

Volunteer Services

2025-2026 Annual Impact Report



National Volunteer Week is a celebration that takes place across Canada every April to highlight the power and impact of individual and collective volunteer efforts. This year we also celebrate the UN recognized **International Year of Volunteers (IVY2026)** and how volunteers are key drivers for sustainable development.

FCSGW volunteers are celebrated for their commitment to **being part of our caring network**. Volunteers spend time with a child, youth or family in ways that leave a positive and lasting impact. We recognize and celebrate our volunteers and their contributions to strengthening connections to the community, services, and family.

Join us in celebrating **#NVW2026**, **#IVY2026**, and FCSGW volunteers, who leave a positive and lasting impact on the children, youth and families that we serve.

Special Thank you to FCSGW Volunteers

'Your **generosity, compassion, and dedication** create ripples of impact that extend far beyond the moments you give. Every connection you make, every visit or drive, and every act of kindness you offer strengthen our community in ways that may not always be visible but are always felt. Your commitment helps build a more supportive and hopeful future for the children, youth, and families we serve.

This week, and every week, we celebrate you. Your impact is real. Your kindness is powerful. And our community is better because of you. **Thank you for everything you do.'**

– Hannah Senitt, Coordinator of Volunteer Services



Thank you



I learned a lot about my mentee and about myself. I think it was an awesome opportunity. It allowed me to open up and see the world through a different perspective and encouraged my mentee to build healthier relationships. – Volunteer Mentor

Volunteer Connections and Impact

Volunteer Mentors, Youth Mentors, Homework Helpers, and Parent-Aids provide one-on-one support. They build trusted relationships, foster community connections, and develop skills. Volunteers working one-on-one support our vision that **'Children and Youth are safe, supported and thriving'**.

Over 1200 hours
& 530
connections for
children, youth
& caregivers

This year, **52** volunteers supporting one-to-one matches made over **530** meaningful connections for **58** children, youth, and caregivers—an increase of **161** connections compared to last year. These connections opened doors to opportunities participants may not otherwise have experienced.

Activities supported by volunteers included developing life skills, connecting with community services and resources, staying active, showing care for others, and—of course—having fun. Including:

- Visiting the library, ice rinks, bike tracks, and community centres
- Providing homework help, reading support, and developing navigation skills like learning to use a map
- Building new skills together such as crocheting, riding the bus, and calculating change or going swimming
- Creating art, playing sports at the park, and discovering new interests

FCSGW volunteer **demonstrate Service Excellence every day**. By consistently showing up and building trusting relationships, they provide emotional support and advocacy in ways that complement the work of Service Workers. Their commitment helps children, youth, and caregivers feel supported, connected, and empowered.

The Volunteer Mentor provided my child with the kind of confidence only consistent positive one on one attention can instill. They operated as a friend and were very respectful when my child was nervous about saying what he did or didn't want to do. I believe these interactions have helped my child to be confident in the validity of his own needs and wants. I believe the independence this relationship has fostered will be invaluable for my child going forward.

Family
Feedback

'The Volunteer Mentor that is connected to one of my youth has been an amazing addition to her support team. By consistently showing up, listening without judgement and offering guidance, the Mentor has helped this young person feel seen, heard, and valued. The youth enjoys spending one-on-one time with her and looks forward to their time together. Through her support, she is helping this youth to make positive choices and helping her believe in herself.' - *Nicole H, Service Worker*

'It has been super fun watching my match explore and embrace her artistic abilities. I have had the privilege of helping her with art, providing feedback and help when she asks. It's been nice to just sit down and talk about random things. I gotten to see more of her personality shine through.' - *Charly, Mentor*

Volunteer Drivers & Transportation Services

Volunteer Drivers play a crucial role in helping families stay connected to each other and to resources or services. By offering their time and care, Volunteer Drivers **help reduce barriers**, support family well-being, and **strengthen connections** across our community.

14 Key & Casual
Volunteers provided
over 105,000 km of
connections

FCSGW Volunteer Drivers provided an increase of over **30,000** kilometres driven compared to 2024–25. In 2025–26, volunteers completed more than **1,000** trips—an increase of over **250** trips from the previous year—and generously contributed over **1,700** hours of their time.

FCSGW Volunteer Drivers: Service Excellence in Action

- Volunteers **build strong rapport** with the people we serve, offering support in ways that taxis or public transit cannot.
- When unexpected situations arise, **volunteers step up** — for example, Ruby assisted a foster parent mid-trip when their car broke down, ensuring a family visit could proceed.
- As trusted representatives of the agency, volunteers help families **feel safe, secure, and respected** during transportation.
- Volunteer Drivers create **meaningful human connection** through conversation, listening, and small talk — from sharing recipes to chatting about community events.
- Volunteers play an essential role in **connecting family** and kin with each other, as well as with community partners and important resources.
- Volunteers maintain open communication with the Transportation Services Coordinator and provide feedback that strengthens and improves the program.
- Volunteers, like Jamie (“Team Swifty”), help **make rides fun** for younger children by playing their favourite music and creating a positive atmosphere.
- Volunteer Drivers embody Service Excellence by offering transportation in a warm, welcoming, and trustworthy setting.
- Volunteers consistently demonstrate compassion, professionalism, and respect in their interactions with workers, caregivers, and families.
- Volunteer support **helps families access services** by reducing transportation barriers.

‘I want to give a shout out to our Volunteer Drivers. They take a significant burden off of families and workers by providing transportation for visits, appointments, and other significant events. Without them, we would really struggle to meet the needs of our children and families.’ – *Brittany M, Family Service Worker*

I am proud to be part of your Volunteers, it is always a thing of delight when you are serving your community. – Ita, Volunteer Driver

Final Thank You!

Oriana C,
Family Service
Worker

I have seen FCSGW volunteers work alongside families, supporting them as they navigate challenges and celebrate milestones. Whether it's helping parents access vital services, mentoring children, or providing a listening ear during difficult times, their presence brings both practical support and emotional encouragement. Families often tell us that knowing a Volunteer is there makes them feel seen, understood, and connected. Through their dedication, FCSGW Volunteers help build stronger, more resilient families and foster a sense of community where people truly know they are not alone.

We want to recognize the incredible impact our Volunteers have. Your time, compassion, and commitment make a meaningful difference in the lives of children, youth, and families. Impact is not always measured in big moments, often it is the steady presence of a safe adult, it is advocacy when a young person needs their voice heard, it is showing up, again and again, when consistency matters most. Each connection you build strengthens families and supports brighter futures for the children, youth and the communities we serve. Thank you for the lasting impact you make every day.

Karan Mann,
Manager, Equity,
Diversity &
Inclusion

Daria Allen-Ebron,
Executive Director

Volunteering is something truly worth celebrating. The impact our Volunteers have on the families, children, and youth we serve is nothing short of extraordinary. I am continually inspired and deeply grateful for the time, energy, compassion, and heart you so generously give. Every hour, every act of kindness, and every moment of support creates lasting change and brighter possibilities. Your commitment strengthens our community, your generosity lifts others up, and your spirit of service reminds us of what's possible when people come together with purpose. Thank you for showing up, for caring so deeply, and for making a meaningful difference. We celebrate you, we appreciate you, and we are truly grateful for everything you give.

For more information about Volunteer Services, please contact:
Coordinator of Volunteer Services, 519-824-2410x4438, volunteer@fcsgw.org

