ANNUAL REPORT 2021–2022

Recovery in Motion

Volunteer Toronto

A Message from Our Board Chair and Executive Director

We're seeing signs that recovery is in motion for volunteerism. In fact, there are 89% more active volunteer roles today compared to a year ago. This equates to thousands of opportunities for community connection, skill building, and increased capacity for non-profits rebooting their work in Toronto.

It's a clear sign that our role as a catalyst is making an impact.

Though the opportunity for volunteers to come back to community hasn't been without hurdles. For months we have witnessed a disconnect between those interested in giving back, and organizations adapting to deliver their missions virtually or with revised in person programming. There is pandemic fatigue. Motivations are changing. And our sector is grappling with the biggest loss of volunteer management expertise in living memory.

We continue to act as a catalyst to remind government officials, media, non-profit staff and leaders that volunteers are resilient, agile, and are more than just unpaid labour. They are part of an intertwined society, a community of care, where we learn from and support one another. When volunteers remain engaged and active, health outcomes improve, services innovate, and a return to pre-pandemic programming happens quicker.

You'll see in this report, capturing our 2021-2022 fiscal year, that we have been **laser focused on driving recovery** and moving the wheels of change. We received incredible support from the Ontario Trillium Foundation and Endeavour Consulting for a new project called the Volunteer Lab, which is entirely focused on forging forward-thinking movement. We also partnered with networks in arts and culture and the Toronto Association of Volunteer Administrators, to bring stability to the sector by lending our expertise and platforms. Above all, we prioritized our own anti-oppression learning journey, taking actions internally to sustain spaces of belonging and empathy, ensuring our own culture reflects the community we want to build. This year, we're also saying goodbye to our longstanding Legacy Awards recognition program—a decision rooted in making more space to conduct research and influence change for the years to come.

Volunteer Toronto is an incredibly well accessed organization, where our programs and brand permeate through countless networks and support systems to enable community participation. **Our data tells a story of vibrancy**—people want to give back, it's a part of who we are, and volunteerism is built into the strength of our non-profit sector serving so many. But we also know that decent work is not consistently perceived across the sector, and volunteers can be both a victim and perpetrator of harm.

As we continue to deliver on our **2021-2025 Strategic Plan**, we aim to elevate expert voices and those with lived experiences, to challenge the way we've moved in the past, and to face the truth that our research reveals. All to go beyond recovery, and into a better future for volunteerism in Toronto.

Colin Druhan

Joanne McKiernan

A Collective Responsibility

At Volunteer Toronto, we are committed to evolving our services and welcome feedback from Indigenous individuals, organizers, Friendship Centres and other collectives on fostering decolonized and anti-oppressive volunteerism as a form of community building.

Volunteer Toronto has the privilege to build community and work in T'karonto on the traditional lands of the Chippewa, the Wendat, the Haudenosaunee Confederacy of Six Nations, and more recently the Territory of Treaty 13 with the Mississaugas of the Credit, part of the Anishinaabe Nation. **We recognize that saviorism and colonization continue to influence how Torontonians perceive and participate in volunteerism in our society.** In acknowledging this, we strive to build communities of empathy in the spirit of the **Dish with One Spoon Wampum Covenant**, a pre-colonial agreement that encourages everyone to only take what they need, leaving enough for each other and our future generations.

Capacity Building for Non-Profits

Volunteer Toronto holds a unique role in the non-profit sector, serving organizations of all sizes, budgets and missions. We collect data to identify trends, take action to optimize volunteer recruitment, and offer deep learning opportunities for non-profit staff, Executive Directors, and leaders of volunteer programs.

Serving Organizations

Through our subscription program for both non-profits and grassroots groups, we facilitate access to our recruitment portal, enhanced promotional support, learning opportunities, and other benefits. Before becoming a Subscriber, our staff pre-screen for alignment with our anti-oppression policy to ensure groups commit to pursue equitable volunteer engagement practices. This means **Volunteer Toronto has the safest platform** for volunteers searching for roles in the community. New for 2021-2022, we also allowed grassroots groups to recruit unlimited roles, whereas previously limited, and solidified a partnership with Imagine Canada to provide free subscriber access to Grant Connect, a funding research platform.

495

Non-profit Subscribers in 2021-2022

1/3

of Subscribers are actively recruiting volunteers

Educating Volunteer Managers

Our expertise in volunteer management means we inform how leaders engage volunteers, it's also a unique service that not all volunteer centres provide. Created for different learning styles, in 2021-2022, we delivered **live workshops, recorded webinars, micro-resources, and dynamic digital courses.** Our most popular knowledge transfer services were related to vaccination policies, youth engagement, and conflict resolution when bringing volunteers back in person. We also co-hosted an annual virtual conference for volunteer managers alongside the Toronto Association of Volunteer Administrators in Winter 2022, themed **"Beyond Talk: Taking Action in Volunteer Management"** which saw 98 community members attend. Workshops were designed to provide practical tools to drive real change in volunteer program management based on these topics:

- **Having Courageous Conversations** led by Claudette Hutchinson, CTPD
- **Leaning Into Conscious & Inclusive Leadership in Volunteer Programs** led by Moyo Rainos Mutamba, PhD
- **Being Unapologetically Emotional & Embracing Our Emotional Energy** led by Sajel Bellon, Ed.Dl

Volunteer Toronto's Most Popular Non-Profit Resource Topics

Vaccines & Volunteering

Youth Engagement

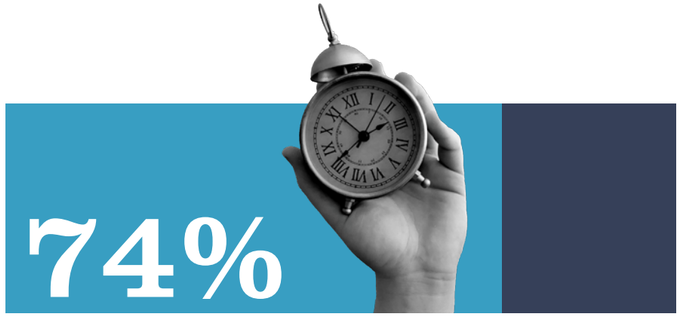
Conflict Resolution

Recruitment

Virtual Training & Orientation

Non-Profit Workshop Attendees who Made Program Changes

Planned to immediately

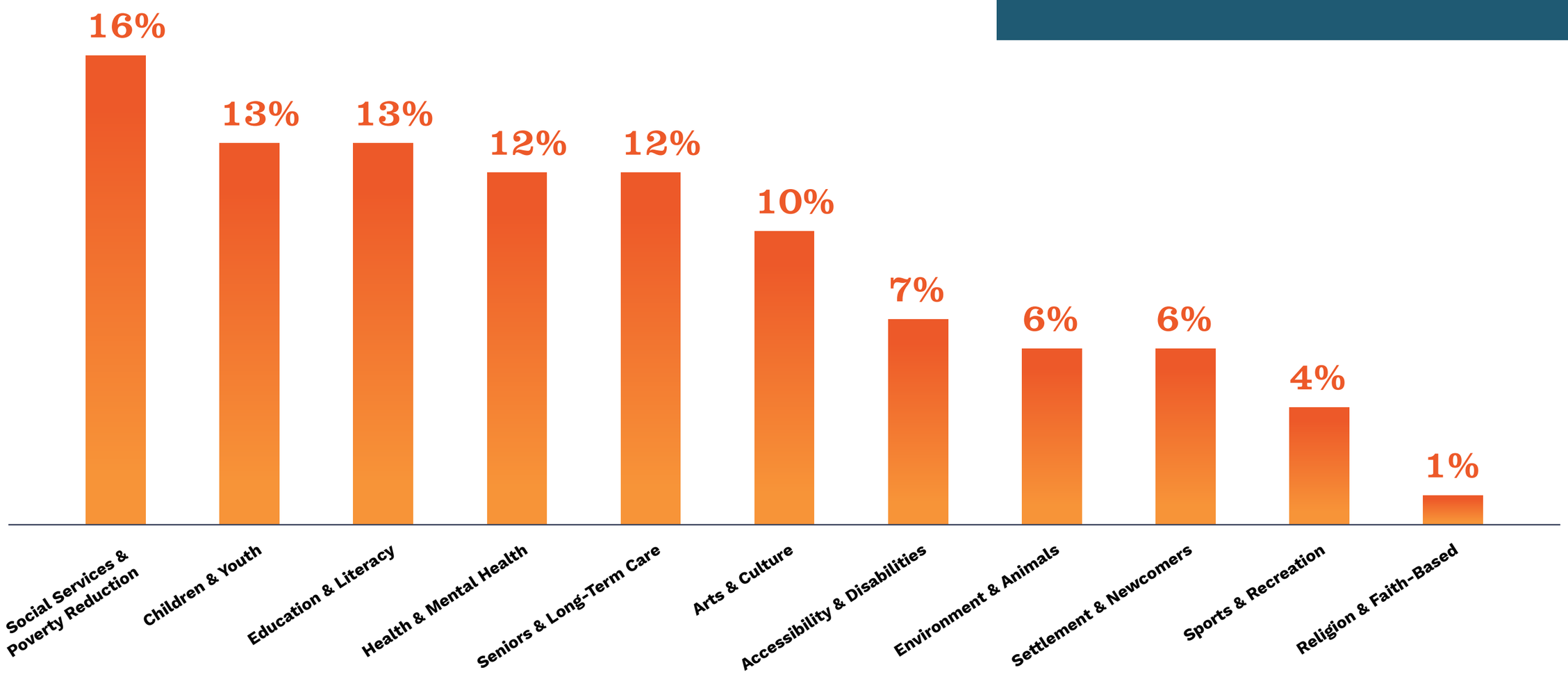


Made program changes after 3-months

Made program changes after 6-months

Top Non-Profit Sectors Recruiting Volunteers Through Volunteer Toronto

89% increase in the number of roles being recruited from Spring 2021-Spring 2022

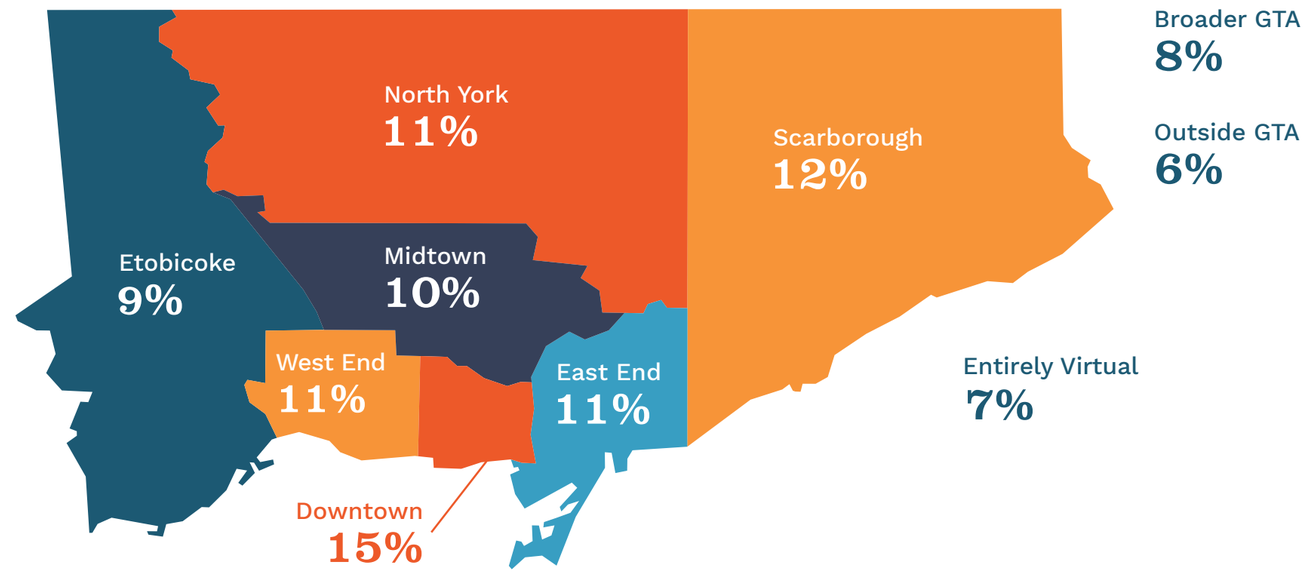


64% of organizations report shifting all or some volunteers to virtual roles in 2021-2022

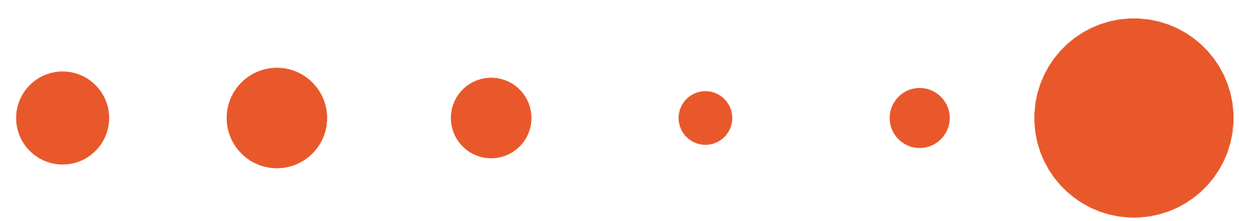
2,497 COVID-19 response roles filled with the support of Volunteer Toronto

2/3 of organizations report have a designated volunteer manager (paid or unpaid)

Non-Profits by Location That are Engaging Volunteers



Non-Profits by Budget That are Engaging Volunteers



12%	14%	9%	4%	5%	55%
5+ million	1-5 million	$400,000 -900,000	$200,000 -$400,000	$75,000 -$200,000	Less than $75,000

Common Trends

Many non-profits are curious about how to build safe, effective and appropriate screening, including when to use criminal reference checks.

Volunteer managers are concerned about conflict, specifically working with challenging behaviors and navigating transition back to in-person programs.

Driving and Transportation programs are always recruiting—they struggle to attract and sustain volunteer participation.

Enabling Vaccinations

In Spring 2021, Toronto was challenged with rolling out COVID-19 vaccinations en mass. To enable a city-wise response, we rallied 500 volunteers with healthcare, clinic administration, and hospice care experience. When vaccine clinics — such as those at **Sinai Health** and the **Rexdale Community Health Centre** — required support on site, we mobilized volunteers through email alerts. Filling roles, often within a day's notice, increased the capacity at clinics and ultimately meant that more shots were delivered to community members.

"Organizations that are administering the COVID-19 vaccine, including pharmacies, have a place to turn to if they need volunteers to support their efforts."

Thank you to **Toronto.com** for helping us recruit volunteers with healthcare experience and connect with non-profits responsible for deploying vaccines in Toronto.

Uplifting Associations

With 50% of employed volunteer managers being let go, shifted to other responsibilities, or experiencing a reduction of support, we knew it was important to keep skilled and experienced professionals connected outside of their roles at work. Through an ongoing partnership with the **Toronto Association of Volunteer Administrators**, Volunteer Toronto provided subsidized memberships and facilitated networking and learning opportunities for active, redeployed, and unemployed members of the volunteer management community.

Our focus on keeping the sector connected also led us to co-chair the **Toronto Non-Profit Network**, and deliver communications for city-wide campaigns to recognize the essential role of non-profits, such as Toronto Non-Profit Recognition Day (November 2021) and Non-Profit Sector Appreciation Week (February 2022).

Re-Engaging Volunteers in Arts and Culture

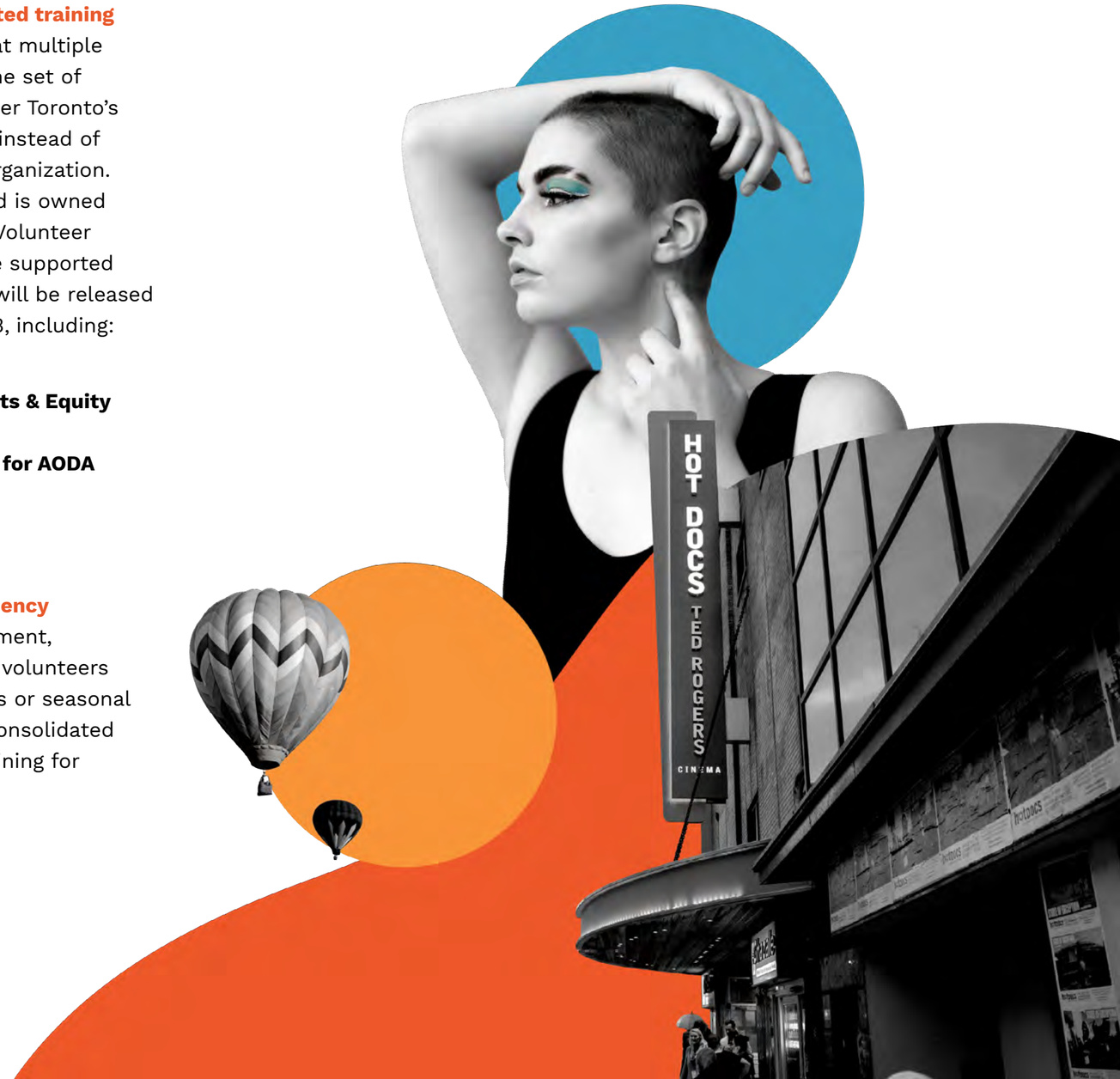
Arts and culture organizations have been one of the most impacted sectors as a result of COVID-19. Events were cancelled, festivals were shut down, and thousands of volunteers were dismissed from their roles. Adding to these struggles, arts and culture organizations have seen reduced resources, increased workloads and ongoing uncertainty, with 70% of organizations reporting lower revenues than pre-pandemic.

As a priority for recovery, Volunteer Toronto partnered with the network of arts and culture volunteer managers who run VAACT (**Volunteer Awards for Arts and Culture in Toronto**) to alleviate capacity challenges for re-engaging volunteers. As theatres, parks, museums and festivals began to welcome back in-person activities, leaders of volunteers also needed to adapt the delivery of their programs to be more efficient and foster belonging.

Together, we developed a **self-directed training program** for volunteers giving back at multiple events. This enables folks to take one set of essential courses hosted on Volunteer Toronto's online learning system, **LearnVT.ca**, instead of repeating similar training for each organization. The training content was written and is owned by VAACT representatives, whereas Volunteer Toronto's in-house training expertise supported course design and setup. All topics will be released in phases throughout 2022 and 2023, including:

- **Introduction to Human Rights & Equity**
- **Customer Service Standard for AODA**
- **LGBTQ+ 101**

The training program **improves efficiency** in volunteer re-engagement, recruitment, onboarding and retention. It allows volunteers to give their time to one-time events or seasonal festivals after the completion of a consolidated course, which also saves time in training for each organization.



"Our success is in both developing a polished product and stronger bonds with one another. Working in Arts & Culture, we each have skills and knowledge to share that will directly benefit our organizations and our greater communities. Our responsibility is not only to our work, but to each other."

— Dawnalda Brennan, Volunteer Coordinator for Hot Docs

hotDOCS
OUTSPOKEN.OUTSTANDING.

VAACT Member Organizations

- Arts in the Park
- City of Toronto Festivals and Events
- Cavalcade of Lights
- Doors Open Toronto
- Nuit Blanche Toronto
- Harbourfront Centre
- Hot Docs
- imagineNATIVE
- Toronto Reel Asian
- International Film Festival
- Inside Out
- Luminato Festival Toronto
- Pride Toronto
- Toronto Fringe
- Toronto International Film Festival

VOLUNTEER BÉNÉVOLES CANADA

Thank you to Volunteer Canada for their financial contributions to the project. Volunteer Canada was engaged by **The Starbucks Foundation** to award partnership clusters, like Volunteer Toronto and VAACT, with funding to deliver local programs in 2021-2022.

VOLUNTEERLAB

MADE BY COMMUNITY FOR COMMUNITY

Ontario Trillium Foundation
Fondation Trillium de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

The volunteer engagement sector in Toronto is a wellspring of expertise that rarely gets the platform or recognition it deserves. As a result of COVID-19, many frontline non-profit staff members were forced to innovate to meet pressing needs, while many more have begun a career in community engagement.

Knowing the disruption facing the sector, Volunteer Toronto received a $104,300 **Resilient Communities Fund** grant from the **Ontario Trillium Foundation** in spring 2021 to build the **Volunteer Lab**, a new peer-to-peer learning space. Through high-quality video-based courses designed and led by passionate instructors, the Volunteer Lab harnesses the agility and expertise of volunteer leaders to build community resiliency. Courses range from 25-55 minutes in length and come with downloadable resources authored by each Instructor.

The inaugural instructors are active volunteer managers, consultants, youth leaders, and trainers in change management, anti-oppression, and barrier reduction. They've tested different approaches to engagement, partnerships, committee organization and fostering meaningful volunteer relationships, and are sharing their lived experiences through the Volunteer Lab.

The Volunteer Lab **launched officially on May 25, 2022** at a panel event attended by 65+ non-profit leaders, representatives from volunteer centres and provincial and local associations of volunteer administrators. Moving forward, Volunteer Toronto aims to release 2-3 new courses featuring new voices on pressing topics in volunteerism.

"More and more we need to address wellness, burnout and mental health for both our paid and unpaid staff, which is how we will sustain the future of volunteerism in our communities. What I love about the Volunteer Lab platform, is that all of the topics touch on this."

— **Amanda Maragos,** Director of Client Services & Volunteer Programs at Philip Aziz Centre for Hospice Care & Emily's House Children's Hospice

"There is a large appetite for online learning, and for many folks, they wonder how to learn about diversity equity and inclusion, and I think that's what Volunteer Lab is doing is bringing that accessibility. You can get snapshots from all of the instructors and learn about the principles of anti-oppression from your own home."

— **Sheliza Jamal,** Equity & Inclusion Coach

Developing Volunteer-led Committees
Alisha Coroa

A Framework for Anti-Opression
Sheliza Jamal

Cultivating Impactful Partnerships
Jeff Abraham

Re-examining Volunteer Management to Overcome Barriers
Sammy Feilchenfeld, CVA

Creating Relationships That Matter: The Volunteer Lens
Amanda Maragos

Communicating Change & Transition
Susanne Lyle

Developing a Pilot Project
Amanda Wu, Dawson Li

Endeavour™
Consulting for Non-Profits

Volunteer Toronto would like to thank Endeavour Consulting and their volunteer experts for interviewing community members and analyzing operating costs to inform a sustainable subscription model and pricing strategy for the Volunteer Lab.

Watch the Volunteer Lab's innaugural course trailer by clicking above.

Sector Leader — Jeff Abraham

"Since one of Yonge Street Mission's core values is collaboration, inspiring volunteerism really fit with marking our 125th anniversary and driving collective action to benefit those experiencing poverty. Our GIVE 6IX campaign wouldn't have been possible without Volunteer Toronto. Looking back on my career in volunteer management, I also now realize how my experience could really benefit those who are struggling in their programs or who are starting out in their careers. The Volunteer Lab project allowed me, as an individual, to get involved and to give back to Volunteer Toronto, an organization which has been instrumental in my own development as a Volunteer Manager. It enabled me to share my voice and bring my experience to the table to support others in their journey."

— **Jeff Abraham,** Volunteer Resources Manager at Yonge Street Mission

Jeff is a community engagement professional in Toronto, with a focus on volunteer programming and resource development. From a very young age, he knew volunteering was going to be an important part of his life. As a teenager he volunteered at the hospital in which he was born. He led his high school's multicultural program to showcase the diversity of cultures in Toronto, and was involved with activities in his faith community.

With all of these experiences, the common element that stood out was the power of collaborating with people, groups or organizations. Whether to connect, educate or achieve a common goal – he realized we cannot do it alone.

It was in this spirit, Jeff reached out to Volunteer Toronto at the start of 2021 to **partner on Yonge Street Mission's GIVE 6IX initiative**, a "do-what-you-can, wherever-you-are" movement to inspire everyone in our city to take action and grow our collective potential to make a difference. Throughout the year, Volunteer Toronto encouraged more than 1,300 members of the public to do or give six things to help struggling community members in Toronto, including making a commitment to volunteer their time.

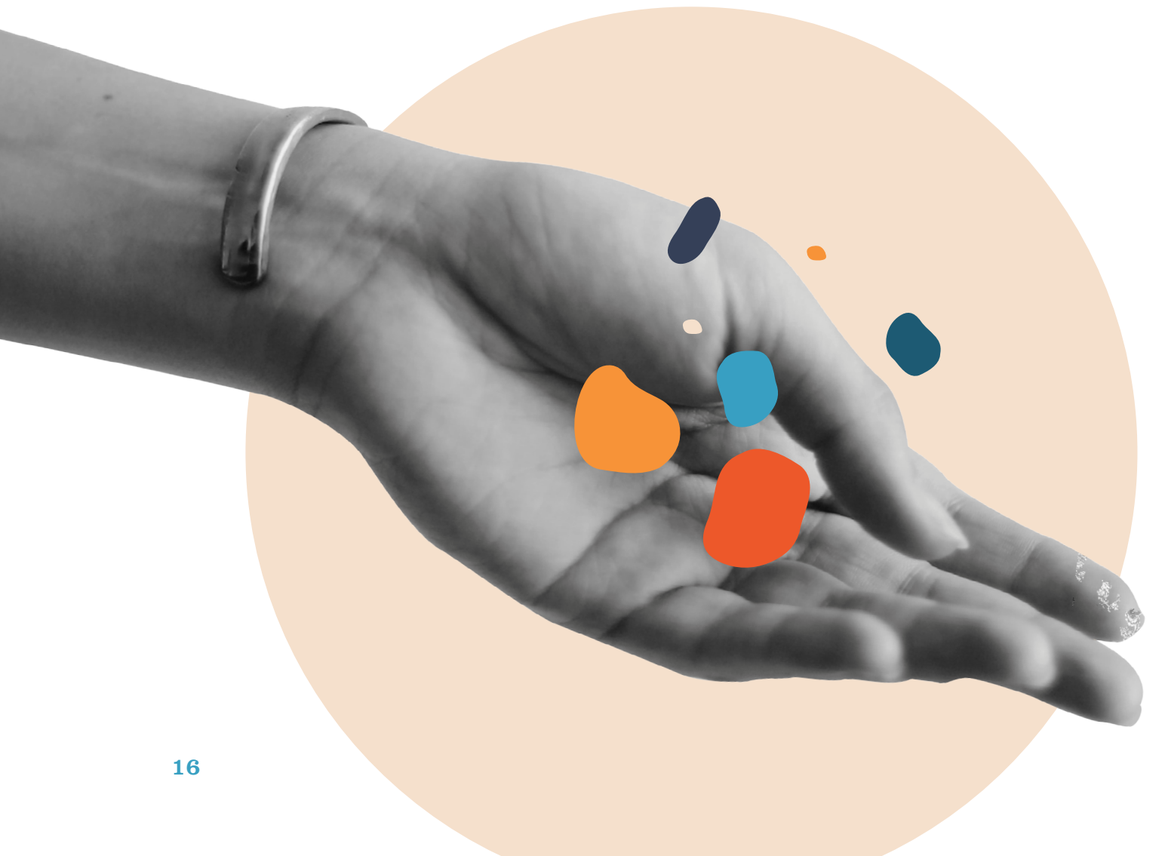
Jeff's ability to build effective collaborations also inspired the creation of a video-based course for the **Volunteer Lab**, Volunteer Toronto's new peer-to-peer learning platform, where he coaches other community builders on cultivating impactful partnerships—including when to say no.

Watch to learn more about GIVE 6IX, a "do-what-you-can, wherever-you-are" movement to inspire everyone in our city to take action and grow our collective potential to make a difference.

YSM 125 YONGE STREET MISSION | GIVE 6IX

Mobilizing the Community

For nearly half a century, our staff and volunteers have supported members of the public through our Volunteer Advisor program, providing one-on-one and personalized advice to 2,335 volunteer seekers by email and phone support in 2021-2022. Through community partnerships with the Toronto Public Library, we also held virtual information sessions to educate members of the public on how to volunteer during COVID-19 and as a jobseeker, providing guidance on safety, role applications and the non-profit sector to 1,785 individuals.



Engaging Youth

Youth make up nearly one third of Toronto's volunteers. Finding the right fit can be important as they look to fill their 40-hours for high-school graduation and look to unlock social and human assets, like empathy, networks, and hard skills. We believe youth programs should be youth-led and youth-informed, which is why we partnered with Pledges for Change, a youth-led non-profit to run a **virtual Ignite Fair for high-school students** in October 2021.

Amplifying youth voices has also led us to partner with the **Student Leadership & Youth Empowerment Network** to deploy information sessions on how to find meaningful volunteer roles. Through these efforts we engaged:

27,177

Youth engaged and supported in finding volunteer roles

1/3rd

Of all of Volunteer Toronto's website traffic is from youth

Training Leaders

Every non-profit is required to have a Board of Directors who hold financial, legal and strategic responsibility, which is why we offer **dedicated training for volunteers looking to become board members.** Our workshops are the starting place to find out how to secure a role, which in 2021-2022 was offered both as a live session and as a new self-directed course on our online learning platform.

For those looking to dive deeper into their responsibilities, we offered **board governance sessions** which provide insights on meeting management, fiduciary duty, liability, financial oversight and more. Through both streams, we supported:

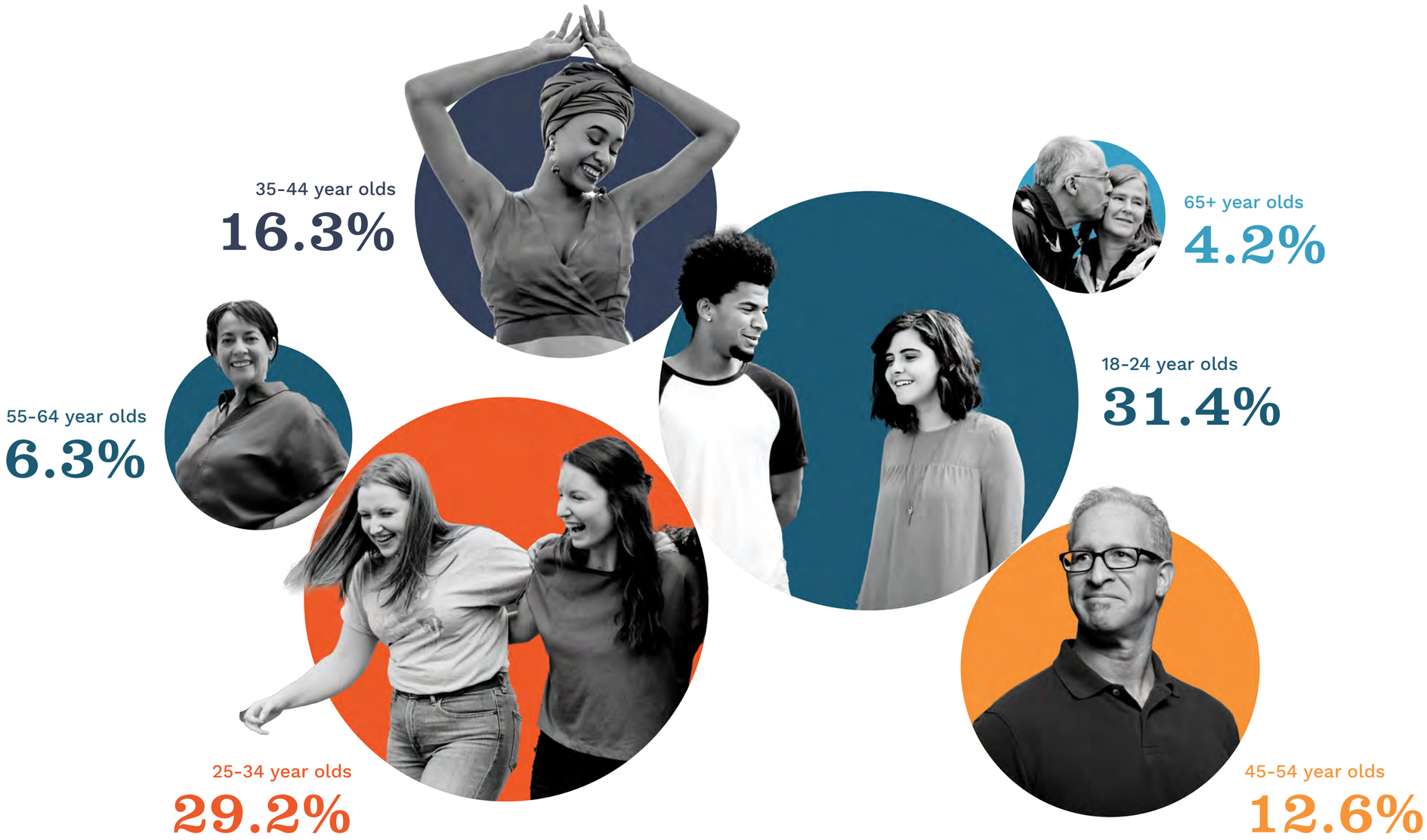
2,812

Board members prepared and trained for leadership roles

14%

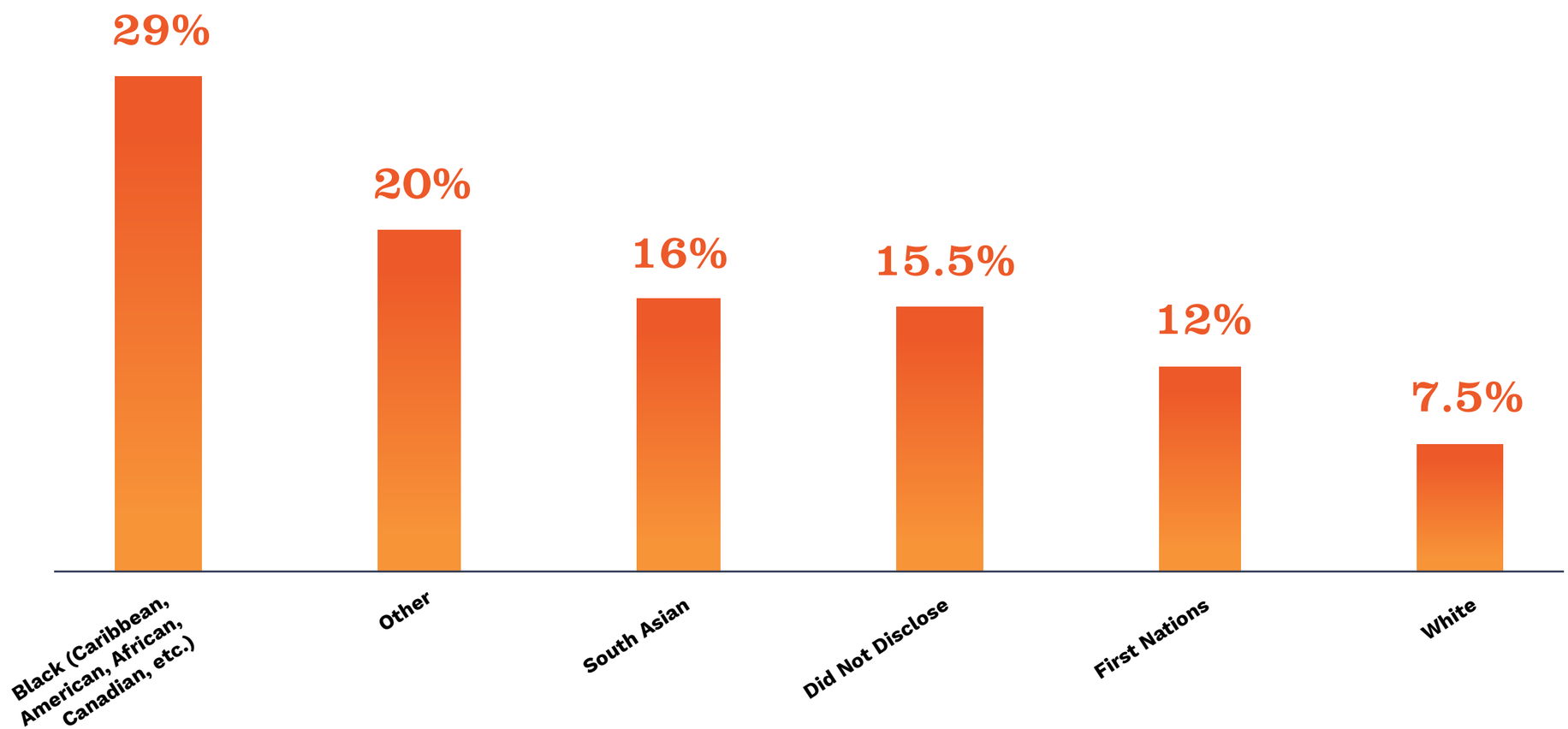
Of all volunteer roles are for board member positions

Volunteer Seekers Accessing Volunteer Toronto's Services



Volunteer Seekers by Ethnocultural Identity that Needed Intensive Support

2,335 Volunteer seekers were supported one-on-one through virtual appointments



205,167

People actively searched for roles on Volunteer Toronto's website

11,750+

Volunteers were engaged as COVID-19 responders

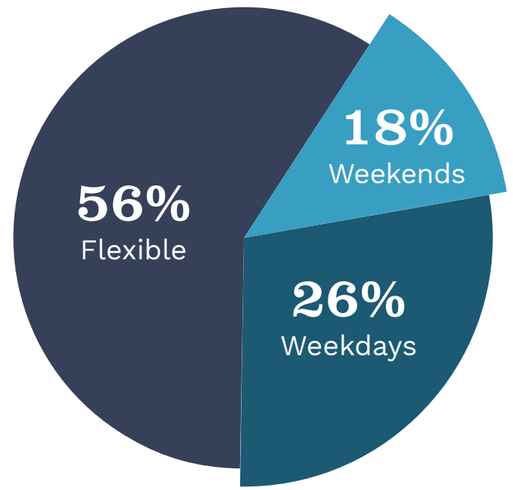
Common Trends

Many volunteers from all demographics don't know how to start their volunteer journey and find volunteer opportunities.

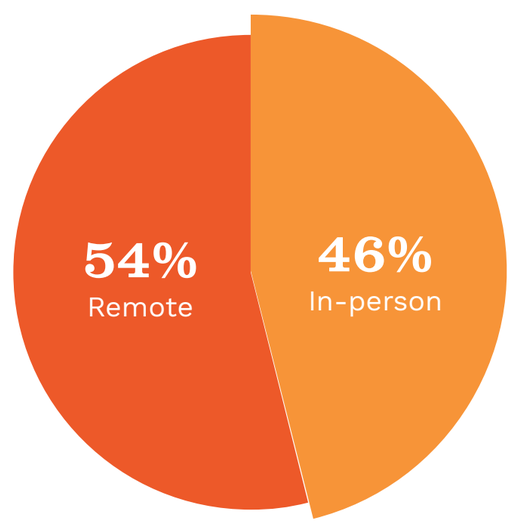
Many volunteers report never hearing back from an organization after applying for a role.

There is a shortage of volunteers taking on Board of Directors roles at non-profit organizations

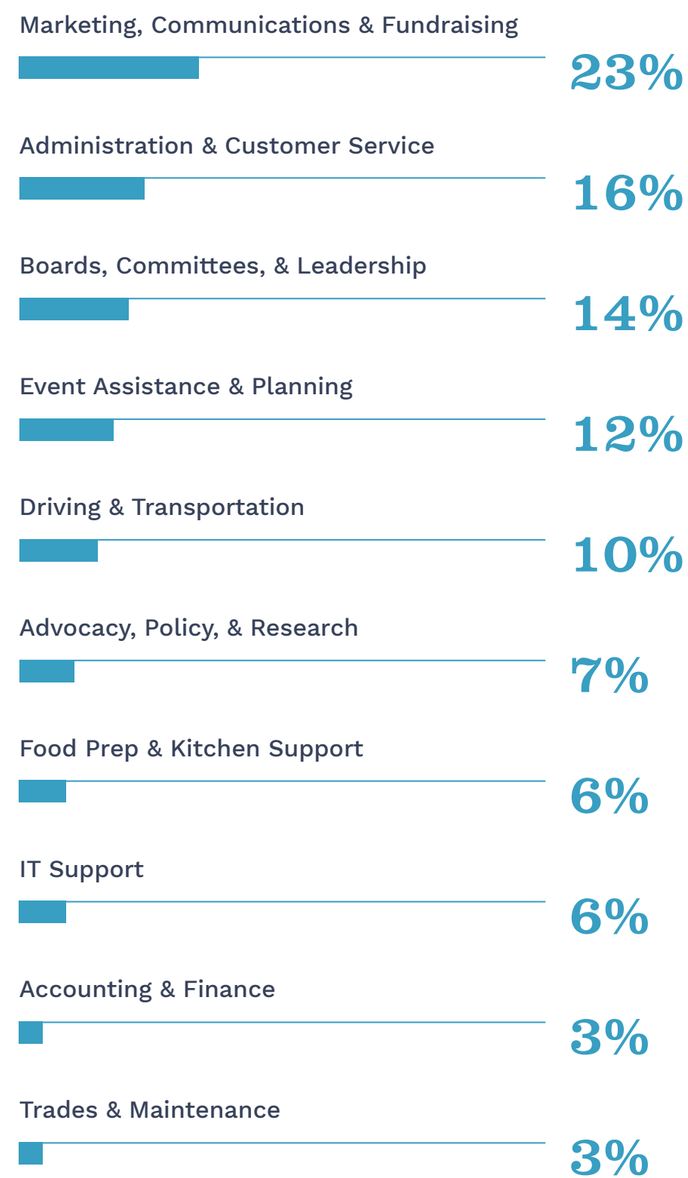
Participation by Schedule



Participation by Location



Volunteer Activities



Recognizing Volunteers

The Legacy Awards recognize incredible volunteers in six award categories that highlight their compassion, dedication and commitment to building more inclusive and empathetic communities. For the second year in a row, **we recognized the recipients and all of our nominees with a remote celebration** for International Volunteer Day on December 4th, 2021, and through a Digital Wall of Fame.

After nearly a decade of facilitating the Legacy Awards, and awarding more than 200 volunteers, Volunteer Toronto has decided to pause this recognition program in 2022 to prioritize resources for community recovery, anti-oppression, research, and non-profit engagement in alignment with our 2020-2025 Strategic Plan.

Hear from the 2021 Legacy Award Recipients:

"Volunteers are helping Ukrainian newcomers navigate many difficulties that come with settling in a new country such as overcoming language barriers, finding housing, employment, healthcare, education, banking and integrating into the community."

— **Helen Moroz,** Volunteer Toronto Board Member

Supporting Refugees and Asylum Seekers

Years ago, Volunteer Toronto supported the resettlement of Syrian refugees by connecting volunteers on the ground. Once again, we stepped up to **connect people with opportunities in support of Afghani refugees and Ukrainian asylum seekers** coming to Canada in early 2022.

We worked to source opportunities for volunteers to aid Ukrainians abroad and those arriving to their new home. But also, to connect non-profits who can provide settlement services with outreach programs, ensuring individuals have what they need in their first few months. We continue to do this work to build safety and belonging for those who need it.

Engaging Audiences Virtually

Volunteer Toronto's communications channels have a wide reach. Our website—**VolunteerToronto.ca**—is the most visited volunteersim focused website in Ontario. We provide enhanced promotional support to non-profits through our newsletters and social media channels which garner hundreds of thousands of impressions every year.

Volunteer Toronto would also like to thank the media outlets that profiled our programs, data, and leaders during 2021-2022.

toronto.com

MILÉNIO STADIUM

GLOBAL HEROES

FOUNDATION
The Business & Spirit of Philanthropy in Canada

CJRU.ca

CityNews

Canada Helps.org

2.45M

Page views on Volunteer Toronto's website

634,169

Social media impressions

385,673

Unique website users

57%

Of website users completed an action

21,172

Newsletter subscribers

Youth Leader — Matthew Ferguson

"Volunteer opportunities are so important as a student because you have all of these different paths you can take. If there are issues you're passionate about you can take part in them. For example, when I volunteered at my university's legal advice centre as a Student Adviser, you have these interactions with people who are going through incredibly difficult legal situations in incredibly vulnerable positions. Knowing that you can be a resource for them when they might not have people they could otherwise talk to definitely resonated with me. No other feeling can beat that."

Matthew started volunteering, like many, because of the 40-hour volunteer requirement for high school students in Ontario. However, it wasn't long before he became a serial volunteer, holding roles with Saint Michael's Hospital, his local library, a long-term care home, and as a **Youth Auditor with Volunteer Toronto**—many at the same time. He describes volunteering as a gateway to exploration of interests, careers, and passions. Ironically, volunteerism ended up as a big one in itself.

The dedication Matthew has for volunteerism means he's crossed paths with Volunteer Toronto in many ways. As a Youth Auditor for Volunteer Toronto from grades 11-12, he consulted with non-profits in hopes of making roles more accessible, feasible and exciting to youth. Years later and in the early days of the pandemic, Matthew **co-founded a grassroots group**, Beyond the Wards Canada, recognizing people doing essential work outside of healthcare, and who were often undervalued. We went on to help **Beyond the Wards** recruit volunteers and now, excitingly, the organization has received a grant to re-develop the youth-based initiative for a post-pandemic reality. In Winter of 2021, Matthew also officially joined us as a **student staff member** for 10-weeks, where he analyzed non-profit data and engaged volunteer managers to understand their needs.

In the summer of 2022, after completing a Law degree, Matthew has returned to non-profit work as Volunteer Coordinator with a national accessibility organization, realizing it's where his heart is. Matthew says he feels equipped because he recognizes the importance volunteers bring to every organization and that there are incredible support systems available, like Volunteer Toronto.

Our Dedicated Volunteers

Volunteers are at the heart of our work — enabling, informing, delivering, and responding to needs in the community. It's important that we build two-way relationships with our volunteers, making sure their skill development and goals are a part of the engagement conversation. This means our volunteers stick around and are trusted voices in delivering our mission, some even go on to become staff.

41 volunteers supported our work in 2021-2022

Thank you to our Volunteer Advisors, Ambassadors, Digital Receptionists, Copywriters, Posting Support Assistants and Zoom Support Volunteers for your time and talents — we couldn't do it without you!

Volunteer Copywriter — Roop Bajwa

"My Copywriter role at Volunteer Toronto has provided me a venue to develop my written communication skills in a professional capacity. All my life, I've been trained and acclimated to academic writing through school, and so this opportunity really allowed me to become more agile with my communication, think strategically, and tailor the delivery of information. Its remote structure has also allowed me to fit in my responsibilities no matter where I am or what I am doing."

Roop Bajwa was recruited to the Volunteer Toronto team in 2019 as a volunteer writer, one of our micro-volunteer roles, and describes her ongoing responsibilities as a part of who she is now, seamlessly integrated into her routine. Every other week, **Roop writes our Opportunities of the Week social media posts**, having contributed over 200 pieces of copy that promote diverse volunteer roles on Volunteer Toronto's Twitter, LinkedIn, Facebook and Instagram accounts. Recently, she's also been tapped to write case studies and a blog to mark National Volunteer Week 2022, titled "**10 Ways to Put Empathy into Action**".

As someone who is pursuing a degree in Communications and Media studies, Roop says her role with Volunteer Toronto speaks to her interest in writing for social media and offers an opportunity for growth as she receives positive and constructive feedback on every piece of copy submitted. She says the role equipped her for one of her first communications jobs where she was tasked to write for a variety of outlets. However, the most meaningful part of her role is knowing that she **gives urgent volunteer opportunities exposure** to receive support.

Roop's volunteer history includes roles at her high school's rotary club, a home for adults with disabilities, for the Joseph Brant Hospital Foundation, and with various other community initiatives. For her, it's about service above self, finding new ways to be grateful, and becoming a more empathetic person.

Board of Directors

Colin Druhan, Chair
Executive Director, Pride at Work Canada

Sushma Narisetty, Vice-Chair
Director of Standards and Procurement, Toronto Hydro

Heidi Reinhart, Secretary
Partner, Norton Rose Fulbright Canada LLP

Hekmat Kaadan, Treasurer
Senior Manager - International Tax, Deloitte

Sarah Llewellin, Director
Senior HR Professional, Independent Consultant

Helen Moroz, Director
Chief Policy Officer, Digital ^ Shift

Kanta Wadhwan, Director
Partner (retired), Baker McKenzie

Horace Wright, Director
IT Transformation, National Bank of Canada

Maryann Istiloglu, Past Chair
Executive Director, Ontario Association of Mental Health Professionals

Staff Team

Joanne McKiernan
Executive Director

Cara Eaton
Director of Strategic Communications

Iona Frost
Director of Programs

Sammy Feilchenfeld
Manager of Learning, CVA

Kasandra James
Manager of Programs

Nira Mariathas
Operations Manager

Phil Kim*
Communications & Digital Media Specialist

Gabrielle Meldrum*
Communications Specialist

Lily Thao Nguyen*
Communications Specialist

Olivia Sonnenberg
Engagement Specialist

Samah AbdelAziz
Programs Coordinator

Matthew Ferguson*
Program Assistant

Tianyang Qi*
Program Assistant

Sina Ramezanali
Communications Assistant

*Employed for part of the 2021-2022 fiscal year

Our Commitment to Anti-Oppression

We've set out on a journey of anti-oppression with a view of building sustainable culture changes—internally first, and then externally as an influencer in volunteerism, as outlined in our 2021-2025 Strategic Plan.

It's our responsibility to build spaces where people feel like they belong. Volunteerism is an access point to many aspects of a healthy, meaningful and connected life, but when barriers shut people out or people in positions of power exploit vulnerable individuals, it builds on a mountain of inequity that permeates in countless ways. In 2021-2022, we focused on five key aspects of our anti-oppression work.

For the coming year, we're leaning into deeper reflections on the systems of volunteerism—how empathy and decent work plays a role, and how we lean on volunteers for essential services. Building stronger partnerships with organizations serving racialized communities is also a priority. Our existing services shouldn't seek to replicate, but amplify those who have been doing community work for decades.

This year, we launched an internal rotating Anti-Racism, Diversity, Equity, Inclusion, and Decolonization committee and have engaged an anti-oppression partner to inform long-term organizational and systems change.

Collectively we've prioritized our Indigenous learning, requiring all staff taking the University of Alberta Indigenous Canada course. The learnings led to a new approach to our Land Acknowledgements, also informed by the teachings of Lindy Kinoshameg, a proud Odawa from the Pike clan, who shared his knowledge at our annual conference for volunteer managers.

We now hold space weekly for the promotion of BIPOC-led and engaging volunteer roles. We have rejected non-profit Subscribers that pose a risk to the safety of racialized and 2SLGBQT+ volunteers so as not to enable harm. And we have hired anti-racism and anti-oppression experts to share their lived experiences and insights through our platforms.

Our staff team participated in a series of conflict transformation workshops where we built a space to share without judgement. Through this process, we began to practice Non-Violent Communication and are now looking to integrate these skills as a key part of our internal culture.

Our team has also committed to participating in the City of Toronto's Data for Equity Strategy to examine our own efforts in collecting demographic-based data. We will evolve our practices in an equitable, informed, and protected way to identify and analyze our own service gaps for diverse individuals.

Financial Snapshot

In the fiscal year 2021-2022, Volunteer Toronto saw $946,215 in revenue and $941,513 in operating expenses.

Nearly 75% of all expenses go towards our staff team who deliver non-profit and community engagement programs or provide leadership and financial accountability for the organization. Compared to the previous year, we've seen a 7% drop in revenue which is related to one-time COVID-19 emergency response grants that were realized during the first year of the pandemic.

We're incredibly grateful for our three core funders—**Ontario Health**, the **City of Toronto** and **United Way of Greater Toronto**—for their ongoing investment in the central services Volunteer Toronto provides, and has provided for decades. As a capacity builder for non-profits and a long-term pillar facilitating volunteerism in Toronto, our stability and agility is attributed to these funder's commitment to the importance of a volunteer centre in our society.

In 2021-2022, Volunteer Toronto received a COVID-19 Resilient Communities Fund grant from the **Ontario Trillium Foundation** of $104,300.00 to create the Volunteer Lab. Additionally, we received project fees and revenue from **Volunteer Canada** and the **Toronto Nonprofit Network** which was used to hire additional staff to deliver special projects.

Volunteer Toronto's leadership team continues to explore special project funding that aligns with our Strategic Plan, including an additional 12-month Resilient Communities Grant from the Ontario Trillium Foundation which has already been confirmed for 2022-2023.

32%	Ontario Health (MOH)
25%	City of Toronto
18%	United Way of Greater Toronto
11%	Ontario Trillium Foundation
6%	Other
5%	Subscription & Training
2%	Special Projects
1%	Investments
Total $946,215	

45%	Overhead, Marketing & Adminstration
20%	Engaging Organizations
14%	Community Engagement
11%	Special Projects
5%	Engaging Youth
5%	Engaging Leaders
Total $941,513	

Ontario Health

TORONTO

United Way Greater Toronto

Ontario Trillium Foundation / Fondation Trillium de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

Volunteer Toronto

Our Mission

Volunteer Toronto increases the positive impact that volunteering has on the City of Toronto through innovative initiatives that inspire, inform, and connect volunteers and the organizations that need them.

Our Vision

We envision a Toronto that is caring, inclusive, and engaged where volunteering is an important avenue through which everyone has the opportunity to participate and contribute meaningfully.

Volunteer.ca
CRA# 119287092RR0001

721 Bloor Street West, Suite 202
Toronto, ON
M6G 1L5

2425 Eglinton Avenue East, Suite 214
Scarborough, ON
M1K 5G8