



Our Halton

ISSUE #4
2023

VOLUNTEERISM



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With thanks to those community partners who took the time to peer review the publication

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Our Halton

Introducing the 2023 Series

Community Development Halton (CDH) introduced the *Our Halton* series in 2018 to raise awareness of the changing socio-demographic characteristics of Halton residents. This 2023 update is part of a seven-part series which includes the following topics: Women, Income Inequality and Poverty, Housing, Diversity, Volunteerism, Older Adults, Children and Youth.

Each issue of the series focuses on population groups such as older adults, women, children and youth, racialized people, Indigenous people, and recent immigrants where the data is available.¹



When we understand our collective landscape, we are better equipped for decision-making to design and deliver services. This information may also empower citizens and grassroots groups to engage in the community, care for one another and drive change.

Community Development Halton's goal with the 2023 series is to provide foundational information for understanding the community, encourage questions about the findings and implications, and then engage the community in conversation so that we might deepen our understanding together and seek possibilities for individual and collective action.



¹ Statistics Canada uses the following definitions for terms used regularly throughout this report:

Indigenous identity refers to whether the person identified with the Indigenous peoples of Canada. This includes those who identify as First Nations (North American Indian), Métis and/or Inuk (Inuit), and/or those who report being Registered or Treaty Indians (that is, registered under the Indian Act of Canada), and/or those who have membership in a First Nation or Indian band. Aboriginal peoples of Canada (referred to here as Indigenous peoples) are defined in the Constitution Act, 1982, section 35 (2) as including the Indian, Inuit and Métis peoples of Canada.

Immigrant refers to a person who is, or who has ever been, a landed immigrant or permanent resident. Such a person has been granted the right to live in Canada permanently by immigration authorities. Immigrants who have obtained Canadian citizenship by naturalization are included in this group.

Newcomer refers to someone who has been in Canada for a short time, usually less than 5 years. A newcomer can be an immigrant or a refugee who moved from their country of origin to another country.

Statistics Canada, <https://www.statcan.gc.ca/>





Volunteerism in Halton

In issue four of the Our Halton series, the focus is on volunteerism. Unlike the other issues of the Our Halton series, the topic of volunteerism is not covered in the 2021 Census data from Statistics Canada, however, Community Development Halton felt that volunteerism was an important topic as the community emerges from the pandemic. Volunteer activity across Canada is declining, and this, coupled with the other significant challenges faced by our community's nonprofit sector, demanded examination.

Using the data from the General Social Survey on Giving, Volunteering and Participating (SGVP), the report takes a closer look at the social demographics of volunteers and their volunteering characteristics. The report also provides local, provincial, and national data sources on the state of the nonprofit and charitable sector, including the role of volunteers and the impact of the COVID-19 pandemic on the volunteer-supporting nonprofit sector and the challenges of retaining, recruiting and

re-engaging volunteers. This layer of information has been included because of the challenges currently faced by nonprofits and its intersection with the decline in volunteerism.

Table of Contents

Data on Volunteerism	6
Why Volunteer?.....	7
Volunteer Activities.....	8-9
Formal & Informal Volunteering.....	10-12
Formal Volunteering Among Generations.....	13-14
Formal Volunteering in Halton.....	14-19
Immigrant Volunteers.....	20
Volunteering by Age	21
Youth Volunteers.....	22-23
Senior Volunteers.....	24
Information Technology and Volunteering	25-26
The State of the Nonprofit Sector and Volunteerism	27
Disappearance of Volunteer	
Supporting Charities	28-30
The Call for Modernization of the Nonprofit	
Sector & Models for Volunteerism.....	31-39
Volunteer Recruitment & Retention.....	40-41
Is the Volunteer Crisis Slowing?	42
Way Forward	43-44
Implications	45-50
Questions to Move Us to Action	51



Data on Volunteering

Statistics Canada's General Social Survey on Giving, Volunteering and Participating (SGVP) is the most comprehensive study on giving and volunteering in Canada. The data, also available at the provincial level, provides insights into formal and informal volunteering, motivations to volunteer, volunteer rates, and hours and certain socio-demographic characteristics of certain groups of volunteers. As such, there is no survey data specifically for the Halton Region.

The 2018 SGVP offered an internet option to survey respondents for the first time to reduce the demands on time. It is, therefore, not appropriate to compare results from this survey with that of previous surveys.

This report draws from several sources that speak to the state of the volunteer and nonprofit sector in Canada. In addition, local data from Volunteer Halton is included, deepening our understanding of volunteerism and the organizations that involve volunteers in our region.



Why Volunteer?

According to Statistics Canada, “Volunteerism is the participation in purposeful helping activities without monetary compensation. It can involve a variety of activities, taking place occasionally over the course of a year, or a more consistent and sustained commitment, such as a weekly commitment to a specific cause. Volunteering benefits groups, persons, or the community, and can either be mediated by organizations (formal volunteering) or be direct help without the involvement of an organization or group (informal volunteering).”²

Bill 13, the Supporting People and Business Act defines a volunteer as,

“... a person who performs a service but who receives no compensation for doing so, other than an allowance for expenses or an honorarium, and excludes a person receiving some other form of credit such as academic credit or fulfilling a sentence requirement.”³

This official, formal definition from Bill 13 leaves out students completing their civic engagement hours as part of their high school requirements and post-secondary student placements. It doesn't speak to informal volunteerism as noted above by Statistics Canada. It is connected to policy and the effort of the volunteer sector to ensure those providing a volunteer service within the nonprofit sector are recognized and protected, which are important issues giving the significant contribution that volunteers make.



Volunteering benefits groups, persons, or the community, and can be formal or informal

² Tara Hahmann, (April 23, 2021), *Insights on Canadian Society: Volunteering counts: Formal and informal contributions of Canadians in 2018*

³ [Bill 13, Supporting People and Businesses Act, 2021 - Legislative Assembly of Ontario \(ola.org\)](#)

Volunteer Activities

People volunteer for a variety of reasons, and the benefits of volunteering can be significant for the individual and the community.

According to 2018 SGVP, about 9.6 million or 8 in 10 Ontarians over the age of 15 volunteered. They contributed over 2 billion hours to help their neighbours, fellow residents and build their communities. As shown in Figure 1, the top three motivations to volunteering include contribution to community (90%), use personal skills and experience (76%), and personally affected by cause (58%).

Roughly 80% of Ontarians over the age of 15 volunteered in 2018, contributing over two billion hours

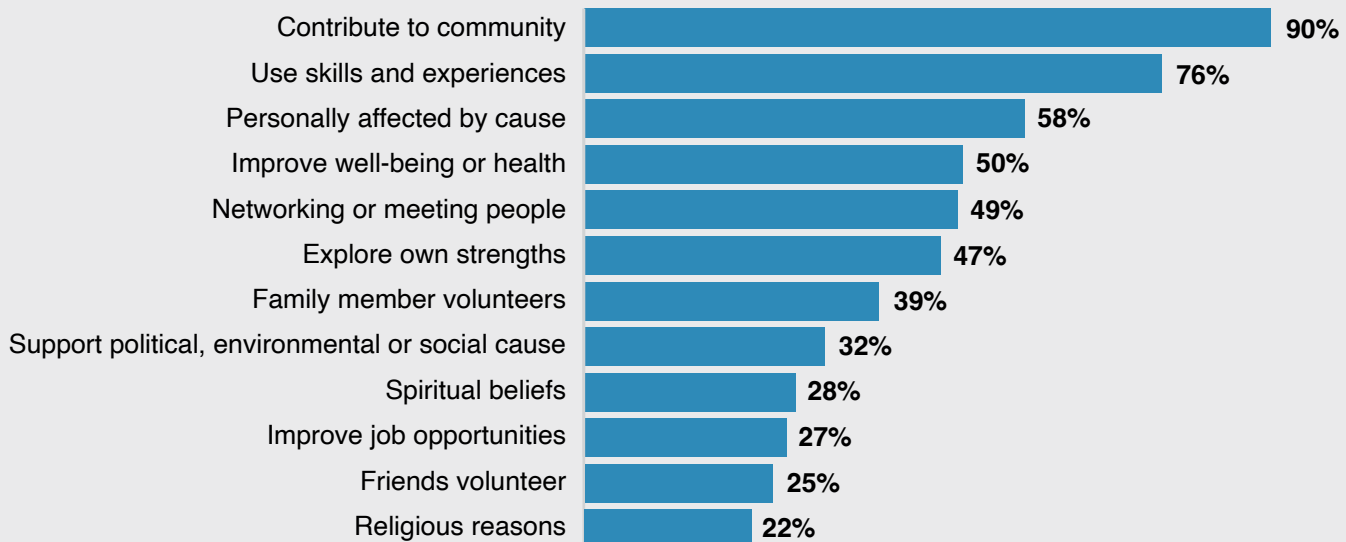


Figure 1 (above):
Proportion of response to volunteering, Ontario, 2018

Data Source:
Statistics Canada, General Social Survey on Giving, Volunteering and Participating, 2018

Among many volunteering activities (Figure 2), the most common activities by average annual volunteer hours were coach, referee or officiate (82 hours), followed by health care or support (75 hours) and office work (56 hours). However, Statistics Canada advised using the data denoted with an asterisk (*) with caution.

The most popular activity by volunteer rate was organizing activities or events (18%) followed by fundraising (15%) and teaching or mentoring (13%).

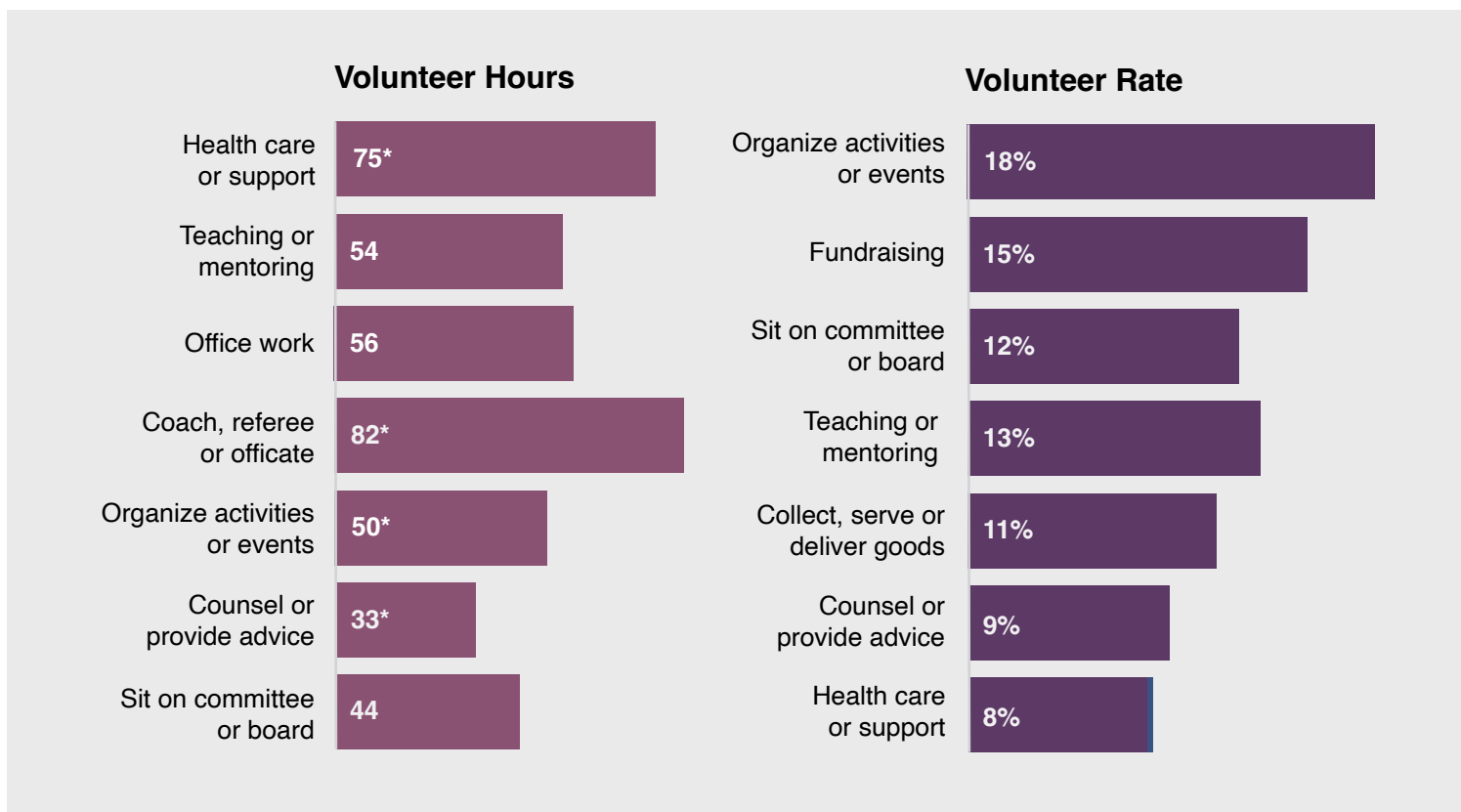


Figure 2 (above): *Volunteer hour and rate by activity, Ontario, 2018*

Data Source: *Statistics Canada, General Social Survey on Giving, Volunteering and Participating, 2018.*

**use with caution*

Volunteers gave more hours in sports-related roles than any other type*

Formal and Informal Volunteering

Volunteering can be divided into two categories, formal and informal volunteering.

Formal volunteering is usually structured and organized through an organization. It usually requires a commitment of time or number of hours per week. On the other hand, informal volunteering is less structured and does not involve an organization. It is done out of a desire to help others or contribute to the community. Informal volunteering are efforts that are sometimes identified by different names, such as activism, direct-action, mutual-aid and others.

As shown in Figure 3, in Ontario, 79% of the population aged 15 years and over participated in volunteering activities.

About 72% of the population involved in informal volunteering activities (35% - informal volunteering only, 37% - formal and informal volunteering). About 44% of the population did formal volunteering (7% - formal volunteering only, 37% - formal and informal volunteering).



Statistics Canada's General Survey on Giving, Volunteering and Participation in 2018 was the first cycle to report on informal and formal volunteering

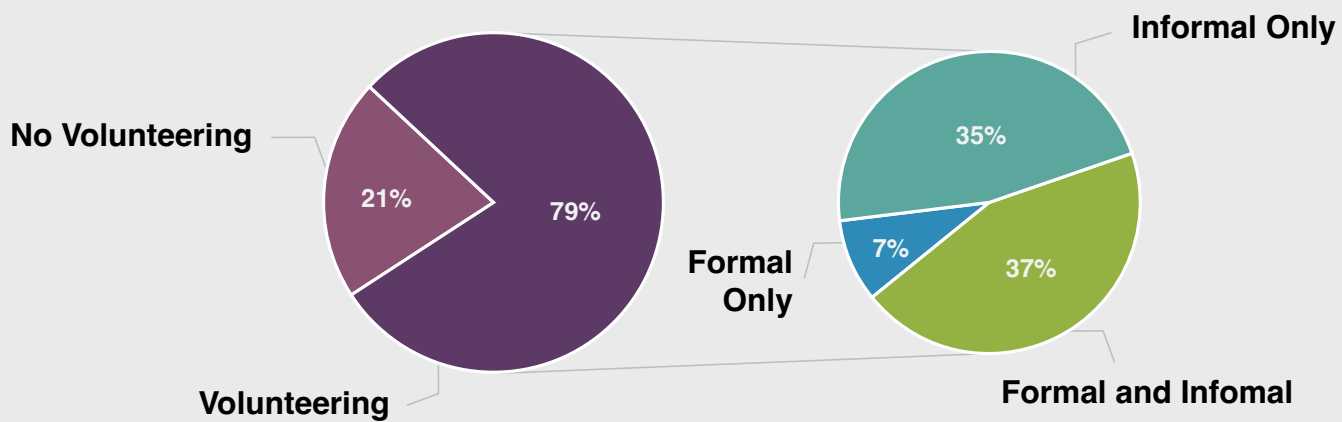


Figure 3 (above): Proportion of formal and informal volunteering, Ontario, 2018

Data Source: Statistics Canada, General Social Survey on Giving, Volunteering and Participating, 2018

As reported in 2018, about 72% of the population was involved in informal volunteering activities, such as mutual aid, and about 44% of the population participated in formal volunteering in a structured role with a nonprofit



Formal and informal volunteering rates (the percentage of people in the population who volunteered formally or informally) vary with age (Figure 4). The 25-34 age group had the highest informal volunteering rate. The 15-24 age group had the highest formal volunteering rate. Seniors over 75 years had the lowest rates for both types of volunteering.

Women (15 years and over) contributed more hours than men (15 years and over) in both types of volunteering. Women gave 191 hours in informal volunteering compared to 125 hours for men. With formal volunteering, women contributed 137 hours and men contributed 104 hours.

The most common informal volunteering tasks are helping others by cooking cleaning and doing other work around the home; shopping, driving, or accompanying people to stores or appointments; and providing health-related or personal care.



The 25-34 age group is the most likely to volunteer informally, while those aged 15-24 are most likely to give time formally to a nonprofit

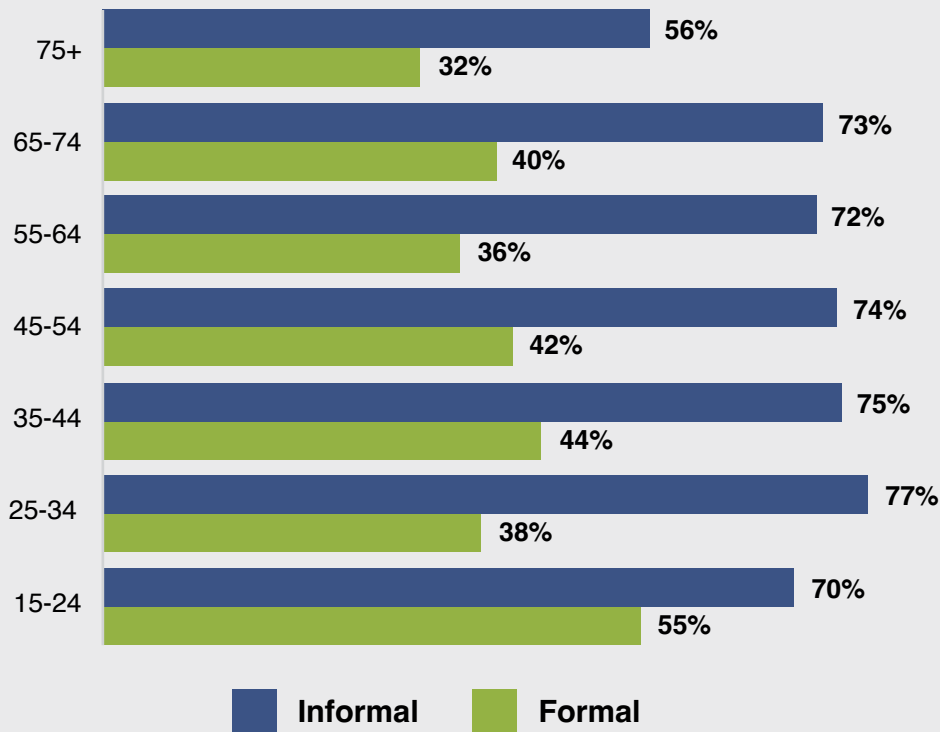


Figure 4 (left): Formal and informal volunteering rates by age group, Ontario, 2018

Data Source: Statistics Canada, General Social Survey on Giving, Volunteering and Participating, 2018



Formal Volunteering Among Generations

Baby Boomers contributed the most total volunteer hours, however, iGens had the highest volunteering participation rate

Generational differences emerged for formal volunteering.⁴ The likelihood of volunteering generally decreased with age, though the hours volunteered were highest among the oldest generations.

In particular, while iGens had the highest volunteer rate, the average hours volunteered were the lowest among all generations, at 82 hours in 2018 (Figure 5). Conversely, Matures logged the most average hours at 222 and had the lowest volunteer rate at 32%.

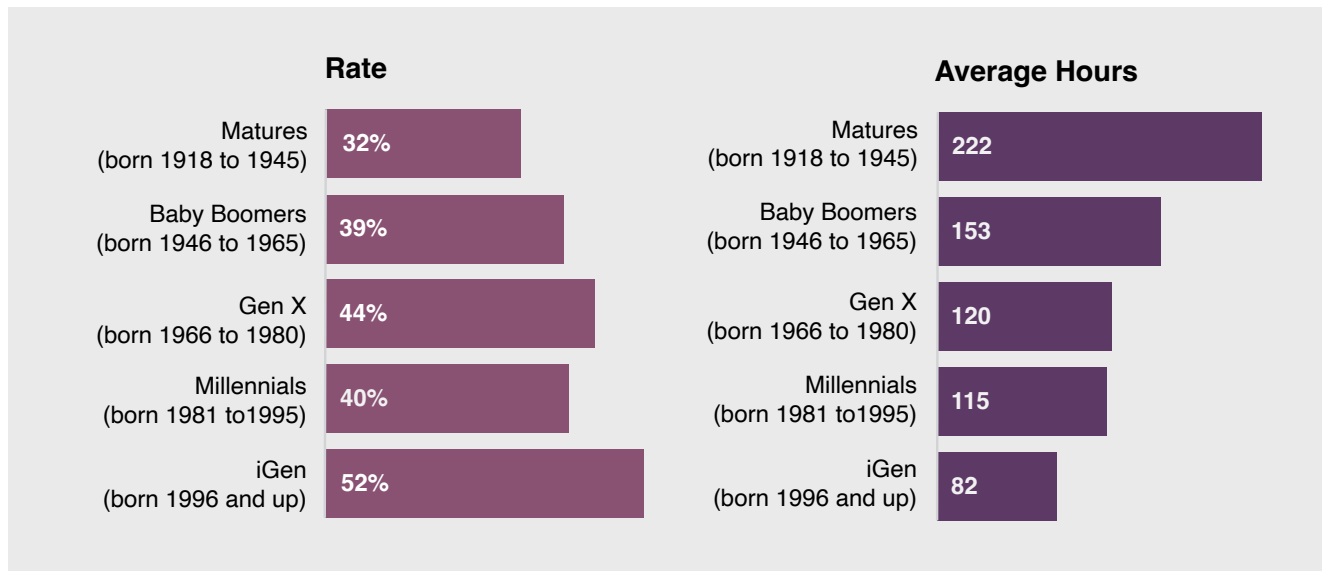


Figure 5 (above): Average volunteering hour and rate by generation, 2018

Data Source: Statistics Canada, *General Social Survey on Giving, Volunteering*

⁴ Statistics Canada, *Volunteering Counts: Formal and informal contribution of Canadians in 2018*, April 2021, Catalogue # 75-006-X

The size of the Baby Boomer volunteer population, combined with their high number of volunteer hours meant that Baby Boomers contributed the most total volunteer hours, equivalent to close to 300,000 full-time year-round jobs.

Overall, women were more likely than men to participate in formal volunteering (44% versus 38%). This gender difference was mainly driven by Millennials and Baby Boomers.



Analysis comparing generations should be interpreted with caution—this is because it is not known how a generation would have behaved, or will behave, when it reaches the same age group as the generation it is compared to.

For example, it is not known how Millennials will behave when they reach the Baby Boomers' age cohort, nor how the Baby Boomers behaved when they were the age of Millennials.



Formal Volunteering in Halton

Volunteers play a vital role in the nonprofit sector in the form of formal volunteering. According to the Ontario Nonprofit Network (ONN)⁵, almost half of the nonprofit sector is entirely volunteer-run, other nonprofits have a mix of paid staff, students, interns, and volunteers.

Nonprofit organizations often have limited resources. Volunteers can help in event planning, fundraising, and administrative tasks, freeing the organization to focus program and service delivery. Volunteers can engage with the community to build relationships with stakeholders and potential donors. Volunteers are also involved in governance roles for nonprofits as Board members. In the case where there are no staff volunteers take up the full continuum of tasks required to run the nonprofit.

Volunteer Halton (VH) is the volunteer centre for Halton Region. VH connects residents who want to volunteer with organizations that need volunteers-formal volunteering. It also supports nonprofit agencies with training, consulting, and promotion of volunteerism. About 61% of the member organizations were registered charities and 31% were incorporated nonprofit organizations.

As shown in Figure 6, over half (53%) of all member organizations have an annual operating budget over \$500,000 (38% are registered charities and 15% are incorporated nonprofit).



**Volunteer Halton (VH)
is the volunteer centre
for Halton Region,
serving over 100 member
organizations that
identify as registered
charities or incorporated
nonprofit organizations**

⁵ Ontario Nonprofit Network, 2021, *2022 ONN State of the Nonprofit Sector Survey*

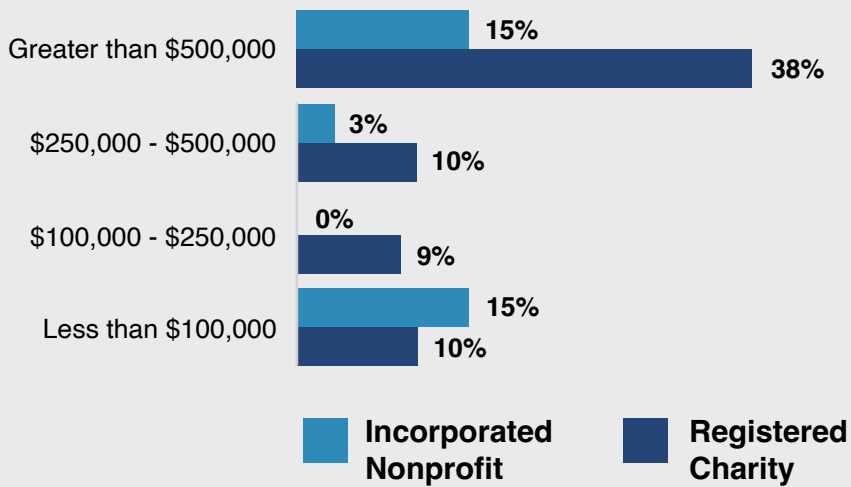


Figure 6 (left):
Proportion of member organization by annual operating budget, Halton Region, 2021-22

Data Source:
Community Development Halton, Volunteer Halton, 2021-22 membership survey

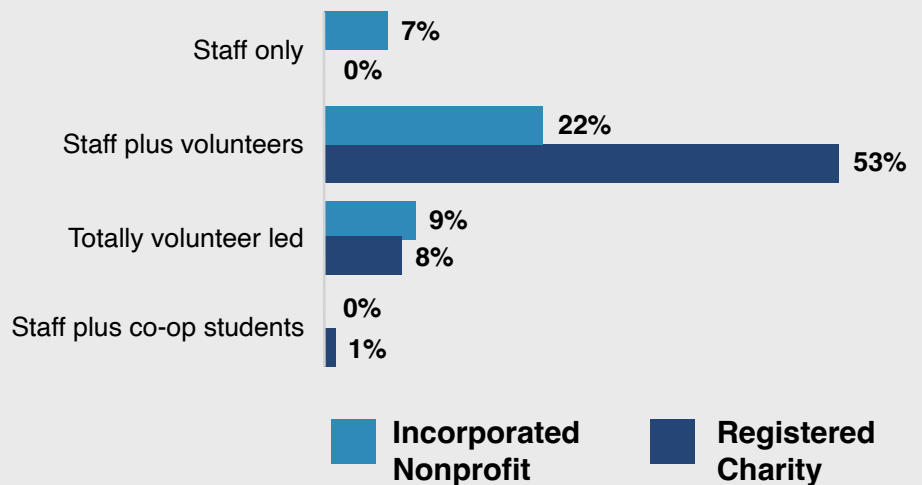
About one-quarter of VH's member organizations have an annual operating budget less than \$100,000. These organizations often face a range of vulnerabilities that can impact their operations and sustainability. They are limited in the number of paid staff and heavily dependent on volunteers. They rely heavily on grants and donations and may have limited resources in capacity building opportunities.

As shown in Figure 7, three-quarters of member organizations were run by staff plus volunteers and 17% by volunteers only. Organizations solely run by volunteers are often vulnerable to availability and commitment of volunteers. They may also face high volunteer turnover rates.

In addition to paid staff, member organizations rely significantly on volunteers to run their nonprofit

Figure 7 (right):
Proportion of member organization by staff/volunteers, Halton Region, 2021-22

Data Source:
Community Development Halton, Volunteer Halton, 2021-22 membership survey



Over half (53%) of member organizations were registered charities and were run by staff plus volunteers compared to 22% in incorporated non-profit organizations.

About half of Volunteer Halton's nonprofit's members serve people with physical or cognitive disabilities and one-quarter serve residents learning English

Member organizations served many population groups (Figure 8). About half (49%) of organizations served people with physical and cognitive disabilities. One-quarter of the organizations served residents learning English.

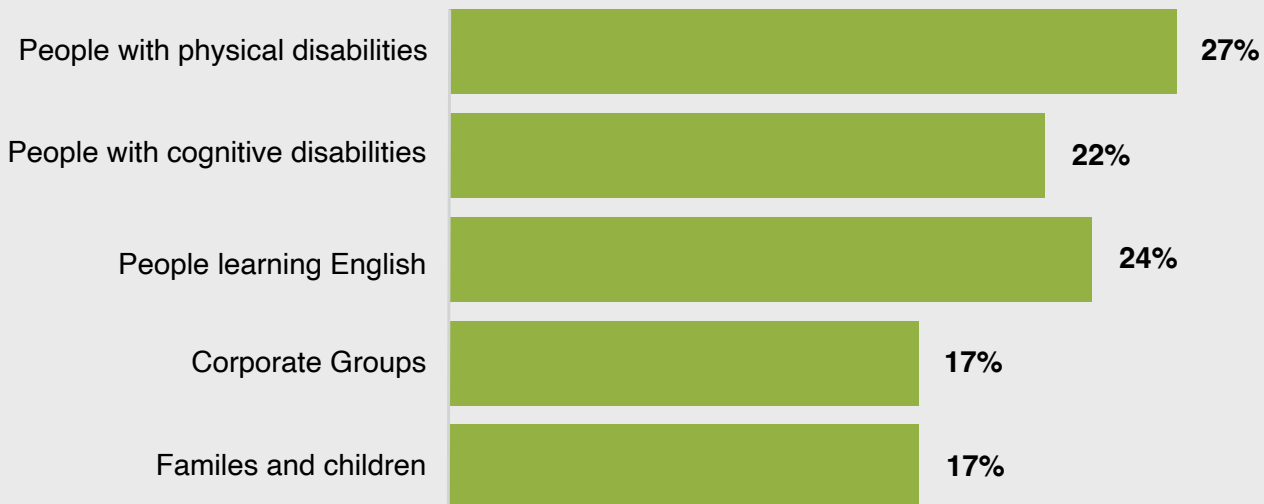
Given the growth of immigrants from non-English speaking countries, the demand for learning English as an additional language will likely increase.

Figure 8 (below):

Proportion of member organization by population groups served, Halton Region, 2021-22

Data Source:

Community Development Halton, Volunteer Halton, 2021-22 membership survey



Most volunteers are involved in three major types of activities (Figure 9) with the member organizations.

Episodic Activities

- ▶ Event planning, organizing events, fundraising activities
- ▶ Marketing and communication
- ▶ Customer service

Programs

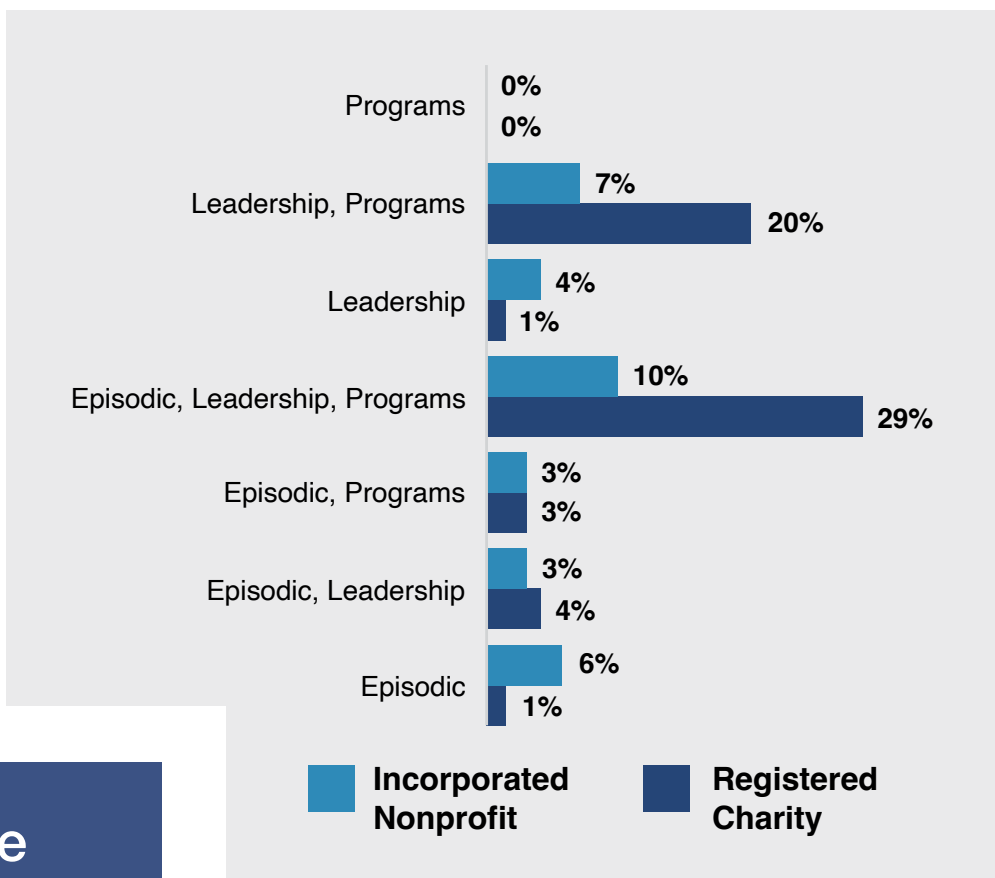
- ▶ Teaching and tutoring
- ▶ Assist in health clinics, counselling services
- ▶ Mentoring

Leadership

- ▶ Strategic planning
- ▶ Project management
- ▶ Board membership
- ▶ Committees

Volunteers who participate in activities bring a range of experiences and also learn from the experiences.

None of the member organizations are just involved in providing programs to their clients. About 10% of the member organizations engage volunteers solely in leadership or episodic activities. About 40% of the member organizations have volunteers involved in all three activities (29% for registered charity and 10% for incorporated nonprofit).



Volunteers often have connections with their communities that can be useful to nonprofit organizations in promoting events and programs and bring in new supporters

Figure 9 (above):
Proportion of member organization by activity, Halton Region, 2021-22

Data Source:
Community Development Halton, Volunteer Halton, 2021-22 membership survey

Most member organizations serve multiple communities in Halton (Figure 10).

However, over one-third (38%) are community specific. Two organizations serve Hamilton. About 14% of the organizations that serve Oakville only are registered charities. Over one in ten (11%) of the organizations that serve Burlington only are incorporated nonprofits.

Majority of Volunteer Halton's nonprofit members serve multiple geographic communities in the region

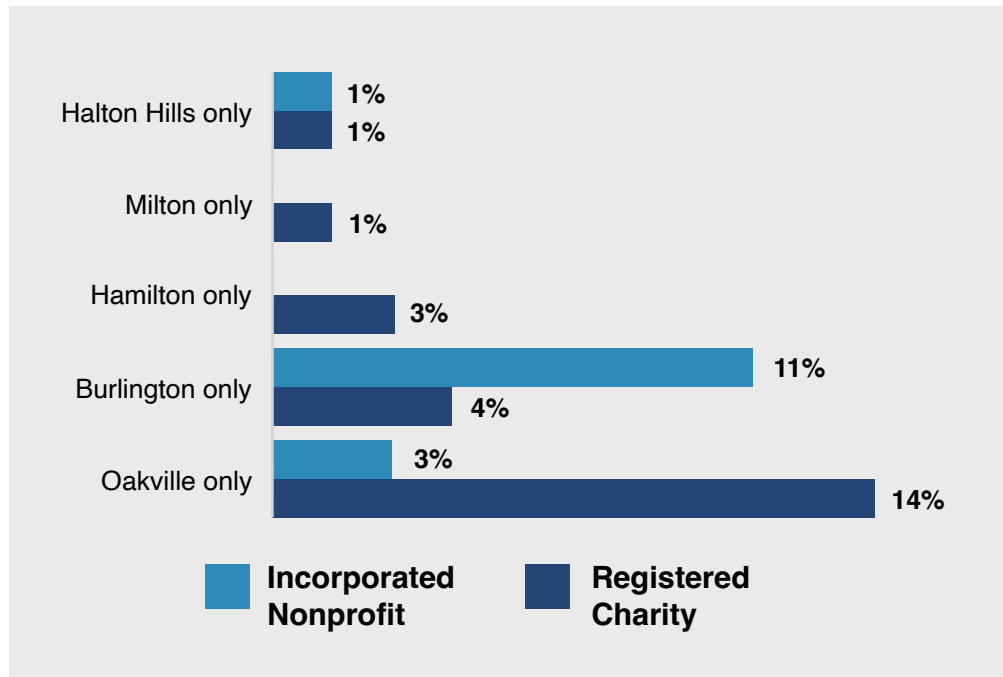


Figure 10 (above):

Proportion of Volunteer Halton member organization by communities served, Halton Region, 2021-22

Data Source:

Community Development Halton, Volunteer Halton, 2021-22 membership survey



Immigrant Volunteers

The 2018 SGVP data shows that new Canadians are about as likely to volunteer and be engaged in the community in similar ways as native-born Canadians. On average, they also contribute a similar number of hours to these activities.

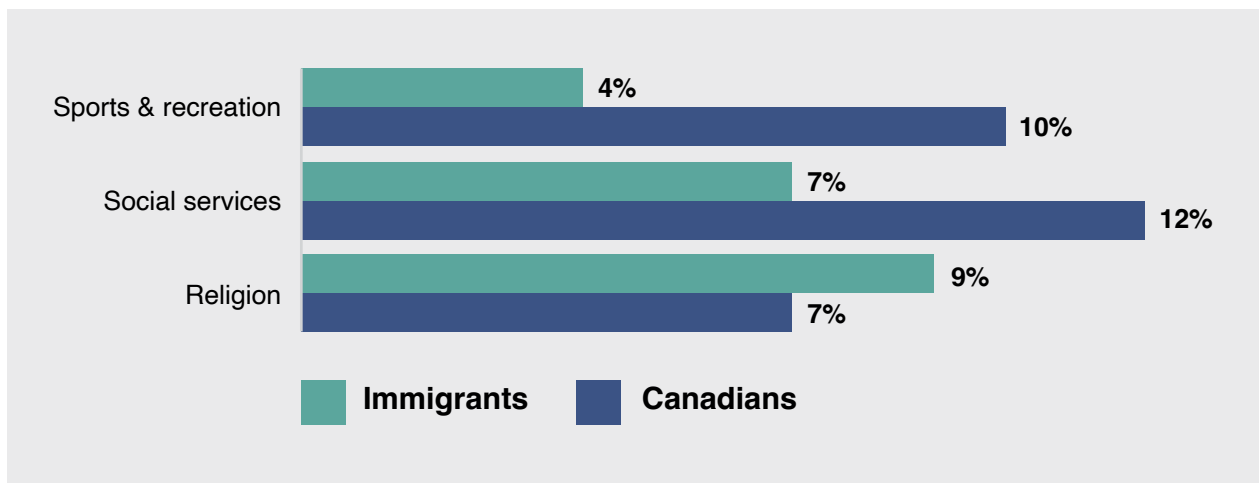
According to Statistics Canada's latest population projection⁶, the Canadian population will reach 47.7 million by 2041, and 25 million of them will be immigrants or children of immigrants born in Canada accounting for 52.4% of the total population. In 2016, this population was 14.4 million and accounted for 40% of the total Canadian population.

Immigrants who are involved as volunteers can bring a range of benefits to the community, including sharing diverse perspectives. This can lead to increased understanding of cultural differences and tolerance in the community through the opportunity to volunteer alongside one another. Immigrants can also bring unique skills, expertise, and professional backgrounds to volunteer roles.

As shown in Figure 11, Ontario immigrants are more likely to volunteer in religious activities than social services and sports/recreational activities

Figure 11 (right):
Volunteer rate of Canadians and Immigrants by activities, Ontario, 2018

Data Source:
Statistics Canada,
General Social Survey on Giving, Volunteering and Participating, 2018



⁶ Statistics Canada, *Canada in 2041: A larger, more diverse population with greater differences between regions*, The Daily, September 8, 2022

Volunteering by Age

Volunteer rates and hours vary with age.

In Ontario, about 80% of the population aged 15 and over volunteered and they contributed about 210 hours annually (Figure 12)

The national volunteer rate was also 79% and annual hours was 206.

In Ontario, seniors (65-74 years) contributed the highest volume of hours (299 hours). The 15-24 age group recorded the lowest volunteer hours (151 hours). Seniors over 75 years had the lowest rates for both types of volunteering.

The 25-34 age group had the highest volunteer rate (85%). Volunteer rate refers to the percentage of people in the population who volunteered in a specific time period.

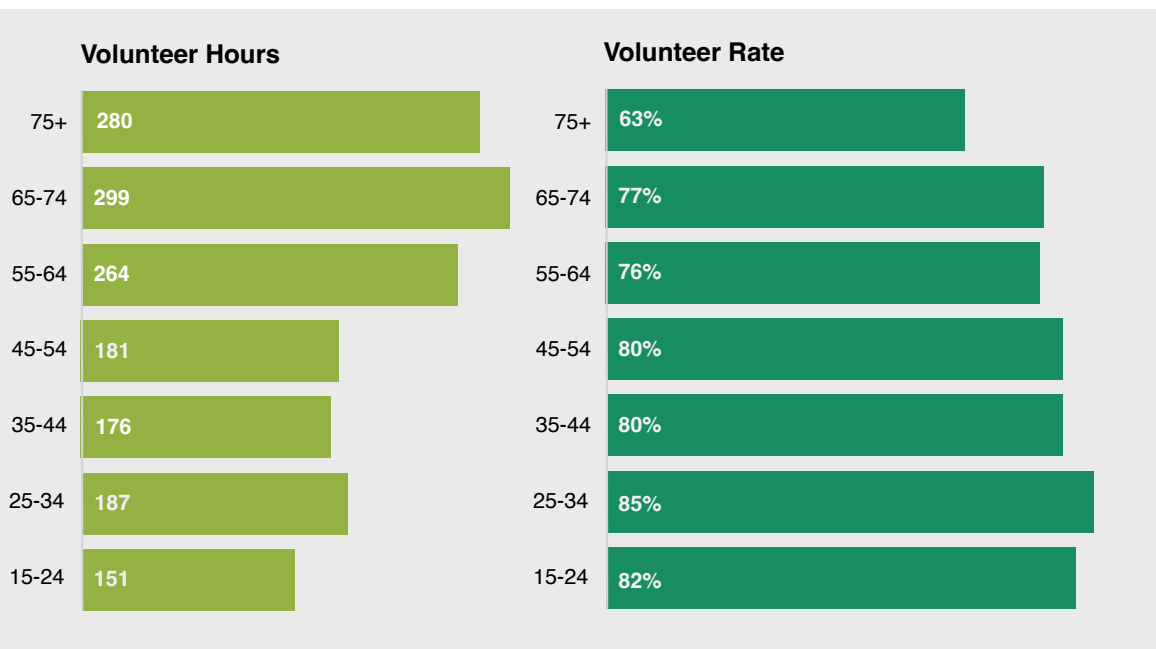


Figure 12 (left): Volunteer rate and hours by age group, Ontario, 2018

Data Source: Statistics Canada, General Social Survey on Giving, Volunteering and Participating, 2018

Youth Volunteers

As noted earlier in Figure 4, the 15-24 age group had the highest formal volunteering rate. Figure 12 shows that youth aged 15-24 had one of the highest volunteer rates at 82% in 2018.

As we emerge out of the pandemic, there is a growing conversation about the transactional nature of volunteering. For some youth, this is connected to the 40 hours of civic engagement that Ontario high school students are required to complete to graduate or as a program requirement for some post secondary students. There is also growing evidence that points to youth preferring short-term episodic volunteering opportunities to long-term commitments.

In Canada's first State of Youth Report the following were recorded as priority areas for Canadian youth, an important consideration in the work to engage youth:

- ▶ Truth and Reconciliation
- ▶ The environment and climate action
- ▶ Health and wellness
- ▶ Leadership and impact
- ▶ Employment
- ▶ Innovation, skills, and learning⁸



There are questions about where our traditional approaches to volunteering continue to be a fit for young people and suggestions that the language needs to shift to “community care” and belonging⁷

⁷ <https://thephilanthropist.ca/2023/03/volunteerism-in-crisis-or-at-a-crossroads/>

⁸ Canada's State of Youth Report. (2021) Government of Canada <https://www.canada.ca/en/canadian-heritage/campaigns/state-youth/report.html>

There is a growing awareness that youth experience barriers to volunteerism that may be different from other age groups. Some examples include financial barriers specific to youth, the experience of ageism and tokenism and no intentional efforts to reach youth to listen to their perspectives. Indigenous youth face additional barriers, “include western ideologies of leadership and governance being dominant as a result of colonization, and intergenerational trauma.”⁹

In a recent report looking at youth allyship and how foundations can engage youth leaders the authors note that, to really engage youth there needs to be intentional collaboration and power sharing.

“If we hope to address the social and environmental challenges, we are all facing, working in intergenerational collaboration with young leaders is not only necessary it is an imperative and it should be prioritized.

In order to effectively do so, we need to build power in youth-led organization and movements, share power with young leaders and perhaps most importantly, leverage our own power and influence to address broader systemic barriers to intergenerational collaboration.”¹⁰



⁹ Ilona Dougherty, Dr. Amelia Clarke, and Miha Alam, (September 2018) *Are we making a difference?* Developed for Employment and Social Development Canada with the support of the Government of Canada. https://uwaterloo.ca/youth-and-innovation/sites/default/files/uploads/files/youthinnovation-report_final_lr.pdf

¹⁰ Ilona Dougherty and Dr. Amelia Clarke (April 2023) *BUILD POWER, SHARE POWER, LEVERAGE POWER How foundations can best support youth-led organizations and movements to amplify their impact.* Developed for Ashoka Canada Foundation Academy for Collaboration on Youth Allyship. This report is part of the Youth & Innovation Project’s Knowledge Mobilization program. www.uwaterloo.ca/youthinn



Senior Volunteers

Senior volunteers often have a wealth of life experience and knowledge that can be shared with younger generations having acquired skills in leadership, mentoring and communications

In Halton, there were 95,000 seniors in 2021: 54% were young seniors (65-74 years), 33% were older seniors (75-84 years). According to the Ontario Ministry of Finance’s population projection¹¹, 25 years from now in 2046, the number of seniors (individuals aged 65 and over) in Halton will reach 176,000. Almost one in five (18%) of the population will be seniors.

Although senior volunteers have a low participation rate, they contributed the most volunteer hours. In 2018, Ontario senior volunteers had a higher volunteer rate in religion activities than the age group between 15 and 64. Their volunteer rates were also higher in arts and culture activities and in hospitals (Figure 13).

The advance of digital technologies has a positive impact on volunteering by making it easier for people to find volunteer opportunities, stay connected, receiving training and support. However, many seniors do not use digital technology, or they have a basic understanding of it, creating a digital divide. Although the number of seniors on the “have not” side of the digital divide declined from 2018 to 2020, almost two-thirds (65%) of the non-user group of the internet were seniors.¹²

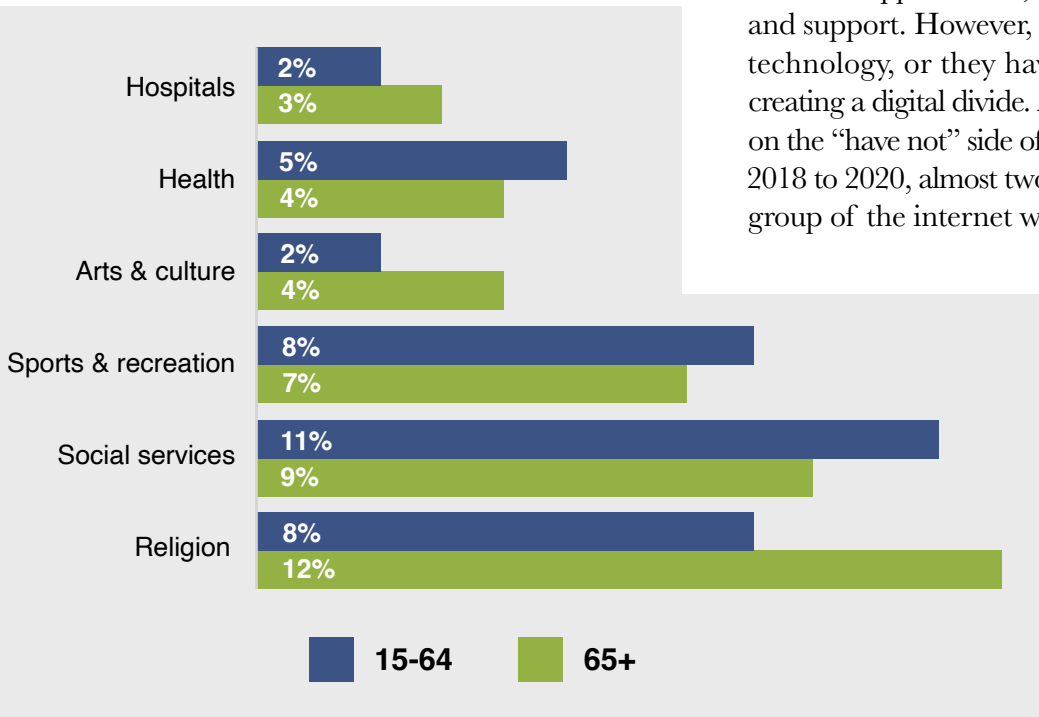


Figure 13 (left): Volunteer rate of most common activities by age groups, Ontario, 2018

Data Source: Statistics Canada, *General Social Survey on Giving, Volunteering and Participating, 2018*

¹¹ Ontario Ministry of Finance, *Population Projections, 2021-2046*, June, 2011

¹² Statistics Canada, *Canadians’ use of the internet and digital technologies before and during the COVID-19 pandemic*, April 2022

Information Technology and Volunteering

Information Technology has brought about significant changes to various sectors including volunteering with the increase of virtual volunteering.

The COVID-19 pandemic has moved virtual volunteering up front and centre among nonprofit organizations relying on volunteers.

On the positive side, virtual volunteering opportunities offer greater flexibility. Volunteers can choose when and how they want to contribute time and skills.

Virtual volunteering, online volunteering, and e-volunteering all refer to the same thing: activities from locations remote to the organization or the people they are assisting, via a computer or other internet-connected device, such as a smartphone. Virtual volunteering is not something new, it's been around almost as long as the internet itself¹³, however, as a

result of the COVID-19 pandemic, virtual volunteering became in many cases the only way to volunteer during period of extended lockdown, forcing many nonprofits to quickly adopt technology such as video calling and adapt volunteer opportunities to online delivery models.

As suggested by Volunteer Canada¹⁴, there are areas where organizations can use information and communication technology to provide more inclusive volunteering opportunities and promote engagement in meaningful activities. Some of the areas include:

- ▶ **Marketing and communications** – pay attention to people with disabilities, use of accessible websites.
- ▶ **Recruitment of volunteers** – enable volunteers to apply online through an accessible website or via email, use social media to reach a broad audience for recruitment campaigns.
- ▶ **Volunteer training** – convert training materials to an accessible digital format, augment face-to-face training with a remote online training option.

¹³ Craven, J, Virtual Volunteering Wiki, History of Virtual Volunteering. [History of Virtual Volunteering \(coyotecommunications.com\)](https://www.coyotecommunications.com/history-of-virtual-volunteering/) Accessed Nov. 9, 2023

¹⁴ Volunteer Canada, Using information and communication technology for inclusive volunteering. https://volunteer.ca/vdemo/EngagingVolunteers_DOCS/Technology_support_inclusive_volunteering.pdf

While virtual volunteering offers numerous advantages, such as flexibility, larger coverage and accessibility, there are certain volunteer roles that cannot be carried out virtually

It also needs to be stated that reliable and affordable access to the internet is not universal in Canada. In addition to the many areas of the country still waiting for access to high-speed internet connections there is the issue of affordability¹⁵ for many low-income families, Indigenous communities, seniors and other marginalized groups¹⁶; this lack of access excludes many in these groups from engaging in volunteering at all.

As volunteer-engaging organizations cope with staff and funding reductions, some have moved to online application platforms and tools which require the potential volunteer to have internet access to apply to volunteer as well schedule shifts, receive training, and provide feedback. This can be a barrier if a potential volunteer must share technology in their household or rely on accessing publicly available technology (at the local library, for example). This is not just an issue for people living in rural communities as residents living in larger urban communities also struggle to access reliable, affordable internet services.¹⁷



¹⁵ Innovation, Science and Economic Development Canada, [Government of Canada announces affordable high-speed Internet to help connect low-income families and seniors - Canada.ca](#), accessed November 12, 2023

¹⁶ CBC News, [The internet can be a powerful tool for good, but only if everyone can get online | CBC News](#)

¹⁷ Acorn Canada, [National Post: Many Canadians struggle to afford pricey high-speed home internet in urban areas - ACORN Canada](#)

The State of the Nonprofit Sector and Volunteerism

The state of the nonprofit sector and the “health of volunteerism” are intertwined.

This section provides a backdrop to the forces at play creating instability in the nonprofit and charitable sector, the calls for “modernization” of the sector and of volunteerism in Canada and the vital roles that volunteers play in the current situation.

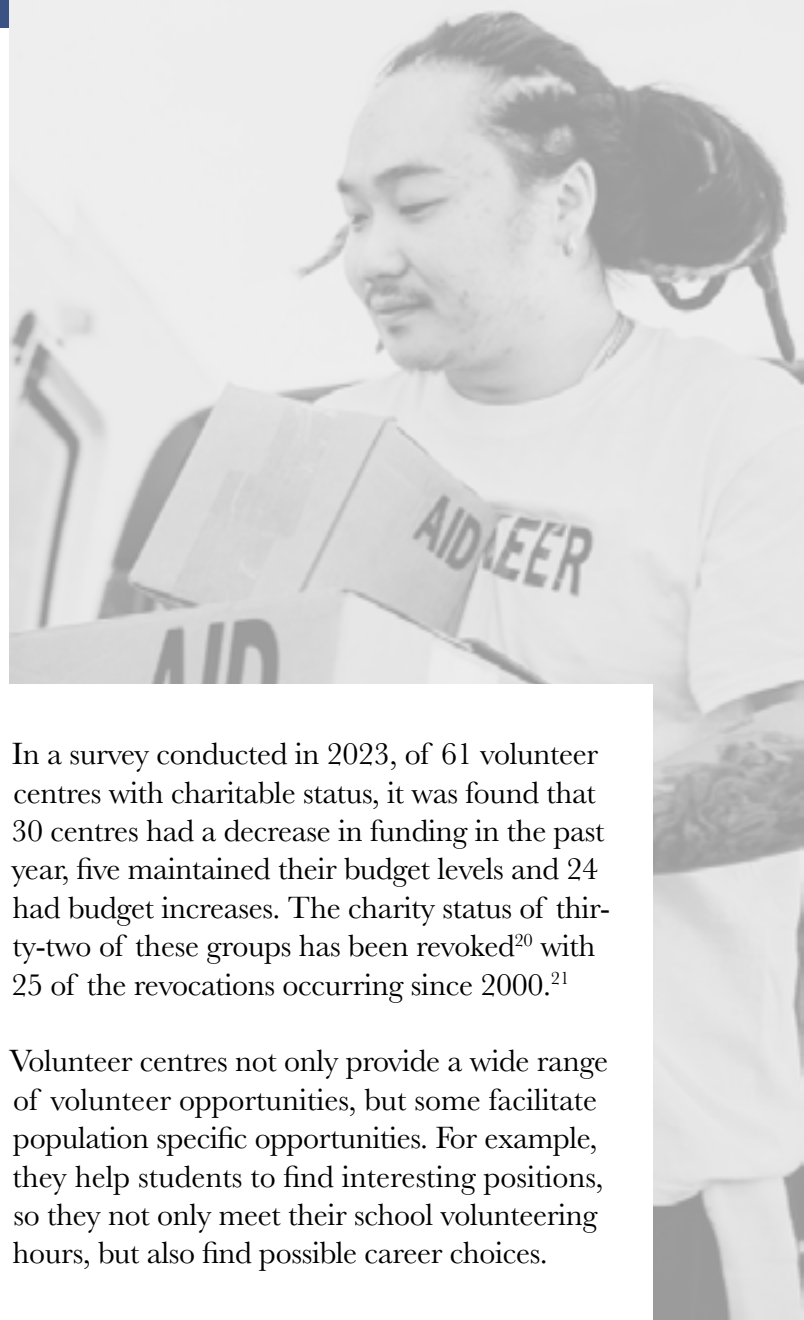


Disappearance of Volunteer Supporting Charities

Many charities such as churches, service clubs, community resource and public amenities and volunteer centres, which are incubators for volunteering or providers of services, are disappearing. According to McRae (2022), these organizations provide many types of person-to-person volunteering and bring people together at the local level. They provide space, tools and money to support community causes.¹⁸

In 2019, the National Trust of Canada predicted that 9,000 places of worship will disappear in the next ten years.¹⁹ Churches are neighbourhood organizations. Many provide funds for local groups, set up soup kitchens or food banks, run thrift shops, provide opportunities for youth such as Scouts and Guides groups, and sponsor immigrant and refugee families.

Service clubs bring people together to volunteer and raise funds to improve the health and well-being of their communities. Auxiliaries volunteer and raise funds for hospitals, seniors' homes, and other areas in health care organizations.



In a survey conducted in 2023, of 61 volunteer centres with charitable status, it was found that 30 centres had a decrease in funding in the past year, five maintained their budget levels and 24 had budget increases. The charity status of thirty-two of these groups has been revoked²⁰ with 25 of the revocations occurring since 2000.²¹

Volunteer centres not only provide a wide range of volunteer opportunities, but some facilitate population specific opportunities. For example, they help students to find interesting positions, so they not only meet their school volunteering hours, but also find possible career choices.

In 2023, nearly half of volunteer centres surveyed reported a decrease in funding

¹⁸ PANL Perspective, Don McRae, *Volunteer Supporting Charities Are Closing at An Alarming Rate*, October, 2023

¹⁹ National Trust of Canada, *National Trust Endangered Places List 2020 – A year in review*

²⁰ Revocation is when a charity's registration is cancelled and the privileges that go with it are taken away. <https://www.canada.ca/en/revenue-agency/services/charities-giving/charities/revoking-registered-status/types-revocation.html>

²¹ PANL Perspective, Don McRae, *Volunteer Supporting Charities Are Closing at An Alarming Rate*, October, 2023

In Halton, there were 317 charities that have been registered since January 1, 2000. As shown in Figure 14, about 44% or 139 registered charities were in Oakville, followed by Burlington (32% or 101), Milton (24% or 76) and Halton Hills (less than 1% or 1).

During the same period, 287 different charities have been revoked and disappeared. Almost half (49% or 140) of the revoked charities were in Burlington, 37% or 108 in Oakville, 13% or 37 in Milton, and less than 1% in Halton Hills. Fifty-two charities have been revoked since 2020, representing about 18% of all revoked charities since 2000.



About 46% of the revoked charities since 2020 were in Oakville and Burlington

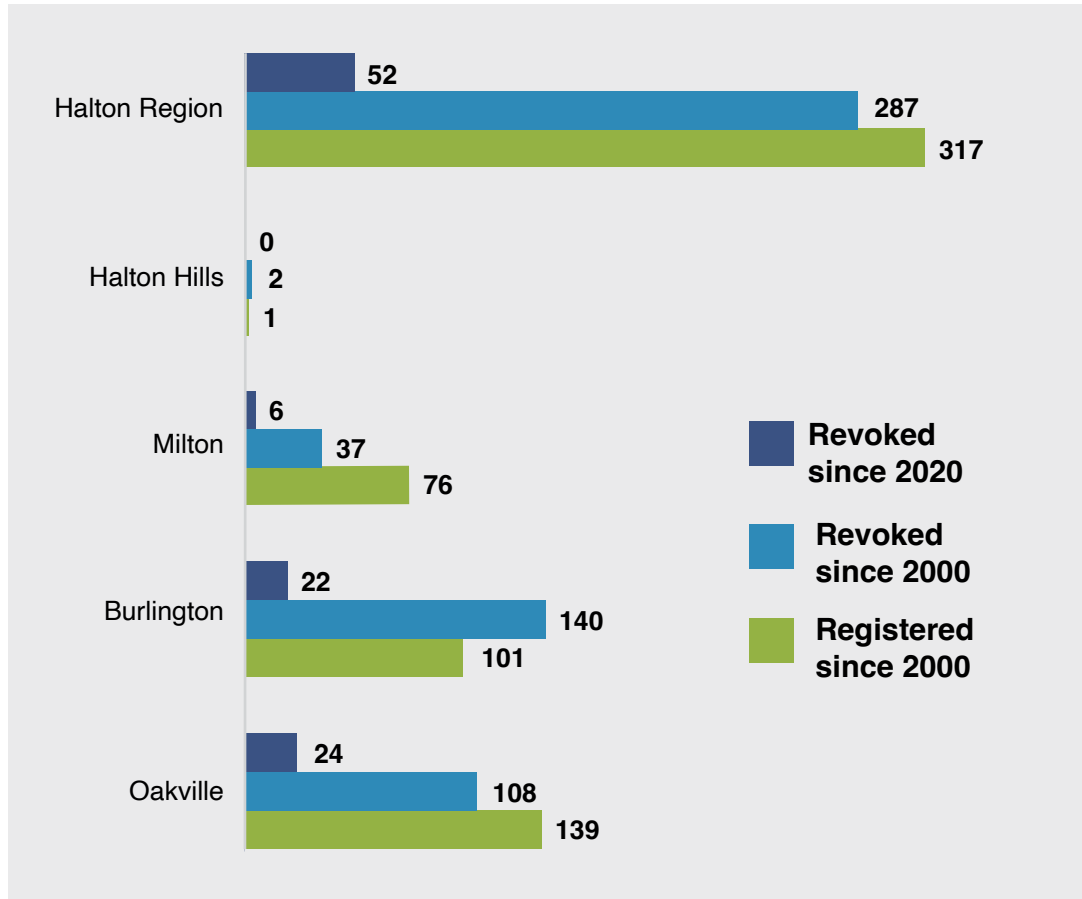


Figure 14 (above):
Registered/revoked charities by municipality, Halton Region

Data Source:
Canada Revenue Agency, List of charities

The COVID-19 pandemic has accelerated the disappearance or revocation of registered charities. In Halton, there were 287 charities revoked since 2000, an average of 13 charities per year. Three years since the pandemic, in 2023, there were 52 revoked charities resulting in an average of 17 charities per year.

As shown in Figure 15, about half (48%) of the revoked charities since 2020 were involved in

the advancement of religion, followed by other purposes beneficial to the community (21%), advancement of poverty (19%) and advancement of education (12%). About 46% of the revoked charities were in Oakville, followed by Burlington (42%).

The stresses in our model are changing, and the pandemic sped up the process of loss in the nonprofit sector²²

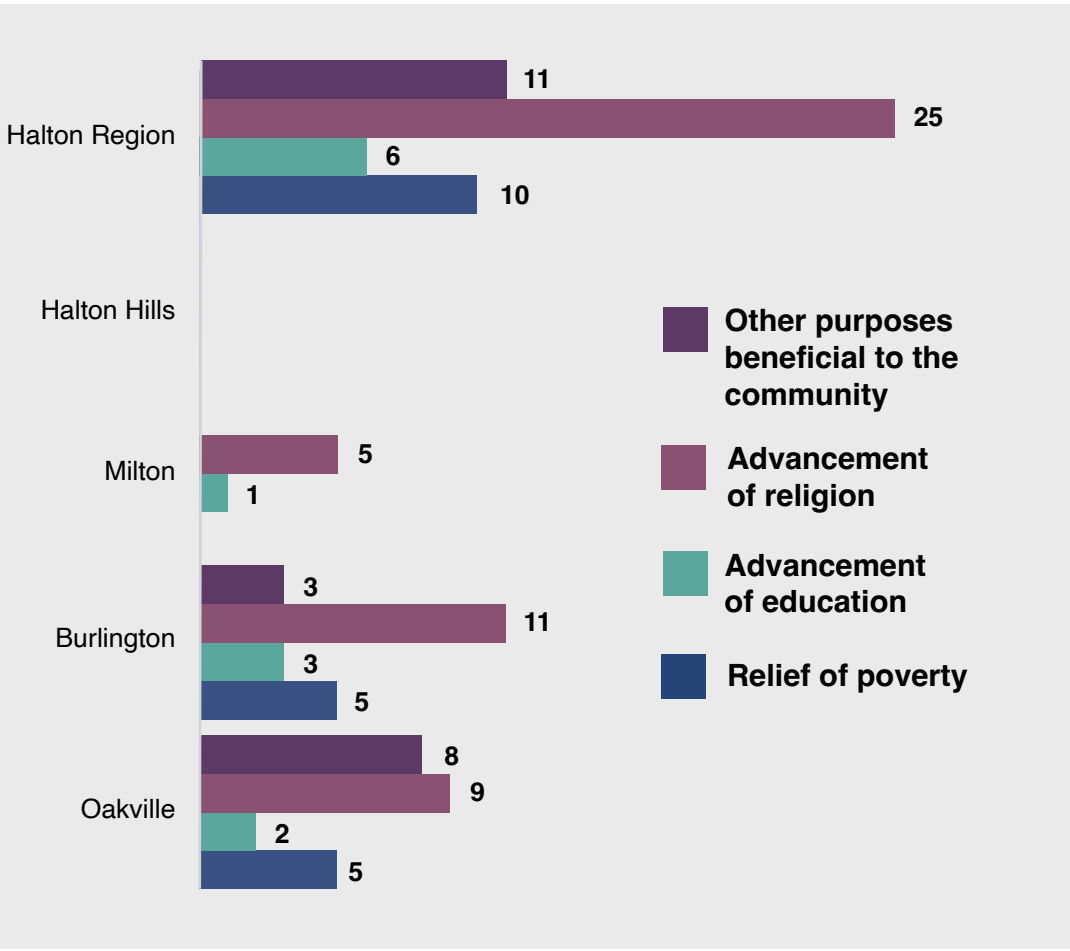


Figure 15 (left):
Revoked charities since 2020 by purpose by municipality, Halton Region

Data Source:
Canada Revenue Agency, List of charities



²² Ibid.



The Call for Modernization of the Non-profit Sector & Models for Volunteerism

In 2018 a special Senate Committee on Canada's Charitable Sector was struck to look at the state of Canada's nonprofit and charitable sector. The work was undertaken because there at that time was a general sense that the sector was "limited by complex, outdated rules and a lack of coordinated support within the federal government." The report also spoke to the human resources/staffing challenges faces in the sector with non-competitive compensation.²³

The report recommended the development of a National Volunteer Strategy, to be led by Volunteer Canada.

Since that report the COVID-19 pandemic has significantly impacted the demand for services, organizational capacity, financial resources, staffing and volunteers of the nonprofit sector.

Findings in 2018 revealed that charities and non-profits were concerned about barriers to volunteering and recruiting the next generation of volunteers

²³ *Catalyst for Change: Roadmap for a stronger charitable sector.* Report of the Special Senate Committee on the Charitable Sector. https://sencanada.ca/media/364859/com_1pgr_es_cssb-catalystforchange_2019-07-10_e.pdf

The Ontario Nonprofit Network (ONN), which is an independent network for over 58,000 nonprofit organizations in Ontario, conducted a series of sector wide surveys to measure and document the impacts of the pandemic on nonprofits. The following are some of the key findings with a focus on volunteering from the surveys conducted between 2020 and 2023 of nonprofits in Ontario.

ONN's State of the nonprofit sector report 2020²⁴

Some of the key findings:

- ▶ Government supports (federal and provincial) have failed to recognize the size, scope, and economic impact of the nonprofit sector.
- ▶ Piecemeal solutions, although helpful in the short-term, are not working for nonprofits organizations and communities they support.
- ▶ Nonprofits across the province have continued to adapt, working more closely with grassroots organizations and local networks to support those in their communities.
- ▶ More collaboration, flexibility and partnership between nonprofits and governments will be required, especially as all sectors plan for the recovery.
- ▶ Over half of respondents (52 %) lost volunteers since the beginning of the pandemic, with no indication of increases.

ONN's State of the nonprofit sector report 2021²⁵

Some of the key findings:

- ▶ Almost two-thirds of nonprofits reported an increase in demand for programs and services. At the same time, half reported pandemic-related losses in revenue.
- ▶ Only a minority of nonprofits were supported by government emergency relief measures.
- ▶ Nonprofits across different sub-sectors were affected differently by the pandemic.
- ▶ 61% of the nonprofits lost a massive number of volunteers during the crisis, and the number is higher for Halton nonprofits (65%).

ONN's State of the nonprofit sector report 2022²⁶

Some of the key findings:

- ▶ Demand for nonprofit services is higher than ever before.
- ▶ Inflation is rapidly increasing costs while revenues decrease.
- ▶ Nonprofits are experiencing a relentless HR crisis.
- ▶ Volunteers are not returning.
- ▶ Government pandemic supports failed to reach and benefit many nonprofits.

Nonprofits are experiencing a relentless HR crisis

²⁴ Ontario Nonprofit Network, ONN, *State of the nonprofit sector, three months into the COVID-19 crisis*

²⁵ Ontario Nonprofit Network, ONN, *State of the nonprofit sector, 2021*

²⁶ Ontario Nonprofit Network, ONN, *State of the nonprofit sector, 2022*

ONN's State of the nonprofit sector report 2023²⁷

Some of the key findings:

- ▶ Finances are trending downwards.
- ▶ Nonprofit human resources are still in crisis.
- ▶ The volunteer crisis is slowing.
- ▶ Cutbacks, waitlists, and nonprofit closures remain in line with last year.

The ONN reports highlight the financial, human resources and structural challenges to access support, increase demand and a lack of understanding of the sector and its impact. In addition to the difficult situation is declining volunteerism.

CanadaHelps annual report on giving provides a similar dire look at the nonprofit sector. They look at the challenges in the light of inflation that is exacerbating long-standing challenges to the sector. The factors they note pull together the increased demand for services provided by charitable groups, the decreased financial giving trend and declining capacity of charitable groups to meet demand, including with less volunteers. They make the point that the impact is not fleeting but appears to be lasting. Some key findings include:

- ▶ 22% of Canadian expect to rely on charities for basic needs, which is up 8% over nine months at the writing of their report.
- ▶ 18.4% of Canadians that give per tax filings, which is down 5% over the past ten years.
- ▶ 40.3% of charities have experienced a lasting increase in demand for service since the pandemic.



Many charities have experienced a lasting increase in demand for service since the pandemic and 57% cannot meet current levels of demand—more than half of charities also have fewer volunteers than before

- ▶ 50.8% of charities are highly concerned about staff burn out.
- ▶ 57% of charitable organizations cannot meet current levels of demand.
- ▶ 31.5% of charities raised fewer funds in 2022.
- ▶ 55.2% of charities have fewer volunteers than before.²⁸

²⁷ Ontario Nonprofit Network, *ONN, State of the nonprofit sector, 2023*

²⁸ The Giving Report 2023, *Its Time for Change. A Year Defined by Inflation Intensifies Long-Standing Threats to the Sector.* CanadaHelps.org



In terms of type of organizational operations, Halton has a higher proportion (63%) of incorporated nonprofit organizations than Ontario (58%).

Over one third (35%) of Halton's nonprofit organizations have an annual operation budget between \$3 and \$10 million. About 23% of Halton's organizations has a budget less than \$100,000 compared to 14% for Ontario's nonprofit organizations.

Almost 80% of Halton's nonprofit organizations has experienced increased demand for services.

In terms of staff/volunteer impact, 60% of Halton's nonprofit organizations experienced loss of volunteers. Over half (53%) of the organizations had difficulty recruiting new volunteers.

Due to workforce or volunteer challenges, over half (52%) of the organizations had to scale back programs and services. One in ten organizations had to discontinue existing programs and services.

About one in five Halton's nonprofit organizations are entirely run by volunteers compared to the provincial average of 12%





Figure 16 lists organization information and the staff/volunteer impact of nonprofit organizations in Ontario and Halton

Organizational Information		
Type of Operation	Ontario	Halton
Unincorporated grassroots or community group	5%	3%
Registered charity	61%	59%
Incorporated nonprofit	58%	63%
Social enterprise	9%	0%
Nonprofit cooperative	4%	0%
Other	5%	3%
Organization's Annual Operating Budget		
0-\$99,999	14%	23%
\$100,000-\$249,999	14%	13%
\$250,000-\$499,999	13%	6%
\$500,000-\$999,999	13%	13%
\$1,000,000-\$2,999,999	18%	10%
\$3,000,000-\$10,000,000	17%	35%
\$10,000,000 +	11%	0%
Type of Staff		
Our organization has paid staff	88%	81%
Our organization is entirely volunteer driven	12%	19%

Figure 16a (above): Selected organization information and staff/volunteer impact, Ontario, Halton Region 2022

Data Source: Ontario Nonprofit Network, State of the nonprofit sector, 2022

Staff/Volunteer Impact		
Effect of workforce or volunteer challenges on organization's mission or mandate	Ontario	Halton
Programs or services scaled back	49%	52%
Wait-lists have increased	23%	19%
Programs or services discontinued	14%	10%
Volunteers concerned about pandemic safety	66%	67%
Loss of volunteers	62%	60%
Difficulty recruiting new volunteers	58%	53%
Difficulty convincing previous volunteers to return	40%	27%
Volunteers retiring	35%	27%
Difficulty attracting youth volunteers	34%	40%
Increase in demand for services between April 1, 2021-March 31, 2022		
Organization has experienced increased demand for services	74%	79%
Organization has not seen an increase in demand for services	26%	21%

Figure 16b (above): Selected organization information and staff/volunteer impact, Ontario, Halton Region 2022

Data Source: Ontario Nonprofit Network, State of the nonprofit sector, 2022



In the fall of 2022, Community Development Halton (CDH), in partnership with the Social Planning Council of Peel (SPCP), conducted a study²⁹ on the impact of COVID-19 pandemic on Halton’s nonprofit human service sector.

The data for the study came from an online survey of over 300 respondents from the nonprofit sub-sector organizations with main offices or headquarters in Halton and focus group discussions with clients, staff, volunteers, and senior leaders.

As shown in Figure 17, in 2022, about one fifth (21%) of the respondents indicated their organizations belong to social services sub-sector providing services including multi-service agencies, settlement services, services for seniors, food banks etc. About 10% indicated they worked in the arts, culture, heritage, and tourism sub-sector.



In 2022, a study was completed on the impact of the COVID-19 pandemic on Halton’s nonprofit human service sector

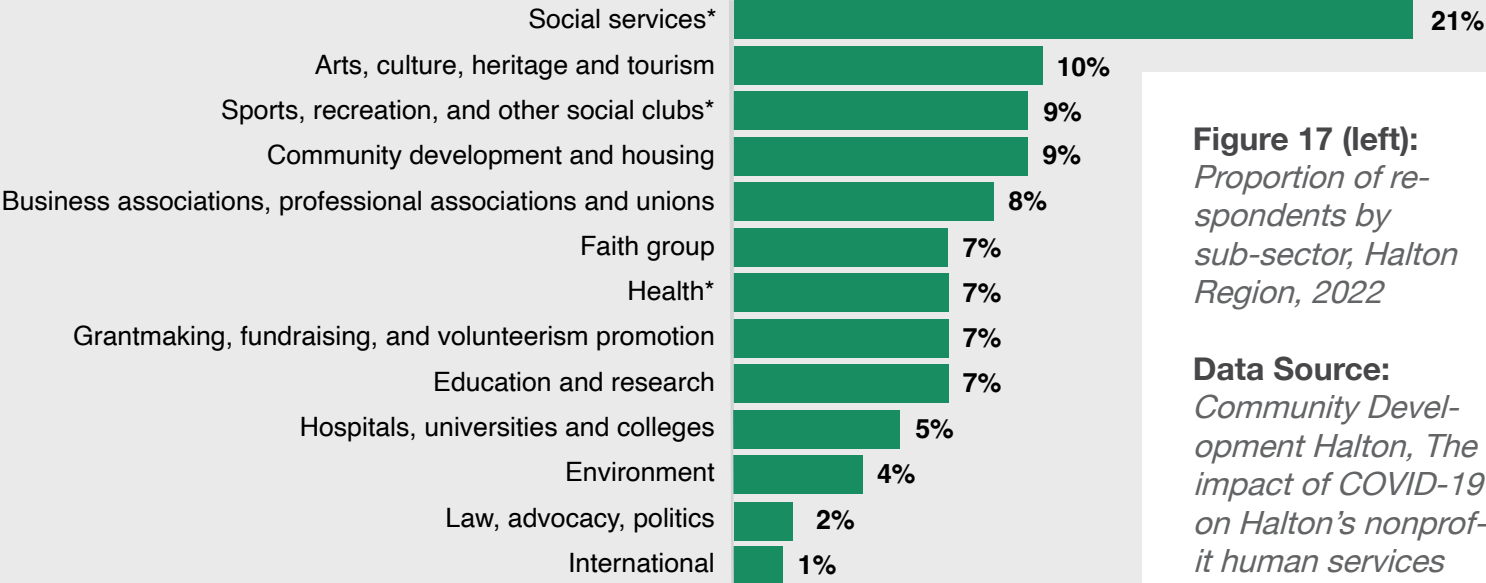


Figure 17 (left): Proportion of respondents by sub-sector, Halton Region, 2022

Data Source: Community Development Halton, *The impact of COVID-19 on Halton’s nonprofit human services sector, Research report, Winter 2023*

*Health (nursing homes, mental and crisis intervention)

*Social services (multi-service agencies, childcare, settlement services, services for seniors, food banks, etc.)

*Sports, recreation, and other social clubs (leisure clubs, fitness and wellness, amateur sports)

²⁹ Community Development Halton, *The impact of COVID-19 on Halton’s nonprofit human services sector*, Research report, Summer 2023.

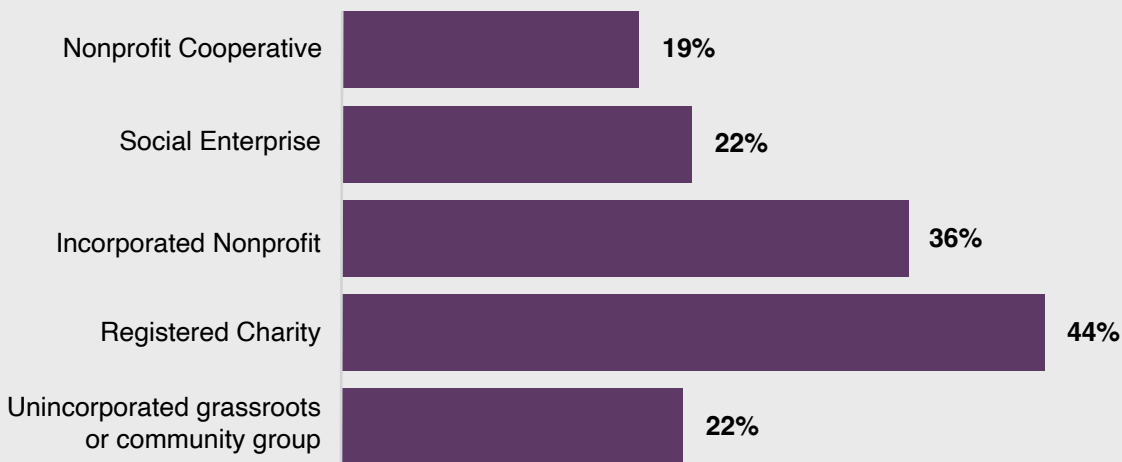


Figure 18 (left): *Proportion of respondents by type of operation, Halton Region, 2022*

Data Source: *Community Development Halton, The impact of COVID-19 on Halton’s nonprofit human services sector, Research report, Winter 2023*

In Figure 18, about 44% of the respondents operated as registered charities, followed by incorporated nonprofit (36%), social enterprise (22%) and unincorporated grassroots or community group (22%).

The most quoted challenges faced by the nonprofit organizations as result of the COVID-19

pandemic (Figure 19) was employees or family members diagnosed with the coronavirus (44%) followed closely by the reduction of volunteers (41%) and by increased demands for service/ long wait-lists (38%). Loss of volunteers and increase demand for service were also identified as key challenges faced in the ONN’s state of the nonprofit sector reports.

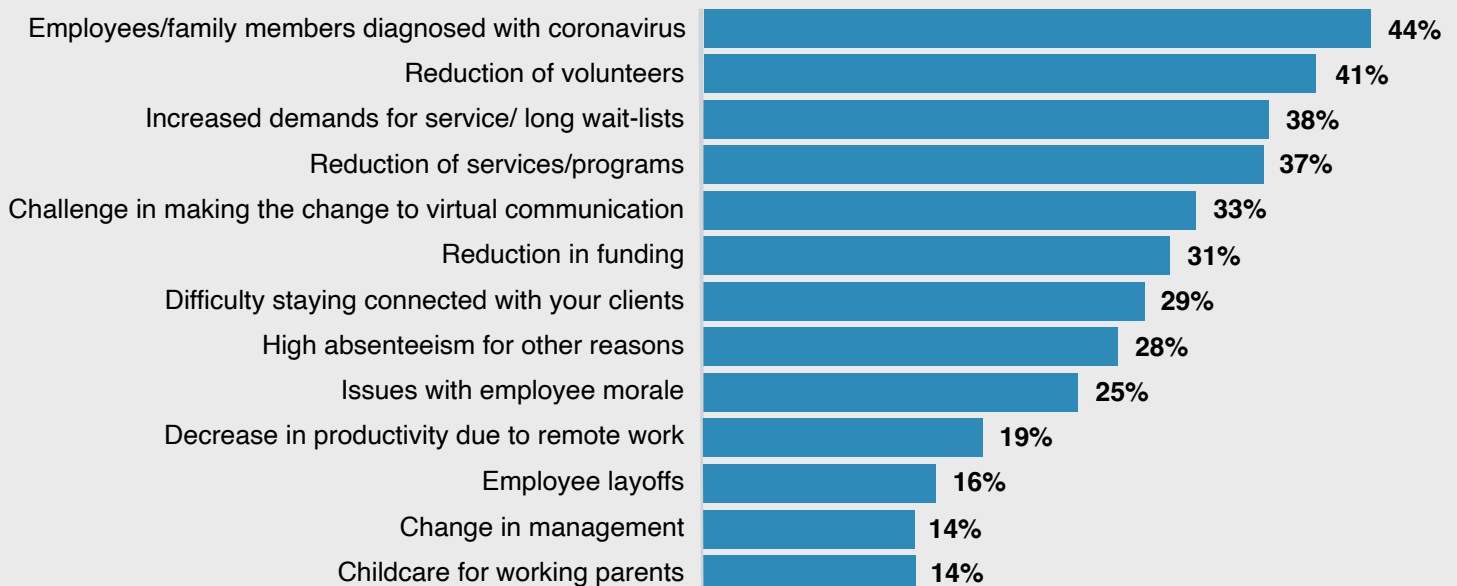


Figure 19 (left): *Proportion of respondents by challenges faced by their organizations, Halton Region 2022*

Data Source: *Community Development Halton, The impact of COVID-19 on Halton’s nonprofit human services sector, Research report, Winter 2023*

Volunteer recruitment & training and strategic planning & implementation are the two most critical needs for nonprofits in Halton

Respondents have identified a list of critical needs in the next 6-12 months in response to the challenges (Figure 20). Volunteer recruitment and training (40%) and strategic planning and implementation (40%) are the two most critical needs followed by health and wellbeing supports to staff and volunteers (37%) and the development fundraising plans (35%).

This variety of current reports all point to an extremely stressed nonprofit sector. The decline of volunteerism may be both a symptom the challenges faced and a contributor.



Figure 20 (above): Proportion of respondents by critical needs in the next 6-12 months, Halton Region 2022

Data Source: Community Development Halton, The impact of COVID-19 on Halton’s nonprofit human services sector, Research report, Winter 2023



Volunteer Recruitment & Retention

(4th quarter, 2022)

The latest Canadian Survey of Business Conditions (4th quarter, 2022) confirms many of the challenges and impacts faced by non-profit organization serving households and individuals in Ontario and Halton Region. The target population for this survey is all active establishments on the Business Register which have an address in Canada, and which have employees.

As shown in Figure 21, over two-thirds (67%) of non-profit organizations faced shortages of new volunteers. About half experienced challenges in retention of volunteers. Many volunteers were not able or no longer able to make long term commitments to volunteering.

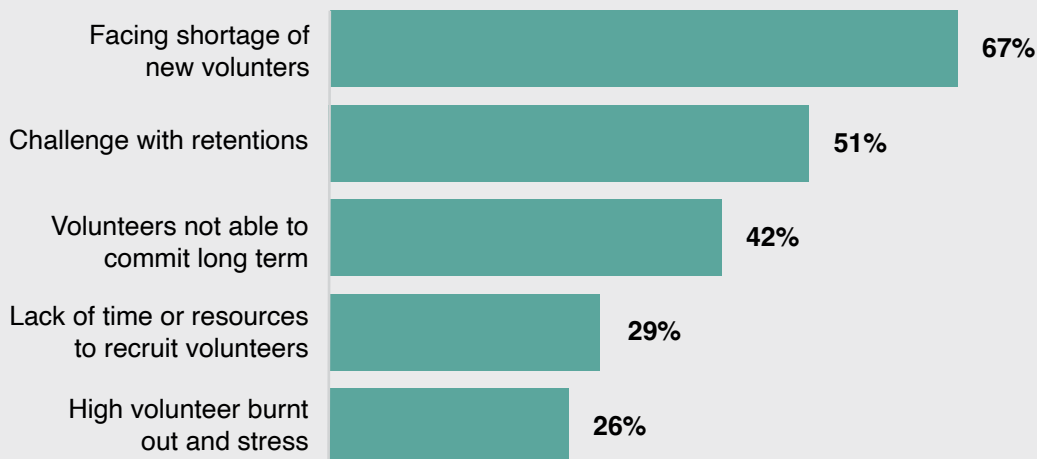


Figure 21 (above):
Challenges faced by business/organization to recruit volunteers, 4th quarter, 2022

Data Source:
Statistics Canada, Canadian Survey of Business Condition Survey, Table-33-10-0618-01

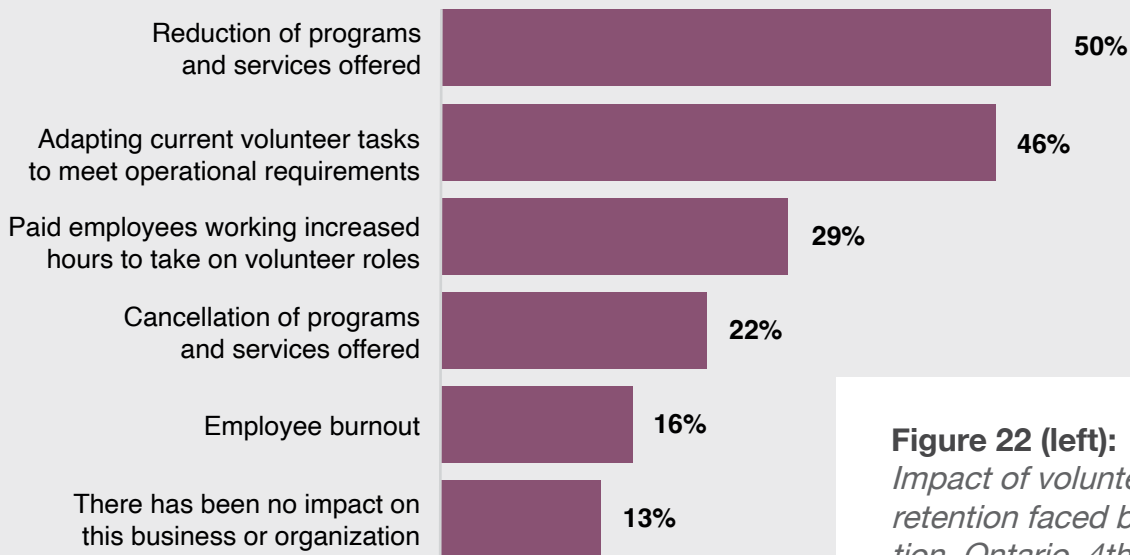


Figure 22 (left):
Impact of volunteering recruitment/retention faced by business/organization, Ontario, 4th quarter, 2022

Data Source:
Statistics Canada, Canadian Survey of Business Condition Survey, Table-33-10-0617-01

As shown in Figure 22, half of the non-profit organizations had to reduce their program and services offered. One in five (22%) had to cancel their programs and services. About 16% had to deal with employee burnt out.

As of 2022, half of nonprofit organizations reported they've had to reduce program and services offered, while two thirds reported volunteer shortages



Is the Volunteer Crisis Slowing?

According to the latest ONN's State of the Sector 2023 report³⁰, there appears to be a slowdown of the volunteer crisis in Ontario.

Between 2020 and 2021, the increase in respondents reporting volunteer gains and losses since the start of the pandemic were relatively the same, 8 % and 10 % respectively. However, in 2022 more than half of respondents were reporting volunteer-related issues like pandemic safety, loss of volunteers, and difficulty recruiting new volunteers, while just under half were reporting difficulty convincing previous volunteers to return and a third cited volunteers retiring and difficulty attracting youth volunteers as issues.

In 2023, those numbers have decreased to a quarter of respondents reporting multiple concerns and just over a third reporting concerns with loss of volunteers and recruiting new volunteers, respectively. The decrease in volunteer recruitment and retention was consistent across budget size, language of operation, regions, and sub-sectors. More respondents from the international sub-sector struggled with volunteer retirement while those from faith groups struggled with recruiting youth volunteers.

Despite the quantitative data highlighting a slowing volunteer crisis, respondents to the 2023 ONN survey continue to report significant volunteer issues impacting on the delivery of their mission.

Respondents shared stories of continued difficulty or recruiting and retaining consistent volunteers and fear of further program closures as a result.

Many expressed the need for volunteerism modernization where a strategy would reflect the way people of all ages and communities connect to causes and volunteerism. The volunteer crisis will remain a major factor in the sector's ability to recover and continue to serve their communities.



³⁰ Ontario Nonprofit Network, ONN, *State of the nonprofit sector, 2023*.

Way Forward

The Canadian landscape of volunteering is changing in response to social, economic, and technological changes. The COVID-19 pandemic has accelerated these changes.

Like the rest of the population in 2023, volunteers and potential volunteers are facing the post covid-19 economic conditions, with inflation, impacting income, inequity, poverty, food security and the growing housing crisis. As described in the section above, the nonprofit social service sector is in jeopardy, as organizations work to meet increased demand with and within these challenging economic times, and with less volunteer support. Another factor to be considered are what some describe as a “loneliness epidemic”. This was a concern before covid and has been exacerbated by the pandemic. Yet we know that volunteerism can result in connection and belonging.³¹ Volunteering is in a critical place and a new path forward is essential.

Then, what is the way forward? A current article by Yvonne Rodney, in *The Philanthropist Journal* titled “Volunteerism: In crisis or at a crossroad?”³² offers some food for thought. First, we need to acknowledge the impact of the pandemic and what it did to people’s mindsets. We need to look at who are our volunteers and why they are not returning.

Volunteers and staff are simultaneously dealing with their own questions about what they want to invest in, how to stay safe, and how to better align their lives with their values going forward.

The non-profit sector cannot ignore this significant mindset shift and must factor this new reality into any re-engagement plans.



³¹ Conway, M., Lubelsky, C., McRae, D. *Why we need a national conversation about volunteering*. *The Philanthropist Journal*. Sept 19, 2023. <https://thephilanthropist.ca/2023/09/why-we-need-a-national-conversation-about-volunteering/>.

³² Rodney, Yvonn. (2023) *The Philanthropist Journal*, “*Volunteerism: In crisis or at a crossroad?*”, March 14, 2023

All volunteers seek tangible opportunities to have an impact and/or better understand the impact their investment of time and skills has on recipients

It is important to understand what different generations consider to be “work worthy” of their time and flexible opportunities. If we are having a problem engaging young people as volunteers it would be good to look at whether our current volunteer offerings and the way they are offered are outdated.

The article by Rodney, suggests placing more emphasis on community work/care than a mere transactional volunteer engagement. Changing the volunteer language to be more appealing to a younger generation will go a long way toward increasing participation from that demographic.

Funders can and must do more to help organizations that rely on volunteers. For example, funders can provide resources to develop a shared service model for volunteers in a coordinated way rather than each organization creating their own.

That said, some big questions remain: How do we inspire people to continue to volunteer when there isn't a crisis? How do we foster volunteer communities of care when people are afraid? How do we keep our communities vibrant? And how do we keep ourselves feeling nourished?



In December 2023, Volunteer Canada revisited the call for a National Volunteer Strategy from 2018 to modernization of the sector and volunteerism, acknowledging the interdependence between the nonprofit sector, volunteerism and civic engagement and the wellbeing of our communities. They have completed public consultations and are now working with policy makers and learning from other jurisdictions that have developed their own volunteer strategies.³³ Some potential elements of a volunteer strategy taken from the recent experience in Ireland include advocacy for volunteerism with policies that support volunteering, investments in volunteerism and volunteer centres and efforts to raise the awareness of the value of volunteerism for the health and economic well-being of the country.³⁴

³³ Building a Volunteer Action Strategy. [Volunteer Strategy](#)

³⁴ An Ireland Where Volunteering Thrives, Volunteer Ireland Strategic Plan 2023-2027. [Volunteer-Ireland-Strategic-Plan-2023-2027_DIGITAL.pdf](#)

Implications

Community Development

- ▶ **Volunteerism brings people from diverse background together, helps to create a sense of belonging and connectedness within Halton communities.**
- ▶ Volunteering encourages active civic engagement from its residents, there will be more civic participation in community activities.
- ▶ Volunteerism can also promote health and well-being of Halton's residents.

Youth Population

- ▶ Many youth face barriers to volunteering.
- ▶ **Meaningful engagement of youth may require structural shifts in traditional volunteer structures.**
- ▶ Creating room for flexible opportunities, youth voice and new intergenerational practices will be important for finding new ways for youth engagement.



Senior Population

- ▶ **With the increase of the senior population, there will be more senior volunteers. Although seniors have lower volunteering rate, they contribute the most hours helping others.**
- ▶ A significant proportion of older seniors have activity limitations and health-related issues, the demand for volunteers providing health care related activities will increase.
- ▶ As volunteering activities are increasingly become digital, it is important for senior volunteers to gain digital skills and confidence. In the delivery of programs and services, be mindful of many seniors are still non-user of digital technology.

More Immigrants

- ▶ As Canada welcomes more immigrants, especially from non-English/French speaking countries, matching volunteers with newcomers based on language skills, shared interest and experiences can facilitate their settlement in the community.
- ▶ **Embracing diverse approaches to volunteering can bring insight into new paths to modernize volunteerism.**
- ▶ Newcomers are also interested to gain experience and develop references to find jobs and integrate with the community. Connect them with organizations that cater to newcomers.



Sustainability of Non-profit and Registered Charities

- ▶ The COVID-19 pandemic has negatively impacted the nonprofit and registered charity sector.
- ▶ Organizations may not have the capacity to deliver same level of services, which could impact the quality and available of services especially to vulnerable populations such as seniors, children, low-income families, and individuals and those with disabilities.
- ▶ **Many nonprofit organizations are unable to generate sufficient revenues and/or receive donations to remain operational.**



- ▶ The rapid disappearance of volunteer supporting charities reduces the availability of incubators for volunteering and person-to-persons volunteering in the community.
- ▶ Government may need to allocate more resources to meet the needs of the community – hiring additional staff or increasing funding to community.
- ▶ Volunteers are not “free”; there are real costs involved in engaging a volunteer workforce. Volunteers do not save money; they allow you to do more with the funding organizations currently have.
- ▶ **Funders needs to modify their granting criteria to allocate sufficient funds to meet the true costs of engaging, managing, and retaining volunteers.**





Loss of Volunteers

- ▶ Losing volunteers can result in reduced capacity to deliver programs and services.
- ▶ **Loss of volunteers reduces the collective knowledge base and organizational memory of organizations, and especially impacts organizations who are totally volunteer-led.**
- ▶ Reduce fundraising capabilities and opportunities.
- ▶ Existing volunteers may be asked to take on additional responsibilities, which could lead to burnt out or further reduction in the number of volunteers.

Recruit and Re-Engage Volunteers

- ▶ Many organizations have experienced loss of volunteers as the result of the pandemic related mandatory closure, lockdown and social distancing.
- ▶ Many volunteers may be hesitant to engage in activities that require in-person contacts due to ongoing health and safety concerns. Nonprofits need to implement strict safety protocols to ensure the wellbeing of volunteers.
- ▶ **Organizations have to maintain regular contacts with all volunteers, update website and opportunities via social media, advertise virtual opportunities.**
- ▶ Find new ways to attract new volunteers.
- ▶ Explore ways to balance risk management requirements with recruitment requirements; review volunteer position descriptions and adjust screening processes accordingly.

Technology

- ▶ **Use of technology including cloud technology, volunteer management software, social media, apps, and virtual volunteering tools has enabled organizations to work more efficiently.³⁵**
- ▶ Virtual volunteering such as teaching or translation online, telephone counselling can expand the reach to potential clients; it can also engage volunteers unable to engage in face-to-face volunteer activities.
- ▶ Rural and northern technology issues related to the lack of connectivity need to be addressed if virtual volunteering is to be viable for all Canadians.
- ▶ **Organizations taking full advantage of technology will attract more Millennials (born between 1981-1996) who are at ease with online communications.**

³⁵ <https://www.rosterfy.com/blog/how-is-technology-changing-volunteering>

Change in Program/ Service Delivery

- ▶ The COVID-19 pandemic has disrupted the world of volunteering, organizations can take advantage of the experiences gained and lessons learned to evaluate and enhance the ways they engage their volunteers and the delivery of programs and services.
- ▶ Organizations must be mindful of the growing diversity of the population and related volunteering patterns in designing volunteering programs and engagement of their volunteers.
- ▶ **Volunteer centres continue to play a key role to promote volunteerism, build capacity for effective local volunteering, provide leadership on issues relating to volunteering and connect people with opportunities.³⁶**

Policy

- ▶ **The future of a strong voluntary sector will include new policies that decrease barriers to volunteerism and increase investment in the sector.**
- ▶ Raising the awareness of the economic impact of volunteers and their importance to the well-being of our communities is essential.
- ▶ **Creating a “home in government” is one way to develop consistent support mechanisms for the nonprofit and voluntary sector.**



³⁶ Volunteer Canada, <https://volunteer.ca/index.php?MenuItemID=332>

Questions to Move Us to Action



Please take the time to complete a short survey to share your experience with this publication using this link:

<https://forms.office.com/r/Mi39LwqzUN>

or by scanning the QR code.

- ▶ What is the main story that stands out for you in this information?
- ▶ What do you think the implications are? What information presented here is most relevant for the work that you do or the community roles that you play?
- ▶ In what ways do you think you can use this information to plan, deliver or evaluate the work that you do?
- ▶ What information presented here surprised you or stands out as something you would like to know more about?
- ▶ Is there information that is not included in this publication that you would like information on?