



**Big Brothers Big Sisters
of Central Vancouver Island**

2009 Annual Report



Vision Statement

***“Every child who needs a mentor...
has a mentor”***



**Big Brothers Big Sisters
of Central Vancouver Island**

Mission Statement

“We commit to the children and youth of Central Vancouver Island that we will be leaders in providing them with the highest quality, volunteer-based mentoring programs.”



Big Brothers Big Sisters of Central Vancouver Island

AGENDA

Annual General Meeting

March 18, 2010—6 pm

*Bowen Complex Clubhouse
500 Bowen Road, Nanaimo BC*

1. Call to Order
2. Quorum and Proxies
3. Introduction (Board Members and Staff)
4. Approval of Agenda
5. Approval of AGM Minutes, March 12, 2009
6. Reports
 - A. President
 - B. Executive Director
 - C. Program Manager / Case Worker
 - D. Fund Development
 - E. Human Resources
 - F. Finance
 - i. Approval of Financial Statements 2009
 - ii. Approval of 2010 Budget
 - iii. Appointment of Accountants for 2010
7. Guest Speakers
8. Election of Board Members
9. New Business
- 10.. Adjournment



Big Brothers Big Sisters of Central Vancouver Island

President's Report

2009 National Theme: *No Borders*

Thank you to all board, staff, volunteers, sponsors, partners, and program participants!!

BBBSCVI had another great year, thanks to the dedication of our board and staff and the generous support of volunteers, sponsors, and partners. During the past year, we explored ways to ensure sustainability and accountability of the agency with *NO BORDERS*.

The economic slowdown and reductions in government and other funding have brought challenges to many non-profit agencies, including BBBSCVI. At a time when other agencies are struggling, I am very pleased to tell you that BBBSCVI is doing well and we continue to serve a record number of children (160 this year—WOW!!) to achieve our goal:

Every child who needs a mentor, has a mentor.

2009 BBBS CVI Strategic Theme: *Turn Decisions Into Action*

Over the past year, we have been assessing our agency to ensure that we continue to offer relevant and sustainable programs that meet the changing needs of our community. We have set strategic planning goals, strengthened committee structures, completed a community needs assessment, done a feasibility study for a social enterprise, and reviewed marketing/branding and policies/procedures. In order to accomplish this, we looked to strategic partnerships with government, other agencies, volunteer groups, sponsors and the public. Thanks to everyone for their assistance.



Big Brothers Big Sisters of Central Vancouver Island

Staff participated in leadership skills training through VIU's Leadership BC program and we were the lucky recipient of an office makeover. Thanks to the efforts of Kathy King's congregation, we have a new onsite storage facility. The website has been updated and we will continue the upgrades this year. Please visit the website www.bigscvi.ca and provide us with your feedback.

The agency had two outside audits, the Interim Accreditation review by National and a routine Gaming Audit by the provincial government. We received compliments on the rigorous internal controls and we continue to exceed National Standards in most areas.

Comings and Goings

We value the commitment and contributions of our board, staff, volunteers, sponsors and partners. We acknowledge the following members of board and staff who contributed generously to the agency and who have moved on to new adventures:

Howard French, former board member, Past President
Rachael Robinson, former board member
Hector Abarca, former board member
Gwyn McKay, bookkeeper (retired)
Tiffany Peddie, former staff member
Sarah Bramley, former staff member

We also welcomed some newcomers:

Kelly Vyas Williams, new board member
Jennifer Kemp, new nominee board member
Andrea Carpio, new staff (Office Manager/Bookkeeper)
Lisa Fiske, new staff (Marketing and Fund Development)

We also acknowledge the continuing efforts and commitment of Denise Robinson, our Executive Director, and our Caseworkers, Paulyne Robinson and Dean Laviolette. During the year, we were also assisted by several contract employees and we thank them for contributing to the agency: Karen Meadows, Jerry Sauder, and Ursula Weiss-Hawkins. Our special thanks (as always!) to Marjorie Driscoll and our partners at Volunteer Nanaimo for their ongoing assistance and support.



Big Brothers Big Sisters of Central Vancouver Island

Looking Forward: 2010 Telling Our Story

This is one of the themes from our agency's strategic plan and is National's theme this year. The Agency's focus will be to tell our story and tailor programs to meet the changing needs of our community. The board will continue to focus on stability, sustainability and community impact. We need **YOU** to help us effectively **Tell Our Story** and to get the message out that BBBS CVI is **Capable, Engaged and Innovative**.

We will continue to offer traditional programs -- one on one Community Mentoring, In School Mentoring and Teen In School Mentoring. We will also offer Go Girls programs and a senior mentoring opportunity, Between Generations. Our goal is to provide quality, flexible mentoring experiences for children that are rewarding for mentors and beneficial to the community. We have a plan to deal with those on the wait list and we are working with School Districts 68 and 69 to offer more programs in our local schools.

As we all know, it takes a village (or, a community) to raise a child. Our Agency is committed to developing effective strategic community partnerships and providing a wide range of youth mentoring services. Each and every one of you are a critical part of the community team that will raise these children and assist them in developing the skills that they need to remain engaged in the community and to become the leaders of tomorrow.

So, please become engaged. We need mentors, board and committee members, volunteers, sponsors, partners and enthusiasts to Tell Our Story. Most importantly, we need **YOU** to tell us what our community needs so that we can develop a plan to service those needs. If you know someone that needs assistance, please contact us. You **WILL** hear from us and we want to hear from **YOU**. Thank you.

Linda J. Murray, LL.B., CFE
President and Chair, Risk Management & Board Effectiveness Committees



Big Brothers Big Sisters of Central Vancouver Island

Executive Director's Report

As we embark upon a new year, it is time to reflect on our accomplishments for the past year. Capacity building, growth and program development best describe 2009.

As part of the program development plan two new projects were introduced "Bridging Between Generations & Go Girls ". Both of these two projects attributed to growth in our programs by 21%. It is our hope that we will be able to sustain funding for continuation of both projects for 2010.

During the year, we undertook a Job Creation Project funded by the Provincial Government. The objective of this project was to realign strategic goals and organizational practices of Big Brothers Big Sisters of Central Vancouver Island through the completion of an Environmental scan, program review, research, funding, and marketing strategies. This project has made a significant impact in our planning and development for programs, agency structure and realignment of strategic goals. The JCP participants Karen Meadows and Jerry Sauder were a great asset to our team. They both worked very hard to ensure all the deliverables of the project were completed. The work of the participants will be continued by the staff, board and committee volunteers. Due to the dedication of the staff, board and participants who invested time to this project, we are in tune with the needs of the community, children on the wait list, families and the volunteer sector. Part of the JCP Project was to update our policies, processes, and practices. Although changes to the policy manuals are in draft form this work will continue by our consultant, committee and staff members who have and will continue to invest time to these manuals.

The upcoming year holds many opportunities. The organization is continuing to look at innovative ways to service children through group, new programs and a new service for the children and families on the wait list. Also, the Fund Development Committee has developed a new sponsorship package that will be ready for marketing later in the year 2010. The members are also exploring a social enterprise opportunity that was recommended in the feasibility study that was funded by ENP.

I would like to take this opportunity to thank the staff, volunteers, board and all of our sponsors, for making the year a great success: the volunteers and staff for their commitment and passion to serving the children in Central Vancouver Island and the Board for all your support and dedication. Thank you to our donors who wholeheartedly believe in Big Brothers Big Sisters. None of this would be possible without you.

Denise Robinson, Executive Director



Big Brothers Big Sisters of Central Vancouver Island

Program Manager Report

We have had a very successful year; we served 160 children this year compared to last year of 132.

Community Based programs – Big Brothers, Big Sisters, Cross Gender & Big Couples- 38 children served

Every year we are serving more children in our community program, and we continue to have more inquiries daily. Our goal is to better serve the families on the wait list. After going through the list we found the following: many families moved, had unlisted phone numbers, boys were too old for the program (aged out) or some boys felt they did not need a big brother. With the families we were able to contact, appointments were set up for home visits where we discussed how the agency can better serve their families. What we found was with the advertising we have done in the past; 3 to 5 year wait list, 80 boys on the wait list, parents are no longer calling the agency, “why wait for 5 years?” We will be addressing this issue by keeping better contact with everyone, offering group programs and inviting the families to the community activities.

In-School Mentoring program (ISM) – 52 children served

The ISM program ran very smoothly this year; there was no turn over in school staff which aided in the program’s success. We find that when everyone knows the program, it is much easier to get the volunteers matched in the schools. Our agency continues to have a very good relationship with the schools in SD #68 and #69. We are hoping to expand our program into more schools to serve the children of our community better.

Teen In-School Mentoring program (T-ISM) - 54 children served

Our teen mentors continue to commit themselves on a weekly basis to enhance the children’s lives by being dedicated to the program. They continue to be fun to work with because of their energy and enthusiasm. Of course working with teens brings its own challenges but overall the children love being matched with a teenager.



Big Brothers Big Sisters of Central Vancouver Island

Go Girls program - 8 girls served

This is a new program for our agency. A grant became available from a women's foundation through our national organization. We presented the idea of a partnership with the Fairview School to provide the Go Girls program. They were very excited to partner with our agency.

We did not receive the grant, but we decided to go ahead and offer the Go Girls group at Fairview school anyway. It was a huge success. We had 2 of our pre-screened and matched mentors as the facilitators for the group. Volunteers, participants and the school loved the program. We hope to offer the program in 2010 in more schools.

The goal of Go Girls is to provide girls and young women with information and support to make informed choices about healthy, active living while maintaining sensitivity toward the emotional, social and cultural issues they may face. Specifically, the project addresses the issues of physical activity, balanced eating and positive self-image for youth between the ages of 12 and 14 through mentoring relationships.

We are hoping to have Go Girls in many of the schools in 2010. In November we were approached by the Women's Resource Centre to partner with their agency to provide more Go Girls programming. We are currently pursuing that partnership.

New Horizon's, Between Generations Seniors Program - 8 children served

The agency received a grant from Service Canada, New Horizons Seniors Project. The grant was to recruit and train 10 senior Community Ambassadors to promote BBBS CVI and raise awareness of the need for seniors to become mentors. The Community Ambassadors were then to recruit 10 more seniors to mentor youth and/or children. The primary goal was to engage the senior population and minimize the time it takes for a child or youth to be matched with a mentor ultimately reducing our wait list.

Results:

Number of participants who are seniors / elders: 36

Number of non-senior participants (e.g. youth, non-senior adults, etc): 18

Overall Total Number of project participants: 54



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Results cont.

8 In-School Senior Mentors

10 In-School Littles

1 Senior Office Volunteer

2 Senior Office Renovators

5 Senior Christmas Hamper Assistants

12 Christmas Party Providers for Bigs and Littles

8 Senior Advisors on recruitment/senior volunteers

8 Community Advisers on Development of Senior projects

This project's outcome exceeded our expectations;
8 seniors volunteers in the In-School Mentoring program and
2 of which are mentoring 2 children and
we matched 2 more mentors in February.

With the participation of Senior Mentors the wait list has been reduced. The seniors who participated proved to be excellent mentors, came prepared for each session with their Little and were very reliable. While the number of Community Advisors was slightly less than expected in the original proposal, many other senior volunteers participated in the organization in ways that were not expected.

The total number of participants exceeded expectation. BBBS CVI had hoped to involve 20 seniors and we had 54 participants.

BBBSCVI received the unexpected benefit from senior volunteers assisting with administration, support projects and providing a group activity for the Bigs and Littles. The assistance of senior volunteers particularly during the Christmas season in particular had significant impact. BBBS CVI very truly appreciated the participation and leadership of the senior volunteers in this project.



Big Brothers Big Sisters of Central Vancouver Island

BBBSCVI would like to thank the Independent Order of Foresters (I.O.F) for their partnership and continued support for our Community Based programs. The I.O.F had an Easter Egg Hunt and Halloween Party for the matches at Yawning Acres Farm in Cedar. The I.O.F put on a Christmas swim; they provide swimming, pizza, refreshments and presents to all the children. Their generosity is greatly appreciated.

This Christmas, we were very fortunate to have a wonderful church group help with all the activities. They assisted with the Christmas party for our matches, which included the decorating of our office, cooking chili and squares, serving and cleaning up after the party. The group also took over the Christmas Hamper project which freed up the program staff to work on changes to the programs that had been identified in the program review. All their help greatly appreciated and we look forward to working with them again in the future.

A variety of In-kind donations were provided for the use of our matches; books from Scholastics Books Clippers Hockey tickets, OldTimer Hockey tickets from Xentel DM Inc., and theatre tickets from Port Theatre and Theatre One. Many thanks to the companies who donated to our agency.

In conclusion, the project manager and caseworker continue to strive to meet the needs of our children and to learn from each other so that **“Every child who needs a mentor...has a mentor,”** for youth this and future generations.

Paulyne Robinson - the program manager

Dean H. Laviolette - the caseworker



Big Brothers Big Sisters of Central Vancouver Island

Treasurer's Report

On the financial front 2009 was better than anticipated, although some funding requests were approved lower than expected; we received funding for two projects new to the agency. They were a Job Creation Project and Bridging Generations Project. The used clothing revenue continues to grow and is a great resource for our agency.

The agency is still committed to finding sustainable funding and we received a small grant this year to have a feasibility study done on the idea of a second hand clothing store with online sales. The study is completed but is awaiting review by the board.

Due to the new projects our expenses although higher than anticipated in some areas, overall were lower than budgeted. This greater revenue combined allowed us to leave our operating reserve as is. Like many agencies we are waiting patiently to hear from the province on the status of our gaming grant for 2010.

Our bookkeeper, Gwyn McKay, was kept very busy this year tracking the expenses on the various project and reports to the funding agencies. Gwyn decided to retire as our bookkeeper in November and we welcomed Andrea Carpio to our staff as our new bookkeeper and office manager. We like to thank Gwyn for all her hard work over the years for our agency and wish her all the best in her future endeavors.

For 2010, the Board and Staff's focus will be to continue to provide excellent service to those we serve while keeping our costs down. We will continue our quest for sustainable funding to ensure the continuation of our programs. .

In closing I would like to thank our staff, all our supporters, volunteers and various funding agencies for their hard work and support through 2009 and ask for your continued support in 2010.

Janice McAllan, CGA — Treasurer



Thank you
**Big Brothers Big Sisters
of Central Vancouver Island**

2009 Sponsors

All Powerline Construction	Parksville Insurance
Allstar Rebar Ltd.	Parksville lioness
Avro Canada	Primal communication
Best Buy	Province of BC
Canadian Western Bank	Quality Foods
Central Drugs	Robbins Parking
Coastal Credit Union	Rotary North
Coastland	Saywell Construction
Cruise Holidays	Scholastic Books
Enterprise for Not for Profit	Scotia Bank
Harbour City Bingo	Service Canada
Harbour City Diesel Off Road	Sherwood Drywall
Harvest Homes	Steve Marshall
HB Towing	Surf Wood
Heatherbrae	Sutter Fund
Investors Group	Telus
K2 Stone	Thrifty Foods
Keg Spirit Foundation	Turley's florist
Loyal Protestant Association	United Way
Mentoring Excellence BC	Universal
Mid-Island Co-op	Uplands Dental
Milestone Equipment Contracting Inc.	Wave Wolf
Nanaimo Honda	West Jet
Nanaimo News Bulletin	Wheaton Ford



Big Brothers Big Sisters of Central Vancouver Island

2009 Partners

Big Brothers Big Sisters of Victoria	School District #68
Cottonwood Golf Course	School District #69
Independent Order of Foresters	Splitzville Entertainment
Island Radio	Tamagawa University
Ladysmith Health Care Auxiliary	The Light Of Christ Church
Leadership BC - Nanaimo	Volunteer Nanaimo
Nanaimo Hospital Auxiliary Thrift Store	Hospice Thrift Store

Leadership BC—Nanaimo Project

City Tile	Dorothy Fahr
Cloverdale Paint	Bob Turner
The Finishing Store	Rick McKay
Colonial Countertops	Russ Liboiron
Art Oasis	Karen Meadows
Vancouver Island Raiders	Jerry Sauder
Plumbing Westcore Industries	Nehru Manak
Tim Hortons—Bowen Road	Christy & Ralph Motzek
Roger Chaisson	Louise Nichol
Vancouver Island University	Brian Webber
Harvest Homes	Melvin Bramley
Shaw Cable	Omer & Carrie Gosselin
Volunteer Nanaimo Staff	

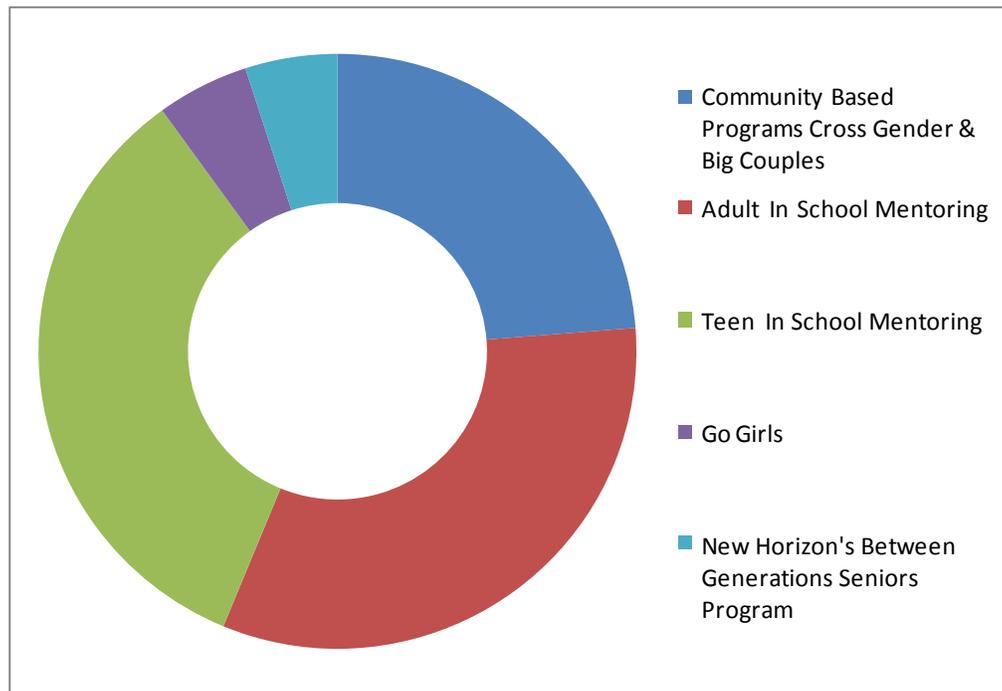


Big Brothers Big Sisters of Central Vancouver Island

Program Statistics

January—December 2009

Total Matches



160 Children Served



Big Brothers Big Sisters of Central Vancouver Island

TOUCH A LIFE

*If you want to touch the past,
touch a rock,
If you want to touch the present,
touch a rose,
If you want to touch the future,
touch a life.*

*One hundred years from now...
...it will not matter what
your bank account was,
the sort of house you lived in,
or the kind of car you drove
...but the world will be different
because you
were important
in the life
of a
CHILD*



Big Brothers Big Sisters of Central Vancouver Island

Board of Directors 2009

Executive

Linda Murray - President

Roger Lytton - Vice President

Barry Sparkes - Secretary

Janice McAllan - Treasurer

Directors

Kathy King

Kelly Vyas Williams

Rachael Robinson

Howard French

Hector Abarca

Thank you for making 2009 such a success!