



ANNUAL REPORT

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ABOUT OAK BAY VOLUNTEER SERVICES

MISSION

To assist Oak Bay residents of all ages in need by providing one-to-one volunteer services.

VISION

A community in which personal quality of life and independence are improved.

CORE VALUES

Respectful – We are respectful and considerate of individual needs.

Inclusive – We provide services for a wide spectrum of client needs.

Collaborative – We work in partnership with others.

Responsive – We act appropriately and in a timely manner.

BOARD OF DIRECTORS

Chair	Coline Neilson
Vice-Chair	David Cattrall
Treasurer	David Collins
Secretary	David Cattrall
Director	Brian Malone
Director	Susan Merchant
Director	Bronwyn Taylor
Director	Diane Kallal

STAFF

Executive Director	Renee Lormé-Gulbrandsen
Outreach and Services Coordinator	Melinda Mann
Volunteer Coordinator	Ruth Platts
Administrative Coordinator	Britney Nguyen
Bookkeeper	Chu-Ting Hsu

Thank you to the following staff members for their service this year:

Amy Penner

MESSAGE FROM **THE BOARD CHAIR**

♦
Coline Neilson

To the Members of the Oak Bay Volunteer Services Society:

It has been another great year for our Society.

Your Board of Directors has had a productive and truly meaningful year in advancing the interests of Oak Bay residents, particularly our senior citizens. Everything that has happened this year to advance the mission of the OBVS has come through the joint efforts of our Executive Director, our staff, and our volunteers with the encouragement and direction of the Board of Directors. The OBVS has been redesigned to meet both old and new challenges, especially in this era of COVID-19.

It has been an honour and a pleasure serving on the Board of Directors for the last five years. I wish the best to the new Board of Directors for 2020/2021.

Coline Neilson

Coline Neilson
Outgoing Chair, OBVS



Front Row: Chair Coline Neilson, Bronwyn Taylor, Susi Merchant
Back Row: Brian Malone, Diane Kallal, Treasurer David Collins, Vice Chair and Secretary David Cattrall

MESSAGE FROM **THE EXECUTIVE DIRECTOR**

Renee Lormé-Gulbrandsen



What an extraordinary time to be serving the community! While the start of our year was like every other since the inception of OBVS in 1977, the end of our fiscal year has been unprecedented. Running a virtual office, remote recruitment and onboarding of volunteers, and providing contactless services to our clients during the COVID-19 pandemic has been the result of operational innovation and intentional responsiveness for the health and safety of everyone. Through the successes, challenges and change in trajectory, our mandate has remained our guiding post as we continue to provide much-needed services to our clients with the heightened emphasis of mitigating isolation. Thank you to our staff, board of directors and volunteers for your many hours of service and unwavering commitment.

Up until March, and the change in focus to our COVID-19 Health Emergency Response, it was 'business as usual'. Our total number of clients had an increase of 11%, while our total number of volunteers increased by 9%. We continue to see growth in our client and volunteer numbers year over year. Regarding service provision, our clients received nearly 5,400 services, equating to over 8,000 hours of volunteer time. Drives continue to be our most vital service to clients at 37% of service delivery.

On the programming front, the Hop Aboard Seniors Shopping Bus continued successfully throughout 2019-2020. Delivered in partnership with Baptist Housing Society, the program offers trips to a local shopping centre for seniors living independently. It is an opportunity to be active through a light walk, shop for necessities or run errands, wrapping up with a lovely hour of connection with other clients and program volunteers. This is a beloved program by not only the clients but also our volunteers, and while the program is currently on hiatus due to COVID-19, we look forward to facilitating it again when we are able.

In the last annual report, I shared the exciting projects on the horizon for 2019-2020. I am proud to say they have all come to fruition. Our new website - www.oakbayvolunteers.org - launched in June of 2019. The website is engaging, informative and easy to navigate. The development of our new database was also completed, and

with the interruption of COVID-19, we fully went into utilizing its innovative capabilities in response to running a virtual office. In August we mailed our clients the first edition of The Willow Tree - our bi-annual healthy living and healthy aging newsletter. These are a few of the many successes we had this year and it is thanks to the talented staff that we have met these goals.

OBVS is blessed to have a staff team that is knowledgeable, compassionate and collaborative. Our small team of four continues to drive administration, operations, volunteer coordination and client coordination. This year we said goodbye to Amy Penner as our Administrative Assistant and welcomed Britney Nguyen in the new role of Administrative Coordinator. Britney has an extensive background in nonprofit administration and programming, joining OBVS after a number of years with a social service agency supporting families in Alberta. Thank you to Ruth, Melinda and Britney for your continued dedication to our team and to our organization.

One of the greatest assets to OBVS is our roster of volunteers. On page 16 of this report, you will find a few of the nearly 200 volunteers that gave of their time and talents this year to the community of Oak Bay. It is with great disappointment that we are unable to host our Volunteer Recognition Event this year where we would honour the extraordinary milestones each of these individuals has reached in volunteering. To each of the award recipients - thank you for your continued service and congratulations! It is with gracious appreciation and admiration that I acknowledge the 35 years of service by Doris and Bert Dinsmore, along with 30 years of service by Honora Bowring. The legacy each of these individuals bestows upon Oak Bay Volunteer Services, the community of Oak Bay and future volunteers is invaluable.

On a final note, I want to thank the continued support of our board of directors. A knowledgeable, committed board is a gift to any Executive Director, and I am thankful to the expertise each director has shared with me over the past year. I want to particularly acknowledge Out-going Chair Coline Neilson who dedicated five years to the OBVS board of directors. Thank you, Coline, for your sage wisdom and unwavering support to the governance of OBVS.

The year ahead for Oak Bay Volunteer Services will certainly be dynamic. While we have stayed the course, and continue to provide new and revised services in response to the needs of the community, COVID-19 has created challenges and opportunities like never before. I am thankful to our staff, board and volunteers whose calm and kindness will continue to carry us through this public health crisis. I wish everyone good health and well-being during this unprecedented time.

Sincerely,



Renee Lormé-Gulbrandsen
Executive Director, OBVS

ANNUAL GENERAL MEETING **AGENDA**

- Event Welcome by Executive Director
- AGM Welcome and Call to Order by Chair
- Confirmation of Members Quorum
- Adoption of Agenda
- Approval of Minutes from Previous AGM
- Presentation of Financial Statements 2019-2020
- Executive Director's Report
- Election of New and Returning Board Directors
- New Business
- Volunteer Recognition 2020
- Closing Remarks and Adjournment

**Minutes of the Annual General Meeting and Volunteer Recognition
Tuesday, May 14, 2019 at 1:00 PM
Windsor Pavilion Sports Room, 2451 Windsor Road, Victoria, BC**

Event Welcome by Executive Director – Renee Lorme-Gulbrandsen

Renee welcomed everyone to the meeting and thanked them for attending. She also thanked distinguished community guests for their support:

- Oak Bay Mayor Kevin Murdoch
- Oak Bay Police Chief Constable Andrew Brinton,
- Oak Bay Deputy Chief Constable Ray Bernoties
- Oak Bay Fire Chief Darren Hughes

Welcome by the Mayor of the District of Oak Bay – Kevin Murdoch

The Mayor, on behalf of the community of Oak Bay, acknowledged OBVS as an anchor of the community. He thanked everyone for coming and for their support.

Call to Order and Welcome

Coline Neilson, Chair of Oak Bay Volunteer Services Society Board, called the meeting to order at 1:10 pm and welcomed everyone. She presented the members of the Board of Directors

Confirmation of Quorum

A quorum is 15 voting members. 40 voting members and 17 guests and staff attended, therefore a quorum was declared.

Adoption of Agenda

MOVED by Bronwyn Taylor and SECONDED by Susi Merchant that the agenda be adopted. CARRIED

Approval of Minutes of May 17, 2018 Annual General Meeting

MOVED by Diane Kallal and SECONDED by Anneke Rubingh that the Minutes of May 17, 2018 be approved. CARRIED.

Presentation of Financial Statements 2018-2019

Heather Lund presented the Financial Statements for April 1, 2018 to March 31, 2019. MOVED by Heather Lund and SECONDED by Diane Kallal that the Financial Statements be adopted. CARRIED.

Executive Director's Report

Executive Director Renee Lormé-Gulbrandsen began by introducing staff members Ruth Platts, Volunteer Coordinator, Melinda Mann, Outreach and Services Coordinator, and Amy Penner, Administrative Assistant.

She said that lots of exciting things had happened in the previous year including new programs, introduction of a new logo and brand, ramped up volunteer engagement, and the 2nd Oak Bay Volunteer Fair.

Renee reported some key metrics from the past 12 months – 5022 services delivered employing 7653 volunteer hours; 660 clients and 198 volunteers.

Looking ahead, she said that the next 12 months will see significant improvements to the website and database, a presence at the Oak Bay night market, and a leadership strategic planning retreat.

Renee finished by thanking all funders and donors, and community sponsors and partners.

Election of Board Members

David Catrall, Chair of the Nominating Committee, submitted the following for nomination to the Board of Directors:

Current Board members Susi Merchant, Diane Kallal and Coline Neilson to be re-elected for a 2 year term

Appointees David Collins and Bronwyn Taylor to be elected for a 2 year term

New nominee Brian Malone to be elected for a 2 year term

Nominations from the floor were called and there being none, these members were elected by acclamation.

One director, David Catrall, is continuing for the second year of a 2 year term

David welcomed the members and acknowledged Brian's first time on the Board by presenting him with his name tag and Board Manual.

Coline recognized Heather and Claire who have served on the Board for 6 years and have therefore reached the end of their term. She presented them with gifts and cards.

New Business

No new business

Closing Remarks and Adjournment

MOVED by Susi Merchant that the meeting be adjourned at 1:30 pm

Volunteer Recognition

Volunteer Pin Presentations

Mayor Kevin Murdoch presented Volunteer Recognition Pins to 5, 10, 15 and 20 year recipients in attendance and acknowledged those not in attendance.

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FINANCIAL STATEMENTS
MARCH 31, 2020

May 16, 2020

Oak Bay Volunteer Services Society
Victoria, B.C.

To assist in the preparation of the financial statements of the Oak Bay Volunteer Services Society for the 2019-20 fiscal year, I have scrutinized the Society's balance sheet as at March 31, 2020 and the statement of operations for the twelve months then ended. In conducting my scrutiny I had available to me the documents, information and explanations I required. I have not acted in the capacity of an independent auditor and have not undertaken an assurance engagement.

Based on my scrutiny, nothing has come to my attention that would require a change to these statements to have them present fairly the financial position of the Society as at March 31, 2020 and the results of its operations for the twelve months then ended, in accordance with Canadian generally accepted accounting principles consistently applied.

Yours truly,



James Holland, **CPA**

OAK BAY VOLUNTEER SERVICES
Balance Sheet As at 03/31/2020

ASSET

Current Asset

Main Chequing TD-CT 0947042	45,088.54	
Petty Cash	200.00	
Gaming Chequing TD-CT 0302963	0.00	
Total Cash		45,288.54
TD Business Investor Acct 5211336		5,020.12
Total Current Assets		50,308.66

Capital Assets

Computer Hardware	8,211.79	
Computer Hardware Accum Amort	-7,881.62	
Computer Hardware Net		330.17
Furniture & Fixtures	17,558.06	
Furniture & Fixtures Accum Amort	-16,353.73	
Furniture & Fixtures Net		1,204.33
Office Equipment	775.47	
Office Equipment Accum Amort	-629.11	
Office Equipment Net		146.36
Total Capital Assets		1,680.86

TOTAL ASSET 51,989.52

LIABILITY

Current Liabilities

GST Paid on Purchases	-1,364.58	
GST/HST Owing (Refund)		-1,364.58
Credit Card Payable		0.00
Total Current liabilities		-1,364.58

TOTAL LIABILITY -1,364.58

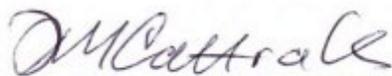
EQUITY

Surplus/Deficit

Surplus/Deficit Carried Forward	98,620.52	
Surplus/Deficit Current	-45,266.42	
Total Surplus/Deficit		53,354.10

TOTAL EQUITY 53,354.10

LIABILITIES AND EQUITY 51,989.52



David Catrall, Chair



David Collins, Treasurer

OAK BAY VOLUNTEER SERVICES SOCIETY
STATEMENT OF OPERATIONS: APRIL 1, 2019 to MARCH 31, 2020

	2019-2020	2018-2019
INCOME		
Donations	28,976.98	27,776.46
Endowment Earnings	25,369.00	24,608.00
Fundraising, Grants and Bequests	46,830.62	76,589.12
Gaming Grants	60,000.00	60,000.00
Gaming Other Grants	150.00	200.00
JBCP - Better at Home	10,000.00	-
Municipal Govt - General	35,000.00	35,000.00
Municipal Govt - Rent/Utilities (note 1)	38,250.00	37,096.00
United Way	15,000.00	15,000.00
Island Health	18,074.00	8,842.00
TOTAL INCOME	<u>277,650.60</u>	<u>285,111.58</u>
EXPENSES		
Amortization	743.50	1,323.95
Accounting	3,958.76	2,188.00
Board of Directors	1,484.16	-
Car Expense Driving Clients	4,235.66	6,276.38
Computer Expenses	10,179.39	9,979.59
Employee Benefits	17,677.96	15,619.04
Employees Gross Salaries	179,873.96	162,283.83
Fundraising	2,805.76	2,093.53
Insurance	1,007.00	978.00
Office Supplies	2,406.88	2,598.09
Postage	327.62	635.71
Programming Expenses	5,917.62	
Marketing and Communication	8,657.26	7,723.50
Rent & Utilities (note 1)	38,250.00	37,096.00
RRSP Benefits	17,030.97	14,591.69
Staff Development	2,033.43	1,712.00
Staff Travel Expenses	2,195.13	1,532.90
Subscriptions & Memberships	1,614.62	1,549.37
Telephone	2,624.74	2,406.00
Victoria Foundation Trust Fund/Bequests	-	-
Volunteer Development	2,998.09	3,731.54
Website and Database Development	15,963.96	
Workers Compensation Board	928.68	1,152.25
(Gain) Loss on Disposal of Fixed Assets	1.87	-
TOTAL EXPENSES	<u>322,917.02</u>	<u>275,471.37</u>
Net (Expenses) / Income for the year	<u>(45,266.42)</u>	<u>9,640.21</u>

Note 1. In Kind

OAK BAY VOLUNTEER SERVICES SOCIETY
ADDITIONAL FINANCIAL INFORMATION AT MARCH 31, 2020

Net current assets available for operations:

Current assets:

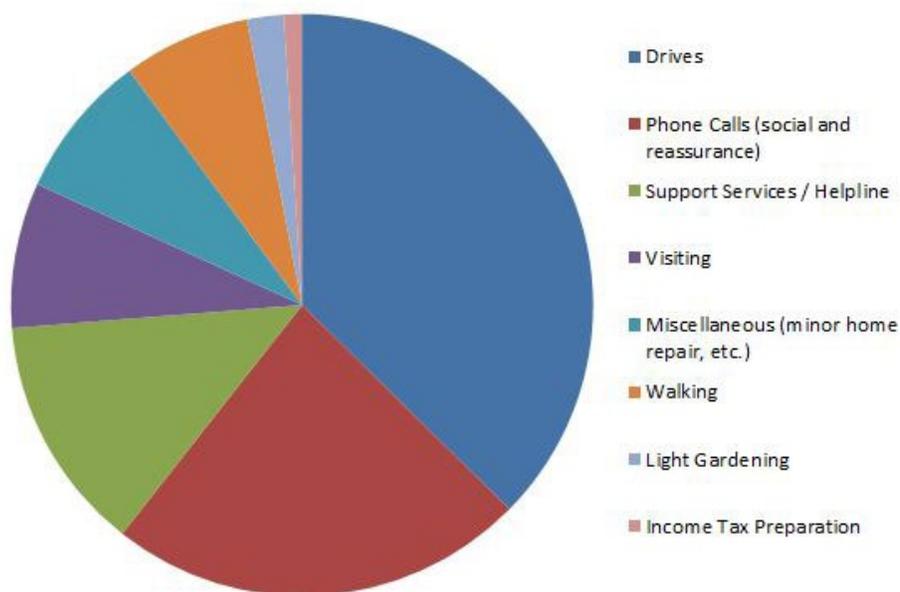
Cash in bank	50,108.66
Petty Cash	200.00
GST Rebate Claim	<u>1,364.58</u>
	<u>51,673.24</u>

Net current assets **51,673.24**

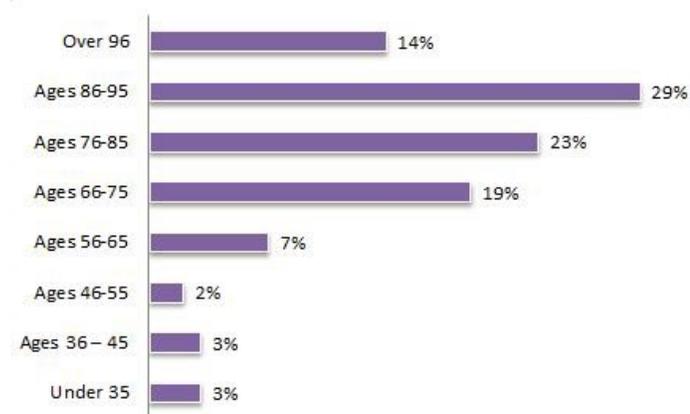
STATISTICS IN GRAPHS

OAK BAY VOLUNTEER SERVICES

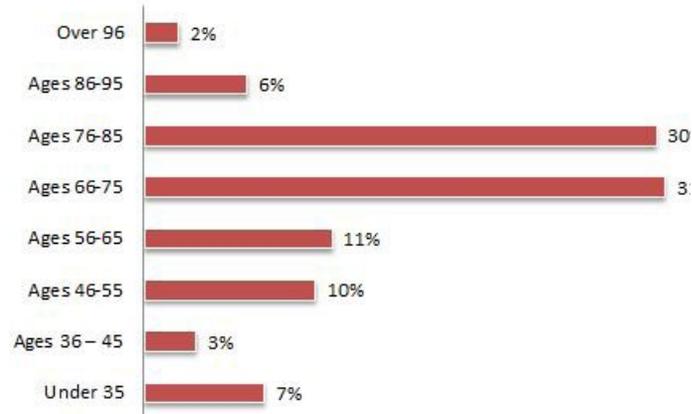
VOLUNTEER ACTIVITIES AND CLIENT SERVICES



CLIENT COMPOSITION BY AGE



VOLUNTEER COMPOSITION BY AGE



AWARD RECIPIENTS AND **IN MEMORIAM**

VOLUNTEER ACHIEVEMENT

Each year we honour the dedication of volunteers who have hit milestones. In 2020, we celebrate the following volunteers:

35 YEARS

Bert Dinsmore
Doris Dinsmore

30 YEARS

Honora Bowring

20 YEARS

Pamela Nielsen

15 YEARS

Robin McNeil
Bette Gallander
Helen Arnott
David Cattrall
Nigel Mountifield
Kit Filan
Gordon Alexander
David Mills

10 YEARS

Bill Neilson
Gisela Ray
Harvey Ratson

5 YEARS

Deborah Pungente
Pourandokht Vahedi
Jenni Hopkyns
John Linton
Evenlyn Jancowski
Susi Merchant
Barbara Folliot
Bill R. Darling
Deborah Williams
Kathleen Woods
SukHee Sim

IN MEMORIAM

This year we said goodbye to the following active volunteers:

Louise MacMinn - 34 years

Tom MacDonald - 20 years

Janet Flanagan - 17 years

"The heart of a volunteer is never measured in size, but by the depth of the commitment to make a difference in the lives of others." - DeAnn Hollis

Thank you to those we honour above and to all of our volunteers for their many years of support to OBVS and the community. You all bring your talent, compassion and joy to the clients you serve and we hear often how thankful they are for your kindness.

A LEGACY OF COMPASSION, CARE AND COMMITMENT

Doria & Bert Dinsmore - 35 YEARS OF SERVICE



Both Doris and Bert began their life-long commitments to volunteering while still in high school, she as a Sunday School teacher and he as president of the Student Council and active in sports as a player and coach.

Doris went on to volunteer extensively as Camp Commissioner for Guides and Sea Rangers, provincial president of the I.O.D.E and as a Canada Week organizer for the province of P.E.I. She has always been an advocate for women's rights and programmes.

The couple moved from Calgary to Victoria in 1983 and both became involved in their new community through volunteering. Bert was on the strata council of their complex, and so remained for 12 years. He joined Oak Bay Volunteer Services Society (OBVS) where he took on duties as a driver, handyman, gardener and more. In

later years he and Doris became part of the team that stuffed the water bill envelopes.

Doris also became a very active member of OBVS in her roles as office volunteer, new client visitor, shopping assistant and as a member and chair of the Board of Directors for eight years before 'retiring' to the more relaxed duties of stuffing the water bills.

When not volunteering, they loved to travel and were both avid golfers. They travelled to six continents for recreational and competitive golf, missing only South America. Bert won his last tournament at the venerable age of 82!

Both Doris and Bert said that the wonderful people they met and worked with was one of the most rewarding aspects of volunteering. We want to thank and honour them for their 35 years of dedication to OBVS, and to wish them well on the next leg of their life journey.

IN THE NEWS

OAK BAY VOLUNTEER SERVICES



Helping Neighbours-in-Need Live Independently *Since 1977*

A Blossoming Connection: **The Story of BJ and Lois**

One spring afternoon, two friends shared their appreciation for the blossoming relationship they developed through Oak Bay Volunteer Services (OBVS). "I originally needed a ride to the hospital for an unplanned procedure", said BJ of her first contact with OBVS. Living on her own with adult children residing outside of Victoria, BJ looked to OBVS to find her a volunteer driver to get her to this much-needed appointment. Over the past seven years, BJ has received social phone calls, shopping support and drives to appointments, helping her live independently in the Oak Bay house she has called home for more than 60 years. "I haven't met one of your volunteers who isn't super special", she says.

An avid volunteer, Lois was looking for another volunteer opportunity that connected her to the community but also provided flexibility so she could travel and enjoy the other benefits of retirement. In 2018, Lois became an OBVS volunteer and was paired with BJ for social phone calls. The two connected right away. When BJ wanted support with weekly shopping, Lois was eager to assist. "I really

appreciate Lois. She is so accommodating. And we do laugh quite a bit", says BJ. "And I am totally here for her", says Lois.

Both Lois and BJ recognize the value of aging in place and remaining at home for as long as possible. "The most important thing of all is to have the ability to make your own decisions and live life your way. That's my primary goal of volunteering", says Lois. BJ is a vibrant senior in the beautiful community of Oak Bay, and Lois along with Oak Bay Volunteers are committed to insuring she and others can continue to live independently with the help of free one-to-one volunteer services.



Currently supporting 550 Oak Bay residents through the dedication of 200 volunteers

Did You Know?

In 2018, Volunteers dedicated nearly 8,000 hours to delivering services, including:



Drives to medical appointments: **3,000 hours**



Companionship through visits and walks: **1,500 hours**



Helpline support and referral services: **1,600 hours**

Volunteer fair hopes to sow seeds of giving time

Jesse Laufer
News Staff

Oak Bay Volunteer Services (OBVS) holds its second annual Volunteer Fair, Saturday, Jan. 19 at the Monterey Recreation Centre.

The event is co-organized by the Monterey centre, and the Community Association of Oak Bay. The fair is advertised as an opportunity for adults and teens to find volunteer placements in and around Oak Bay.

"What we have is almost sort of a trade fair setup," said Renee Lormé-Gulbrandsen, OBVS executive director. "We have booths around the Monterey Rec. Centre, and we offer free drinks and light snacks.

Local businesses will provide door prizes, and then people can come and have a conversation with all the different organizations and individuals who are volunteering in Oak Bay specifically."

There should be at least 25 booths, but Lormé-Gulbrandsen hopes for 30. She said that Oak Bay has a deep volunteering community and most volunteers are retirees, many able to volunteer for multiple organizations concurrently.

"To me there's always a place for young people to participate because you know we are actually creating those little seeds of volunteerism so that when somebody gets to a different stage in their life and they

say, 'boy! I have a lot more time to volunteer, why don't I look to some volunteering?'" Lormé-Gulbrandsen said.

She went on to note that across Canada, most volunteers are aging. Lormé-Gulbrandsen said that the fair will have one-off opportunities for volunteering – something that can be popular for people with busy work or school schedules – as well as chances to get in a work-out while volunteering.

In Oak Bay, that's also a demographic that requires some extra help.

The most popular service offered by OBVS is driving. OBVS keeps a list and schedule of volunteer drivers to take residents who are unable to make do by

bus or taxi. The service is primarily used by older people who don't have access to personal vehicles.

"We have roughly 60 drivers at the moment," Lormé-Gulbrandsen said. "We have the biggest call for that, [it's] always the biggest need for volunteers."

Lormé-Gulbrandsen notes that drivers can be reimbursed for their mileage, and that OBVS works around a volunteer's schedule. Taking off on a cruise for a month wouldn't disqualify someone from a volunteer roster.

Those looking to get involved in the community can find more information at the volunteer fair, Jan. 19 between 1:30 and 4 p.m. at 1442 Monterey Ave.



2019 Community Giving Campaign

Thank you for your support!

Look for the invitation to donate included with your upcoming municipal waterbill.

The Oak Bay Volunteer Services' annual Community Giving Campaign is in full swing for 2019!

For over 40 years we have been providing one-to-one services to those in need in our community and with your help we can continue to provide these much-needed services to your family, friends and neighbours.



3 ways to Donate

Mail in the appeal envelope included with your waterbill
Visit our office in the lower level of Oak Bay Municipal Hall
At <https://oakbayvolunteers.org/donate>

Join us in changing lives with your gift today!

IN THE NEWS CONT'D

OAK BAY VOLUNTEER SERVICES

A8 Friday, November 8, 2019

Oak Bay News

www.oakbaynews.com

Welcome event a chance to discover Oak Bay's diverse community

Travis Paterson
News Staff

Bay, but don't overlook your neighbourhood services, activity groups and community agencies that make Oak Bay a positive and healthy

You might think you know Oak

place to live. Nov. 16 is the first Welcome to Oak Bay event, a community resource fair at the Monterey Recreation Centre.

"The event isn't just for people who are new to Oak Bay, it's for anyone who is new-ish," said Rick Marshall of the Oak Bay Community Association, who are co-hosting the event with Oak Bay Volunteer Services. "We expect people who have been here five years or longer to show up," said Renee Lormé-Gulbrandsen, executive director with Oak Bay Volunteer Services.

This free event will showcase a wide array of services available and opportunities for community engagement



Renee Lormé-Gulbrandsen of Oak Bay Volunteer Services and Rick Marshall of the Community Association of Oak Bay show off the new banner for the Welcome to Oak Bay Community Resource Fair on Saturday, Nov. 16, at Monterey Rec Centre. (Travis Paterson/News Staff)

Oak Bay Emergency Preparedness, Monterey Recreation Activity Association, Friends of Uplands Park, Oak Bay Kiwanis, Oak Bay Heritage Society, Oak Bay Green Committee, Oak Bay United Church, Oak Bay Police Department, Canvas Church, Emmanuel Baptist Church, Oak Bay Toastmasters, Oak Bay Community Artist Society, District of Oak Bay, SingYourJoy Adult Chorus and Oak Bay Lawn Bowling Club plan to attend.

The Welcome to Oak Bay Community Resource Fair runs from 1:30 to 3:30 p.m. at the Monterey Recreation Centre on Saturday, Nov. 16.

reporter@oakbaynews.com



Submit Your Best Photos & Win!

Black Press Media is looking for its' readers to submit photos to be placed in its' community calendar.

12 photos submitted will be used in the community calendar from January 2020 to December 2020.

Enter to win the following:

through volunteer organizations and service clubs. There will be door prizes, refreshments, live entertainment by guitarist Brad Povedoros.

2020 Oak Bay Volunteer Fair
Saturday, February 22nd, 2-4pm

Discover the variety of Volunteer Opportunities for Adults and Teens in Oak Bay.
 Meet local community service organizations; learn how you can get involved and make a difference!
 Door Prizes! Refreshments! Live Music!
 Location: Monterey Recreation Centre

Sponsored by:

1442 Monterey Avenue
 250-370-7300
 recreation.oakbay.ca

Welcome To Oak Bay!

Community Resource Fair

Saturday, November 16th, 2019
1:30-3:30pm
Monterey Recreation Centre (Garry Oak Room)

Come and Discover the life enhancing Services and Programs that are available to Residents of All Ages in Oak Bay.

Complimentary Refreshments! Door Prizes! Live Entertainment!

Sponsored by:

Monterey Recreation Centre • 1442 Monterey Avenue • recreation.oakbay.ca



Welcome!



Renee Lorrain-Gulbrandsen
Executive Director

Welcome to The Willow Tree – the Oak Bay Volunteer Services' healthy living and healthy aging newsletter! We have prepared interesting articles and relevant resources to share with our client community on living well in our beautiful Oak Bay. You will receive a copy twice a year with updates on our services and programs, highlights on great community events, as well as tips and resources to support your independent living. I would like to thank the Hamber Foundation for their generous contribution to the development of The Willow Tree. I hope you enjoy this edition!

Heart@Home: Medication Assistance at Home

With the goal of ensuring patients correctly take their medications to avoid health issues, Heart Pharmacy and homecare provider Comfort Keepers have partnered to create the Heart@Home Program. Heart@Home provides friendly registered care aides and nurses who assist with medication management in the comfort of a client's home when an individual experiences changes to their eyesight, has challenges with opening bottles, forgets to take medication at the correct dosage and/or at the right time each day or other situations that limit regular, accurate medication adherence.

How it works:

First, the potential client meets with a Heart pharmacist to discuss their current medications and any challenges he or she has for taking medication regularly. Should the individual be a candidate for the program, the pharmacist will then contact the prescribing doctor(s) to confirm the medication and develop a daily schedule for administration. From that point on, a care aide or nurse will visit daily to administer the medication and provide a friendly visit.

If you feel you may be a good candidate for Heart@Home Program, contact a Heart Pharmacy near you to learn more.



In Cadboro Bay Village
(250) 477-2131

at Fairfield Plaza
(250) 596-9232

Welcome!



Renee Lorrain-Gulbrandsen
Executive Director

Welcome to our first edition of The Willow Tree – the Oak Bay Volunteer Services' healthy living and healthy aging newsletter! We have prepared interesting articles and relevant resources to share with our client community on living well in our beautiful Oak Bay. You will receive a copy twice a year with updates on our services and programs, highlights on great community events, as well as, tips and resources to support your independent living. I would like to thank the Hamber Foundation for their generous contribution to the development of The Willow Tree. I hope you enjoy this inaugural edition!

Four Tips for Healthy Aging

By Melinda Mann, Outreach and Services Coordinator

Populations around the world are getting older. In fact, by 2031 almost 1 in 4 people in BC will be over 65 years old. That's over 1.3 million people! Seniors make important contributions to their families, communities and the economy. Older adults who stay healthy, active and independent can continue to contribute their skills, knowledge and experience to society. Here are four easy tips for healthy aging:

Tips for Healthy Aging:

1. You are what you eat!

Make sure to eat a healthy diet full of fruits and veggies and drink plenty of water. I think we can all agree that this is easier said than done. We all know that eating well is best for our bodies but it can also be confusing, especially since the Canada Food Guide has been updated and the tradi-

tional four food groups that we are used to following no longer exist. The Guide now suggests choosing plant-based protein sources such as beans and nuts rather than always choosing animal based proteins such as meat and dairy. In addition to these new guidelines many people have specific restrictions in terms of what they can and cannot eat. If you have questions regarding your nutrition and diet you can order a free printed copy of the Healthy Eating for Seniors Handbook or speak directly to a Dietician by calling 8-1-1.

2. Get active and socialize!

Joining a social activity such as a weekly bridge game or knitting group is a great way to meet new people who share your interests.

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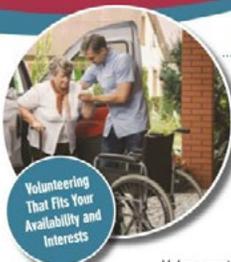
Volunteers are the heart of Oak Bay Volunteer Services.

Our volunteers are dedicated members of the community who enjoy giving back in a variety of ways, making lasting impacts in the lives of our clients. We are always looking for talented, compassionate individuals to join our team and pride ourselves in creating an enriching experience for all who volunteer with OBVS.

Some of our more popular volunteer opportunities include:

• Drives

Volunteer drivers are a crucial part of our volunteer team. As our most popular service, drives insure a client can get to a much-needed medical appointment, purchase groceries, and attend recreational activities to aid in independent living. Volunteer drivers are on a roster and are utilized based on their availability. This is our most flexible volunteering option and is the role for individuals who like to travel or require flexibility due to other obligations.



Volunteering That Fits Your Availability and Interests

Opportunities for Fellowship at Workshops and Celebrations

• Visits

Volunteer visitors provide regular companionship in the comfort of the client's home. Whether chatting over tea or playing a game of cards, volunteers have the opportunity to bring a friendly smile to someone living alone to brighten their day. Visits are an ongoing service to ensure a continuity of care for the client and the opportunity to build a lasting relationship.



• Office Helpline

Helpline volunteers are the first point of contact for the organization. Volunteers provide phone assistance to clients looking to access services, and provide information and referrals to the public. This role is hosted in our office where Helpline volunteers become an integral part of the operations of OBVS.

Contact Us Today to Learn How You Can Make a Difference in Your Community!

www.oakbayvolunteers.org
(250) 595-1034 | info@oakbayvolunteers.org

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Oak Bay Volunteer Services
101 – 2167 Oak Bay Avenue
Victoria, BC V8R 1G2

info@oakbayvolunteers.org
(250) 595-1034
www.oakbayvolunteers.org

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