



VOLUNTEER
Strathcona



ANNUAL REPORT 2021

YOUR COMMUNITY CONNECTOR

www.volunteerstrathcona.ca



LETTER FROM EXECUTIVE DIRECTOR

What a fun year! Well, we tried to make it as much fun as possible. Covid-19 continued to control our lives and in addition, kept us from really celebrating our 45th anniversary since incorporation in 1976! Despite the challenges we were presented with, we are grateful for the many wins and positive outcomes that we were able to achieve while serving our community, Strathcona County.

Our greatest highlight was that we moved to a wonderful new location at 48 Brentwood Blvd. Economics required that we move to much more affordable accommodation, and we were successful in finding a great new office. Thank you to Property Masters (a Sherwood Park based property management company) for making it an easy transition, and a huge thank you to the Sherwood Park Elks for painting our new offices and for helping us move much of our 'stuff.'

We also want to thank Tye and Brock over at BGC Strathcona County for allowing Volunteer Strathcona to store our We Care We Share equipment in their space. We are so grateful for this opportunity to continue to provide community organizations with our free equipment loan program. We know that 2022 will see community coming together again after two long years of limited events. We encourage you to take the time to enjoy and appreciate our achievements as presented in our 2021 Annual Report. It is an honour and a pleasure to serve the residents of Strathcona County.



Judy Ferguson

Judy Ferguson,
Executive Director

OUR VALUES

Integrity

We will do what we say we will do.

Innovation

We are excited about new ideas.

Collaboration

We will work with others to boost volunteerism in the community.

Reflectiveness

We learn from our past as we plan for our future.

Service

Leadership

We are stewards of the resources the community has provided to us, and we will use those resources wisely.



MISSION & VISION



✓ Our Mission

Strathcona County is a vibrant community strengthened by volunteers and an effective nonprofit sector.

✓ Our Vision

Volunteer Strathcona connects volunteers with opportunities and enables the development of local organizations to meet social needs in our community.



BUILDING COMMUNITY

Volunteer Strathcona Centre, a supporting organization in Strathcona County since 1976, has seen many changes in the services we have delivered to the community over the years. The one thing that has remained constant is our ability to be flexible and pivot (a common buzz word for 2020) as required. We have always demonstrated exceptional effort, leadership and initiative to help ensure that Strathcona County is a community that cares and shares. This past year created an opportunity for Volunteer Strathcona to do so once again.



✓ **Our Team**

Executive Director - Judy Ferguson

Volunteer Services Coordinator - Kathe Debenham

Programs & Initiatives Coordinator - Tammy Noonan

Volunteer Program Advisor - Joelle Weisbeck

Communications - Corrie Verheijen



45TH ANNIVERSARY OF VOLUNTEER STRATHCONA

In September of 1976, The Strathcona County Information Centre was incorporated marking 45 years of service to our community.

To celebrate this milestone, Volunteer Strathcona shared its story through social media posts and newspaper advertisements. Restrictions due to COVID put a halt to a large celebration, but we celebrated our program volunteers and community organizations by sharing 45th anniversary themed gift bags.



AWARDED THE 2021 GOVERNMENT OF ALBERTA MINISTER'S SENIOR SERVICE AWARD



Strathcona-
Sherwood Park
MLA Nate Glubish
(right) presents
Judy Ferguson,
Executive Director
of the Volunteer
Strathcona Centre,
with the **Minister's
Seniors Service
Award.**

The Minister's Seniors Service Awards recognize individuals, businesses and non-profit organizations who support seniors, lead the way for improved services and contribute to strong communities. Nominations were assessed on volunteerism, philanthropy, innovation and outstanding service.

Volunteer Strathcona won this award in the Nonprofit Organization category by exhibiting excellence in innovation and/or outstanding service to Alberta's seniors.

In response to the pandemic, Volunteer Strathcona developed and launched its COVID-19 Emergency Community Program. Through this program, Volunteer Strathcona has been able to co-ordinate volunteers to provide essential services to isolated seniors in the community. At first, the program offered grocery delivery, prescription delivery, and compassionate calls, then Volunteer Strathcona adapted and added additional services as needed. Volunteer Strathcona focuses on developing genuine relationships with residents and volunteers. We make it our priority to match seniors with the volunteers who will help them best.

2021 VOLUNTEER STRATHCONA HIGHLIGHTS



Screening Development

In 2021, Volunteer Strathcona received a Screening grant from Volunteer Alberta to learn about and develop effective screening practices and processes for new volunteers.

Staff attended Volunteer Alberta webinars, and developed a formal screening process for new volunteers following the industry standard The Screening Handbook, created by Volunteer Canada. This new process helps our team match volunteers to a meaningful volunteer experience. It also gives our clients and partners confidence in our volunteers.



Better Impact Program

Volunteer Strathcona streamlined its process by digitizing its volunteer and client records making the volunteer experience better. Moving records to the industry leading Better Impact volunteer management program.

Better Impact has robust and detailed volunteer and client portals, back end scheduling capability - our staff will be able to assign volunteers to our clients based on what we deem the best fit for personality and location.



EVCO Virtual Volunteer Fair

24



ORGANIZATIONS PARTICIPATED

The Edmonton Chamber of Voluntary Organizations (ECVO) decided to move its annual Volunteer Fair online using the virtual platform, Hopin – June 2021



Plant Giveaway

Always sharing with the community, when Aspen Ridge Greenhouse had an abundance of tomato plants, Volunteer Strathcona stepped up to take the plants in and offer them to the community free of charge. Improving the well-being of our community through offering both the opportunity to garden and access healthy food.





We Moved!

In June, Volunteer Strathcona moved their offices to a smaller footprint meeting its current staff and space requirements.

Downsizing can always be difficult, but the staff worked hard to organize the office and utilized space in the BGC Canteen to store We Care We Share items.

The staff is now settled in their new digs and look forward to greeting visitors



VOLUNTEER Strathcona



Make Tax Time Pay!

The Make Tax Time Pay Program (MTTP) offers free financial services to low income families and individuals to complete their income tax return, apply for government benefits and subsidies, and gain additional information and education on related financial resources.



PROJECTS & COMMUNITY ENGAGEMENT



NATIONAL VOLUNTEER WEEK

National Volunteer Week is an annual celebration to promote and show appreciation for volunteerism and volunteering.

The theme for 2021 was “The Power of One, the Value of Many”. Celebrated by Council, there was a National Volunteer Week proclamation read at Council Chambers and the volunteer flag was raised in recognition and celebration of all of the Strathcona County volunteers, rural and urban,

who continued to volunteer their time and support the community.

Volunteer Strathcona also hosted a Volunteer Gift Bag Drive-Thru where we had the chance to meet and share gift bags with 59 volunteers. The week was supported with a Social Media campaign where volunteers were asked to take a picture of themselves with a quote that aligned with the year’s hashtag #VolunteersBringChange.

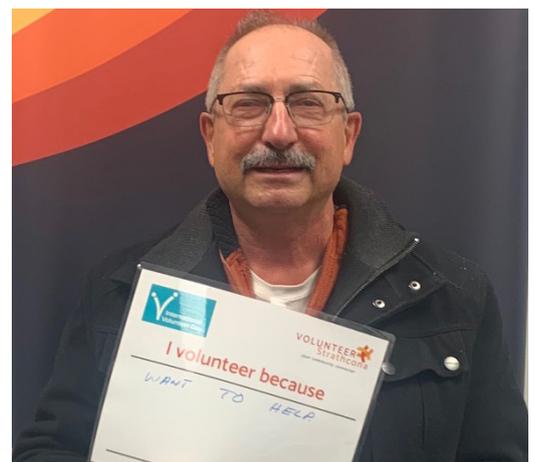
59

volunteers picked up gift bags at the drive-thru event

INTERNATIONAL VOLUNTEER DAY

This day is proclaimed by the United Nations on December 5th of every year to recognize and promote the tireless work, not just of UN Volunteers, but of volunteers across the globe. The theme for 2021 was “Volunteer Now for our Common Future”.

Combining celebrating Volunteer Strathcona’s 45th Anniversary and International Volunteer Day, Volunteer Strathcona Volunteers were given gift bags and asked for a photo with a note as to why they volunteer. These pictures were shared on social media.



SNOWBUSTERS

SnowBusters was a huge success again in 2021! We had 37 individuals or groups of volunteers that served more than 58 residents. This program actively supports residents in keeping their independence by clearing snow, so they are able to stay in their homes.

SnowBusters is a volunteer snow removal service for eligible seniors and/or persons with disabilities in Sherwood Park.

37

individual volunteers/teams

56

clients served

892

hours donated

LAWNBUSTERS

LawnBusters was a success again in 2021, with 24 volunteers assisting over 29 clients for the spring and summer seasons. Volunteers contributed over 290 hours this year to the LawnBusters Program.

LawnBusters is a volunteer lawn-care service for seniors and/or persons with disabilities in Sherwood Park. Volunteers help residents remain in their homes safely over the spring and summer by reducing the risk of them harming themselves in the heat using lawn equipment.

29

clients served

290

hours donated

WE CARE WE SHARE

The We Care We Share program was operational June - October 2021. The program was on hold for the rest of the due to COVID 19 restrictions in place.

Community program that allows community groups and local non-profits to borrow items from our catalogue to help make their events fun and successful.

\$5,021

dollars saved

10

organizations served

460

community member served

“ We greatly appreciate the resources that are available to community groups through Volunteer Strathcona! *Glenmore Park Community League* **”**

CONNECTING COMMUNITY

THROUGH BUILDING OURSELVES

Learning and upgrading skills, education and engaging with a wide range of stakeholders ensures Volunteer Strathcona understands how to support its volunteers, organizations and clients.



Participating in the Volunteer Alberta Volunteer Screening Program, staff attended webinars and received resources to review and update our volunteer screening process.

Board members attended the Alberta Board Member Essentials program while staff engaged in areas of risk management, workplace betterment, and funding.

THROUGH BEING A PART OF THE COMMUNITY CONVERSATION

- > ALBERTA VOLUNTEER CENTRE NETWORK
- > VOLUNTEER ALBERTA COMMUNITIES OF PRACTICE
- > STRATHCONA COUNTY SOCIAL FRAMEWORK LEADERSHIP TABLE
- > STRATHCONA COUNTY COMMUNITY SAFETY & WELL-BEING STEERING COMMITTEE
- > STRATHCONA COUNTY INTERAGENCY MEETINGS
- > BOARD LEADERSHIP EDMONTON COMMITTEE

THROUGH CAPACITY BUILDING OF LOCAL NON-PROFIT ORGANIZATIONS

HOSTING WORKSHOPS

A two part-series on Equity, Diversity, Inclusion in the Workplace.

SHARING WORKSHOPS

Sharing information provided by other organizations to support non-profits.

VOLUNTEER CONNECTOR & GRANT CONNECT

Connecting organizations with volunteers & funding.

THROUGH PARTNERING WITH OUR ORGANIZATIONS

> CANTEEN YOUTH HUB COLLABORATION

> LINKING GENERATIONS

GRANDPARENT PROGRAM

> A SAFE PLACE

> DRIVE HAPPINESS

> WECAN PROGRAM

> STRATHCONA COUNTY FAMILY & COMMUNITY SERVICES

THROUGH PARTNERING PROGRAMS

MAKE TAX TIME PAY

The Make Tax Time Pay Program (MTTP) offers free financial services to low income families and individuals to complete their income tax return, apply for government benefits and subsidies, and gain additional information and education on related financial resources.

EDMONTON MEALS ON WHEELS

Volunteer Strathcona is partnered with Edmonton Meals on Wheels to provide volunteer delivery service of frozen meals to Strathcona County residents. This program has been a huge success with weekly deliveries of meals from Edmonton to Strathcona County. In 2021, Volunteer Strathcona's volunteer team completed more than 100 deliveries to 40 clients.

COVID-19 Emergency Response

Volunteer Strathcona’s COVID-19 Emergency Response Project was initially implemented in 2020 to provide useful volunteer support to community members having to isolate due to health restrictions. The COVID-19 Emergency Response Project has continued to support community members in 2021 in order to meet the needs of clients and support local food security programs. We are proud to be partnered with local organizations including FCS, the Strathcona Food Bank and the WECAN Food Basket Society.



Clients Served
70

“Excellent service and I’ve tried to stick with one person because he was really good. Services should continue, especially for people like us.”
Covid-19 Emergency Support Program Client

+480

hours donated



143

grocery deliveries



40

misc help activities, including gardening and lawncare



11 | 5 | 15

dog walks | prescription deliveries | FCS Deliveries (gift cards, documents, etc)

“So grateful for it.”
Covid-19 Emergency Support Program Client



OUR PARTNERS

Thank you to our generous funders, sponsors, and partners for their support in 2021, including:



Strathcona County has generously provided grant dollars to support volunteerism and non-profits within our community over the years. This ongoing annual support illustrates Strathcona County leadership's commitment and support to the nonprofit and voluntary sector in the community.

We are also pleased to acknowledge a capacity building grant from the Government of Alberta through its Enhanced Capacity Advancement Program. These dollars were instrumental in helping Volunteer Strathcona meet our commitment to the local non-profit and voluntary sector.



CONTACT US



205, 48 Brentwood Blvd
Sherwood Park, AB T8A 2H5



780-464-4242



info@volunteerstrathcona.ca
www.volunteerstrathcona.ca