2,108	1,686
Telephone and Internet	1,333	1,960
Volunteer Mileage	1,274	2,271
Consulting Contract	22,120	21,960
	<u>\$ 94,390</u>	<u>\$ 91,690</u>
Surplus/(Loss) for the Year	<u>\$ (1,184)</u>	<u>\$ 15,668</u>



Volunteer Gord Clark, Anna Becker (now president of CCV), volunteers Alice Ross and Deborah Cooper at the 20th anniversary party.



CCV volunteer Ken and client Myrtle.



CCV client Jean and her volunteer driver Howie.

Statistical Report for 2008

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
Number of Clients	357	360	356	361	360	363	367	372	375	374	383	375	375
Number of Volunteers	147	143	147	144	135	135	135	135	135	137	138	139	139
Volunteer Hours	864	802	963	872	760	821	786	734	938	853	877	820	10090

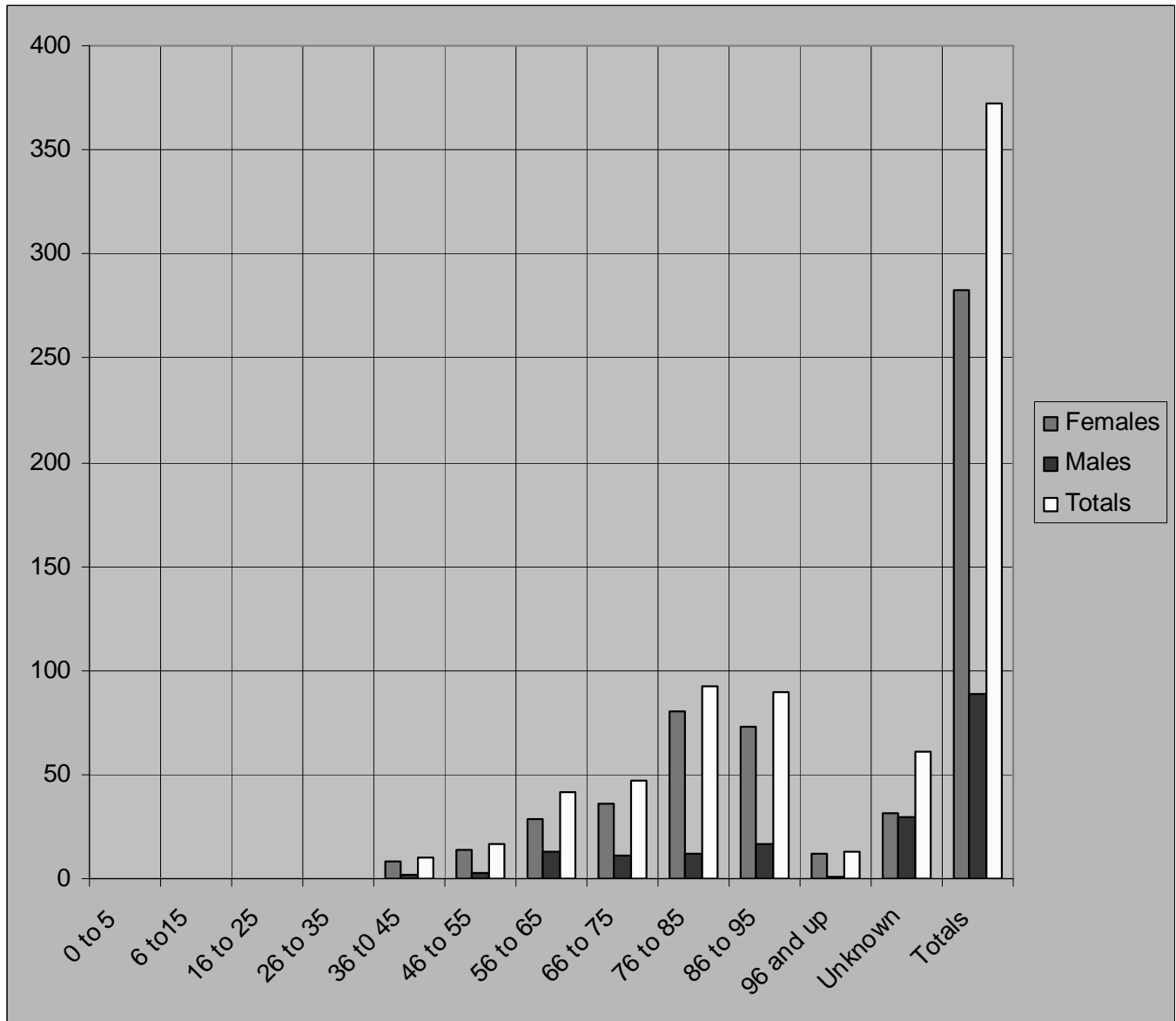
Direct Service Jobs

Driving	67	84	65	75	98	72	75	70	80	106	69	64	925
Visiting	191	191	210	193	185	193	179	156	168	194	224	201	2285
New Client Visits	9	5	5	5	9	2	11	3	7	6	4	6	72
Social Phone Calls	48	49	69	49	38	51	21	37	43	46	40	37	528
Walking	82	94	95	95	68	69	102	86	60	61	67	60	939
Gardening	23	21	25	25	34	33	82	45	32	22	24	21	387
Minor Repairs	5	4	2	1	1	0	4	0	0	2	0	2	21
Income Tax Returns	0	4	76	45	0	0	1	0	0	0	0	0	126
Miscellaneous	40	24	42	20	19	32	45	15	18	23	35	50	363
Referrals	7	8	13	7	10	7	8	8	8	8	8	12	104
Totals	472	484	602	515	462	459	528	420	416	468	471	453	5750



Mrs Blenkinsop, a 100 year-old client and her visitor, Lucy.

Age and Gender of Clients for 2008





Capital City Volunteers
1004 North Park Street
Victoria BC V8T 1C6
ccvol@shaw.ca
250 380 0660