



Annual Report

For the Year Ended December 31, 2010

Annual General Meeting

May 17, 2011

We believe...

That volunteers make an important contribution to society and that volunteerism enhances the quality of life for everyone.

Our Mission...

The Grande Prairie Volunteer Services Bureau provides resources and promotes volunteerism for our community.

Our Objects...

- ♥ To promote and strengthen volunteerism in the community at large through a variety of activities
- ♥ To recruit and refer volunteers to non-profit agencies and registered charities.
- ♥ To provide workshops and seminars to volunteers on various topics.
- ♥ To operate a Community Centre on volunteering.

2010 Board of Directors...

Jennifer Douglas, Chairperson
Melodie McCracken, Vice Chairperson
Gayle Mayer, Treasurer
Jordan Ubbens, Secretary
Miranda Donald, Director
Sharon Lowe, Director
Heather Fedoruk, Interim Director

Our Staff...

Jacqueline Hutton, Executive Director
Rikki Christie, Program Coordinator
Colleen Gerus, Program Assistant (new in 2011)

Grande Prairie Volunteer Services Bureau

#103, 9823 – 116 Avenue
Grande Prairie, AB T8V 4B4
Tel : 780.538.2727
Fax : 780.539.5986
www.gpvsb.com

Message from the Board of Directors **Jennifer Douglas, Chairperson**

“Volunteers strengthen our society”. On the surface, this appears to be a somewhat simplistic statement. However, when we scratch the surface to really identify the full meaning behind the words, we will recognize the truth in these words as well as the tremendous impact volunteerism has within our community.

Who among us can claim that our lives have not been touched in some way by a volunteer? We find them in our children’s schools, working one on one with a child who is struggling to read. We find them coaching the teams through which our children learn a sense of fair play and the benefits of teamwork; serving a hot meal to those in need; organizing and manning the special events that provide an economic boost to our community; selling raffle tickets and putting on bake sales to provide funds for the causes closest to their hearts; and lending their experience and expertise to guide the organizations that improve our community. They give of their time and of themselves to create the programs and services that enhance our everyday lives.

The Grande Prairie Volunteer Services Bureau is committed to strengthening our local nonprofit agencies and the volunteers that sustain them. We accomplish this by providing professional development opportunities specific to volunteer management within the nonprofit sector and by assisting volunteers to align with those organizations that serve the causes and the people that they care about most.

The nonprofit organizations in our community greatly improve the quality of life for the community as a whole. None of these organizations could exist without the support of volunteers. Whether working the front-line in service delivery or providing the vision and direction for the future through board governance, volunteers are an integral component to each and every nonprofit organization in existence.

It is a privilege to volunteer alongside an amazing group of volunteer board members all of whom are committed to guiding our organization to broaden programs and services, increase our profile within the community and achieve long term financial sustainability. As a Board we all feel very fortunate to have a skilled and loyal staff dedicated to furthering the goals and objectives of the organization. Together we make a strong team, drawing on one another for support and the various talents we each bring to the GPVSB.

Please join us in furthering the future of volunteerism in our community.

Executive Director’s Report **Jacqueline Hutton, Executive Director**

What does it take to be a volunteer centre? According to Volunteer Canada, a volunteer centre is one that promotes volunteerism, builds capacity for effective local volunteering, provides leadership on issues relating to volunteerism, and connects people with opportunities to serve. Proudly, I can say that our local Grande Prairie Volunteer Services Bureau meets all these objectives.

Our organization is unique in its value to the community. We offer a single, visible point of entry for information on volunteering and volunteer management while providing a hub for community engagement.

As we work towards achieving sustainability, our organization will undergo tremendous shifts in thinking, planning, and execution. Each shift will bring moments of learning, laughter, and even tears. Without them, we will become obsolete.

While 2011 will present its own unique set of challenges, each will possess a viable solution. These solutions will create a stronger volunteer centre, but more importantly, their impact will be a stronger, more connected, and more collaborative voluntary sector and engaged community.

OUR VOLUNTEERS

Volunteer Spotlight: Paige Landry

Volunteer of the Week Program, Administrative & Cars for Christmas Volunteer

I have always wanted to volunteer within our community but being a mother of two small children can make doing so a bit challenging at times.



I chose to volunteer with the Grande Prairie Volunteer Services Bureau for many reasons. I am able to volunteer in an office environment while including my daughter in this experience which is such a great thing to instil from a young age. The employees are extremely friendly, welcoming and allow my daughter to interact with everyone while I am working on the Volunteer of the Week nominations. It feels very rewarding to be included in such a wonderful program that gives recognition to many within our community.

The Grande Prairie Volunteer Services Bureau gives volunteers the chance to expand their skills, meet new people and in my case, build their resumes through these learning experiences. It has enriched my life knowing that through the multiple volunteer opportunities, I have helped my community in some way.

Paige Landry

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Volunteer I Am

Written by Eileen Thompson

*Twenty-four hours in every day.
Where can I go to give some away?
For my time is a gift.
My experience gold,
All I desire...
Is a small hand to hold.*

*A tear to wipe, a child to soothe
A lonely patient to comfort when blue
A harried worker to lend a hand to*

*There's no need for you to strike up the band
For I rarely seek out the fanfare of man.
I simply have time to give quite away
To help those in need and brighten their day*

*For my time is my own.
I give it for free.
A volunteer I am.
A volunteer I'll be.*

OUR VOLUNTEERS

2010 – A Great Year for Volunteering

Thank you to the many volunteers who help us be one of the strongest volunteer centres in Alberta!

- ♥ Adam Woods, Bingo Volunteer
- ♥ Agatha Vavrek, Bingo Volunteer
- ♥ Al Zatelney, Bingo Volunteer
- ♥ Bill King, Bingo Volunteer
- ♥ Brent Donis, Cars for Christmas Volunteer
- ♥ Carol Lindblom, Bingo Volunteer
- ♥ Chris Beauchamp, Graphic Designer Volunteer
- ♥ Claire Theibeault, Bingo Volunteer
- ♥ Dallal Olver, International Volunteer Day & Volunteer of the Year Committees
- ♥ Dan Wong, IT Support
- ♥ Diana Strid, International Volunteer Day & Volunteer of the Year Committees
- ♥ Gayle Mayer, Board of Directors, International Volunteer Day & Volunteer of the Year Committees
- ♥ Gladys James, Cars for Christmas Volunteer
- ♥ Heather Kostuk, Cars for Christmas Volunteer
- ♥ Helen Fitzpatrick, Bingo Volunteer
- ♥ Janice Hovey, Cars for Christmas Volunteer
- ♥ Jean Miller, Bingo Volunteer
- ♥ Jean Zatelney, Bingo Volunteer
- ♥ Jennifer Douglas, Board of Directors
- ♥ Jennifer Fisher, International Volunteer Day & Volunteer of the Year Committees
- ♥ Jennifer Tourangeau, Administrative, Database & Bingo Volunteer
- ♥ Jordan Ubbens, Board of Directors
- ♥ Joyce Wales, Bingo Volunteer
- ♥ Karen Bainsbridge, Cars for Christmas Volunteer
- ♥ Karma Stark, Cars for Christmas Volunteer
- ♥ Larry Bentley, Bingo Volunteer
- ♥ Louise Sheppard, Cars for Christmas Volunteer
- ♥ Marcy Horswill, Graphic Designer Volunteer
- ♥ Marilyn Boisvert, Cars for Christmas Volunteer
- ♥ Melissa Simpkin, Cars for Christmas Volunteer
- ♥ Melodie McCracken, Board of Directors
- ♥ Miranda Donald, Board of Directors, Fundraising & National Volunteer Week Committees
- ♥ Olga Skirzyk, Bingo Volunteer
- ♥ Paige Flohr, Bingo Volunteer
- ♥ Rachelle Boucher, Cars for Christmas Volunteer
- ♥ Ray Rupertus, National Volunteer Week Committee
- ♥ Sharon Lowe, Board of Directors, Cars for Christmas Volunteer
- ♥ Sharon Richter, Administrative Support
- ♥ Susan Mah, Bingo Volunteer
- ♥ Tanice Jones, Cars for Christmas Volunteer
- ♥ Trudy Beyer, Cars for Christmas Volunteer
- ♥ Tymmarah Zehr, Cars for Christmas Volunteer
- ♥ Yoko Gillette, Bingo & Cars for Christmas Volunteer

Thank you for more than 1180 hours dedicated to the GPVSB!

CHANGING LIVES

Does volunteering matter? Can it change a life?

In 2009, our staff managed the Grande Prairie International Street Performers Festival volunteer program. That weekend changed lives.

The first Friday was staffed by me, Jacqueline Hutton. A performer had just approached and requested a strong bodied volunteer to assist with moving some performance equipment. Moments later a strong bodied youth, who had not pre-registered as a volunteer, wanted to help. Identifying that he would make a suitable volunteer for the performer, I signed him up and gave him his duties.

Within moments, I was taken aside and informed that this youth might not have a suitable temperament for the Festival. Noting the person's concerns, I continually checked on the volunteer and was repeatedly delighted to see that he was fully committed to his position and really wanted to help. Later that evening, I noted that he was still around, long after the performers were done, helping the crews complete night time preparations.

On Saturday morning, I dropped in early to prepare the next staff person for her turn as the volunteer management lead. The youth was again on site and ready to volunteer as I showed up. The staff person was given a briefing from the night before and later reported that the volunteer stayed morning to night, being one of the last to leave, rarely taking a break all day. On Sunday, the last staff person was also greeted in the morning by the young volunteer. Once again, he quietly went about the day, being anywhere he was needed and staying until the festival was over

and cleaned up. We were pleased that the person with the concerns had commented on how great this youth had been in actively helping throughout the entire festival.

Around the office, our staff would talk about the volunteer and how amazing he was that weekend. In a way, he became a legend around here – coming out of nowhere and quietly disappearing from our lives.

"Thank you so much for this honour. I am happy and proud to receive it. I enjoy helping the community."

Left by our Legend & Leaders of Tomorrow Award Recipient

In early 2010, the Leaders of Tomorrow Awards Selection committee was sitting around a boardroom table, reviewing in detail every nomination package. Well, almost in detail. I have a habit of never reading the names of the individuals on the package to prevent any personal bias from creeping in to

my decision. Another committee member was astounded by the calibre of one nomination package and began to read sections aloud. I had already reviewed that particular package and had voted for that nominee to win an award, so I was only half listening until the committee member read aloud the youth volunteer's name. It resounded loudly and I beamed knowing that this was "our" volunteer – the young man who volunteered stoically and became a legend in our office.

We can't say that the opportunity we offered was the faith he needed to make change. We can't say that the door we opened gave him a new life. We can say that he took a chance, asked to help, was given opportunities, and became a role model for others.

Volunteering changes lives.

Thank you to our 2010 Sponsors & Donors!

Grants

City of Grande Prairie, Community Social Development
Government of Alberta, Culture & Community Spirit

Gifts in Kind – Volunteer of the Week Program

Daily Herald Tribune
Tim Hortons

Donors

Anonymous through Bottles4Cash
Aurora Spring Water
Gayle Mayer
Kory Blois
Jacqueline Hutton
Miranda Donald
Rikki Christie

2010 Leaders of Tomorrow Awards

ATCO Electric ATCO Gas
ConocoPhillips
FCSS Town of Beaverlodge
FCSS City of Grande Prairie
FCSS County of Grande Prairie
Green View FCSS
FCSS Village of Hythe
FCSS Town of Sexsmith
FCSS Town of Wembley
Grande Prairie & District Chamber of Commerce
Talisman Energy Inc.
Ultimate Promotions
Weyerhaeuser Canada Ltd.

2010 National Volunteer Week Volunteer Appreciation Luncheon

CJXX 93.1 FM
EnCana
Government of Alberta
Grande Prairie Inn
Grande Prairie Lions Club
Investors Group
Suncor Energy Foundation
Volunteer Alberta
WestJet

2010 International Volunteer Day Celebration Breakfast

104.7 Free FM
Canadian Red Cross
Co-Op Marketplace
Crime Prevention
GJMM Oilfield Consulting GP Ltd.
Grande Prairie Council for Lifelong Learning
Grande Prairie Public Library
Heather Kostuk - Arbonne Independent Consultant
Joanne Gravel - BeautiControl Independent Consultant
Meals on Wheels
River of Death & Discovery Dinosaur Museum
Rotary Club of Grande Prairie
Rotary Club of Grande Prairie BBQ Crew
Safeway
Seniors Outreach
Servus Credit Union
Sewing for Kids
Tim Horton's
Transdynamic

2010 Volunteer of the Year Award

104.7 Free FM
Cineplex Odeon
Earl's
Egan McSwiggins Irish Ale House & Pub
Golden Star Restaurant
Grande Prairie Daily Herald Tribune
Grande Prairie Museum
Jake's Down South
Joey's Only Seafood Restaurant
Moxie's Classic Grill
Mr. Mike's Steakhouse & Bar
Original Joe's
Prairie Art Gallery
Servus Credit Union
The Leisure Centre
Tony Roma's
Ultimate Promotions
Wok Box

Partners

Bottles4Cash
Grande Bingo Society
Grande Prairie Regional Tourism
Panago
Rotary Club of Grande Prairie Swan City

TESTIMONIALS

"I really appreciate the thoughtful and positive energy that you bring to our committee; and your willingness to participate and pitch in when needed...It was clear to me that you are a leader, able to determine quickly where you were needed and what needed to be done! Thank you!"

Lynn Pack, Coats for Kids Committee

"You were instrumental in helping us achieve our goal and we would like to thank you for your ongoing support!"

Peace Area Riding for the Disabled Society

"It (Volunteer Appreciation Luncheon) was great!"

Shelley Lazenby, Investors Group, Event Sponsor

"Thank you for your interest and support of the youth in our area."

Stevie Lee Temple, Leaders of Tomorrow Award Recipient

"I really enjoyed working with you at the Street Performers Festival. Thank you for the work you do for our community."

Trudy Beyer, Community Volunteer

"Just got a chance to read the (GPVSB December) newsletter and really appreciate your greeting and article. With looking at the graph (Energy Grid), lots of light bulbs were flashing. Thanks so much."

Dora LaChance, Golden Age Centre

"I just wanted to say again how grateful I am for the program to recognise the efforts of volunteers. When I gave the certificates to the two 'Volunteer of the Week' Market members they were both really touched. Cornelius was a little teary to be thanked and recognised and Marilyn blushed and grinned from ear to ear - which is really something for the both of them. They are the quiet people who just go about doing the things that need to be done that add up to years of thoughtful work without much recognition. Thanks again and keep offering this - it's hard for me to find enough ways to recognise all the good deeds that get done and this was really super for them and me to be able to publicly thank them."

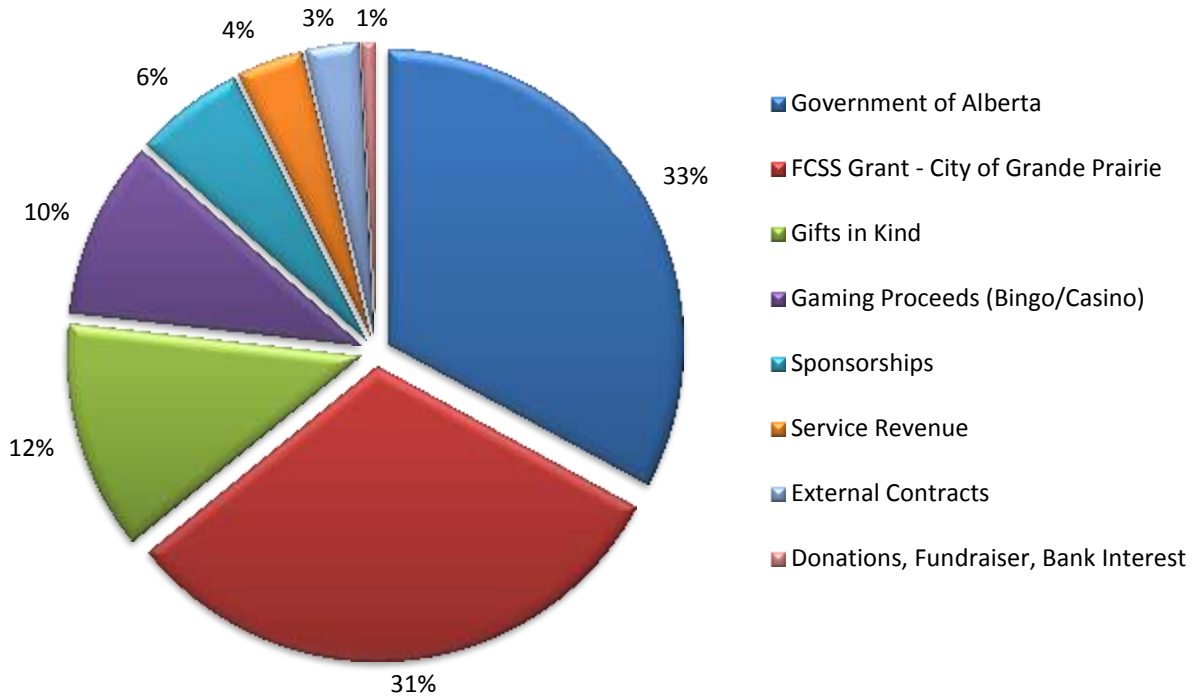
Ainsley Lamontagne, Grande Prairie Farmers' Market

"The volunteers were having a great time. One volunteer said that he probably didn't have the time to volunteer but he was so glad that he made the time. When I arrived he was helping a young woman who has never spent a winter in Canada find some warm outer wear. He was delighted to be able to help her and she was so grateful she wanted to offer something back in return. She gave me her name, phone number and email address and asked if she could volunteer. The volunteer said, 'It made my day.'"

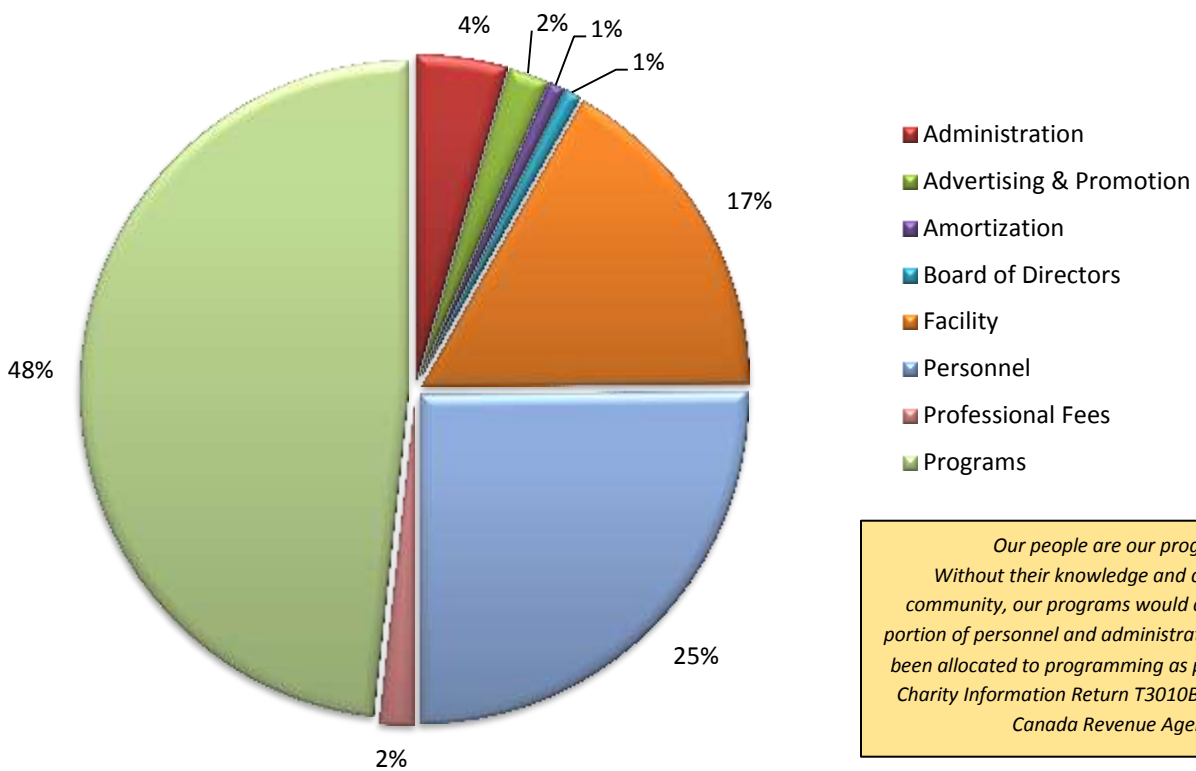
Amanda Denis, Meals On Wheels regarding the Merv Crouse Coats for Kids Campaign

FISCAL SNAPSHOT

GPVSB Sources of Revenue (2010)



GPVSB Expenditures (2010)



Our people are our programs. Without their knowledge and connection to community, our programs would cease to exist. A portion of personnel and administration expenses have been allocated to programming as per our Registered Charity Information Return T3010B (2010) filed with Canada Revenue Agency.

OUR PROGRAMS

Through a strategic planning process initiated in 2009, the GPVSB identified as operating within eight core areas of business.

1. **Community Capacity Building**
Providing professional development opportunities for volunteers and volunteer engaging organizations.
2. **Resource Development**
Acquiring and / or developing resources for dissemination to our local non-profit organizations.
3. **Volunteer Promotion**
Spreading the word about volunteerism and volunteer engaging organizations in our Community.
4. **Advocacy**
Bringing issues and topics related to volunteerism to our local agencies and providing feedback at local, provincial, or federal levels
5. **Volunteer Recognition**
Providing volunteer recognition opportunities to our local organizations through the Volunteers of the Week Program, Leaders of Tomorrow Awards, and the Volunteer of the Year Award.
6. **Volunteer Recruitment and Referral**
Providing a searchable online volunteer opportunity database which double as a system to generate prospective volunteer reports for organizations.
7. **Managing Volunteer Programs**
Providing support and mentorship for development of volunteer management programs or facilitating management for a fee.
8. **Operating a Community Centre on Volunteering**
Providing a venue in which to post events, hold meetings, videoconference, access resources, and take advantage of low cost photocopying.

An analysis of each of these business areas has been provided at the end of this report.

92 % of surveyed clients agreed or strongly agreed that the Grande Prairie Volunteer Services Bureau offered them increased opportunities to actively participate as members of their communities

2010 FCSS Outcomes Reporting

Business Area	Outputs	Outcomes
Community Capacity Building	<p>Opportunities Offered:</p> <ol style="list-style-type: none"> 1. Community Spirit Program (Government of Alberta) Information Session* 2. Strategically Planning the Future of Alberta’s Nonprofit/Voluntary Sector: Learning from Convergence – A session for Board Leaders* 3. Generative Governance – The New Perspective* 4. Write Grants that Get Noticed* 5. Human Rights in the Workplace - Creating Respectful, Inclusive Workplaces (Cancelled due to low registration numbers) 6. Making Dollars & Sense of Charity Tax Law* 7. Making Your Work as a Board Member Easier – Four Part Series* <ol style="list-style-type: none"> a. Being an Effective Board Member b. Meetings that Work c. Strategic Planning d. Policies, Procedures & Bylaws – what are they? 8. Putting Down Roots – Our Diverse Communities* 9. Revitalize Your Recruitment Efforts 10. Volunteer Management 101 11. Revolutionize Your Fundraising with Social Media* 12. Tongue Fu! (Language to use to minimize conflict situations) 13. “Volunteer Administration: Professional Practice” book launch* 14. VolunTEARS: Quit beating the bush for volunteers* 15. WHMIS (opened staff training to other organizations with similar office set up) 16. Working in Collaboration, based on Government of Alberta’s publication “Working in Partnership.” <p>*indicates session was delivered via videoconferencing</p>	<p>Attendees report that they feel these learning opportunities have been useful and will be applicable in their environments.</p> <p>New topics are derived from the feedback received regarding possible future workshops, keeping the GPVSB relevant with the changing needs of our sector.</p>

Resource Development	<p>Community Directory – due to a partnership establishment to increase the value and distribution of this resource, the Community Directory was not released in 2010 and will be released in early 2011.</p>	Not applicable.
	<p>Volunteer Resource Guide – a “cheat sheet” for non-profit organizations, this downloadable document assists organizations with items like volunteer management basics, press releases, public service announcements, and who to contact to get your message out. The booklet is slated for review and overhaul in 2011.</p>	Provides a quick reference tool for user groups trying to reach local media and free online event databases, thereby saving time and frustration.
	<p>Imagine Canada’s “Canadian Directory to Foundations & Corporations” funder database – We currently subscribe to a “library license” which allows us to share the database with other user groups.</p> <ul style="list-style-type: none"> - Four groups took advantage of this database. All reported value in this service and that they believe they will be successful in finding new funding. 	To be determined - Follow up of 2010 usage will be completed in 2011 to determine if this is a viable program
	<p>Events Calendar – 118 events posted</p>	Organizations are offered a free way to promote their activities.
	<p>Text Library – we continue to maintain a library of text resources that pertain to the non-profit voluntary sector. In 2010, approximately \$300 of new texts were acquired based on the feedback received from event evaluations identifying common themes of interest.</p>	The era of reading books seems to be declining; however, providing the text resource library is still a valuable offering as those who do use the books find them useful and prefer reading at their leisure, rather than being overwhelmed with “going down rabbit holes” when searching topics on the Internet. Reading texts tends to keep the mind on task and focused more so than online research.

Volunteer Promotion	National Volunteer Week <ul style="list-style-type: none"> - Providing National Volunteer Week Volunteer Appreciation Luncheon. All 550 tickets were issued. - Media releases were sent to local stations and the newspaper - Newspaper ran an annual Volunteer Week tribute 	Created a positive venue in which to showcase Leaders of Tomorrow Awards and provided networking opportunities among organizations, volunteers, and businesses.
	International Volunteer Day <ul style="list-style-type: none"> - Live broadcast by Free FM - 130+ individuals representing 50+ organizations 	Created a positive venue in which to showcase Volunteer of the Year Award, provided networking opportunities among organizations and volunteers, and built relationships.
	Presentations <ul style="list-style-type: none"> - 3 presentations to Interagencies (Youth, Senior, and Regular) - 2 presentations to new immigrant populations (ESL) 	<p>Agencies attendees learned more about our services and how they can engage us to more easily achieve their missions.</p> <p>ESL students learned about volunteerism in a Canadian context, as well as the benefits of volunteerism to both themselves and their communities. We learned a lot from them too, particularly concerning how to communicate better and engage diverse people.</p>
Advocacy	Hot topics in 2010 included: <ul style="list-style-type: none"> - Changes to the mandated Census long form - Volunteer screening, police information checks, and finger printing - Bill C-470 (re: charitable sector transparency, accountability, and salaries of top staff, etc.) 	<p>While these topics were certainly hot in many discussions with provincial and federal counterparts and partners, we did not hear feedback from our local agencies. This leaves us to believe that they do not view us as an advocate, they are not aware of the implications of such issues, or that they do not have time to invest in learning more about these issues.</p> <p>Overall, based on the community’s reaction, we spend very little time “advocating” but are active in the conversations held at the broader levels.</p>

<p>Volunteer Recognition</p>	<p>Volunteers of the Week (VOW) Program</p> <ul style="list-style-type: none"> - 178 individuals were recognized for their contributions to local organizations - Individuals receive a gift card and travel mug from Tim Hortons, a certificate and letter of appreciation from GPVSB, their name and thank you in Friday’s Daily Herald Tribune, and the opportunity to win a Tim Horton’s home coffee brewer at the end of each month (draw from monthly VOW recipients) 	<p>Individuals put great value on the small gifts issued by a “Community Volunteer Centre” and we have been repeatedly told that people are moved to tears over this program.</p> <p>87.5 per cent of surveyed respondents (2010 Community Needs Assessment) felt that volunteer recognition programs such as the Volunteer of the Week program were either valuable or critical to their operations.</p>
<p>Volunteer Recognition (Continued)</p>	<p>Volunteer of the Year Award – recognizes one individual who has made a significant volunteer contribution within the last twelve months</p>	<p>This award was designed to recognize that a volunteer can make a big difference in a short period of time. As Grande Prairie has been a transient region, the award was intended to demonstrate that even those who are here for a short time can make a lasting contribution.</p>
	<p>Leaders of Tomorrow Awards – recognized students ages 13 - 18 who have demonstrated a commitment to volunteerism and provided inspiration to others to do the same.</p> <ul style="list-style-type: none"> - 16 youth were given award in 2010 	<p>These awards help to showcase the good works of youth, inspiring other youth to also become involved.</p> <p>Additionally, providing recognition opportunities for youth helps to breakdown stereotypes and misperceptions about disengaged and destructive youth behaviour.</p>

<p>Volunteer Recruitment and Referral</p>	<ul style="list-style-type: none"> - 172 Volunteer opportunities posted for organizations - 161 new individuals registered as prospective volunteers on our online database - 25 requests were made by organizations to view reports based on volunteer interests 	<p>Providing searchable online volunteer opportunities in conjunction with the weekly Daily Herald Tribune column allows people to search for opportunities based on their interests and needs.</p> <p>A centralized volunteer database provides the foundation for two-way volunteer recruitment and referral. When a volunteer registers, he or she indicates areas of interest. Organizations can then request a report on specific interests and contact the prospective volunteers to see if they are interested in helping. This allows both volunteers and organizations to tap into new opportunities and people they may never have experienced otherwise.</p> <p>Volunteer reports most requested were for special events, general interest volunteers, working with children/youth, followed by volunteers with an interest in fundraising and gaming events.</p>
<p>Managing Volunteer Programs</p>	<p>GPVSB Programming</p> <ul style="list-style-type: none"> - Volunteers assisted with graphic design, event planning committees, administration/databases, and the Volunteer of the Week Program - Including our Board of Directors over 1180 hours were dedicated by volunteers to the GPVSB programming (not including anything below) 	<p>By recruiting event committee volunteers, we have had some fresh ideas, created new partnerships, practiced what we preach, and have built stronger relationships with other organizations.</p> <p>Our administrative, programming, and graphic design volunteers assist with sustainable human resource practices while developing skills and portfolios for the volunteers.</p>

<p>Managing Volunteer Programs (Continued)</p>	<p>Disaster Social Services</p> <ul style="list-style-type: none"> - 32 new people registered as prospective DSS Initial Response Volunteers and were issued information packages - 11 people are in various stages of their application process, some having completed their screening, while others are still completing Police Information Checks and Child & Youth Information Management Checks 	<p>Having pre-screened volunteers that are ready to assist in the time of disaster is essential to this program. While some of the “prospective volunteers” may be called upon for support in a disaster, we need to know who is cleared to be attending to vulnerable populations.</p> <p>Revamping the program to have multiple points of contact with registrants assists the volunteers to feel engaged, even though we all hope for another disaster free year.</p>
	<p>Community Volunteer Income Tax Program (CVITP) – was on hiatus in 2010. After discussions with the City, we asked CRA to put us back on the list but never received the software and code for last year. We are back on the list of CVITP agencies for 2011.</p>	<p>Seniors Outreach picked up much of the work of this program, shared in small part by the Grande Prairie Council for Lifelong Learning, which partnered with an accounting association for a short term program.</p> <p>The lack of sites offering the program re-defined the value of this service within other organizations (who refer clients) and we hope that, in 2011, they will better prepare their clients before making a referral.</p> <p>Three groups, Grande Prairie Council for Lifelong Learning, Grande Prairie Volunteer Services Bureau, and Immigrant Settlement Services will work together with Seniors Outreach in 2011 to deliver CVITP. The groups are located on South, Central, and North sides of the City, allowing for easier client access.</p>

<p>Managing Volunteer Programs (Continued)</p>	<p>Coats for Kids Committee</p> <ul style="list-style-type: none"> - As part of a larger partnership we assist to fill sorting, cleaning, and store volunteer opportunities - Developed an online volunteer registration form that could be collaboratively shared among the committee members 	<p>This is a feel good volunteer opportunity. Volunteers who work these shifts can identify with the clientele and often feel that they have received much more than they have given.</p> <p>A short-term project based opportunity, this fits nicely with present volunteer trends.</p>
	<p>Grande Prairie International Street Performers Festival</p> <ul style="list-style-type: none"> - Approximately 75 people managed over a 3 day period (does not include Committee members) - Created position descriptions, orientation package, and volunteer schedule - Utilizes youth, family, and group volunteers - Utilizes alternative measures volunteers 	<p>Since the Festival has formed its own Society, the GPVSB struggled with how to manage one Society's volunteer program, while declining others. Ultimately the decision was made to provide such services on a contractual basis, generating service revenue for the GPVSB. This agreement with the festival will come into effect in 2011.</p> <p>Volunteers who have not otherwise been engaged in our City tend to come out for this event. With program redesign, we have offered a more engaging and positive volunteer experience, resulting in first time volunteers pursuing other volunteer options. Notable, an alternative measures youth who had never volunteered in his life, joined us in 2010, volunteered all weekend, beyond his required hours, and reported having so much fun that he called us before 9:00 a.m. on the following Monday to find out how else he could volunteer!</p>

<p>Operating a Community Centre on Volunteering</p>	<p>Videoconference Facility</p> <ul style="list-style-type: none"> - 36 uses in 2010 - 39,520 km of travel saved (two way travel, assuming all people in the group would travel in the same vehicle, to the location of the speaker) - 172 participants - Average of 4.7 people per session at our site - Longest travel avoided: Grande Prairie to New York City - Used for: <ul style="list-style-type: none"> o Training and learning opportunities o Knowledge sharing o Religious study o Board training (provincial representatives) o Etc. - Groups that have used our facility: <ul style="list-style-type: none"> o Grande Prairie Regional Tourism Association o Volunteer Alberta o Royal Alberta Museum o Mount Royal University o NorQuest College o Peace Retreats (bible study & prayer group) o Government of Alberta o Workforce Strategy o Alberta Library Trustees 	<p>We are part of the Innovative Communities Collaborating and Networking (iCCAN) partnership which allows us to deliver low cost learning opportunities to our community. Not only are we saving dollars on speakers, we are also saving dollars spent on travel, meals, and accommodations, and reducing the amount of pollution generated by travel. The dollars saved by organizations is one less demand on tax payer dollars and/or corporate sponsors, redirecting our community's resources to better serving our citizen's needs.</p>
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<p>Operating a Community Centre on Volunteering (Continued)</p>	<p>Photocopying Centre</p> <ul style="list-style-type: none"> - 4005 black & white copies produced - Colour copying did not work in 2010 	<p>Offering photocopying services at low rates to non-profit organizations allows them to save money and also visit our site to check out upcoming events or browse loanable resources while copying their documents. In August 2010, our copier finally copied its last document so we were unable to provide the service until January 2011. Within a week of being operational, we had calls coming in for people needing copies!</p>
	<p>Equipment Loans (Laptop, LCD projector, Flip Charts, etc.)</p> <ul style="list-style-type: none"> - LCD projector loaned 9 times to groups such as Healthy Families, Peace Area Riding for the Disabled Society, Knights of Columbus, and the Early Childhood Mapping Project, etc. <p>Other items loaned included the flip chart easels and laptop. These are more uncommon loans and were not tracked using the same method as the LCD projector.</p>	<p>Non-profits struggle to find dollars. By loaning the equipment we own to others, we reduce the amount of funding needed to buy these items for each organization decreasing the burden on funders and reduce the amount of waste put in our landfills.</p>



Grande Prairie Volunteer Services Bureau

#103, 9823 – 116 Avenue
Grande Prairie, AB T8V 4B4

Tel : 780.538.2727

Fax : 780.539.5986

info@gpvsb.com

www.gpvsb.com

**GRANDE PRAIRIE VOLUNTEER SERVICES
BUREAU ASSOCIATION**

Financial Statements

December 31, 2010

(Unaudited)



REVIEW ENGAGEMENT REPORT

To the Directors of Grande Prairie Volunteer Services Bureau Association

We have reviewed the statement of financial position of Grande Prairie Volunteer Services Bureau Association as at December 31, 2010 and the statements of financial activities and cash flows for the year then ended. Our review was made in accordance with Canadian generally accepted standards for review engagements and, accordingly, consisted primarily of enquiry, analytical procedures and discussion related to information supplied to us by the Association.

A review does not constitute an audit and, consequently, we do not express an audit opinion on these financial statements.

Based on our review, nothing has come to our attention that causes us to believe that these financial statements are not, in all material respects, in accordance with Canadian generally accepted accounting principles.

Grande Prairie, Alberta
April 29, 2011

Fletcher, Mudryk + Co.

Chartered Accountants

GRANDE PRAIRIE VOLUNTEER SERVICES BUREAU ASSOCIATION



Statement of Financial Position

December 31, 2010

(Unaudited)

	2010	2009
ASSETS		
FINANCIAL ASSETS		
Cash	\$ 196,049	\$ 167,154
Restricted cash - bingo	4,053	2,081
Restricted cash - casino	16,434	30,587
Accounts receivable	2,322	2,630
	<u>218,858</u>	202,452
PREPAIDS	3,308	2,860
PROPERTY, PLANT AND EQUIPMENT <i>(Note 3)</i>	5,931	7,413
	<u>\$ 228,097</u>	<u>\$ 212,725</u>
LIABILITIES		
FINANCIAL LIABILITIES		
Accounts payable and accrued liabilities	\$ 3,554	\$ 4,957
Deferred grant revenue <i>(Note 4)</i>	53,333	63,274
	<u>56,887</u>	68,231
NET ASSETS		
UNRESTRICTED NET ASSETS	150,723	111,826
RESTRICTED NET ASSETS	20,487	32,668
	<u>171,210</u>	144,494
	<u>\$ 228,097</u>	<u>\$ 212,725</u>

ON BEHALF OF THE BOARD


 _____ Board Member

 _____ Board Member

Please see accompanying notes to financial statements



GRANDE PRAIRIE VOLUNTEER SERVICES BUREAU ASSOCIATION

Statement of Financial Activities

Year Ended December 31, 2010

(Unaudited)

	Budget 2010	2010	2009
REVENUE			
Bingo	\$ 8,000	\$ 10,857	\$ 8,916
Casino	-	-	37,065
Community directory	3,100	414	3,145
Donations	105	1,263	518
Grant - F.C.S.S.	81,733	83,223	69,000
Grant - M.V.S.A.P.	80,000	82,708	77,292
iCCAN Credit	-	-	5,000
Interest income	-	127	30
Photocopy charges	730	173	130
Programs - Leader of Tomorrow	7,700	7,700	4,300
- volunteer week	17,100	9,560	9,235
- miscellaneous and workshops	4,338	4,651	3,772
- Volunteer Alberta	-	133	508
	<u>202,806</u>	<u>200,809</u>	<u>218,911</u>
EXPENDITURES			
Administration	21,112	16,233	16,281
Advertising and promotion	10,005	3,683	13,543
Amortization	-	1,483	824
Board of Directors	3,451	1,552	2,472
Facility	30,650	30,085	29,899
Personnel	95,869	90,967	95,088
Professional fees	2,550	3,092	1,988
Programs - Leaders of Tomorrow	7,700	7,376	4,777
- volunteer week	12,600	11,758	10,962
- miscellaneous	6,495	1,972	4,115
- internal workshops	6,800	3,728	1,284
- International Volunteer Day	500	1,421	402
- sponsored workshops	800	743	2,543
	<u>198,532</u>	<u>174,093</u>	<u>184,178</u>
EXCESS OF REVENUE OVER EXPENDITURES	4,274	26,716	34,733
NET ASSETS - BEGINNING OF YEAR	-	144,494	109,761
NET ASSETS - END OF YEAR	<u>\$ 4,274</u>	<u>\$ 171,210</u>	<u>\$ 144,494</u>

Please see accompanying notes to financial statements



GRANDE PRAIRIE VOLUNTEER SERVICES BUREAU ASSOCIATION

Statement of Cash Flows

Year Ended December 31, 2010

(Unaudited)

	2010	2009
OPERATING ACTIVITIES		
Excess of revenue over expenditures	\$ 26,716	\$ 34,733
Item not affecting cash:		
Amortization	1,483	824
	<u>28,199</u>	<u>35,557</u>
Changes in non-cash working capital:		
Accounts receivable	308	13,327
Prepays	(448)	1,035
Accounts payable and accrued liabilities	(1,404)	2,953
Deferred grant revenue	(9,941)	9,941
	<u>(11,485)</u>	<u>27,256</u>
Cash flow from operating activities	<u>16,714</u>	<u>62,813</u>
INVESTING ACTIVITY		
Property, plant and equipment purchases	-	(8,237)
Cash flow used by investing activity	<u>-</u>	<u>(8,237)</u>
INCREASE IN CASH	16,714	54,576
CASH - BEGINNING OF YEAR	<u>199,822</u>	<u>145,246</u>
CASH - END OF YEAR	<u>\$ 216,536</u>	<u>\$ 199,822</u>
CASH CONSISTS OF:		
Cash	\$ 196,049	\$ 167,154
Restricted cash - bingo	4,053	2,081
Restricted cash - casino	16,434	30,587
	<u>\$ 216,536</u>	<u>\$ 199,822</u>

Please see accompanying notes to financial statements



GRANDE PRAIRIE VOLUNTEER SERVICES BUREAU ASSOCIATION

Notes to Financial Statements

Year Ended December 31, 2010

(Unaudited)

1. NATURE OF BUSINESS

The primary purpose of the Grande Prairie Volunteer Services Bureau Association is to provide a wide range of volunteer services and resources to the community, to recruit, screen and refer volunteers, to educate the various components of the community and to provide updated information on community resources and agencies.

2. SIGNIFICANT ACCOUNTING POLICIES

Restricted cash

Restricted cash accounts represent money held which is to be used for specific purposes and for which there are outside reporting requirements.

Property, plant and equipment

Property, plant, and equipment are stated at cost less accumulated amortization. Capital purchases costing less than \$2,000 are expensed in the year of acquisition. Property, plant, and equipment are amortized on a declining basis over their estimated useful lives at the following rates:

Equipment	20%	declining balance method
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In the year of acquisition, amortization is applied at half of normal rates.

The Association regularly reviews its property, plant and equipment for sold or scrapped assets, at which time the cost and the related accumulated amortization are removed from the accounts and any resulting gain or loss on disposal is reflected in income. No amortization is recorded in the year of disposition.

Contributed services

The mission of the Grande Prairie Volunteer Services Bureau Association is dependent upon and thankful for the many hours contributed by its members. Members contribute about 1,200 hours per year to assist the Association in carrying out its mission. Because of the difficulty of determining their fair value, contributed services are not recognized in these financial statements.

Revenue recognition

The Association follows the deferral method of accounting for contributions. Deferred contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Investment income is recognized on an accrual basis and is transferred to restricted funds when received. Fundraising revenue is recognized as revenue when the events are held.

Financial instruments

The Association's financial instruments consist of cash, accounts receivable and accounts payable and accrued liabilities. It is management's opinion that the Association is not exposed to significant interest, currency or credit risks arising from these financial instruments. Unless otherwise noted, the fair value of these financial instruments approximate their carrying values.

(continues)



GRANDE PRAIRIE VOLUNTEER SERVICES BUREAU ASSOCIATION

Notes to Financial Statements

Year Ended December 31, 2010

(Unaudited)

2. SIGNIFICANT ACCOUNTING POLICIES *(continued)*

Measurement uncertainty

The preparation of financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Such estimates include providing for amortization of property, plant and equipment. By their nature, these estimates are subject to measurement uncertainty and the effect on the financial statements of changes in such estimates in future periods could be significant.

3. PROPERTY, PLANT AND EQUIPMENT

	Cost	Accumulated amortization	2010 Net book value	2009 Net book value
Equipment	\$ 8,237	\$ 2,306	\$ 5,931	\$ 7,413

4. DEFERRED GRANT REVENUE

	2010	2009
MVSAP	\$ 53,333	\$ 56,041
FCSS	-	7,233
	\$ 53,333	\$ 63,274

5. INCOME TAXES

The Association qualified as a tax-exempt registered entity effective January 1, 2001 under Section 149(1)(f) of the Income Tax Act.

