



**Big Brothers Big Sisters**  
of Kingston, Frontenac, Lennox and Addington Inc

# 2017 ANNUAL GENERAL MEETING



start something



# 48<sup>th</sup> Annual General Meeting Agenda

- ❖ Arrival
- ❖ Opening Remarks / Introduction of Staff and Board – Peter Cory
- ❖ Sponsor and Donor Appreciation – Vera Andrews
- ❖ **Award Presentations – Peter Miller and Shawn Holder**

## AGM

- ❖ Presentation and Approval of Agenda – **Greg Dobney**
- ❖ Approval of minutes from the 47<sup>th</sup> Annual General meeting
- ❖ Continuation of meeting – President's Report – **Greg Dobney**
- ❖ Treasurer's Report – **John Christensen**
- ❖ Fund Development Report – **Vera Andrews**
- ❖ Executive Director's Report – **Peter Cory**
- ❖ Program Participation – **Peter Miller**
- ❖ Program Report – **Shawn Holder**
- ❖ Annual Motion –
- ❖ Nominations –
- ❖ Election of Officers -
- ❖ President's Closing Remarks and Adjournment - **Greg Dobney**



# THANK YOU !

To businesses, service organizations and individuals who contributed to our agency through various donations, we thank you! We are most grateful for your support. Thank you for caring enough to give and help us Start Something BIG!

## **United Way KFL&A**

### **Community Supporter**

Community Foundation for Kingston-and-area

Rotary Club of Kingston

Napanee District Community Foundation

### **Program Supporter**

Corus Entertainment (in kind support)

Larry Gibson Estate

Kawartha Credit Union

Kingston Home Builders Association

Queen's Power Unit Youth Organization

Union Gas

Blackdog Hospitality Group

Milestones Kingston



# THANK YOU !

To all the businesses, service organizations and individuals who contributed to our agency in 2016 and into 2017. We greatly appreciate your support!

## **2016 Dine Out Day Partners**

Milestones Kingston  
AquaTerra (at Delta Kingston Waterfront Hotel)  
La Hacienda  
Taj Curry House  
Aji Sai Kingston  
Le Chien Noir Bistro  
Atomica Pizza & Wine Bar  
Harper's Burger Bar  
Dianne's Fish Shack and Smoke House  
East Side Mario's Amadeus Café  
Windmills Restaurant and Catering  
All Kingston Boston Pizza locations Shoeless Joe's  
Sports Grill (Napanee)  
The Pilot House  
Minos Take Out West

## **Kawartha Credit Union BFKS 2017**

### **Presenting Sponsor**

Kawartha Credit Union

### **Session Sponsors**

StarTek  
Secker, Ross and Perry LLP  
Wilkinson & Company LLP  
Len Corcoran Excavating Ltd  
Collins Barrow SEO LLP  
Templeman Menninga  
Nelson Law

### **Supporting Sponsor**

KPMG                      Transalta

### **Mayor Prize Donors**

VIA Rail  
WestJet Cares for kids  
Sun Life Financial

We would also like to express our gratitude to countless private donors.



# Thank You BFKS Prize Donors

Kingston Brewing Co

The Toucan's

Morrisons

Woodenheads

East Side Marios

Ramekins

Novel Idea

1000 Islands Cruises

Boston Pizza

Loblaws

Aqua Hair studio

Curry Original

Landmark Cinema

Sir John's Public House

First Choice Haircutters

Ambassador Hotel

Black Dog Hospitality Group

The Grizzly Grill

Kingston Frontenacs

Tata's Pizza & Pasta

Windmills

The Water Store

Canadian Black Belt Centre

Freshco

Décor by Steve

Neil's Flowers

Red Lobster

Lone Star Texas Grill

Eggsquis

Milestones

Paul Randolph Jewelers

Moores

Minos Take Out

The Works

Response IT

Merry Maids

Kelsey's / Montana's

Jack Astor's

Mastermind Toys

Rose and Crown

Kawartha Credit Union

Kingston Volkswagen

James Keirstead Studio

Giant Tiger Napanee

Scarlet Boutique Napanee

Taylor Photographic Studio

CAA Kingston

Midori Gifts

Chapters

Rigney Building Supplies

Trophy House

Studio K Glassworks

Absolute Comedy

Neil's Flowers

Boiler Room Climbing Gym

Paul Randolph Ltd

Farmboy

Camera Kingston

Leading Edge Hobbies

Coffee Trends



# Award Celebration & Presentation

## Community Program and Business Partner Awards

### **BFKS Sponsors**

### **VIA Rail Presentation**

- James L McDonald

### **Service Awards**

- Angela Peacock
- France Parker
- Julia Chen



# Award Celebration & Presentation

**Brad McCullough Friendship Award: (to a Big and Little)**

Norm Trembath  
(Big)

Brian Yaworski  
(Little)

**Beverly MacDonald Community Cares Award:**

Jenny Newton

**Henry Price Award For Superior Voluntary Service:**

Michael Flahault



# President's Report – Greg Dobney

For the year ending December 31, 2016

- Accreditation Overview
- Our Big Move
- Fund Development
- Board Changes / Transitions





It is hard to believe that it has already been another year since our last AGM. The past year has been a busy one, with new challenges, difficult decisions, and exciting changes.

A significant focus through much of the past year was the accreditation process, which we undergo with Big Brothers Big Sisters of Canada every five years. Due to the complete changeover of staff in the agency over the past few years, this was an entirely new process for every member of our staff, and for the majority of the members on the Board.

Undaunted, Peter took the reins and got an early start, contacting other agencies to gather as much information as he could on going through this process and positioning the agency for success.

Prior to our accreditation site-visit, significant work was done to update agency documents, policies and manuals. Every member of our staff, and our Board, made concerted efforts to ensure that we would be successful in achieving accreditation. Of course, there are always areas in which we can improve, and we were given a list of areas in which some work needed to be done. Peter, agency staff, and the Board worked diligently to improve in these areas. My thanks go out to everyone for all of their hard work.



This past year also saw the agency transition into an exciting new space, the “Community Services Hub” at 817 Division Street, anchored by Family and Children’s Services of Frontenac, Lennox and Addington. This new space has improved the agency’s ability to deliver its programs and services, offering several improvements over our previous office location, including superior office space, access to private meeting rooms, as well as additional amenities within the building. We also now have the capability of hosting our Board meetings (and our AGM) on-site.

Peter will speak to the details of the agency’s work in the past year. While the major focus on the past year was on accreditation and the office move, there were other achievements of note, such as securing grants from the Churchill Foundation and Home Depot to upgrade our office computers and to purchase new filing cabinets. We were also grateful to receive further support from the Estate of Larry Gibson, which has supported us significantly over the past couple of years. Our annual Bowl for Kids event proved to be successful yet again this year and we were thrilled to have met our fundraising goal. I, on behalf of the Board would like to convey my thanks to the staff for all they do for the agency, its members, and the community.



As in years past, transitions on the Board also took place mid-term in the past year. We were sorry to say goodbye to Elizabeth Agostino and Alicia Kenney, Secretary of the Board. Zach Flemming-Giannotti graciously stepped into the Secretary position on an interim basis following Alicia's departure. We also welcomed Jacqueline Collier (Sales and Marketing Manager with Tamarack Homes) and Chris Scott (Detective Staff Sergeant with the Kingston Police) to fill the interim vacancies on the Board, both of whom have already proven to be valuable members on the Board and who have further diversified the skill sets on the Board. I thank all of our volunteer Board members, both current and past, for their contributions to the agency.

The past year, and the accreditation process in particular, provided an excellent opportunity to consider the status, goals, and direction of the agency. I am looking forward to the year ahead and continuing to explore opportunities for the agency to improve the delivery of its services.



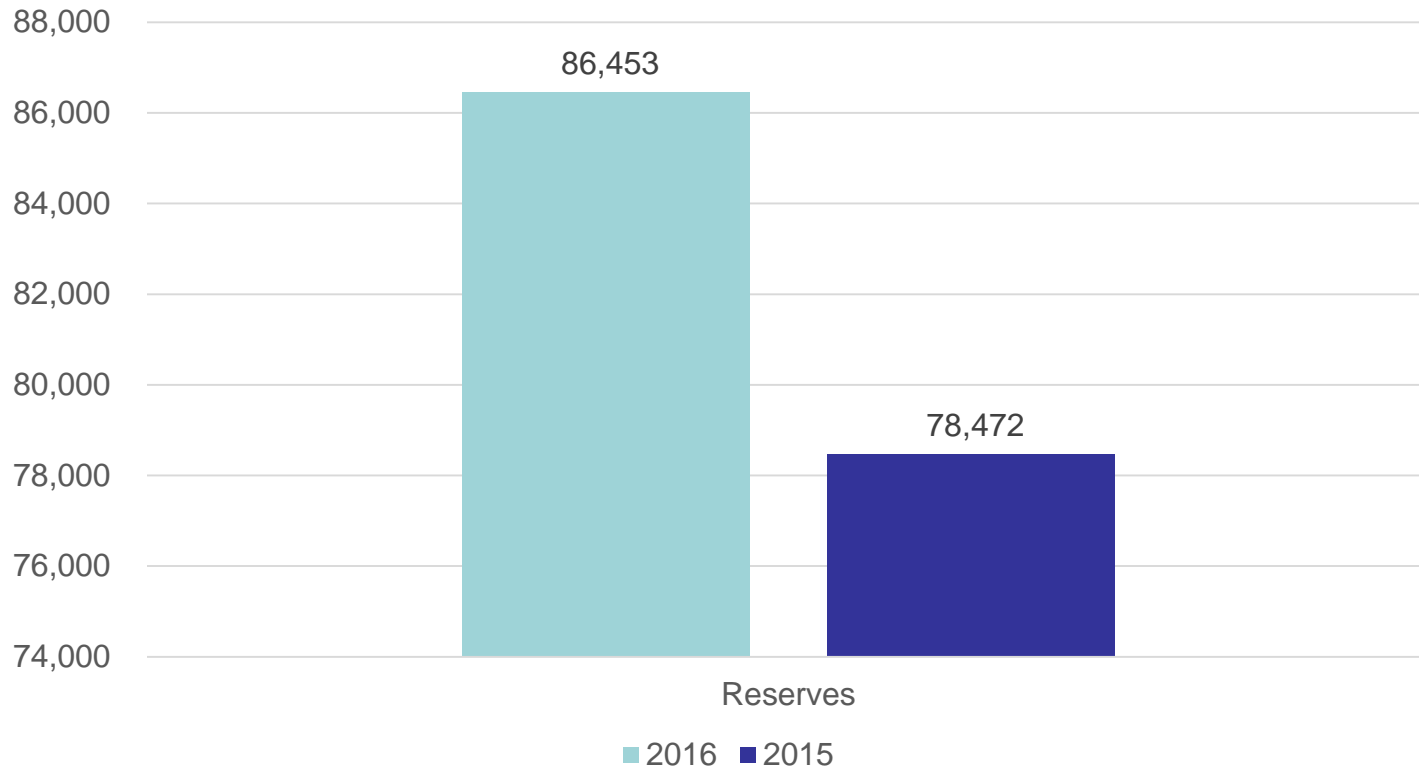
# Treasurer's Report



# Treasurer's Annual Report

For the year ending December 31, 2016

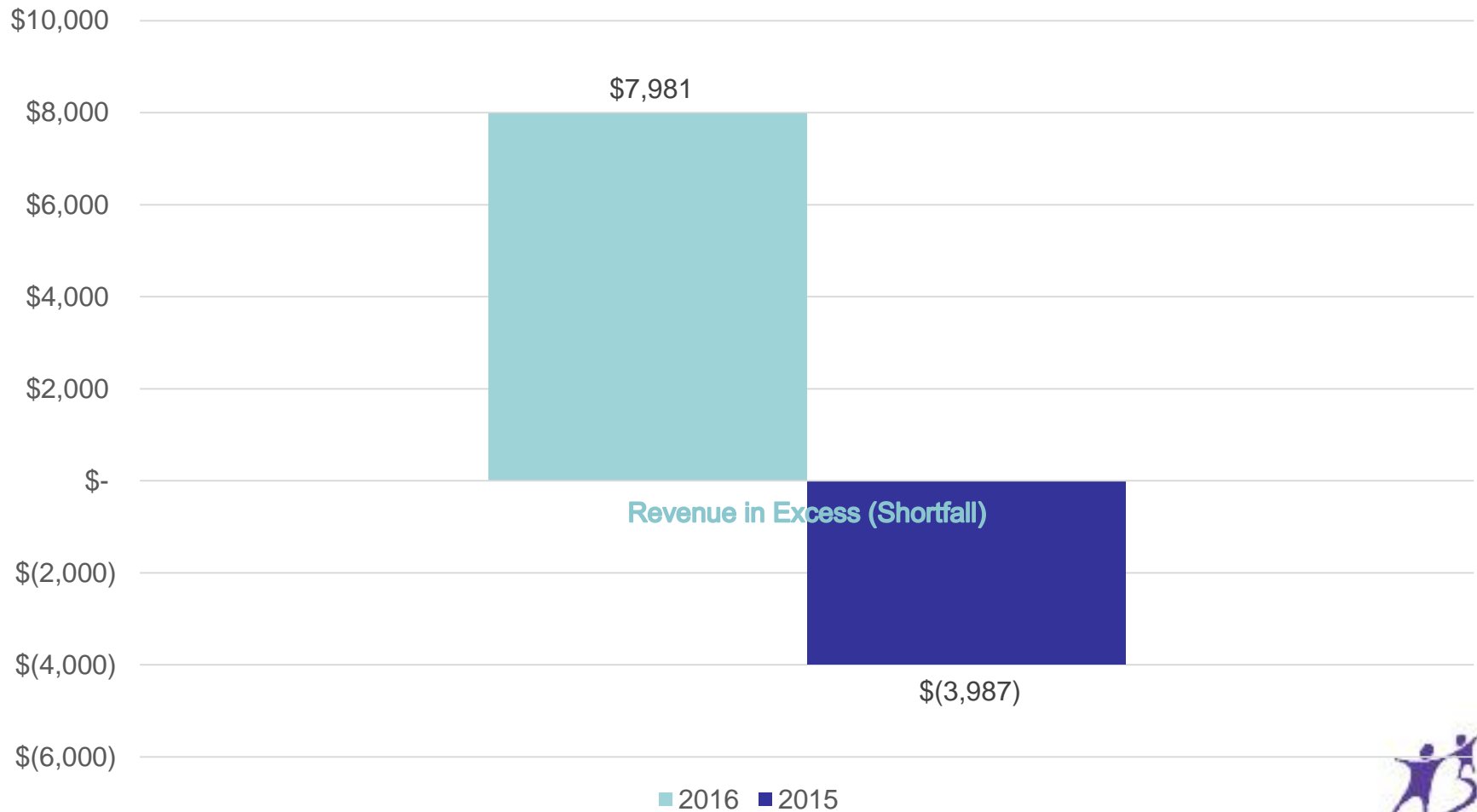
## Reserve Balances



# Treasurer's Annual Report

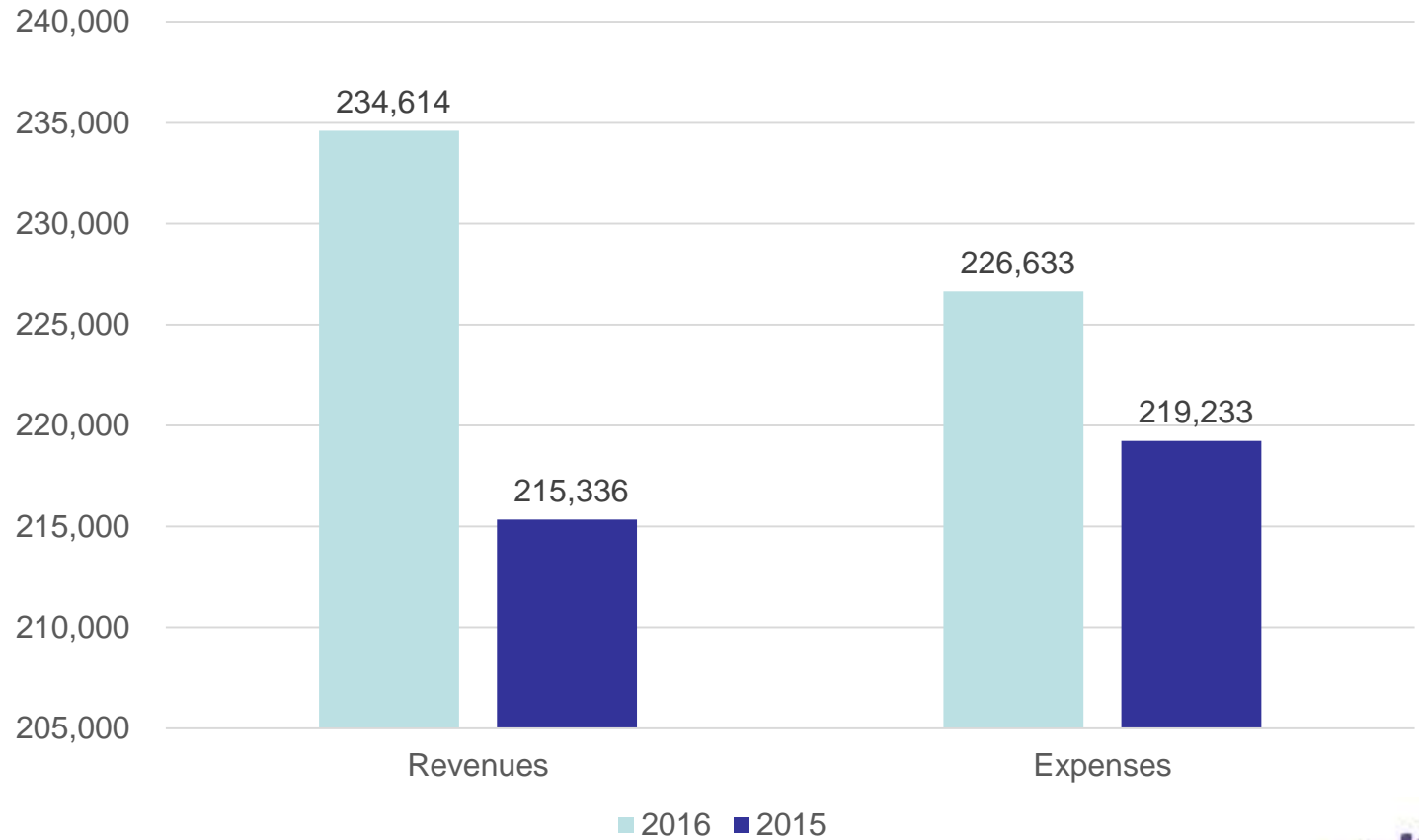
For the year ending December 31, 2016

## Financial Trend: Revenue in Excess (Shortfall)



# Treasurer's Annual Report

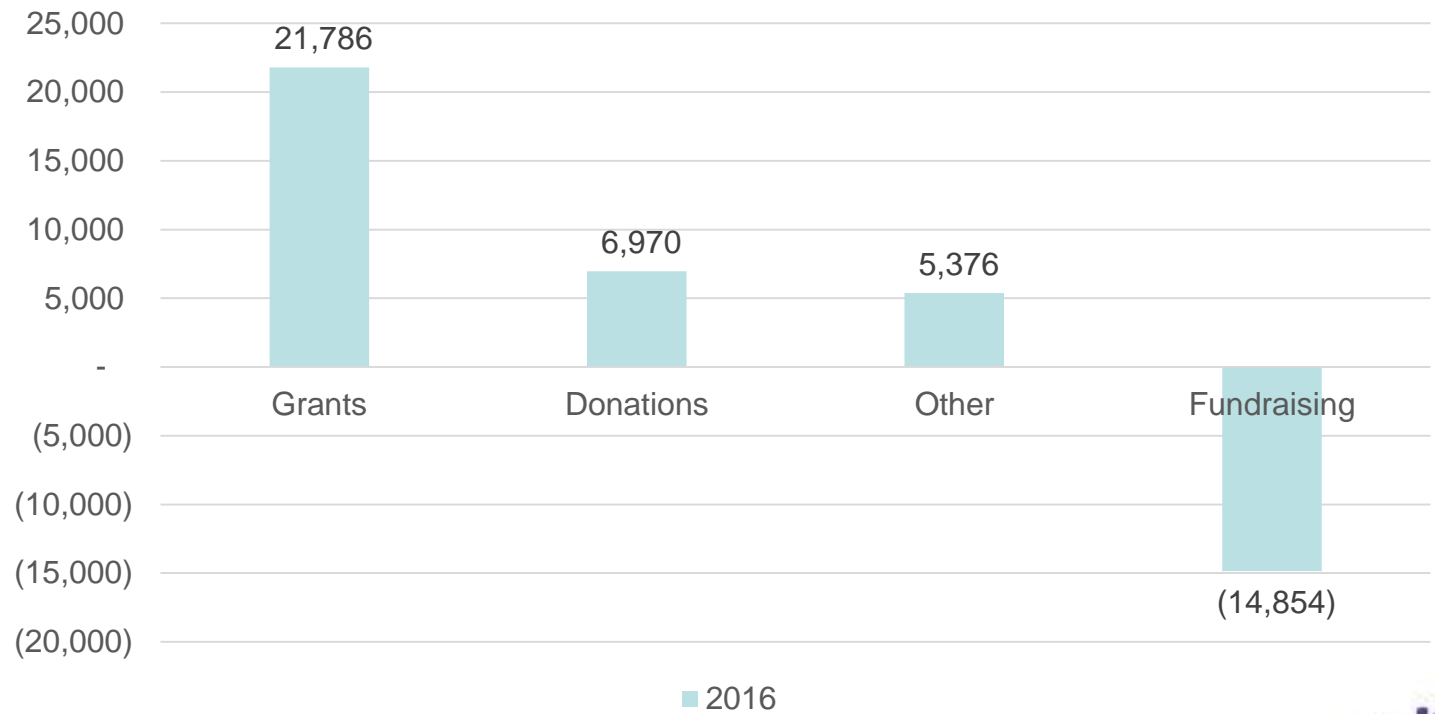
For the year ending December 31, 2016



# Treasurer's Annual Report

For the year ending December 31, 2016

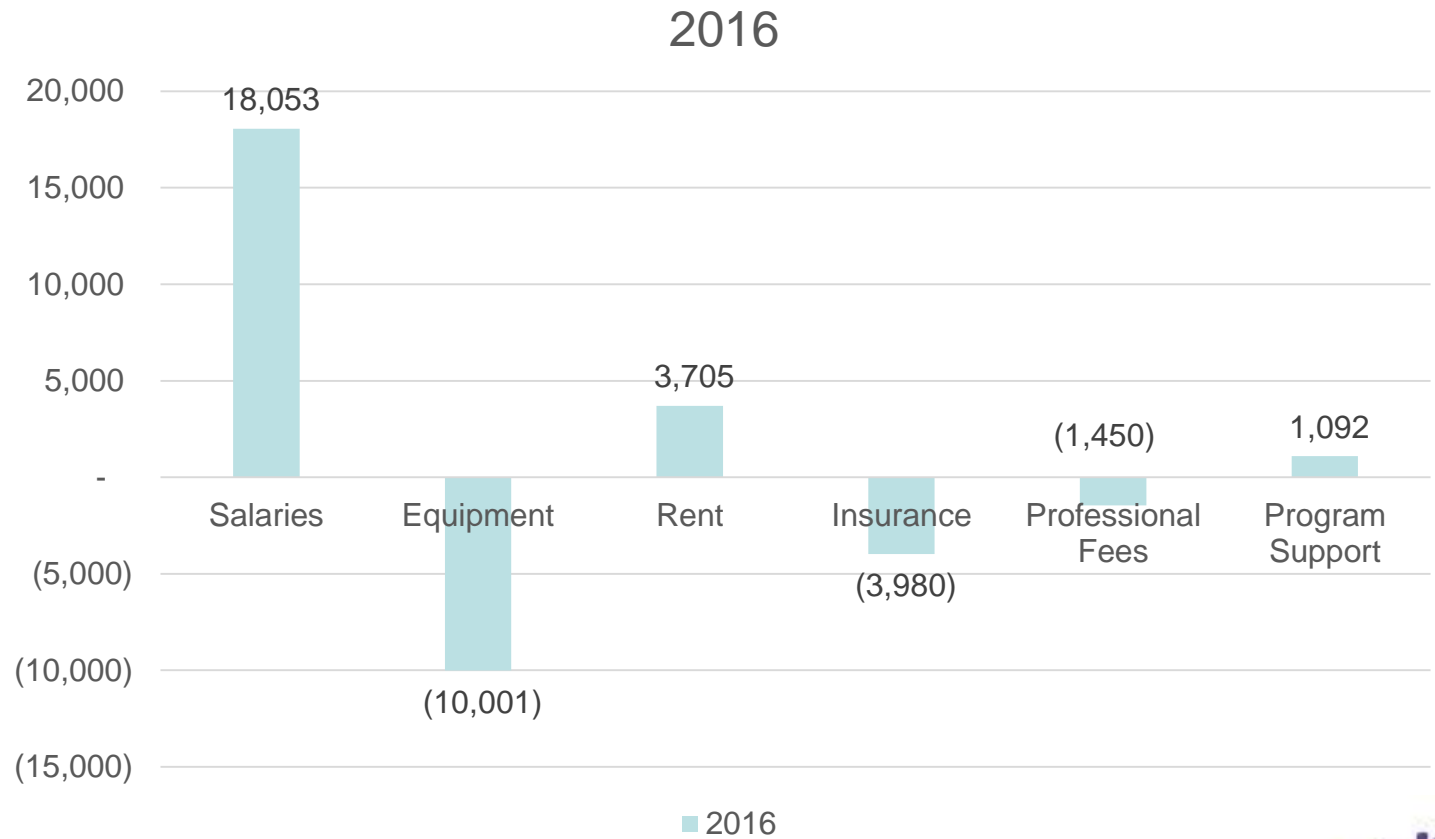
## Why Are Revenues Up?





# Treasurer's Annual Report

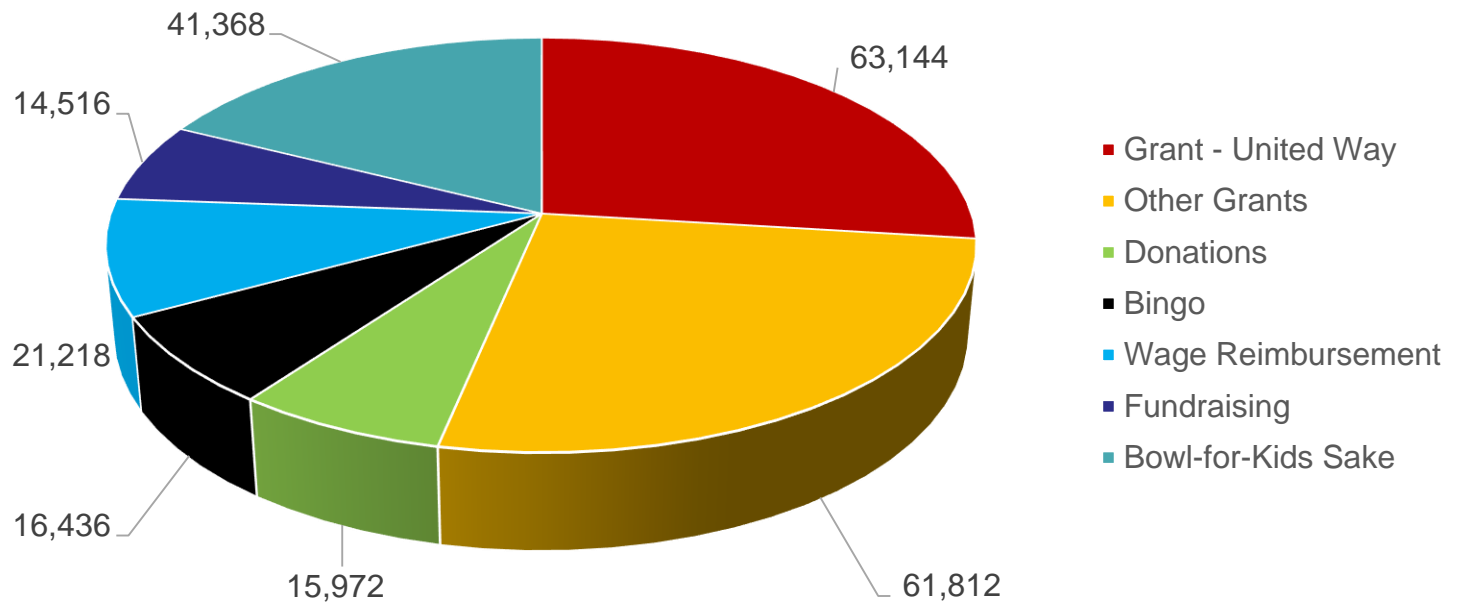
For the year ending December 31, 2016



# Treasurer's Annual Report

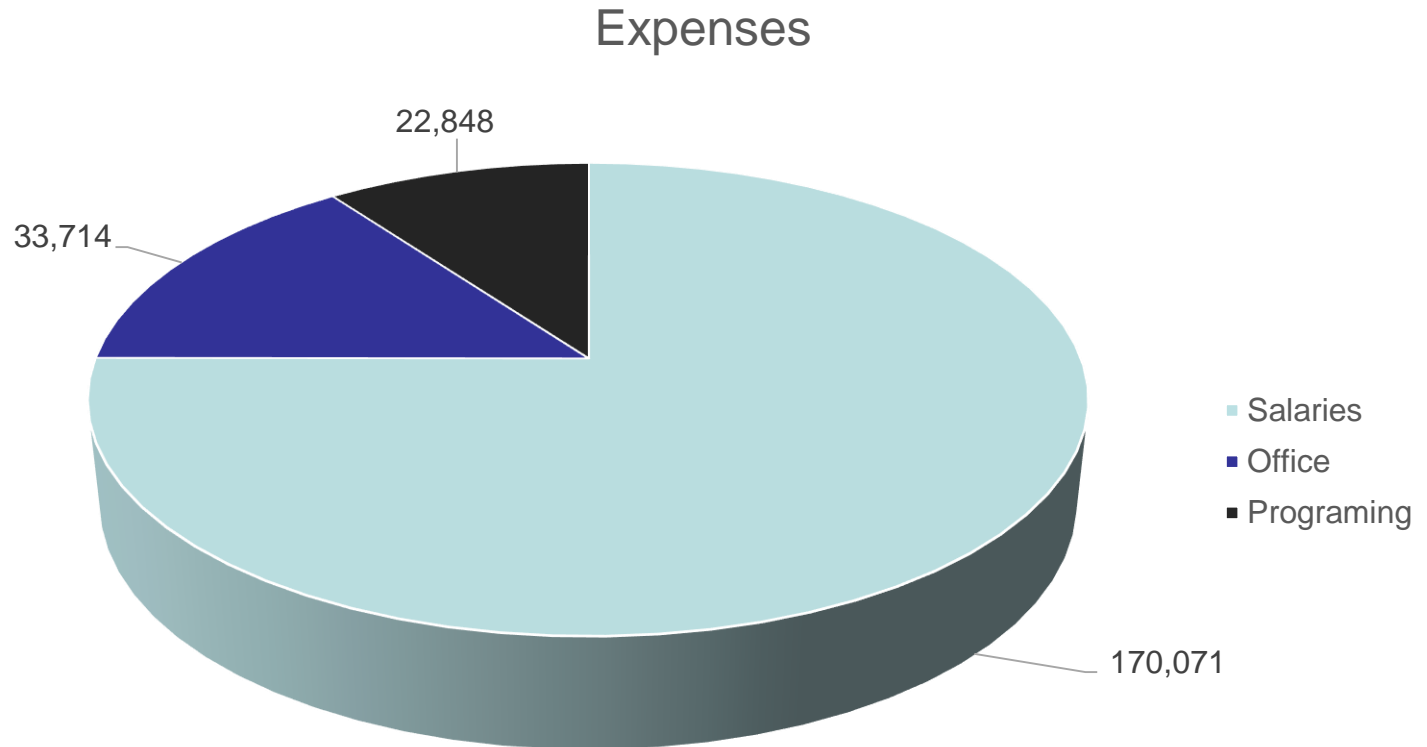
For the year ending December 31, 2016

## Revenues



# Treasurer's Annual Report

For the year ending December 31, 2016



# Fund Development Report



# 2016 EVENTS

## **Charity Gift Wrapping 2016**

- December 1<sup>st</sup> to 24<sup>th</sup> December 2016
- Raised the highest amount yet \$4,734
- Thank you to all who volunteered their time and those that patronized the Centre.
- Special thanks to Union Gas Helping Hands (\$1,000 donation)

## **Matching Fund and Annual Campaign**

- Second year of relaunch
- Campaign run in December
- Special thanks to the Larry Gibson Estate for matching donations in the month of December.
- Campaign audience was 70 people, amount raised \$1,125

## **December Dine Out**

- December Dine Out was held on Dec 16<sup>th</sup> and Dec 31<sup>st</sup> (Pilot House)
- 7 restaurants participated
- Funds raised \$1,530



# 2017 EVENTS

## **Kawartha Credit Union Bowl for Kids Sake 2017**

- BFKS fundraiser was held on April 1<sup>st</sup>
- The Campaign run from Feb 6<sup>th</sup> to April 8<sup>th</sup>
- Campaign surpassed goal raising \$40, 593.

We look forward to greater success with our fundraising efforts this year, and we are also always happy to work with you on third party fundraisers. Thank you



# Executive Director's Annual Report

For the year ending December 31, 2016

## Executive Director's Report



# Executive Director's Report

- Overview of 2016
  - Success, Challenges, Change
- Accreditation
  - Process
  - Outcome
  - Acknowledgements
- Staff development / transitions
- Changes
  - Office Move
  - Extension of Office Hours
- Acknowledgements
- Future Plans





This past year for Big Brothers Big Sisters KFLA was in some ways similar to the years just prior to it. It was eventful, full of challenges, uncertainties, successes, and change. But the theme running through it all has been relationships; those which offer support, opportunities to learn and grow, and above all, mentorship. The mentor/mentee relationships that we create and oversee can last for months or for many years, and the benefits they bring to both parties' lives last even longer. Similarly, it is relationships that drive the agency. 2016 saw the building of many relationships with funders and with professionals from other agencies that have contributed to our success.

Probably the biggest story for our agency in 2016 was our staff compliment finding its way and coalescing to become an effective team. At the start of 2016, we all still felt new to Big Brothers Big Sisters, with no one having worked in the Big Brothers Big Sisters world for more than a year and a half. And so, as the accreditation process began in January 2016, we had a long road ahead of us and we would need to call upon every possible resource to succeed. Happening every five years, the accreditation process has peers from other agencies examining every aspect of our programs and services. They examine all board activity, review all foundational documents and policies, speak to stakeholders and other external professionals, and much more.



An in-person site visit also takes place (this happened in October) with all findings reported to our national agency. A grading is then given to the agency in many different categories. Following this, agencies receive a schedule of improvement. For us, this was a learning process for the entire staff team. It was an enormous amount of work and it was not easy. But we did it! Just two weeks ago, after our final submissions of work were evaluated by the National Director of Accreditation, we learned that everything is in order and that we have been recommended to the CEO of Big Brothers Big Sisters of Canada for accreditation.

I am deeply thankful to many people for supporting us through this process. The Board of Directors were a great resource throughout, with everyone providing some amount of help and support. Board members helped with the re-writing of policies, creating new policies, editing manuals, and generally providing insights, moral support and constructive feedback to me and the staff as journeyed through this process. I am also thankful to some people who are not employed with this agency – the staff of the National Office, particularly Renee Herbert who was extremely helpful to us, and also the entire staff of BBBS Lanark who were always available to advise us. Also, a placement student in Human Resources, Kristina Lane, went above and beyond the call of duty in reviewing and modifying all of our HR policies and procedures.



There are two other people who I have tremendous gratitude for, and without them we could not have succeeded in completing our accreditation work. I am deeply thankful to Peter Miller and Shawn Holder for everything they did in 2016. Their patience, their desire to succeed, and their team work led us to where we are now. Each had numerous tasks assigned to them during this process, and both rose to the occasion to provide a consistently high quality of work. I think both of these staff members learned a great deal while also ensuring our success as an agency.

2016 also saw some other transitions in our staff team. We said good bye to three staff members who made positive contributions to the agency and to the children we serve. Pratima Kapuira left us in February and we thank her for her service. We also said good bye to Anne Linscott in the Fall. Anne was an excellent employee, always driven and a great team player. We were also very happy to have Kaela Simpson with us on a short term contract and we wish her all the best. Vera Andrews joined us late in the year, and she had success in a couple of fundraising events in December, as well as in her first Bowl For Kids Sake in the Spring where we achieved our fundraising goal. I continue to be very grateful for the service of Pengyuan Wang and all that he does for the agency.



After accreditation, the other big story for us was relocating our offices to the Family & Children's Services building at 817 Division St. This move has brought nothing but good things for our agency. In terms of our physical space we are now better equipped than ever to prosecute our mission in the community. Being able to book rooms for meetings with families and prospective volunteers has meant that we do not have to displace staff or limit their abilities to do other work in the office. This alone is a huge resource to us. But we have also seen many other benefits from being here. We feel we are more centrally located in the community, and easier to find and to get to for visitors. Even this issue of parking (a problem in the past) has been mitigated. We have come to know a lot of FACSFLA staff members, many of whom have stopped by our offices to learn about our services or to refer young people they are working with.

Soon after our move, one major change that we made in our day-to-day operations was to extend our office hours. As so many of the families we deal with are hard to reach during the day, we decided that working until 8pm on most week days would increase our availability to our members and make the vital task of match monitoring happen with greater ease. We plan to continue to be open from 9:00am to 8:00pm



The cornerstone of all that we do continues to be the creation of mentoring relationships. But we continue to foster a sense of community among our members, which pays great dividends for us. Our participation in local events such as FACSFLA's holiday toy drive, the Salvation Army's kettle campaign, CORUS entertainment's snowsuit program, the Walk4Kidns Mental Health, as well as other community events really helps to make connections and to raise our profile.

We have many things in store for 2017. We'll continue to explore relationships with other agencies in the community to increase our capacity to carry our mission, and we will also look at the expansion of certain programs. One area that we have been looking at is teen mentoring. We presently do not do this, but we are aware that other agencies have great success with matching high school students with elementary students.



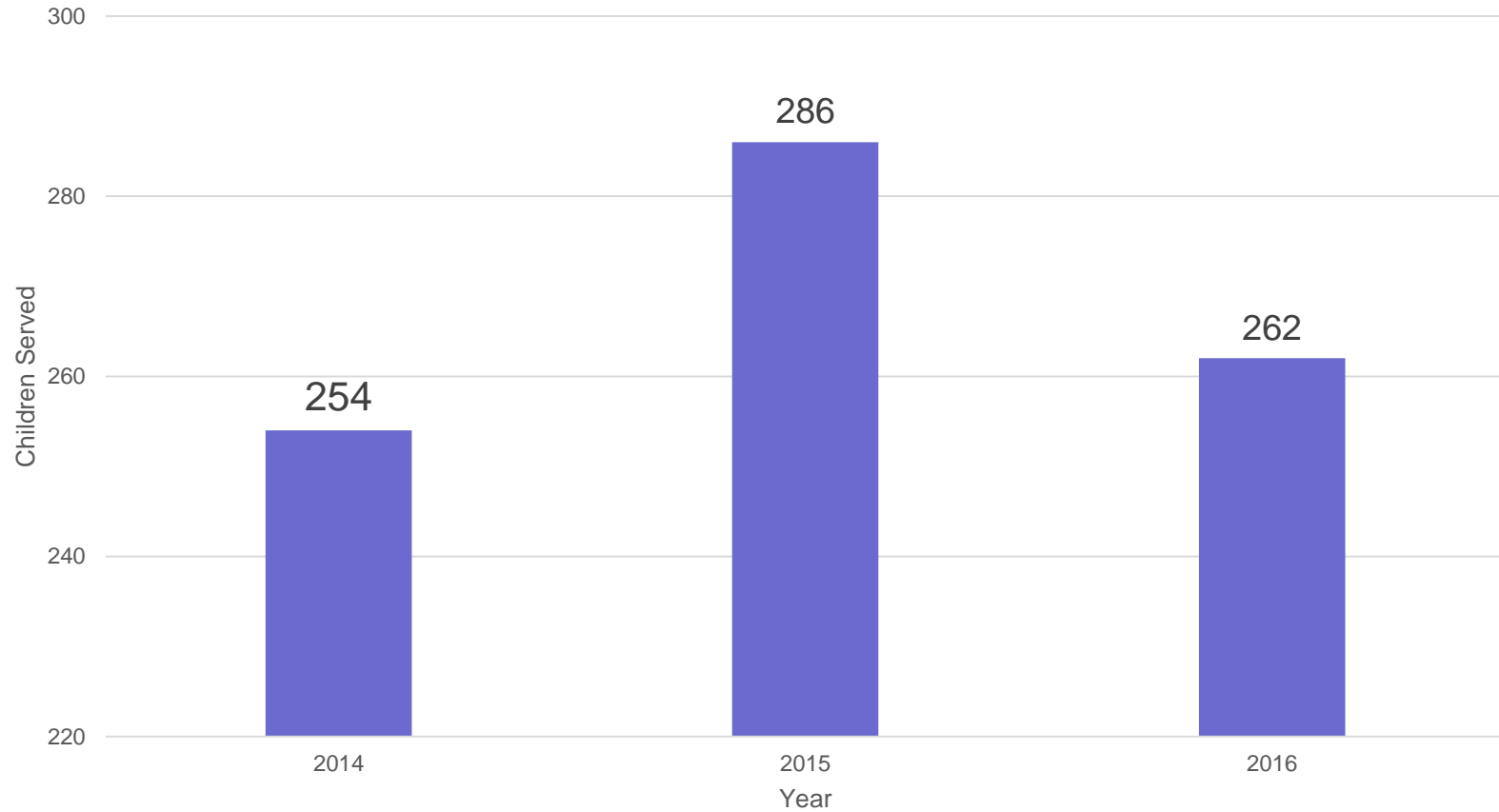
A final thank-you is to the people whose work is at the heart of everything that we stand for. All of us are grateful for the work done by our mentors: the Big Sisters and the Big Brothers, the group leaders and ISM volunteers. These are the people working in schools and in the community, with groups and with individuals. Given the nature of our mission, their work is largely unseen by the public. And the fruits of their labour are also intangible. The effects of mentoring may not be seen overnight, nor can they be expressed simply in numbers or on a chart. But the lasting impact can truly change lives, strengthening families as well as the community. I hope that all mentors know how much they are appreciated. I often hear from them that the work itself is its own reward, and I along with the staff take heart in that knowledge.

To all those who serve the agency, in mentoring and in non-mentoring roles, and to our board of directors, thank you for dedication and faithful support this past year.



# Program Participation Through the Years

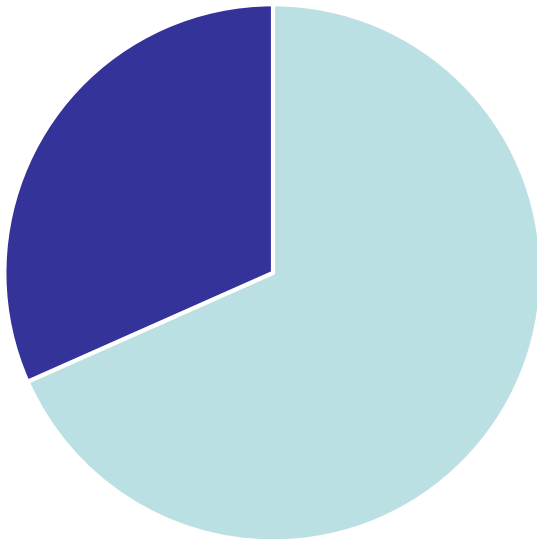
Trends: Children Served



# Program Participation Through the Years

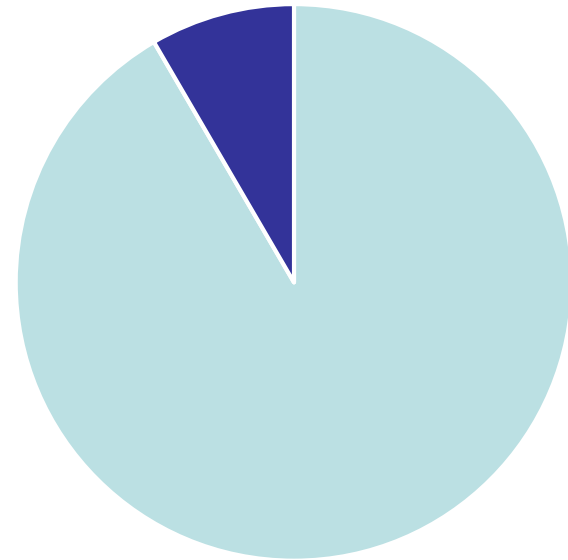
The year starting on January 1<sup>st</sup> 2016 until the year ending December 31<sup>st</sup> 2016

Trends: Mentoring Composition 2015



■ 1:1 Mentoring ■ Group Mentoring

Trends: Mentoring Composition 2016



■ 1:1 Mentoring ■ Group Mentoring





BBBS KFL&A has shown an enormous trend towards 1:1 mentorship in the past year. As a whole, BBBS of Canada have seen a trend towards increasing group mentorship. In the local area, we have found the demand for volunteers, whether university students, new retirees, or working professionals to be ever increasing. Our mentorship programs are unique because they are general and long lasting. Other agencies provide services for specific vulnerable segments of the population but tend to be restricted by time, budget, or who they can serve. 1:1 mentoring remains our niche as an agency, a fact which numbers served only shows more true. Many children want to have someone there in the life 1:1 since they may not have the opportunity for that at home, in the community or at school. Speaking of school...

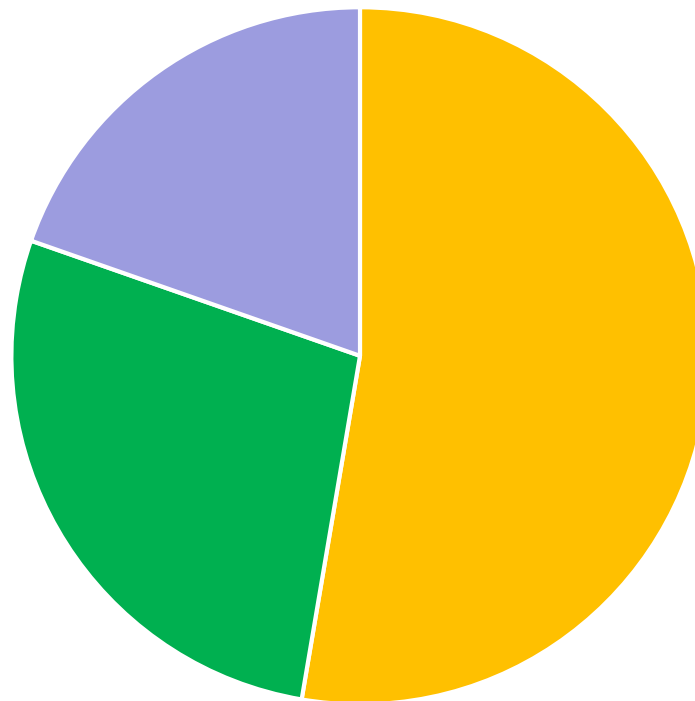


# Program Participation

For the year ending December 31, 2016

Who we have served in our One-to-One Mentoring Programs

Children Served 1:1 2014



■ ISM ■ Big Brothers ■ Big Sisters

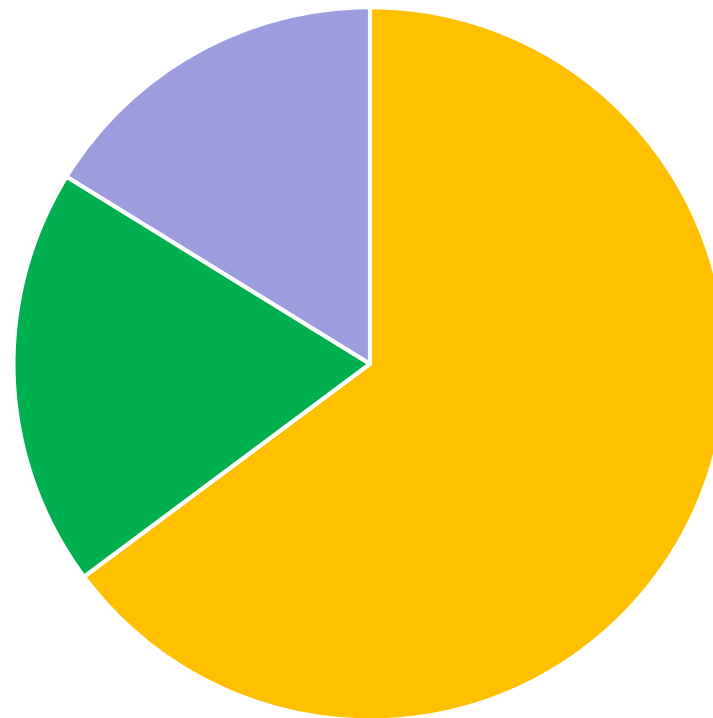


# Program Participation

For the year ending December 31, 2016

Who we have served in our One-to-One Mentoring Programs

Children Served 1:1 2015



■ ISM ■ Big Brothers ■ Big Sisters

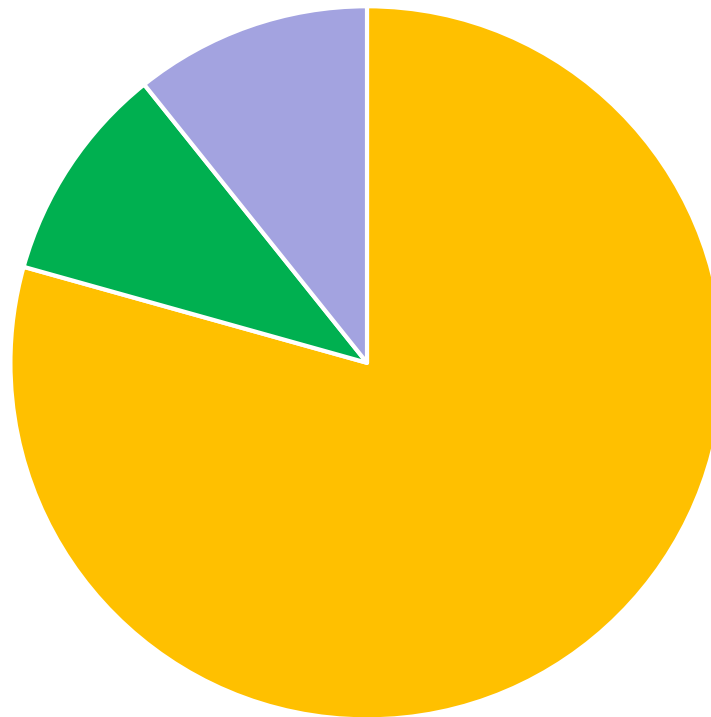


# Program Participation

For the year ending December 31, 2016

Who we have served in our One-to-One Mentoring Programs

Children Served 1:1 2016



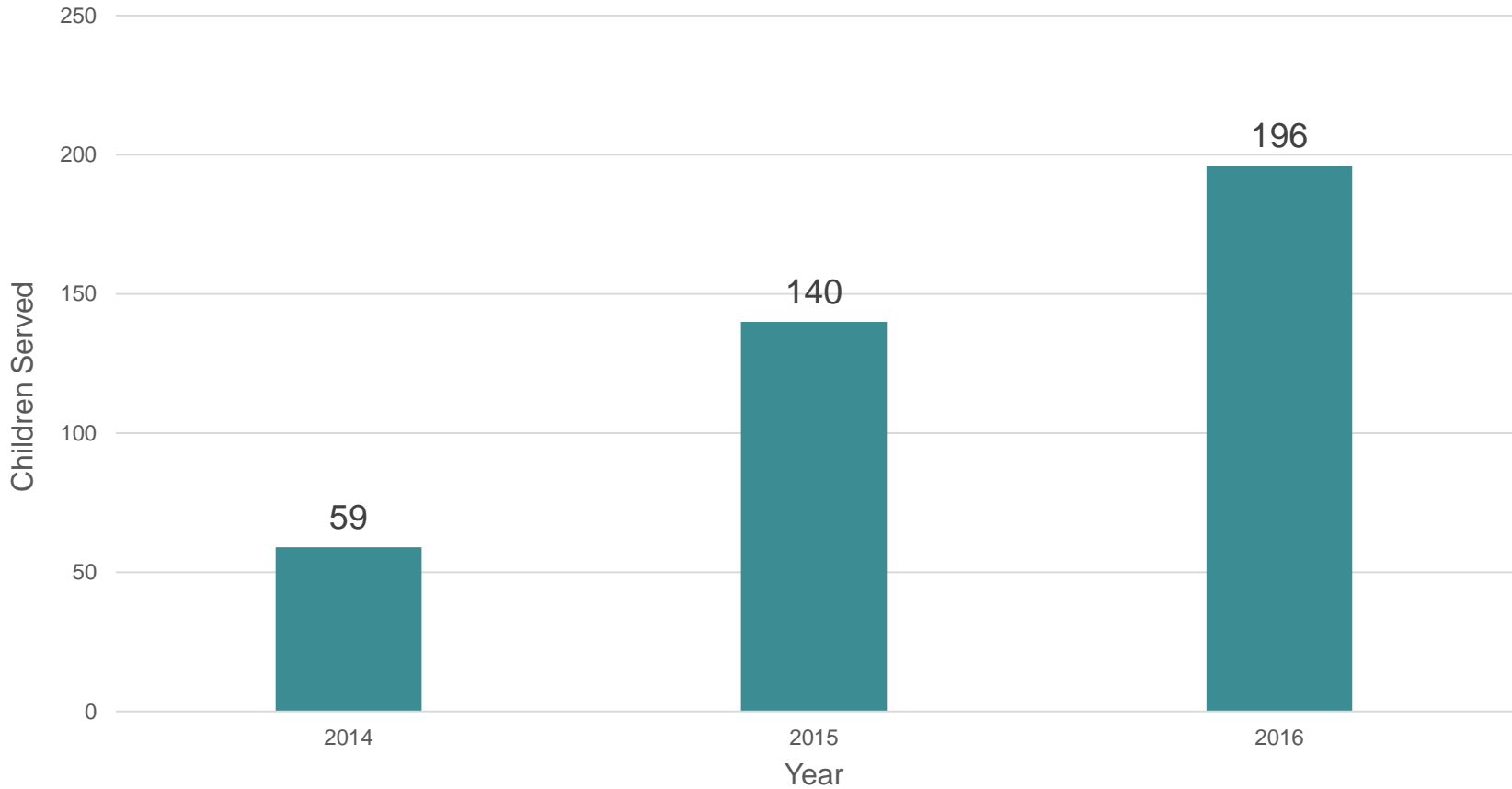
■ ISM   ■ Big Brothers   ■ Big Sisters



# Program Participation Through the Years

The year starting on January 1<sup>st</sup> 2016 until the year ending December 31<sup>st</sup> 2016

Trends: In-School Mentoring



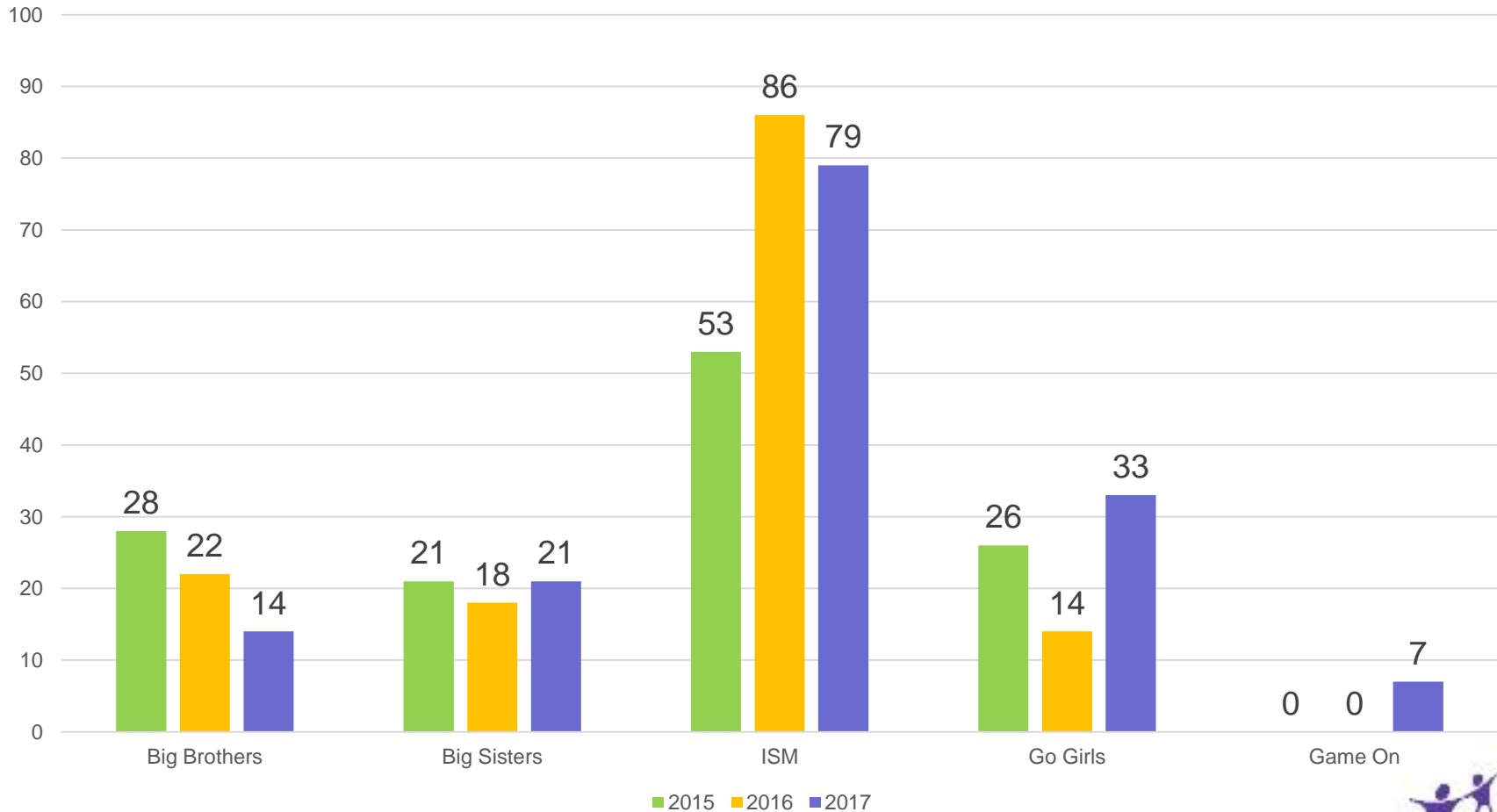
....An increase in participation in our ISM program. The office has put in a lot of time and effort into expanding our outreach into local schools and it has certainly paid off. Big Brothers Big Sisters KFL&A has drastically increased the number of children served, even over an unprecedented increase from last year. Many schools in the area are looking for mentors for students who need just a bit of extra support. Humans are social beings and the desire for social acceptance is one of our most profound needs. Speaking to teachers, guidance councillors, other professional who work with the children our volunteers serve day-to-day, they have noticed changes. Positive reinforcement, encouragement, support, it makes a world of difference to children. Many of the people we serve are those who used to wonder 'Why?'. Why do I need to get good grades? Why do I need to learn to read? Why do I need to go to school? Without ever touching on that, a mentor can create dramatic improvement by demonstrating the value of education and being a personally respected figure. Plus, mentors can reduce stress, create anticipation, and just have fun!



# Program Participation Through the Years

Children Served Year-To-Date in 2015, 2016, & 2017

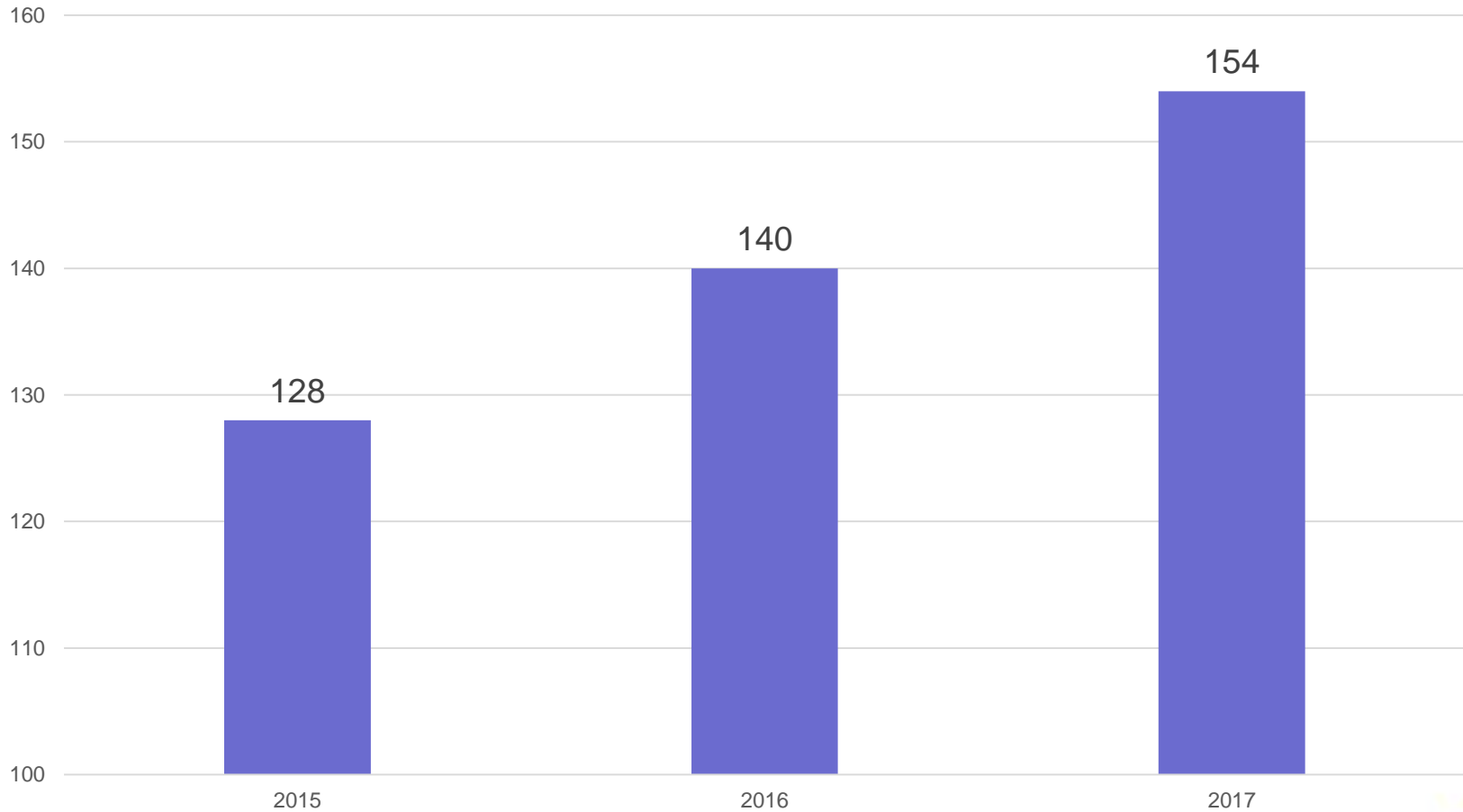
## Trends: Children Served YTD 2015 - 2017



# Program Participation Through the Years

Children Served Year-To-Date in 2015, 2016, & 2017

## Trends: Children Served YTD 2015 -2017





# Thank You To All Our Partners!

Without the support from our Partners we would not be able to run our site based programs.



Thanks to the following Community School Partners supporter of our In School Mentoring Program 2016

- Molly Brant Elementary School
- Polson Park Public School
- Collins Bay Public School
- Holy Family Catholic School
- Rideau Heights Public School
- Selby Public School
- Calvin Park Public School
- Prince Charles Public School
- Southview Public School
- J. G. Simcoe Public School
- Fairfield Public School
- Amherstview Public School
- Odessa Public School
- J.J. O'Neil Catholic School
- Frontenac Public School \*
- Central Public School \*



\*closed schools



# THANK YOU !

To our many volunteers (Bigs) who make such a difference in the lives of the children and families we serve in Kingston, Frontenac, Lennox & Addington.



**4 years**

Matthew Kussin

Bond Strand

Jamie Ash

Agata Szlanta



**2 years**

Norman Trembath

Chris Yamada

David Hamber

Lindsay Ruscitti

Fiona Webber

Cailin Mulvihill



# Program Report



# Program Report

For the year ending December 31, 2016

- This year, 240 children were served by agency in our In School and Community Based One-to-One Matching Programs.
- Last year 837 match updates were performed for all programs.
- Our office hours were extended till 8:00pm
- Teen Mentoring
- Waitlist reduction
- Senior mentoring recruitment
- Marianna's Trench/ Walk off the Earth, and the other Deth Cab for a Cutie/Metric concerts
- Frontenac's hockey (Including a VIP night in the VIP box), YMCA memberships, Comedy night tickets and a Holiday Party.
- Summer camps, Corus Snow suits program, Christmas hamper referrals, DuPont Gift giving
- Thank You!



This year, 240 children were served by agency in our In School and Community Based One-to-One Matching Programs. Part of our service is the ongoing program support for children, their families and volunteers through regular match monitoring updates. Match updates are an opportunity for the Caseworker to make inquiries with the volunteer and the family to ensure match quality. Last year 837 match updates were performed for all programs.

This past year we instituted a new change to improve our quality of service. Our office hours were extended till 8:00pm Monday-Friday to accommodate the families and volunteers who couldn't complete match support during regular business hours. This extension of hours has also helped with recruitment and retention of new volunteers who are employed and match our original office hours.

Moving forward, we're looking to expand our programs and services, we plan to do this by the implementation of "teen mentoring. Teen mentoring will allow teens in grades 11 and 12 to participate in Site based programming. This will effectively help us reach the more Rural areas that pose potential difficulty reaching.



A couple notable successes this past year as an agency were, waitlist reduction, and senior mentoring recruitment. Through slight modifications to our child intake process we've been able to lower our wait list numbers for our community based matches in hopes to match children more efficiently. In regards to our senior mentoring recruitment we were able to recruit 17 mentors aged 45+ to be matched in all of our programs.

We have had the opportunity to offer various recreational opportunities to the children in our program. activities have included, tickets to attend 2 concerts, one featuring Marianna's Trench/ Walk off the Earth, and the other Deth Cab for a Cutie/Metric. Other activities include Frontenac's hockey (Including a VIP night in the VIP box), complimentary YMCA memberships and a Holiday Party here at our new office.

Over the past year we provided internal and external referrals for other services. These include summer camps, Corus Snow suits program, Christmas hamper referrals, DuPont Gift giving and other agency services.

Lastly, I just want to take to opportunity to acknowledge all the hard work everyone here in attendance has contributed to the agency. As you all know we offer a unique service, I believe that our agency has the most dedicated and compassionate people and we thank you all for your contribution to our agency and our mission.



*“A country, after all, is not something you build as the pharaohs built the pyramids, and then leave standing there to defy eternity. A country is something that is built every day out of certain basic shared values”*

*-Pierre Trudeau*

*“It takes a village to raise a child”*

*-African proverb, author unknown*

