



# ANNUAL REPORT



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## ABOUT OAK BAY VOLUNTEER SERVICES

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### MISSION

To enable Oak Bay residents to maintain or improve their independence and connection to the community through the provision of support services that also engender strong relationships and lasting human connections.

### VISION

To ensure Oak Bay residents are supported, valued and connected.

### CORE VALUES

- *Inclusive and approachable*
- *Respectful and compassionate*
- *Proactive and responsive*
- *Collaborative and cooperative*
- *Dependable and accountable*

### BOARD OF DIRECTORS

Chair	David Cattrall
Vice-Chair	Brian Malone
Treasurer	David Collins
Secretary	Bronwyn Taylor
Director	Susi Merchant
Director	Diane Kallal
Director	Keith Wells

### STAFF

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

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

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## MESSAGE FROM **THE BOARD CHAIR**

◆  
*David Cattrall*

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To the Members of the Oak Bay Volunteer Services Society:

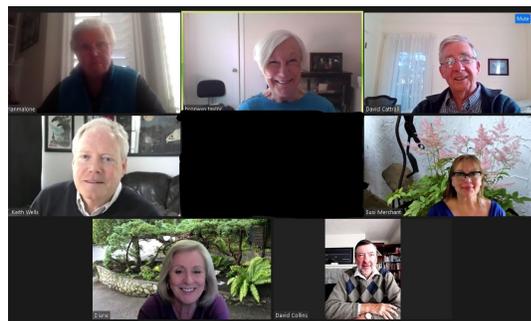
Well, this has been another very challenging year for the Oak Bay Volunteers, as well as for all of you. While we seem to be emerging from the worst of the pandemic, we all need to remain careful, resume our old routines to the extent that we can, but not too much, too soon.

Despite this caution, or perhaps because of it, we have been able to continue offering a comprehensive set of services to our many grateful clients. But this has only been possible thanks to the volunteers who have continued to work so hard to provide these services, supported by the dedication, commitment and flexibility of our wonderful staff. Thanks are also due to our donors and sponsors and, in particular, to the Mayor, Council and staff of the District of Oak Bay for their unwavering support during a period as challenging for them as it is for us. And, pulling all this together, providing exceptional leadership, and staying on top of and reacting to all the ever-changing rules and protocols, has been our outstanding ED, Renee. The Board thank you all for your work to support our very special community.

The Board of Directors have been proud and happy to have been able to provide encouragement and direction during this difficult time. We look forward to being able to expand our range of services in the not-too-distant future.

*David Cattrall*

David Cattrall  
Chair, OBVS



Brian Malone, Bronwyn Taylor, David Cattrall  
Keith Wells, Susi Merchant, Diane Kallal, David Collins

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## MESSAGE FROM **THE EXECUTIVE DIRECTOR**

*Renee Lormé-Gulbrandsen*

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I continue to stand in awe and appreciation of the OBVS Staff, Board of Directors and Volunteers. Their commitment to serve during what became year two of the COVID-19 pandemic was brave and selfless, and each individual is a testament to the dedication of Oak Bay Volunteer Services to stand strong in support of our community, particularly during times of challenge. I could not be prouder of our Community of Helping Hands and the important work we do every day.

In 2021-2022, OBVS continued operating under our COVID-19 Health Emergency Response. The Staff Team operated between their homes and the office depending on the latest expectations of our health officials. Volunteers continued delivering services donning personal protective equipment and following our health and hygiene protocols. There was a consistent evaluation of service delivery and safety needs for both clients and volunteers. When the COVID-19 vaccines became available, our Volunteer Drivers drove relieved clients to vaccine clinics around Greater Victoria. Through the two years of the pandemic, our health and safety efforts, along with the commitment by everyone involved, mitigated virus infections resulting in no transmission within our staff team, volunteers and clients. Thank you to everyone's trust in each other to ensure we could all be safe.

While it was business as usual on the service delivery front, our Staff Team was also preparing for our move from Oak Bay Municipal Hall to Monterey Recreation Centre (MRC). Our new 'home' at MRC has been a welcomed change for our organization as we are rightly placed in the seniors centre of Oak Bay and are easily accessible to visitors. The footprint of our office also grew to include a large reception area, three staff offices and a meeting room. I would like to express a special thank you to CAO Lou Varela along with Mayor Kevin Murdoch and Council for their generosity in support of our new location and the extensive work that went into bringing it to life.

Each year I share how much I value the dedication and commitment of my staff. I do this out of genuine respect for each of them and their gifts. Throughout the past year of separation, transitioning in and out of working in the office together, and many Zoom

"Happy Hours", the staff continued their commitment to serve during times of personal struggle for all of us. As staff we are certainly not immune to the challenges of the pandemic, particularly as we watched clients and volunteers experience ill health, move into assisted living, lose loved ones or even pass away in numbers more than we have ever experienced. We dedicate our hearts to our work every day so I thank to Ruth, Melinda, and Rick for carrying on during times of uncertainty and trusting in not only me but each other.

I am blessed to work with a board of directors that is supportive, collaborative and present. Whether exploring the implementation of policies or planning our strategic vision for the future, the board has always been a guiding presence for the activities and responsibilities of OBVS. It is with gracious thanks that I acknowledge their dedication this year, with a special thank you to David Cattrall for his leadership as Chair.

Last but certainly never least, thank you to the 200 volunteers who valiantly served our 500 clients the past year. Your commitment delivered 4,500 services for an astounding 10,200 hours! We regularly receive calls and letters from clients attesting to how caring and kind our volunteers are so thank you for sharing your time and talents with each of them. We couldn't do it without you!

On page 14, you will find our list of volunteers who have reached milestones in volunteering this year. Thank you for your continued service and congratulations on your achievement! It is with gracious appreciation and admiration that I acknowledge 40 years of service by Lyne Moreau, 35 years by John Hurlburt, 30 years by Margaret Foreman and Gerhard Fischer, and 25 years by Nelson Antoine and Alun Rees. Each of these distinguished volunteers is creating a lasting legacy of kindness for OBVS and the community they serve.

It has once again been a pleasure to serve Oak Bay Volunteer Services as Executive Director. Thank you to everyone for being an integral part of our success in 2021-2022.

Warmly,



*Renee Lormé-Gulbrandsen*  
Executive Director, OBVS

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## HELPING HEARTS MONTHLY GIVING CLUB

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Now more than ever, we're so grateful for the community that has funded, volunteered, shared and celebrated Oak Bay Volunteer Services in our 45 years. At a time when everything feels uncertain, we find comfort and encouragement knowing that you care about making a difference in the lives of neighbours-in-need.

While much of the world has stopped, our vision of ensuring that Oak Bay residents are supported, valued and connected will not be placed on pause. That's why we're asking you to help us cover the cost of continuing our work together by becoming a **Helping Hearts Monthly Donor**.

Joining the **OBVS Helping Hearts Club**, our treasured community of monthly donors, is the most effective way to support clients like Paul who needs drives to life-sustaining dialysis three times a week. It is a simple way to ensure 93 year old Kathleen receives her weekly groceries and medication. While all of us are facing great challenges at this time, we hope that you can find some peace knowing that neighbours in need of support are cared for because of your generosity.

**2022 Goal:**

**100 Helping Hearts donating  
\$20/month**

Visit [www.oakbayvolunteers.org/helpingheartsclub](http://www.oakbayvolunteers.org/helpingheartsclub) to pledge your support today.

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# ANNUAL GENERAL MEETING

## **AGENDA**

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- 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 2021-2022
- Executive Director's Report
- Election of New and Returning Board Directors
- New Business
- Closing Remarks and Adjournment

**Following the Annual General Meeting, please join us as we honour volunteers who have reached milestones in volunteering this year. After, enjoy a luncheon to celebrate 45 Years of Oak Bay Volunteer Services!**

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# JUNE 2021

## AGM MINUTES

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### **Minutes of the Annual General Meeting Tuesday, June 24, 2021 at 2:00 PM Via Zoom**

#### **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

#### **Call to Order and Welcome**

David Cattrall, Chair of Oak Bay Volunteer Services Society Board, called the meeting to order at 2:20 pm and welcomed everyone. He thanked the members who make this a community, the staff and especially the ED during these unusual times, the Municipality of Oak Bay with whom we have a special relationship, and then presented the members of the Board of Directors. Special mention was made to two long-time volunteers who will be officially recognized for their contributions later in the meeting.

#### **Confirmation of Quorum**

A quorum is 15 voting members. 15 voting members 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 the previous Annual General Meeting**

MOVED by Bronwyn Taylor and SECONDED by Brian Malone that the Minutes of June 21, 2020 be approved. CARRIED.

#### **Presentation of Financial Statements 2020-2021**

David Collins presented the Financial Statements for April 1, 2020 to March 31, 2021 as sent to members by email

MOVED by David Collins and SECONDED by Brian Malone that the Financial Statements be adopted. CARRIED.

It was agreed to change the order of the agenda to ensure quorum for items to be voted on.

### **Election of Board Members**

Brian Malone, Chair of the Nominating Committee, submitted the following for nominations to the Board of Directors: David Collins, Diane Kallal, Brian Malone, Susi Merchant, Bronwyn Taylor to be elected for a 2 year term;

Current Board members: David Cattrall, Keith Wells, Rick Anthony will continue the 2nd year of their terms.

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

MOVED by Brian Malone and SECONDED by Diane Kallal that the above members be elected to the Board.

Chair David Cattrall commented that we have a good working board with a wide range of skills and interests, and that having continuity on the board is important during these unusual times.

### **Executive Director's Report**

(for full information, see the Annual Report attached to the Zoom invitation)

Renee thanked staff for their dedication through the challenges presented during this unusual year. The result was basically a reinvented agency with new services, protocols and procedures implemented every time provincial COVID directives changed.

Recognizing volunteers as 'front line workers' needs to be celebrated. Many new and younger volunteers came forward as students and workers were not in school or were working from home, so had more flexibility in their schedules. We hope many of them will stay with us once things begin to return to whatever normal may look like in the future. As always, a top priority is the wellness and safety for all. We will be relocating our office to the Monterey Centre lower level in July, probably opening to the public in August. Our new quarters will be mobility accessible. Renee ended her presentation by thanking board members for all their hard work and support during these past, unprecedented, months.

### **New Business**

Fundraising Strategy: (details included in the Annual Report)

The campaign, "Helping Hearts Monthly Donor Club" kicks off today, with the goal of having 100 monthly donors by year-end. To date there are 10 donors registered. Unfortunately the video presentation by Keith Wells, chair of the Fundraising Committee, was not available for viewing.

### **Volunteer Recognition in the absence of a live event**

Renee showed a slide honouring Judy Parkhurst (40 yr. service) and Grace Yuen (25 yr. service), as well as the recipients of 20, 15, 10 & 5-year pins. It is hoped that in-person presentations can be made to Judy and Grace in the near future.

### **Closing Remarks**

Mayor Kevin Murdoch thanked OVBS for the much needed services they provide for the community.

Chair David Cattrall again thanked Renee and the staff for all they have done to keep OBVS going during COVID times, and everyone for attending and for their support—past, present and future. He also encouraged everyone to consider joining the "Helping Hearts Club" and telling friends and neighbours about this campaign.

### **Adjournment**

MOVED by Bronwyn Taylor that the meeting be adjourned at 3:20 pm. CARRIED

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FINANCIAL STATEMENTS  
**MARCH 31, 2022**

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May 7, 2022

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 2021-22 fiscal year, I have scrutinized the Society's balance sheet as at March 31, 2022 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, 2022 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 of March 31, 2022

	<b>Total</b>
<b>Assets</b>	
<b>Current Assets</b>	
<b>Cash and Cash Equivalent</b>	
1010 Main Chequing TD-CT 0947042	51,378.72
1020 Gaming Chequing - TD - CT 0302963	0.00
1030 TD Business Investor Account	5,000.85
1090 Petty Cash	200.00
TD GIC 9992-8047985-01	17,000.00
<b>Total Cash and Cash Equivalent</b>	<b>\$ 73,579.57</b>
<b>Total Current Assets</b>	<b>\$ 73,579.57</b>
 <b>Total Assets</b>	 <b>\$ 73,579.57</b>
 <b>Liabilities and Equity</b>	
<b>Liabilities</b>	
<b>Current Liabilities</b>	
GST/HST Owing (Refund)	-840.18
WCB Payroll Liabilities	537.17
<b>Total Current Liabilities</b>	<b>-\$ 303.01</b>
<b>Total Liabilities</b>	<b>-\$ 303.01</b>
<b>Equity</b>	
Opening Balance Equity	98,620.52
Retained Earnings	-32,802.41
Profit for the year	8,064.47
<b>Total Equity</b>	<b>\$ 73,882.58</b>
<b>Total Liabilities and Equity</b>	<b>\$ 73,579.57</b>

\_\_\_\_\_  
David Catrall, Chair

\_\_\_\_\_  
David Collins, Treasurer

**OAK BAY VOLUNTEER SERVICES SOCIETY**  
**STATEMENT OF OPERATIONS: APRIL 1, 2021 to MARCH 31, 2022**

	<b>2021-2022</b>	<b>2020-2021</b>
<b>INCOME</b>		
Donations	38,504.11	30,333.53
Endowment Earnings	27,675.00	26,040.00
Fundraising, Grants and Bequests	95,942.40	98,938.70
Gaming Grants	75,000.00	60,000.00
Gaming Other Grants	100.00	210.00
JBCP - Better at Home	12,500.00	11,088.00
Municipal Govt - General	35,000.00	35,000.00
Municipal Govt - Rent/Utilities (note 1)	39,678.10	39,053.25
United Way	-	15,000.00
Island Health	9,889.00	9,417.00
Covid-19 Temporary Wage Subsidy	-	5,815.91
<b>TOTAL INCOME</b>	<b><u>334,288.61</u></b>	<b><u>330,896.39</u></b>
<b>EXPENSES</b>		
Amortization	216.10	451.72
Accounting	3,573.76	4,111.84
Board of Directors	1,932.55	1,388.05
Car Expense Driving Clients	1,096.00	1,422.02
Information Technology	6,068.67	8,226.69
Employee Benefits	19,470.54	19,168.52
Employees Gross Salaries	200,967.38	197,801.67
Fundraising	4,363.84	2,802.44
Insurance	1,377.00	1,393.00
Office Relocation Expenses	9,346.27	
Office Supplies	2,172.39	1,534.18
Postage	213.15	13.98
Programming Expenses	-	-
Marketing and Communication	5,563.99	6,908.59
Rent & Utilities (note 1)	39,678.10	39,053.25
RRSP Benefits	18,884.03	18,831.64
Staff Development	1,805.56	568.17
Staff Travel Expenses	175.84	46.12
Subscriptions & Memberships	1,480.76	1,615.62
Telephone	2,733.70	2,820.33
Victoria Foundation Trust Fund/Bequests	-	-
Volunteer Development	2,435.10	3,637.84
Website and Database Development	-	4,612.50
Workers Compensation Board	1,804.95	1,875.63
(Gain) Loss on Disposal of Fixed Assets	864.46	148.58
<b>TOTAL EXPENSES</b>	<b><u>326,224.14</u></b>	<b><u>318,432.38</u></b>
 Net (Expenses) / Income for the year	 <b><u>8,064.47</u></b>	 <b><u>12,464.01</u></b>

Note 1. In Kind

**OAK BAY VOLUNTEER SERVICES SOCIETY**  
**ADDITIONAL FINANCIAL INFORMATION AT MARCH 31, 2022**

Net current assets available for operations:

Current assets:

Cash in bank	56,379.57
GIC - One Year	17,000.00
Petty Cash	200.00
GST Rebate Claim	840.18
	<u>74,419.75</u>

Current Liabilities:

WCB payable	537.17
	<u>537.17</u>

**Net current assets**

**73,882.58**

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## AWARD RECIPIENTS

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### VOLUNTEER ACHIEVEMENT

Each year we honour the dedication of volunteers who have hit milestones. In 2022, we celebrate the following volunteers:

#### 40 YEARS

Lyne Moreau

#### 35 YEARS

John Hurlburt

#### 30 YEARS

Margaret Foreman  
Gerhard Fischer

#### 25 YEARS

Nelson Antoine  
Alun Rees

#### 20 YEARS

Bronwyn Taylor

#### 15 YEARS

Clarie Eraut  
Jeanne Cavaye  
Barbara Chambers

#### 10 YEARS

Kevin Murdoch  
Andy Ogle  
Lee Kissinger

#### 5 YEARS

Bente Svendsen  
John Nias  
Jill Andrews

### IN MEMORIAM

This year we said goodbye to the following active volunteers:

Bert Dinsmore - 36 years

Judy Parkhurst - 40 years

Bill Sparks - 4 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.

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## A LEGACY OF DEDICATION AND KINDNESS

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### Lyne Moreau - 40 YEARS OF SERVICE



Paying It Forward is not just a tagline for Lyne Moreau. They are words to live and serve by. In her 40 years of serving the community of Oak Bay, Lyne has delivered just about every volunteer service there is to offer. Through drives, visits, walks, packing/sorting, reassurance phone calls and administrative support, Lyne's kindness has touched hundreds of hearts in her time as a volunteer.

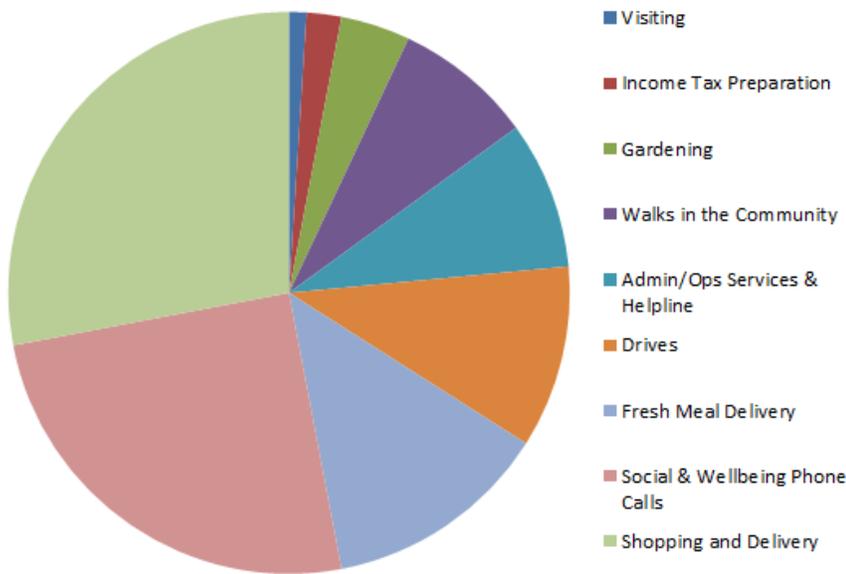
Relocating out of Oak Bay has not slowed Lyne down as she continues to offer her friendly ear to clients through social phone calls from her home in Duncan. She is also a dedicated member of the local Lions Club where she sits on the executive and is involved in many committees. Her dedication to serve is a testament to her generosity of spirit and reflects the heart of a true volunteer.

It is with gracious thanks that we honour Lyne's kindness, unconditional commitment and enduring dedication to serve the community during her 40 years with Oak Bay Volunteer Services.

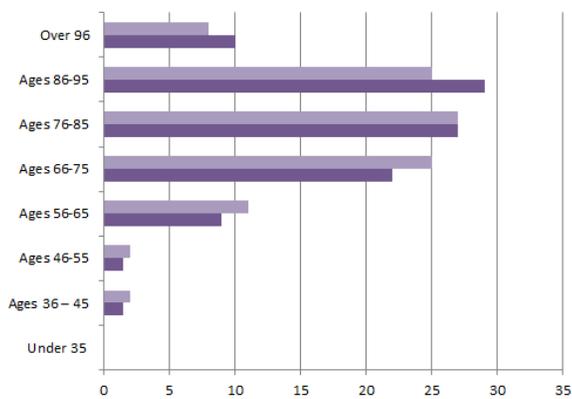
# STATISTICS IN GRAPHS

## OAK BAY VOLUNTEER SERVICES

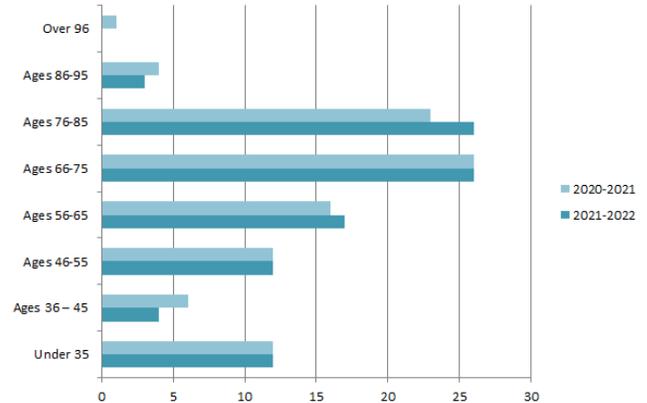
### VOLUNTEER ACTIVITIES AND CLIENT SERVICES



### CLIENT AGES BY PERCENTAGE



### VOLUNTEER AGES BY PERCENTAGE



# IN THE NEWS

## OAK BAY VOLUNTEER SERVICES

/ News

www.oakbaynews.com



Renee Lorme-Gulbrandsen, executive director of Oak Bay Volunteer Services, lends her voice to Volunteer BC by joining the board of directors. (Black Press Media file photo)



## Thank you, Volunteers!

Never has the hard work and dedication of volunteers been so imperative than during the COVID-19 pandemic. Over the past year, Oak Bay Volunteer Services provided 7,200 services to Oak Bay residents. Whether delivering groceries, medication or fresh meals to seniors, connecting with isolated individuals by phone or driving enthusiastic clients to vaccine appointments, our volunteers passionately served for the good of our community.

This National Volunteer Week, we honour the 200 citizens who make a difference in the lives of neighbours in need. Their compassion and commitment deliver vital support to others during this challenging time. We thank them, and the millions of volunteers across Canada, for their service to the community they love.



To learn more about volunteering with OBVS, visit our website at [www.oakbayvolunteers.org/volunteer](http://www.oakbayvolunteers.org/volunteer)

## Oak Bay volunteer leader lends voice to provincial organization

The leader of the Oak Bay Volunteer Services Society (OBVS) lends her expertise to the provincial level, joining the board of directors of Volunteer BC for 2021-22.

Renee Lorme-Gulbrandsen took the helm as executive director of the local society in the summer of 2017. She brings a unique blend of non-profit experience and passion to promote the value and importance of volunteerism across the province, Volunteer BC said in a statement.

Originally from New York, Lorme-Gulbrandsen came to OBVS with an education from

the University of Victoria and Ryerson University, and a range of experience working for organizations of various sizes, including the BC Sustainable Energy Association and the International Institute for Child Rights and Development. Locally she has volunteered with such groups as Victoria Women's Transition House and Victoria General Hospital, along with the natural volunteering that comes with being a parent.

Volunteer BC is a provincial voice promoting development and value of volunteerism by working with the public,

centres, organizations, governments and businesses. OBVS is a community-based social service charity supporting individuals living with challenges to maintain independence and a connection to community.

In the middle of a pandemic, Lorme-Gulbrandsen led the society's team in a move from the basement of Oak Bay municipal hall to a newly renovated space in the Monterey centre. The office, accessible by a path at the side of the building at 1442 Monterey Ave., opened earlier this year. [c.vanreeuwijk@blackpress.ca](mailto:c.vanreeuwijk@blackpress.ca)



## Helping Neighbours Live Independently Since 1977

Oak Bay Volunteer Services Society provides free services to the residents of Oak Bay. Serving the young to the 'young at heart', we offer services the help maintain independent living and provide a connection to the community. Services are delivered by dependable, caring volunteers who share their time and talents with those they serve.



- Shopping with delivery of groceries, food hampers and pharmaceuticals
- Drives to medical appointments, including vaccine clinics
- Social and wellness check phone calls
- Walks in the community
- Fresh meal delivery for seniors
- Light gardening
- Income tax preparation



**We always welcome new clients and new volunteers. Contact us today!**  
**(250) 595-1034 | [info@oakbayvolunteers.org](mailto:info@oakbayvolunteers.org) | [www.oakbayvolunteers.org](http://www.oakbayvolunteers.org)**

# IN THE NEWS CONTINUED

## OAK BAY VOLUNTEER SERVICES



Renee Lorme-Gulbrandsen, executive director for Oak Bay Volunteer Services Society, is excited about the new office at 1442 Monterey Ave. (Christine van Reeuwijk/News Staff)

### Volunteers settle into new space

Christine van Reeuwijk  
News Staff

Staff returning to the office at Oak Bay Volunteer Services (OBVS) found their space a far cry from the site they left. Formerly tucked in municipal hall, the volunteer organization moved to a newly reno-

**We provide Free Services to Those in Need - Delivered by Caring Volunteers**



Oak Bay Volunteer Services

- Driving Services
- Shopping & Delivery of Groceries
- Social & Wellness Phone Calls
- Income Tax Preparation
- Walks in the Community



**(250) 595-1034**  
**1442 Monterey Avenue**  
**info@oakbayvolunteers.org**  
**www.oakbayvolunteers.org**

Contact us if you or your loved ones need support.  
*Be a part of our community. Come volunteer with us!*

A8 Thursday, June 17, 2021

Oak Bay News

www.oakbaynews.com

# Volunteers provide essential service to community

## Man customizes minivan to make life-saving dialysis runs

Christine van Reeuwijk  
News Staff

Paul Gendron is pretty happy with the freedom his new car brings. A fairly recent purchase, it gets him to dialysis and he doesn't have to rely on someone else – as he did during the early months of the COVID-19 pandemic.

Oak Bay Volunteer Services Society set the rides up, leaving the patient worry free.

"Gordon was really committed and I felt very secure. I could always count on him," Gendron said.

The driver, Gordon Alexander, has a tendency to save stuff. When the pandemic started, he happened to have an extra shower curtain that he hung between the front and back



Shaelyn Sinnott of Oak Bay Volunteer Services delivers groceries for client Irene Kenny. The organization has kept up delivery of food and medication throughout all phases of the COVID-19 pandemic. (Courtesy Oak Bay Volunteer Services)

seats of his minivan creating a simple, but effective, separation. When the opportunity came along to drive someone on a regular basis for 10-minute trips, it sounded ideal. Turned out he knew Gendron, who

had been a tenant years before. He remembered Gendron as a fine, modest and thoughtful guy, who it seems needed a little help through some profound health limitations.

"I knew his character, I knew his need through the volunteers. It was somewhat personal as well as just a more general service to the community," Alexander said.

Three days a week, twice a day, the pair drove between Oak Bay and Royal Jubilee Hospital so Gendron could get dialysis.

"What would stand out for me is how the cumulative effect of a small action on my part, could have a major impact on somebody else's life," Alexander said.

Alexander, a 16-year volunteer with Oak Bay Volunteer Services Society, is among the many unpaid essential workers of the pandemic, said Renee Lorme-Gulbrandsen, society executive director.

With connections in other parts of North America and the world, Lorme-Gulbrandsen had indications

something serious may be on the way. She sent out letters in early 2020 alerting clients and volunteers.

"My planning started in February before the pandemic even hit the community," she said. Volunteers put plans in place for the roster of clients who didn't have family and friends around, and would need extra care. They shifted modes to critical services such as shopping and delivery of groceries and medication. They embarked on wellness calls and watched for mental health concerns.

"Thousands of volunteers in the community were still supporting people, not being paid for it, but supporting people because it was important," Lorme-Gulbrandsen said.

While some volunteers took hiatus for a variety of safety reasons there was a jump in the 55 and younger category. Fifty new volunteers signed up when workers and students started working from home.

Anyone looking to add to that roster can visit oakbayvolunteers.org. cvanreeuwijk@blackpress.ca

## Community Response Fund grant encourages connection for Victoria seniors

It really is all about the power of human connection - at any age and stage of life. First West Foundation was thrilled to provide a \$10K grant to the Oak Bay Volunteer Services Society earlier this year. The Society connects isolated seniors with a warm, welcoming face and provides assistance to support seniors in Victoria with everyday needs. And OBVS has been providing these one-to-one services for over 40 years! Thank you for the incredible work you do to support seniors in the community.



Thank you to those who continue to support OBVS through acts of service and financial contributions. We could not do it without you!

There is still time to donate to our Community Giving Campaign and receive a tax deductible receipt.

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

Contact us if you or your loved ones need support.

Be a part of our community. Come volunteer with us!



Murray Rankin

18h · 🌐



The pandemic has reminded us that we are stronger when we work together, and we value the work community organizations do to provide programs and services in communities.

For decades, the [Oak Bay Volunteer Services](#) has provided free one-to-one services to those in need locally.

Community Gaming Grants provide \$140 million each year to support nearly 5,000 not-for-profit organizations whose work helps to strengthen communities and improve quality of life for British Columbians.

I want to congratulate the Oak Bay Volunteer Service on their recent award of a Community Gaming Grant and look forward to their continued service to our community.

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**THANK YOU**  
TO OUR FUNDERS AND DONORS

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Better at Home is funded by the Government of British Columbia.

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United Way helping seniors  
remain independent.

In partnership with **James Bay Community Project**

**THE TONY AND MIGNON  
FENTON TRUST**



The Hamber Foundation

**A special thank you to the businesses and residents of Oak Bay  
for their generous donations and legacy giving**

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**THANK YOU**  
TO OUR COMMUNITY SPONSORS & PARTNERS

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Oak Bay Volunteer Services

*A Community of Helping Hands*

## **Be a Part of Your Community.**

*Volunteer, Donate or Leave a Legacy so we can continue to provide free one-to-one services to those in need.*

**Oak Bay Volunteer Services**  
1442 Monterey Avenue  
Victoria, BC V8S 4W1

[info@oakbayvolunteers.org](mailto:info@oakbayvolunteers.org)  
(250) 595-1034  
[www.oakbayvolunteers.org](http://www.oakbayvolunteers.org)

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