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WHAT OUR VOLUNTEERS HAVE TO SAY:

Cities provide community and neighbourhoods, a place to call home, a place for purpose and leisure. As a volunteer I get to give back to my supporting community and have time to help my neighbours. Giving a bit of time to help an event be successful, or just picking up garbage on the street, or being ready to be called upon should there be an emergency need, just doing a bit here and there is rewarding for me. By being involved I get to meet all the other good people who live, and volunteer, in our city. Thanks for the chance to say, "Thank you!"

Art

I love working with people from different diversities. It gives me an opportunity to learn about different cultures. I have also loved working with the kids as it gives me a chance to do certain activities that I have never done when I was a kid like dressing up last Halloween when I was volunteering with ARC. Also, working with the community brings me joy and have helped me become a better human being.

Arosh

I enjoy my picking garbage volunteer time, as it gets me out in the community to see what's going on! Often people comment and say thank you as they see me doing this community service. My parents taught me we need to give back to our community to make it work!

Elaine

We love that we can be involved in giving back to the city that we have called our home for many years. Having both retired and needing to find purposeful activities in our lives during the isolation of Covid, we took this opportunity to help clean our streets as this was a safe activity to do that would get us out into the fresh air. Having taken the step into volunteerism, we enjoyed helping with Canada Day celebrations and seeing the diversity of our city; interacting with so many individuals that we would otherwise not have the opportunity to meet was very impactful.

Myrna and Errol

I'm very glad I decided to volunteer as a "trail-keeper" over three years ago. Stony Creek Trail is only a block away from our house-it's almost our back yard. On the Trail I can work independently, at my own pace and schedule. It is a bonus that I get to meet a great variety of people and their dogs. Another reward is that it gives me a reason to indulge in a hobby: publishing a "newsletter" and maintaining a website dedicated to the Trail.

I am so thankful that Abbotsford provides "wild" parks as well as those with "recreation facilities." It is not a chore but a pleasure to visit the Trail every day to keep it free of litter. It was especially so during the Pandemic lock-down.

Nevertheless, meeting people, spending time in nature and publishing while doing something useful - I can't think of a better way of spending my years of retirement.

Dave

As a community volunteer for so many years, I have been able to connect with other like-minded individuals, while giving back to the community that has been home to me and my family for over 45 years. The volunteer clean ups, tree planting, Canada Day celebrations are some of the events I've taken part in, and each has provided me with great personal satisfaction. I take great pleasure in volunteering and knowing that it makes a positive impact on my community. As Churchill stated, "you make a living by what you get. You make a life by what you give."

Kulwant

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VOLUNTEER SERVICES 2022 ANNUAL REPORT



800
TREES
INSTALLED

**RECEIVED
TD TREE
DAYS GRANT
\$10,725.25**

abbotsford.ca/volunteer

THE VOLUNTEER CENTRE AT:
Abbotsford Recreation Centre
2499 McMillan Rd, Abbotsford,
BC V2S 7S5



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Volunteer Services supports the Involve Symposium through organizing the event and supplying volunteers. Abbotsford leaders of Community Organizations, Amateur Sports Teams, Arts Groups, not for Profits and Small businesses attendees joined us for our one-day virtual workshop to attend innovative workshops.

We invest in building relationships that facilitate alignment by celebrating our volunteer contributions. Volunteer Services recognizes volunteers regularly through our social media engagement. We love to post various volunteer efforts and accomplishments which showcase the amazing work City volunteers do in Abbotsford.



Community Clean up Month photo contest. Volunteers across the community were also invited to submit a photo of themselves volunteering for a chance to win one of 20 prize packs. Prizes included City of Abbotsford branded items and a gift card to one of 10 different location businesses.

Volunteer Services is involved in the regional Inter-municipal Volunteer Leaders Network which is comprised of Volunteer Coordinators from across the Fraser Valley who meet to share information, support each other and collaborate on industry standards, tools and best practices.



VIBRANT ECONOMY

We support the development of a vibrant and diverse economy by helping to champion volunteer opportunities for a wide range of residents and community groups which strengthen and support the City's business, arts and culture economies.

SUPPORTING VOLUNTEER OPPORTUNITIES



FISCAL DISCIPLINE

We actively manage our City finances with exceptional care.

The City of Abbotsford currently has active 7,746 volunteers who have contributed approximately 78,179 volunteer hours in 2022. These volunteers contribute to added service levels that wouldn't otherwise be accomplished. The estimated value of the City of Abbotsford's volunteer activity (EVVA) is \$1,954,475.00. This figure is developed by utilizing the total estimated volunteer hours contributed in 2022 (78,179) and multiplying this by an assigned hourly rate of pay (\$25/hour) for \$1,954,475.00 (\$25/hour rate of pay).²

When equating volunteer hours to a full-time year-round job equivalent (FYJE) it would result in 40.7 FTE's. This figure is derived from taking the total number of volunteer hours (78,179) dividing it by 40 hours per week then dividing by 48 weeks.³

40.7 FTE'S

7,746 VOLUNTEERS

VOLUNTEERS CONTRIBUTED 78,179 HOURS IN 2022 (approx.)

ESTIMATED VALUE OF VOLUNTEER ACTIVITY \$1,954,475.00

² Calculation suggestions are from the Measuring the Economic Value of Volunteer Activity from the International Year of Volunteers in partnership with Volunteer Canada.
³ Calculation suggestions are from the Measuring the Economic Value of Volunteer Activity from the International Year of Volunteers in partnership with Volunteer Canada.
⁴ Calculation suggestions are from the Measuring the Economic Value of Volunteer Activity from the International Year of Volunteers in partnership with Volunteer Canada. Along with Assigning Economic Value to Volunteer Activity: Eight Tools for Efficient Program Management.



FOR EVERY DOLLAR SPENT ON OUR VOLUNTEER PROGRAMS a value of \$9.34 is returned in unpaid volunteer activity.

The City of Abbotsford's total organization volunteer investment ratio (O VIR) is 9.34. For every dollar the City of Abbotsford spends on the volunteer program it receives a return valued at \$9.34 in unpaid volunteer activity. This is a 9.3:1 ratio. This figure is derived from taking the total EVVA (\$1,954,475.00) and dividing this by the city's total financial investment in the volunteer program (125,544.00).⁴

ORGANIZATIONAL ALIGNMENT

We support the efficient and effective delivery of our City services and programs.



Volunteer Services partnered with Abbotsford Fire Rescue to develop the Extended Emergency Support Volunteer (EES) program. This group provides support to the regular Emergency Support Services (ESS) team at Reception Centres when needed to assist our community in times of need. This assistance includes providing food, lodging, clothing, emotional support, and family reunification.



Cemetery Marker Maintenance; In conjunction with the Parks team and the Abbotsford Genealogical Society, Volunteer Services provides supplies and direction to assist with cleaning markers and headstones, debris removal, edging, and minor horticultural maintenance at City cemetery sites. This program has become increasingly popular and includes volunteer champions at all four city cemeteries; Aberdeen, Musslewhite, Mt. Lehman and Hazelwood.

COMPLETE COMMUNITY

We value our community's connection with the environment through Park Beautifications, Stormdrain Troopers, Adopt a Park, Adopt a Trail, Adopt a Street and One Time Beautification programs. These stewardship programs are vital as they provide educational opportunities, remove litter and debris, increase beautification of the community, promote the removal of invasive plants and see the introduction of native species within our park spaces. These green community initiatives and programs made up 65% of our volunteer force in 2022.¹



RECEIVED TD TREE DAYS GRANT - \$10,725.25

800 TREES INSTALLED

Volunteer Services with the support of our Parks Urban Forestry team applied for and received a \$10,725.25 TD Tree Days grant. On September 24th, 70 volunteers came out to McKay Creek Park to install over 800 trees in an area that had been badly flood impacted in November 2022. Parks staff readied the site for the planting, ordered the plants and managed supplies. TD Tree Days is a program of TD Friends of the Environment Foundation (TD FEF), which the City of Abbotsford has participated in annually since 2014.

Our Community Clean-up initiative was again expanded to include the entire month of April. This is a great way for residents to get involved in volunteering, contribute to environmental stewardship in our community, encourage social responsibility, helps beautify our neighbourhoods and is a great way to celebrate Earth day, April 22nd. Last year over 4,000, residents participated in this beautification initiative. Abbotsford residents are encouraged to pick litter up around their workplace, school, parks, trails and streets from April 1 – 30th, 2022.



4,508 RESIDENTS PARTICIPATED in the community clean-up initiative

We support a multi-disciplinary approach to public safety by employing Crime Prevention through Environmental Design (CPTED) principles. Volunteers engage in natural surveillance as they become the eyes and ears of their communities by positively activating parks and neighbourhoods. Volunteers have a sense of community ownership of their space when helping to beautify it. Moreover, volunteers are maintaining and managing the beautification of their neighbourhood which is resulting in pride of place. This pride results in ownership and natural surveillance of a neighbourhood which leads to an effort to defend space. Given this, volunteers contribute to decreasing crime within communities.



VOLUNTEERS BEAUTIFY NEIGHBOURHOODS

VOLUNTEERS BECOME NATURAL SURVEILLANCE

DECREASE IN CRIME

Both participants and volunteers of our Live 5-2-1-0 Playbox program help with decreasing unfavorable activities in their communities through an increase in park activation. Live 5-2-1-0 Playboxes are industrial metal jobsite boxes that have been installed in local Parks that contain sport equipment and ideas for active play. The boxes are wrapped with colourful vinyl graphics and secured with combination locks; the code to open a Playbox is freely accessible to families. The 5-2-1-0 Playboxes program is supported by volunteer leaders with 3 Playboxes located in Eagle Mountain, Pepin Brook and McKinley Parks. This Playbox program which was created right here in the City of Abbotsford has served as a model for 17 other BC and 15 Ontario recreation and parks agencies.



We value recreation and support facilities, amenities and activities that connect us.

Recreation Volunteers support our programs by bringing in a fresh perspective as they begin work experience, fill a school requirement; or give back to their community. Summer, our busiest program season saw several new volunteers join staff to assist in aquatics, recreation, sport, art and day camps.



We embrace our cultural diversity as one of our greatest strengths.

An asset to our volunteer pool continues to be its cultural diversity. Our database mirrors the unique diversity of the Abbotsford community. 78% of our Volunteers indicate they are able to communicate in a language in addition to English. Some of these additional languages include; Punjabi, Korean, German, French, Farsi, and Mandarin.

SNAP – Special Needs Access Volunteer Program

provides opportunities to build social skills, confidence and meaningful volunteer opportunities for those with cognitively, physically or mentally diverse needs. SNAP Volunteers can assist with any of the multitude of program areas offered at our Recreation centers in conjunction with support, Recreation and Volunteer office staff. Customized volunteer activity plans for vetted and approved volunteers.



¹ Based on the 2022 Stats (Parks - Adopt a Park/Street & Trail, One time efforts – 542, CCU - 4508, Recreation, Special Events, City Wide and other programs -2,696.)