

A year of adaptation and
TRANSITION

Annual Report

2020-2021

THE VBM'S CORE
VALUES



C - Collaboration

O - Openness

E - Engagement

U - Uniqueness

R - Respect

Page 3 About us

Page 4 A word from our Board of Directors

Page 6 Our Board of Directors

Page 7 Our team

Page 8 Our volunteers

Page 9 The year in review

Page 11 Members profile

Page 14 Recruitment and Orientation

Page 16 FrancisAction

Page 19 Training Program

Page 22 Conferences

Page 24 Volunteer Food Services

Page 27 Skills Volunteering

Page 30 Promoting volunteering

Page 33 Collaborations and partners

Page 34 Appendix

Page 35 Our volunteers

Page 36 List of members 2020-2021

Our mission

The mission of the Volunteer bureau of Montreal (VBM) is to promote volunteerism in the community. The organization offers volunteer recruitment and orientation services, a training program generally intended for volunteer managers, conferences and support for the Meals on Wheels network.

Our vision

The VBM is the catalyst for volunteer action that holds an essential role in our social well-being. We have been at the core of volunteerism for over 85 years. Our actions focus on issues surrounding citizen involvement. The VBM appeals to the heart of each person we encounter.

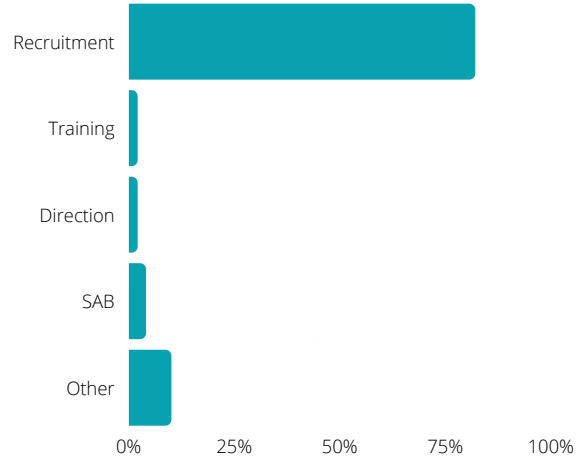


The VBM in several numbers

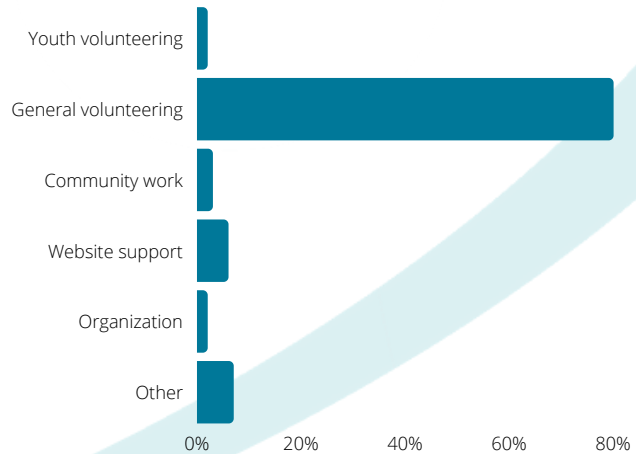
The VBM is a well-known community resource which serves a varied clientele. Our precious volunteers provide telephone assistance in our offices!

The following data covers the period from September 22, 2021 to March 31, 2021.

Distribution of calls; requests for reception:



Breakdown of recruitment calls:



Our approach

The VBM responds to the needs of organizations, the general public and various community activists who wish to integrate sound volunteer practices into their activities. The VBM strives to meet their needs in a spirit of openness and collaboration.



«There is only one constant in today's world and this is change».

These were my own words in my President's address last year at our Annual General Meeting. This phrase still holds true today: we are tasked with changing from "pandemic mode" to a world where the rich exchanges between volunteers, members and VBM staff can finally resume.

I must acknowledge that the VBM has weathered the storm well and is looking towards the horizon with great enthusiasm and positivity. It has taken advantage of this period to prepare to bounce back after two years of transformation.

Restarting services at the end of the pandemic

The VBM's great strength has always been in bringing about meaningful encounters, introducing people to volunteering through conferences, and developing a network of volunteer managers through training and networking activities. Although the VBM was able to maintain its operations this year, the context was not conducive to continuing its calendar of activities. The organization also took advantage of this period to develop its digital presence by refining its tools, the most visible being its new website launched this winter.

The VBM has also added new talent to its team, notably in communications, volunteer food services, training and skills volunteering. This team will be able to make itself known, reach out to you at the ground level and also organize the activities that are so useful to our members and which have been sorely missed.

Also, in the near future, you will see the VBM being more active than ever, helping its members succeed in the post-pandemic era that lies ahead.

General management that is well on track

While last year was difficult in terms of stability in the post of Executive Director, we are starting the year with a management team that has been able to complete a first cycle. Eve-Isabelle Chevrier has been able to address a number of issues from the outset and has demonstrated her ability to handle both strategic and day-to-day issues. In this rather special year, few of you have had the privilege of meeting her, which is quite exceptional for the Executive Director of an NPO with more than 400 members and whose premises are usually visited by many members and volunteers each week. However, we have every reason to believe that this situation will soon change and allow Eve-Isabelle and the team to see you again at the many events on the Montreal volunteer scene and in the VBM's life.

A VBM that raises awareness and maximizes its impact

While the organization's vision was mainly centred on its services and anchored in practices that have changed over the past 10 years, the VBM has now undertaken to pursue its goals by starting, with the support of the McConnell Foundation and under the impetus of Centraide, a vast exercise in strategic clarity. The purpose of this exercise is to allow the organization to question its actions and align its efforts, in order to maximize the impact of the resources at its disposal and to optimize the positive impacts of its actions for its members and the community. We will have the privilege of sharing the results with you later this year!

A Board that can fulfil its role, that is growing and looking to the future

While at times the Board of Directors was the only pilot in the storm, this year it was able to find its footing and its role in the governance of the organization.

Indeed, we have put the Board committees back to work by giving mandates to our Governance Committee, our Audit and Risk Management Committee and our Human Resources Committee. The Board's involvement is also important in the strategic clarity process. In these particularly hectic times, and given that 5 of the 9 directors currently had one year or less experience on our Board, this presented a learning curve. Now the difficulties of this year are resolving, and new directors have gained more experience. We strongly believe that going forward the Board can be an even more effective and relevant player as it takes on mandates to review its components. I would like to highlight the end of the mandate of our colleague Nicole Dubois as mentioned at the AGM. Nicole worked as Secretary of the Board and put her experience in NPO and volunteer management to good use within a board that faced many difficulties. A huge thank-you, Nicole, for your support and involvement!

For my part, this will be the final year of my 4th mandate as a director of the VBM and Chairman of the Board. We have a lot to accomplish this year, and I look forward to telling you about it next year and introducing you to the person who will be chosen to ensure the transition and continue the growth of the VBM, its sustainability and the realization of its full potential.



Guillaume Desnoyers
President

BOARD OF DIRECTORS



Guillaume Desnoyers
President



Robert Boyd
Vice-President



Vicky Gagnon
Treasurer
(since october 2020)



Claude Noiseux
Secretary



Ugo Dionne
Administrator



Gilles Valiquette
Administrator



Ariane Ergas-Forget
Administrator
(since november 2020)



Fimba Tankoano
Administrator
(since november 2020)



Mohamed Jelassi
Administrator
(since november 2020)

We wish to thank the board members who left during 2020 for their contribution and valuable collaboration.



Julien Thieser
Secretary
(october 2020)



Laura Salama
Treasurer
(september 2020)



Nicole Dubois
Administrator
(november 2020)

OUR TEAM



Eve-Isabelle Chevrier
Executive Director



Stéphanie Carrasco
Volunteer Services Coordinator



Nancy Julien-Baker
Administration and Special
Projects Manager



Vanessa Tse
Administration Coordinator



Pauline Boisset
Communications Coordinator



Cindy Fort
Volunteer Food Services
Coordinator



Antonella Campa
Volunteer recruitment
and Orientation
Coordinator



Christine Sinclair
Volunteer Skills Coordinator



Vanessa Gaudreau
Nobilis Coordinator



Claire Jean
Volunteer Food Services
Liaison Officer



Nisrine Sawaya
Receptionist



Flavie Goulet
Acting Membership Officer



Lucile Lebihain
FrancisAction
Communications Officer



Juliette Bail
FrancisAction Logistics
Officer



Tabasum Abdul-Rasul
FrancisAction Project
Manager



Sylvain Messier
IT Advisor

We would like to thank those who left the VBM team during the year:



Justine Lacoste
Interim Executive director
(september 2020)



Marjorie Northrup
Volunteer Food Services
Coordinator
(may 2020)



Claire Lacoste
Member services
coordinator
(august 2020)



Romy Shoam
Student
(december 2020)

The VBM wishes to acknowledge all the volunteers who contribute daily to the achievement of its mission.

Whether through volunteer orientation, promotion and communications, office assistance, reception, training, food services or the FrancisAction project, volunteers are found throughout the VBM.

The Board of Directors and the entire VBM team thank you tremendously for your involvement. In addition, we are especially thinking of the many volunteers who have worked with us in recent years and who, due to the pandemic, were unable to be involved this year. We look forward to seeing you again!



See page 35
for
the full list

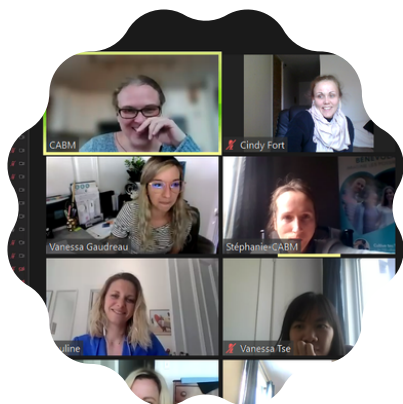


OVERVIEW OF THE YEAR

"2020-2021, a year of upheaval and change"

Firstly, the past year was set against the backdrop of the COVID-19 global pandemic. Like all community organizations, the Volunteer bureau of Montreal faced various challenges related to these exceptional circumstances, such as the closing of its premises and organizing our team for telecommuting. Throughout this exceptional year, the VBM adapted several of its services to offer them remotely: orientation meetings with counsellors, training for members, meetings with various groups in our network, etc. The confinement situation, also led to the cancellation or postponement of several planned actions. As a result, efforts carried out in 2020-2021 have been affected.

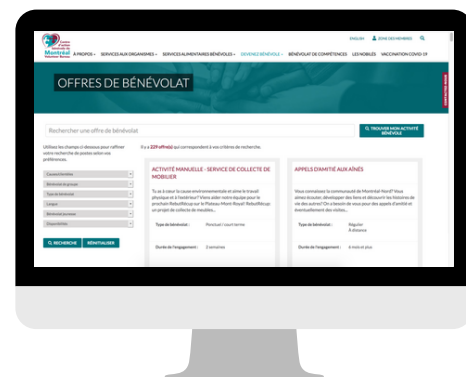
The VBM also experienced major changes in its working team. Spring of 2020 was marked by the departure of **four long-standing employees**, as well as a change in management, including the arrival of an interim director. Summer and Fall 2020 were transition periods with a reduced team and reduced activities. However a second change in general management resulted in greater stability. Several hirings were made in the Fall so that at the beginning of Winter 2021 and the VBM benefitted from the addition of **4 new team members**. Thus, by the end of 2020-2021, the VBM can now count on an almost entirely new team, composed of positive, motivated and committed employees keen on achieving its mission.



The beginning of Winter 2021 was marked by the launch of our **new website**. More than just a website, this interactive platform allows members greater autonomy in renewing their membership, posting and managing their volunteer offers, registering for activities, etc.

For the VBM, the site offers the potential for much more effective monitoring of its members and activities. The site has resulted in major changes in the our working habits. We are actively working to integrate this major change into our practices.

Several website developments are still to come in 2021-2022. These will allow for real time monitoring of the needs and support offered to our members.



In conclusion, the VBM has taken advantage of this year of upheaval to question itself, refocus and seize the opportunity for transformation. At the end of this particular year, we can rely on efficient working tools and a renewed team to maintain quality services, develop new projects and contribute to the support of the communities in its territory in 2021-2022.



©Sanaz Choupani

PORTRAIT OF OUR MEMBERS

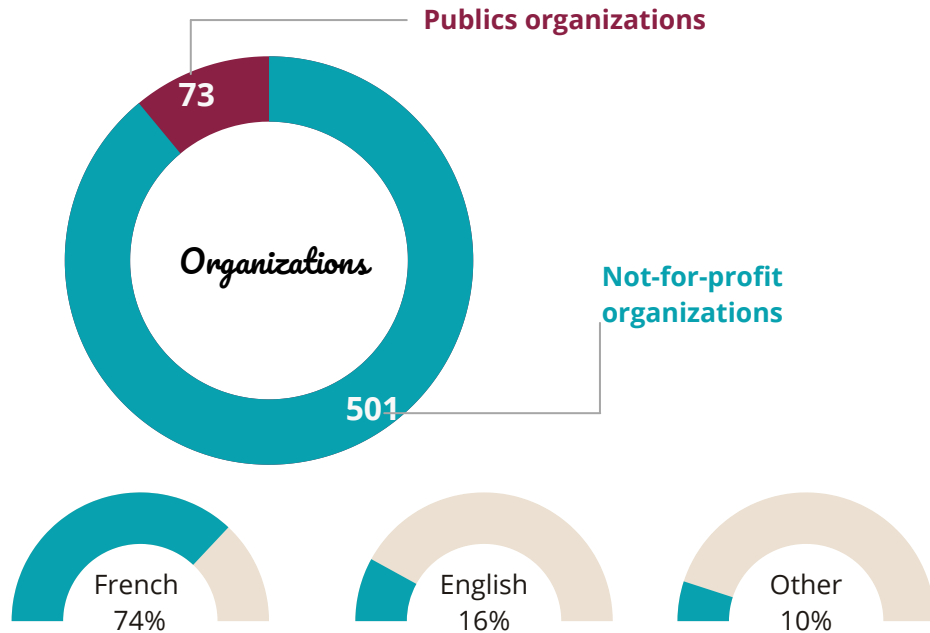
Member organizations of the Volunteer Bureau of Montreal benefit from our volunteer recruitment services (regular and skilled), unlimited posting of their volunteer offers on our website and social networks, as well as preferential prices on our training programs. Additionally, they have exclusive access to all our networking events.

The results:

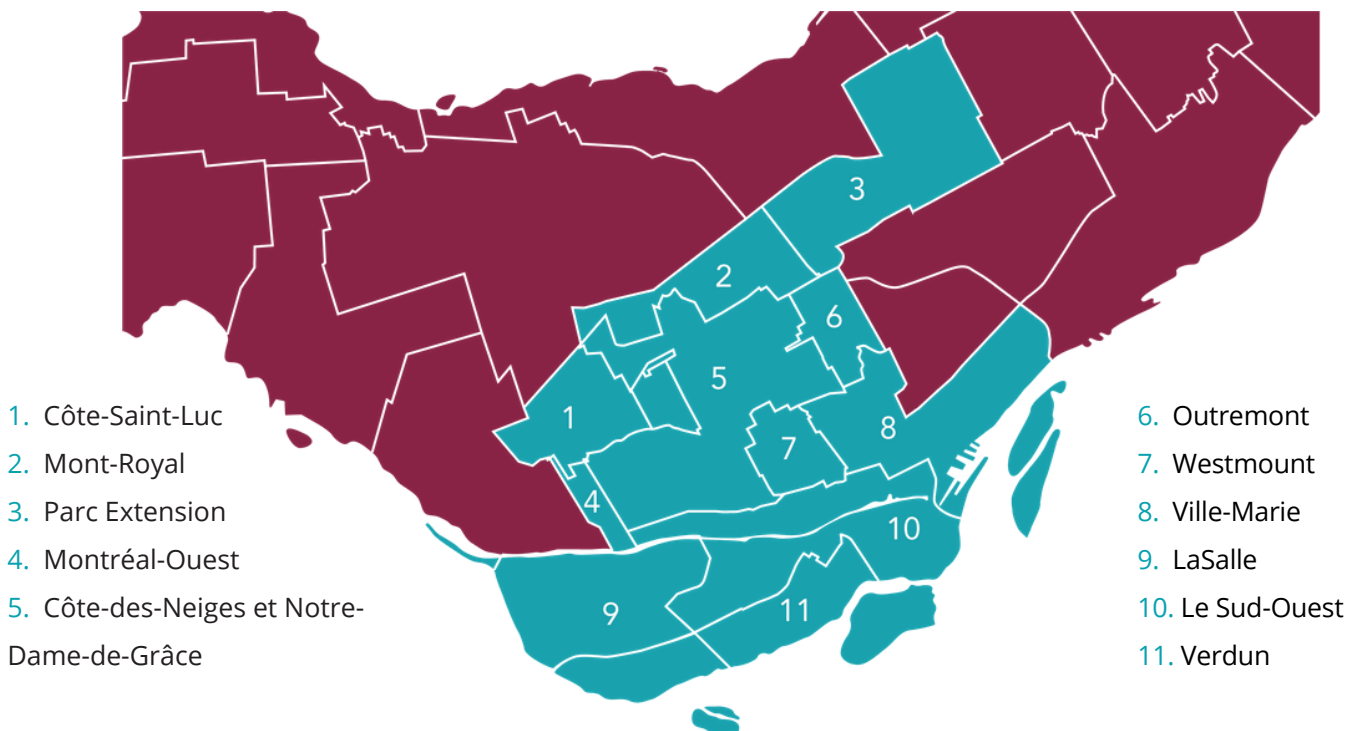
In 2020-2021, **61 new members** joined the VBM.

Overall, the VBM's membership has decreased slightly over the past year. This is mainly due to the exceptional context of the pandemic. As a result, many of our members experienced major upheavals in the recruitment and management of their volunteers and some organizations chose to postpone their membership.

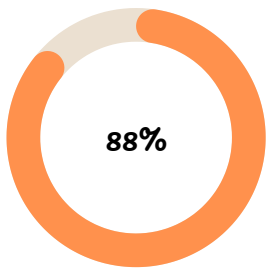
In this sense, the VBM wishes to develop mutual beneficial connections, to benefit from the expertise of our partners and share our own expertise and volunteer actions.



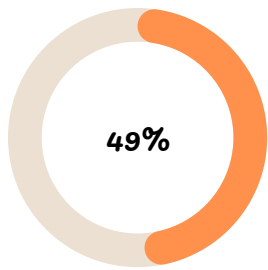
Our territory:



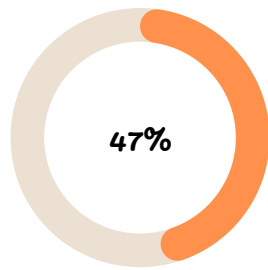
Profile of members:



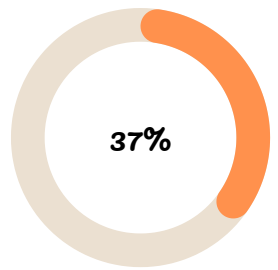
Recruitment of volunteers



Promotion
(trade shows and conferences)



Group volunteering



Training and networking

Activity sectors of our member organizations:

35% Families and children

19% Seniors

14% Cultural communities

13% Sick people

12% People with disabilities

11% Community development



The outlook:

For the most part our objectives for the previous year were met. The launch of our new website has given our member organizations autonomy in managing their volunteer offers and their profiles. This platform has also simplified the matching process between organizations and volunteers. However, due to the particular circumstances of the past year, unfortunately we have not further strengthened our links with the organizations in our territory.

- These are our perspectives for the year 2021-2022:**
- Strengthen** our links with member organizations located in our territory.
 - Transfer** our entire service offer to our platform by integrating Volunteer Food Services and Skills Volunteering, allowing greater autonomy for our members.



RECRUITMENT AND ORIENTATION

The VBM thanks and salutes the work and adaptability of its valued volunteers.

In 2020-2021, the recruitment and referral service has managed to adapt. Support to our member organizations for their offers as well as the orientation of volunteers by our counsellors was carried out by telephone follow-up and videoconference meetings.









Additionally, in connection with the new website, we provided local support to our members in using this new platform.

The VBM also contributed to the search for volunteers in connection with the vaccination and transportation of our seniors.

Distribution of the needs of organizations in volunteer activities:

9,3%	Teaching/Tutoring
7%	Accompaniments
5,3%	Food/Cooking
4,8%	Activity facilitation
4,4%	Friendly calls/active listening
3,2%	Drivers
2,4%	Manual labor

The most popular offers sourced out on website visits:

	Teaching/Tutoring: 5,778
	Accompaniments: 5,302
	Food/Cooking: 4,207
	Activity Leaders: 1,536
	Friendly calls/active listening: 1,299
	Fundraising: 1,080
	Manual labour: 994
	Drivers: 304

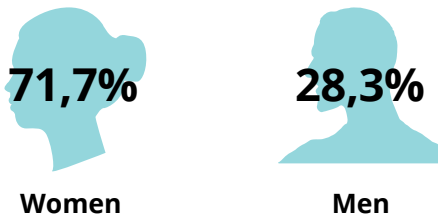
Applications received:

782 In French via our Google Form

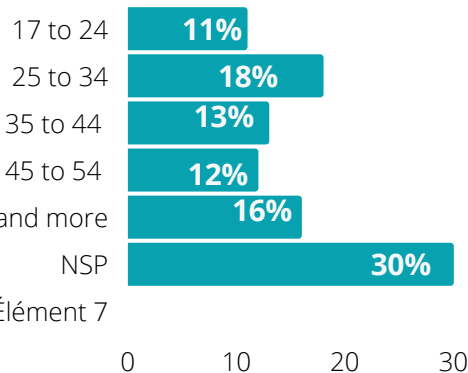
33 In English via our Google Form

834 applications via jebenevole.ca

Profile of our volunteers:



Age

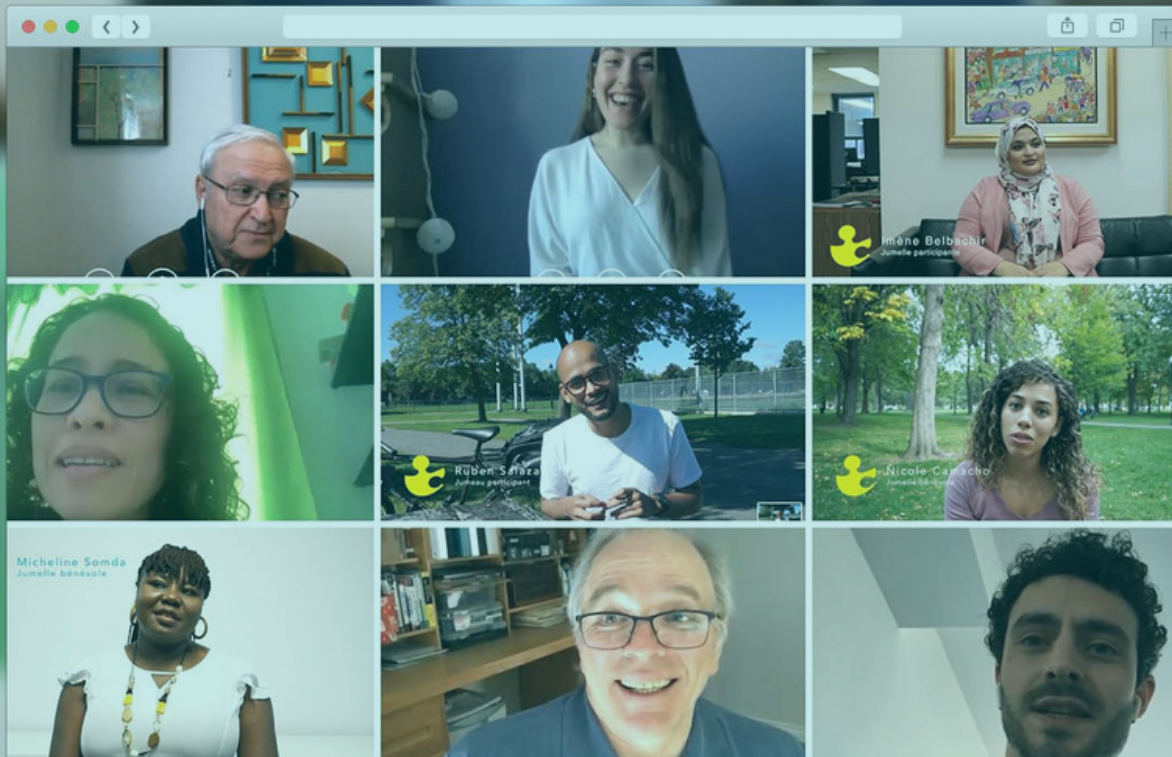


The outlook:

1. **Implementing** the system for tracking matches between organizations and volunteers.
2. **Ensuring** a more personalized follow-up with member organizations in managing their offers, to encourage the attraction of volunteers.
3. **Targeting** new promotional and recruitment venues to reach millennials, pre-retirees and retirees, and newcomers.
4. **Developing** new partnerships with organizations that reach these clientele to promote volunteerism.

"I am writing to thank you once again for promoting our volunteer opportunities on the CABM website. All our positions have been filled thanks to your valued support."

Miruna Ninca - Entreprendre ici



PROJECT FrancisAction

When volunteering becomes a universal language

A 16-week integration project

In August 2020, the VBM proudly launched its FrancisAction project:

"When volunteering becomes a universal language".

This project was initiated thanks to the financial support of the Ministère de l'Immigration, de la Francisation et de l'Intégration du Québec and the City of Montreal, as part of a three-year agreement for 2018-2021.

The FrancisAction Project aims to promote the integration of allophone immigrants through the practice of French and a first placement.

First stage (12 weeks)

For the allophone immigrant and their volunteer match, this project provided an opportunity for **regular exchanges to discuss** everyday topics and share **their respective cultures in French.**



In addition to practising French, this first phase allowed for bonding, strengthening the participant's self-confidence and allowing the volunteer to feel useful. The programme has helped to reduce the phenomenon of isolation, which is very present in the context of the pandemic.

Second stage (4 weeks)

In the second stage, the immigrant **takes action!** They are directed and accompanied in their search for volunteer work to a Francophone community organization corresponding to their strengths, that can also help them develop their language skills. Volunteering is a wonderful tool for integration into Quebec society. It is a way to broaden one's network and create an enriching experience.



Integration can then extend beyond cultural integration to social and even professional opportunities.

«I am very happy with the FrancisAction Project, the project helps me to improve my French and have more confidence.»

Clarena, participant

Click here for more testimonials



«First of all, it allowed me to meet a very nice person, and this allowed me to learn more about Quebec culture along with my match and to feel more integrated in Quebec society. Volunteering in Canada, around Quebec culture, obviously makes you feel more integrated because you feel like you are part of something that brings people together around Quebec.»

Yasmine, Francisation Volunteer



The programme in several numbers:



2 746 volunteer hours



130 participants

chosen from 200 interviews



11 volunteers

supporting the running of the project



150 matches

Cohort 1 : 39 Cohort 2 : 21 Cohort 3 : 21
Cohort 4 : 20 Cohort 5 : 28
Re-matches : 21



106 volunteers recruited

from 157 registrations



14 events

Volunteer conversation session; Group activities: Défi de la Francophonie / Tax workshop Information sessions for new volunteers

«It gave me a first successful experience in volunteering, it's great because I'm 34 and I had never done it before. The desire to do it again is positive because it is beneficial for everyone. Very good contacts with both the FrancisAction team and my match»
Géraldine, bénévole du projet Francisaction

«Ideal opportunity to practice French, make a new friend, learn about a new culture.»
Catherine, Francisaction volunteer

Profile of the matches:



China
19%



Colombia
13%



India
6%



Philippines
6%

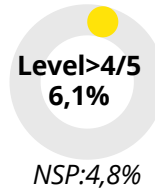
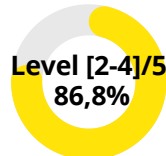
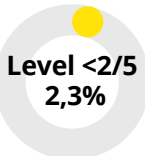


Jordan
6%



Syria
6%

Level of French of participants at the outset:



79,4% of participants feel more integrated into Quebec society at the end of the project

out of 33 responses



In order to provide assistance, we have created different tools:

- Conversation book (beginner level);
- Conversation book (intermediate level);
- Quizz (Défi de la francophonie);
- Passport "Je bénévoliste pour ma ville";
- Private Facebook group





TRAINING PROGRAM

In summer 2020, the Volunteer bureau of Montreal launched a consultation in our training department to develop its program, taking into account the changing needs of organizations and the existing offers both within the organization and externally.

This report highlighted the strengths and challenges of the VBM in developing our training offers. The strengths include the **relevance and credibility** of the content of our training courses and the **impact** of these courses on participants.

Among the challenges, we noted a need to diversify and expand training offers for both organizations and volunteers. The training is ubiquitous and many organizations also offer these services. The VBM also wishes to develop partnerships and share the expertise of its network, while remaining faithful to its expertise, and volunteer actions.

Our training aims to:

- inform and support volunteers and organizations in their efforts
- support and maintain links with organizations
- create opportunities for exchange and co-creation with the VBM community

«We don't use volunteers at the moment, but it gives me ideas. Like the importance of communicating with them, even if we don't need their help right now.»

A participant

November 26, 2020: Managing transitions in volunteer services

Objectives:

- How to set priorities in a changing context?
- How to adapt volunteer roles?
- What tools will support our work in this context?

Guests:

- **Mathilde Van Branteghem**, Clinical Program Coordinator, Big Brothers Big Sisters of Greater Montreal
- **Julie Perrot**, Volunteer Manager, Résolidaire

16 participants

November 5, 2020: How has the role of volunteer manager changed?

Target Audience: Managers of Volunteers.

This event was held in conjunction with International Volunteer Resource Managers Day (IVDM).

Guests:

- **Manon Lamarre**, Member of the Board of Directors, Association des gestionnaires de ressources bénévoles du Québec (secteur santé) and Head of Volunteer Services, Centre intégré de santé et de services sociaux de la Montérégie-Ouest.
- **Antonella Campa**, President, Community Council on Volunteering (CCV) of Greater Montreal and Coordinator of Volunteer Recruitment and Orientation, Volunteer bureau of Montreal .
- **Chantal Fontaine**, surprise guest and spokesperson for Nobilés, honoured us by thanking and congratulating the volunteer managers.

40 participants

«What I appreciated the most was having the feeling of confirmation and comfort because I have experienced and am experiencing the same thing as other volunteers. I am doing the right things ... staying in touch and showing my appreciation through small gestures.»

A participant

«Everything was very clear and done with such positivity. This made me feel so good!»

A participant

March 24, 2021 - Essentials Training: Recruiting volunteers: target, attract, recruit!

Our 6-hour in-person format was adapted to a 3-hour online format with activities designed to encourage discussion and work in sub-groups.

Our objective was equipping participants to help them plan and implement recruitment strategies while taking into account the current context.

12 participants

5 December 2020 - How to volunteer during the pandemic?

Target audience: Volunteers and potential volunteers

Objectives:

- Discovering how to volunteer while respecting health guidelines;
- Exploring the different ways to volunteer according to your interests and availability;
- Reflecting on what commitment would be most appropriate for each person during this time.

40 participants

The participants enjoyed the interactions and get to know what volunteering is all about, despite the fact the event was online.

«Concise and relevant format. The exchanges with another participant during practical work were very useful.»

A participant

Accompagnement

GEO
BÉNÉVOLES
GESTION ET ENCADREMENT
ORGANISATIONNEL

The VBM participated in the advisory committee for the development of the "GEO Bénévoles" online training offered by the "Réseau de l'action bénévole de Québec".

Five online training modules on the management and organizational supervision of volunteers are presented. **The VBM is one of 22 volunteer centres** responsible for ensuring post-training follow-up for participants.

Coaching was provided by Marisa Gelfusa, trainer and consultant.

Who: Manager of volunteers at a CHSLD

Objective: To apply the learnings and complete the steps related to the recruitment of two new volunteer commitment programs in the organization.

The coaching enabled the development of a student volunteer recruitment plan, a corporate volunteer program and their implementation. However, the pandemic slowed down the implementation of the tools.

«I really appreciated the exchanges and reflections that came from the conversations with Marisa. Her support is invaluable! Many thanks!»

A participant

The outlook:

1. **Continuing** to update our current training courses to for distance-learning. Restart face-to-face training when possible.
2. **Developing** new training content in line with members' needs.
3. **Offering** training to other clients: volunteers and companies.



CONFERENCES

CONFERENCES

More than ever, volunteering has come to meet a need of the population: to contribute to their community.

For many, it was an opportunity to break their isolation, create a network and demonstrate their skills. Conferences on the theme of volunteerism are on the rise within organizations and francisation institutions.

This year, in addition to presenting the status of volunteering in Quebec and its importance, the conferences made it possible to present opportunities to get involved during a pandemic and to reassure people about the measures put in place by the organizations in the context of face-to-face volunteering. Finding your "passion for volunteering" offers the opportunity to get more involved and to make a lasting commitment to one's community.

Due to the pandemic, our partners had to suspend some of their activities and highlighted the difficulties in reaching their clients. Nevertheless, the VBM has been asked to lead conferences for immigrants starting in the autumn.

«I realize that volunteering is a way of spreading culture and connecting with people.»
Centre Yves Thériault



This year, the VBM presented:

16 conferences

306 participants

attended our partner conferences:

- Welcome for new arrivals at Centre Yves-Thériault
- Cégep Vieux-Montréal
- FrancisAction project

Québec

CÉGEP DU VIEUX MONTRÉAL

FrancisAction
Quand le bénévolat devient une langue universelle

New partners have asked us to make presentations on volunteering:

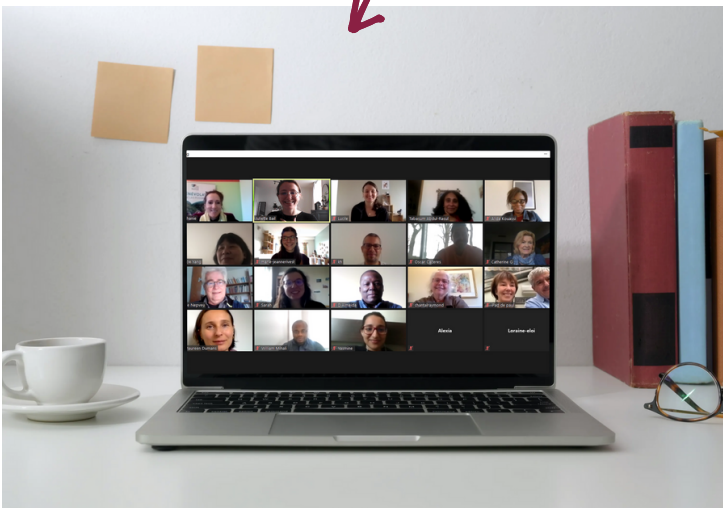
- Bibliothèque et Archives nationales du Québec
- Welcome to Notre-Dame-de-Grâce
- Research project on intercultural matchmaking (GREJI) - UQAM

BAnQ



UQAM

Click here to view other testimonials



The outlook:

1. **Supporting** organizations in our territory to promote volunteer activities.
2. Continuing with current partnerships and developing new ones to increase the visibility of volunteering.
3. **Recruiting and training** a team of volunteers to lead these conferences and act as ambassadors.



VOLUNTEER FOOD SERVICES

Our network:

In 2020-2021, food organizations were seriously affected by the pandemic. This caused much impact on volunteer food services:

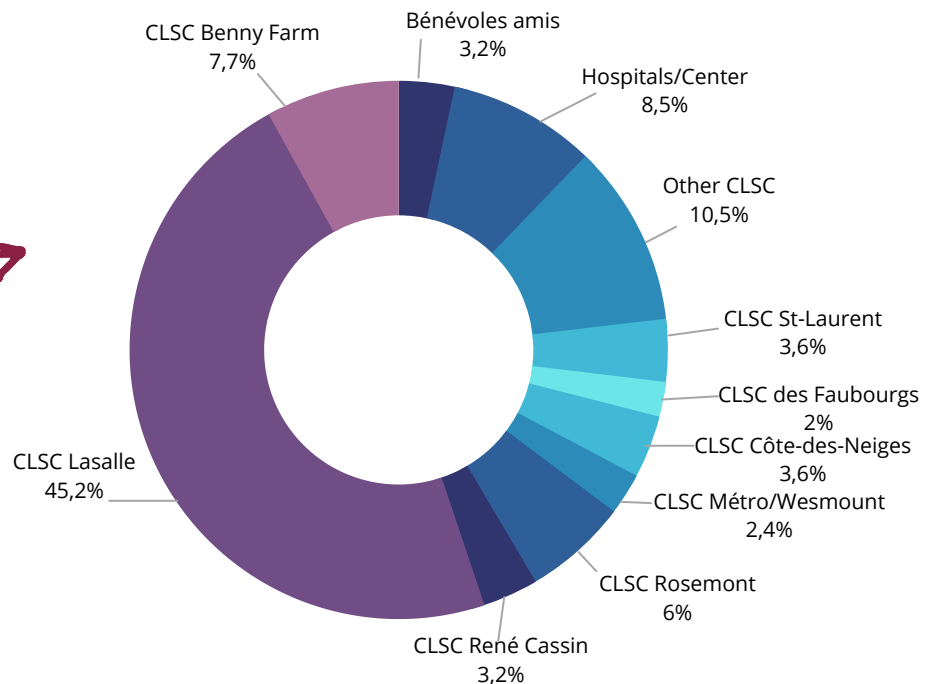
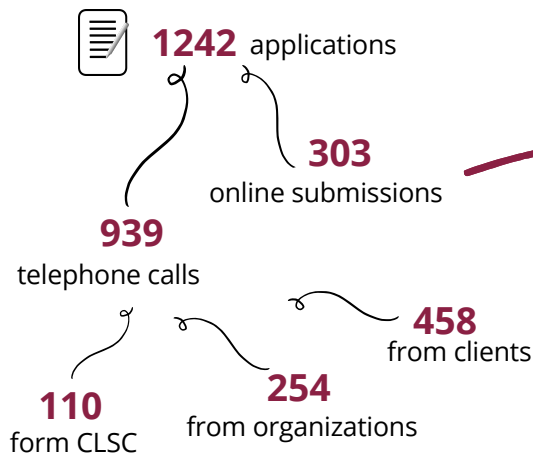
- Increase of people in need, resulting in a larger clientele;
- Loss of elderly volunteers who were considered vulnerable and were asked to stay in confinement for their protection;
- Closure of all community meal services that required in-person contact.

Within our network, a dozen organizations suspended their services so as not to put volunteers at risk. Despite the essential nature of their activities, the protection of volunteers remained a priority.

However, about twenty organizations maintained their services by adapting to the pandemic situation:

- Some switched from hot meals to frozen meals, which were easier to deliver and store;
- Adaptation of the premises and work practices to meet health standards;
- Access, for some organizations to emergency funding, which allowed for the hiring of workers to temporarily replace volunteers and occasionally allowed them to offer free meals to their clientele.

In several numbers:



18 Isothermal bags distributed to 4 organizations to enable meal delivery



62

62 People referred by Food volunteer services for Meals on Wheels and frozen meals outside of health professionals / on individual request.

Consultations with Food Services Volunteering:

The VBM conducted a survey of Meals-on-Wheels programmes to assess Food Services Volunteering and their operation during the pandemic.

Strengths

- Stability of kitchen staff and volunteers
- Good quality food, homemade, inexpensive
- Offering homemade frozen meal
- Better management of service
- Greater diversity of meal
- Consistency of service to seniors



Issues

- Maintaining the number of volunteer drivers in the face of demand
- Finding volunteers
- Visibility of service offers
- Lack of human resources to maintain or deploy services
- Retention of aging volunteers in key positions



«Thank you. This gives us some hope, and ideas to reopen Meals-on-Wheels as soon as possible. And also to engage the volunteers already signed up with their suggestions.»

Centre Elisabeth Planzer, Rosemère
Meals on Wheels Thériault

Organized activities:

Fall: "Ateliers thématiques"

- The role of the comité des usagers de la Montagne
- Presentation of the Midi-Express Meals-on-Wheels of the Conseil Régional des personnes âgées italo-canadiennes (CRAIC)
- The prevention brigade of the CIUSSS Centre-Ouest-de-l'Île- de-Montréal supporting the efforts to prevent the spread of COVID-19

8 participants from different organizations



April: "Intervention hygiène et salubrité, des bénévoles de 50 ans et plus, réseautage"

A day for leaders of Volunteer Food Services agencies that are members or affiliates of the CABM.

Speakers:

- **Didier Girol**, interventionist, VBM consultant and interventionist: "Hygiène et salubrité".
- **Isabelle Trudeau**, interventionist, RABQ : "Cap sur les bénévoles de 50 ans et plus"

9 participants, from 7 different organizations

«Thank you! Yes, it was very pleasant to exchange ideas and get to meet new people and organizations.»

Énide Filion, Les Accordailles

The outlook:

1. **Liaising** with health professionals/caregivers and clients in need.
2. **Supporting** agencies in their activities related to needs identified in the consultation.
3. **Developing** training and networking activities for our affiliated network of organizations.
4. **Developing** tools to better support the "SAB" organizations that share responsibilities with the CABM.
5. **Strengthening** partnerships with participants in this ecosystem.



SKILLS VOLUNTEERING

Mission accomplished! After several years of an informal union, it's official: "Bénévoles d'affaires" has become "Bénévoles de compétences", an integral part of the services offered by the VBM. In this year of multiple challenges, it is with great mutual effort and pride that this matching service as well as the "Programme BA Pour Entreprises" was able to re-commence on firmer footing. This was not accomplished without some challenges, but in February 2021, the service finally resumed all of its activities, formalizing the merger of Bénévoles d'affaires and the VBM. From this union, the service was formally added to the other VBM services, under the new banner "Bénévoles de compétences" ("Skills Volunteering").



Sprint - Summer 2020:

Slow down of the service due to the departure of a staff member and a transition period for the VBM.

Autumn 2020:

Gradual resumption of the service and re-launch of agreements with our partners.

Winter 2021:

The service completely resumes. Partnerships continue. Communications are expanded and promotion is intensified.

Partnerships:

We continue to work with the Caisse de dépôt et de placement du Québec with the "Programme BA Pour Entreprises" and have actively participated in the preparation and execution of their annual networking event, IMPACT 20-35 (virtual for the 2021 edition) that aims to internally promote the involvement of young professionals in the community.



This event, as well as others with possible future partners, allowed us to reconnect with our member organizations.

«Thanks again and keep up the good work. I am in my 3rd term thanks to you .»

Jean Gagnon - volunteer

The relaunch in several numbers:

These statistics have been obtained since the partial takeover of the Skills Volunteering service, which began on December 1, 2020.

61 New volunteers registered

25 Organizations joined/renewed

39 Individual matches were made



65

mandates submitted

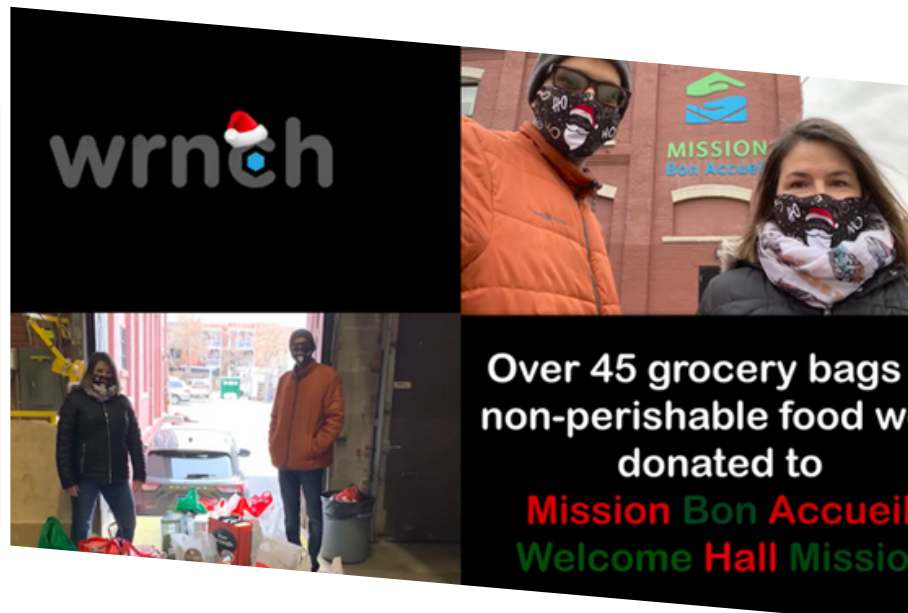


95

volunteers connected with facilitating organizations (49 still in discussion)

Corporate group volunteering:

The impact of the pandemic on corporate group volunteering has been dramatic as this is a group activity that is difficult to adapt to remote working. As a result of the health measures, corporate group volunteering possibilities diminished considerably. However, some activities were organized, when the health measures were relaxed before being tightened again.



Over 45 grocery bags non-perishable food w donated to Mission Bon Accueil Welcome Hall Missio

Activity:

"Cueillette de denrées non périssables"

Throughout the month of December, two wrnch AI employees collected non-perishable donations from employees and their families and donated them to Welcome Hall Mission.



45 sacs d'épicerie récoltés

The outlook:

1. **Ensuring** the smooth integration of skills-based volunteering (formerly Bénévoles d'affaires) with VBM services.
2. Integrating the Skills Volunteering (formerly Bénévoles d'affaires) website into the new VBM website.
3. **Targeting** new promotional and recruitment venues to reach the skills volunteers' clientele.
4. **Developing** new agreements with businesses.



PROMOTING VOLUNTEERING

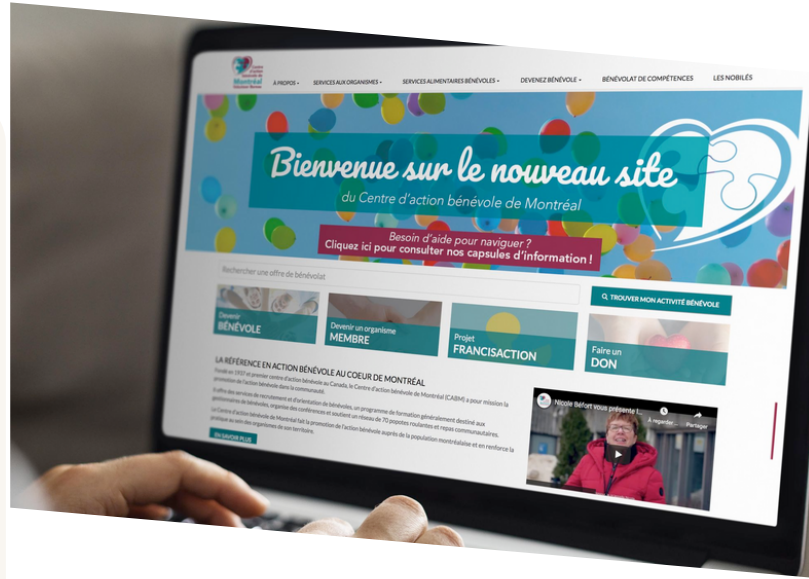
PROMOTING VOLUNTEERING

The VBM launches its brand new website!

For some time the subject a website redesign has been on the VBM worktable. After many months of work and reflection, it's here! At the end of December 2020 our brand **new website** was launched!

This was a huge time intense project which required the contribution of the entire VBM team. More functional and in tune with the times, the new website has been designed to digitalize and simplify the use for organizations and volunteers: membership management, creation and updating of profiles, publication of volunteer offers in a totally autonomous format, application management, etc.

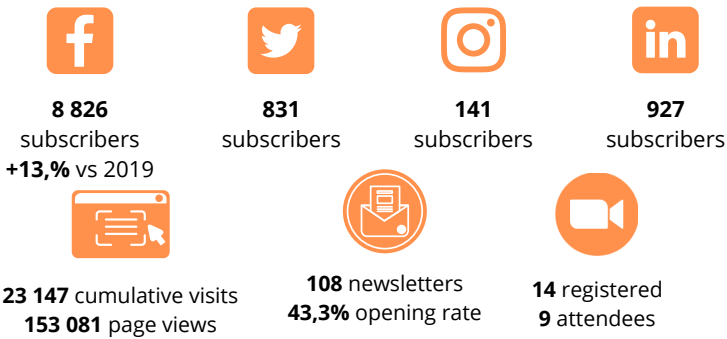
In January 2021 a communication campaign was initiated by our new coordinator to promote the new site and its features, including the organization of a webinar, sending out newsletters and content input on the social networking website.



Communications and supporting activities were carried out in order to maintain the link with our member organizations and our volunteers. Today, the VBM's communications include:

- 4 monthly newsletters (organizations, volunteers, skills volunteers, training);
- 3 publications per week on our Facebook page, relayed on our other social networks.

In several numbers:



«The webinar was super! Thank you. It's a great improvement to your website. I am very happy to be able to update my own volunteer postings.»

Louise Brazeau - Château Ramezay / Musée et site historique of Montreal

The outlook:

1. **Promoting** our member organizations' volunteer opportunities on social networks and newsletters.
2. **Developing** new venues to broaden the reach of our communications to promote volunteerism to the general population.
3. **Developing** new communication channels to reach out to target audiences: youth, pre-retirees and retirees, newcomers, etc.



To check out the webinar presenting the new site, click here:





«Bravo à toute l'équipe pour la belle livraison du gala. Le rythme, la durée, le contenu, la qualité des présentateurs et spectacles, tout y était!»
Robert E. Boyd, B.A., CRIA

"Together for volunteering"

The pandemic brought its share of challenges, especially for the event industry. The VBM's Nobilés volunteer recognition event was no exception!

To make this gala possible the organizing team had to reinvent itself with a **100% digital** and free version.

This great festive evening was held on April 22, 2021, during "La semaine de l'action bénévole" we were pleased to have actress **Chantal Fontaine** as spokesperson for the event for a second year in a row.

VBM member organizations have shown their interest in Nobilés by submitting the candidature of volunteers or volunteer groups who have distinguished themselves during the 2020 in one of **six categories**.

Representatives of organizations, volunteers, friends and families ... all answered the call. Hosted by our animators, **Isabelle Racicot** and **Philippe Mainville**, this first digital edition was a grand success!

In several numbers:



Over 200
unique connections



6 Nobilés awards
1 jury's favourite award



1
spokesperson



8
sponsorships



20
artist and celebrity capsules



1
mini site

Check out these encouraging words, by clicking on the capsules below:



«Congratulations on organizing the gala! Volunteers are lucky to have an organization and people like you! Congratulations!»
Marilyne Fournier Executive director RABQ

Discover our winners

«Thank you for the beautiful evening and for organizing this event. Thank you for honouring our work. It was heartwarming to be one of the finalists.»
Anne-Marie Desmarais (baobab family)




COLLABORATIONS AND PARTNERSHIPS



Centraide
du Grand Montréal

Centre intégré
universitaire de santé
et de services sociaux
du Centre-Sud-
de-l'Île-de-Montréal

Québec 



RÉSEAU DE
L'ACTION BÉNÉVOLE
DU QUÉBEC

The Volunteer Bureau of Montreal is subsidized by Centraide of Greater Montreal and by the Centre intégré universitaire de santé et de services sociaux du Centre-Sud-de-l'Île-de-Montréal (CIUSSS-CSIM). We are a founding member of the Coalition pour le maintien dans la communauté des personnes âgées (COMACO), the Regroupement des popotes roulantes du Québec (PRASAB), Volunteer Canada, the Fédération des centres d'action bénévole du Québec (FCABQ) and the Réseau de l'action bénévole du Québec (RABQ).

We are member of various groups and maintain partnerships with other organizations in order to gain recognition for volunteerism, to stay updated on trends and resources, and to share our expertise.



In order to better understand our community and the challenges faced by its residents and organizations, the VBM is a member of the Peter-McGill Community Council. Every year we participate in several activities, including participation on the steering committee for the Collective Impact Project (CIP) and the immigration committee.



This past year the Regroupement des CAB de Montréal et Laval met to discuss issues and challenges facing volunteer centres, and to share and learn from our various projects and initiatives.



The VBM is a founding member of the Fédération des centres d'action bénévole du Québec (FCABQ). Since June 2017, we have represented the Federation on the pedagogical committee of the Réseau de l'action bénévole du Québec. Once again this year, we participated in the "Semaine de l'action bénévole" by organizing our volunteer recognition event in Montreal: Nobilés 2021.



APPENDIX

The Volunteer bureau of Montreal thanks all its volunteers who are involved in the VBM and their community on a daily basis:

FrancisAction project:

Imane Aboulhoda; Véronique Ah; Sen Ronald Allard; Ines Amane; Sabrina Amouchi; Sophie Aure; Juliette Bail; Olivier Beliveau; Meriem Benziane; Sonia Bergeron; Juliette Berneche; Lynn Berthiaume; Ludovic Beyeme; Pierre Blémy Jeune; Géraldine Brand; Raïssa Bula-Bula; Oscar Caceres; Liliana Calderon-Munoz; Nicole Camacho; Tara Cayrol; Faiza Chekroun; Mathias Cheville; Alexia Combemorel; Gabrielle Compas-Dumonteil Marasco; Badiallo Coulibaly; Mordjane Dahe; Lohic D'Almeida; Julie-Marie Demers; Renée Dessalines; Bernard Dionne; Michèle Dionne; Johanne Doré; Francine Drolet; Maureen Dumans; Dilar El Boustani; Yasmine; Elmahdi; Stefania Fabbro; Alysé Filin; Louis-André Fortin; Carolann Fortin-Chartrand; Arsène François; Jake G. Provencher; Francine Gagnon; Joey Garrido Gonzalez; Frédéric Gauthier; Réal Gauthier; Catherine Geoffroy; Bakir Ghunaim; Gina Gonzalez; Natalia Gutu; Sofia Guzman Wolffer; Malek Hachache; Véronique Hamel; Emilie Hamou; Nayli Hayi-Slayman; Paul Jacquemin; Madinah Kawish; Alida Kouassi; Nicolas Kowalski; Marie Claude L'Heureux; Benoîte Labrosse; Magali Lalonde; Lorraine Lanthier; Lise Laroche; Sarah Larose; Louise Laurent; Anais Lauriano-Marques; Bernard Laye; Isabelle Le Boulanger; Imene Lehibil; Mathilde Lemieux; Irène Lizotte; Kathleen MacDonald; Isabelle Maheux; Sarahy Marin Puerta; Maïder Martinez; Louise Masson; Yasmine Miaad; Jean Michaël; Yvana Michelant-Pauthex; William Mihali; Sarah Mollier; Benita Mulebo; Ahana Murumbi; Sare Nalbantoglu; Hassen Ridha Nasr; Danielle Nepveu; Pierre Nepveu; Florence Nielly; Elisabeth Niteka; Karen Parker; Léa Pascal; Jennifer Peigné; Valya Petkova; Serge Pomerleau; Chantal Raymond Marie-Jeanne Rivest; Yoland Roy; Thana Saffar; Ruben Salazar; Gisèle Sandjong; Micheline Somda; Adrien Sorel; Anthea Marie Tabobo; Presley Tchoua; Clémence Tessier-Gagnon; Françoise Tesson; Olivier Thérien; Sabrina Thibault; Mathieu Thouin; Catherine Vanek; Julio Venegas; David Veneziano; Julia Vetter; Zoe Yang.

Reception, counsellors, technical support, translation and communications:

Paola Andrea Cabal Gomez; Frantz Cator; Marie-Grâce Djengué; Amelita Flores; Nathalie Houle; Melissa Mc Arthur; Linda McManus; Peggy Niloff; Lynda Tetrault Caroline Tom; Laura Salama; Nisrine Sawaya.

A

ABQSJ Associés bénévoles qualifiés au service des jeunes
 Académie des beaux-arts de Montréal
 Academos Cybermentorat
 Accompagnement Bénévole de l'Ouest (ABOVAS)
 Accueil Bonneau
 Acouphènes Québec
 Action Centre-Ville
 Action jeunesse de l'Ouest-de-l'Île (AJOI)
 Action main-d'oeuvre
 Action réfugiés Montréal
 ADAMA (Association de développement des arts martiaux adaptés)
 ADQR Ahuntsic-Saint-Laurent (Association québécoise de défense des droits des personnes retraitées)
 Afghan women's Centre of Montreal
 Afrique au féminin
 AFS Interculture Canada
 Agence Ometz
 Agora de la danse
 Alliance canadienne de kinésiologie
 Almage
 Alternatives communautaires d'habitation et d'intervention de milieu (ACHIM)
 Ambulance Saint-Jean
 Amnistie internationale / Section canadienne francophone
 Anorexie et boulimie Québec
 AQDR Rosemont
 Armée du Salut
 Artistri Sud
 Association bénévole PAT/ME
 Association Cornucopia du Canada
 Association d'entraide le Chaïnon
 Association de l'Ouest de l'île pour les handicapés intellectuels
 Association de la Neurofibromatose du Québec
 Association de Montréal pour la déficience intellectuelle (AMDI)
 Association des bénévoles CHSLD Vigi Reine-Élisabeth
 Association des grands-parents du Québec
 Association des sports pour aveugles du Montréal métropolitain (ASAMM)
 Association du troisième âge «FILIA» / Meals-on-Wheels #102
 Association Haitiano-Canado-Québécoise d'aide aux démunis
 Association les Chemins du Soleil
 Association pour la réappropriation des milieux urbains (ARMU)
 Association pour la santé environnementale du Québec
 Association pour le développement jeunesse Loyola
 Association québécoise de l'encéphalomyélite myalgique (AQEM)
 Association québécoise de voile adaptée
 Association québécoise des orthophonistes et audiologistes

A-C

Association québécoise des personnes aphasiques
 Association québécoise Plaidoyer-Victimes
 Ataxie Canada / Fondation Claude St-Jean
 Atelier 850
 Atelier d'artisanat du Centre-Ville
 Auberge communautaire du Sud-Ouest
 Auberge Madeleine
 Balades montréalaises
 Baobab familial
 Bazar de la paroisse Saint-Paul-de-La-croix
 Benado
 Bon Pilote
 Boscoville
 Bouffe-Action
 BougeBouge
 Bouger et Vivre
 Bureau de la communauté haïtienne de Montréal (BCHM)
 CADRE Échange de service de LaSalle
 CAEFE - Centre de formation en emploi et formation en entrepreneuriat
 Café le Signet
 Cancer de la vessie Canada
 CAP Saint-Barnabé
 CARI St-Laurent
 Carrefour d'aide aux nouveaux arrivants
 Carrefour Marguerite-Bourgeoys
 Carrefour Parenfants
 Carrefour populaire de St-Michel
 Carrefour St-Eusèbe de Montréal
 Cartier Émilie
 Catholic Action Montreal
 CEDA / Comité d'éducation aux adultes de la Petite-Bourgogne et de Saint-Henri
 CEED Concordia
 Centraide du Grand Montréal
 Centre Action Sida Montréal
 Centre Booth de l'Armée du Salut
 Centre communautaire Petite-Côte
 Centre communautaire Saint-Antoine 50+
 Centre communautaire Tyndale St-Georges
 Centre Contactivité
 Centre culturel Georges-Vanier
 Centre culturel vietnamien
 Centre d'action bénévole de Rivière-des-Prairies
 Centre d'action bénévole du Rivage
 Centre d'Action Bénévole Solange-Beauchamp
 Centre d'action socio-communautaire de Montréal
 Centre d'assistance et d'accompagnement aux plaintes - Laval (CAAP - Laval)
 Centre d'écologie urbaine de Montréal (CEUM) / Société de développement communautaire de Montréal
 Centre d'écoute de Laval
 Centre d'écoute le Havre
 Centre d'expertise et de recherche en infrastructures urbaines
 Centre d'hébergement Armand-Lavergne - CIUSSS-CSMTL

LIST OF MEMBERS (2020-2021)

C

Centre d'hébergement Bruchési - CIUSSS-CSMTL
Centre d'hébergement de Saint-Henri - CIUSSS-CSMTL
Centre d'hébergement des Seigneurs - CIUSSS-CSMTL
Centre d'hébergement du Manoir-de-l'Âge-d'Or - CIUSSS-CSMTL
Centre d'hébergement du Manoir-de-Verdun - CIUSSS-CSMTL
Centre d'hébergement Émilie-Gamelin & Centre du jour - CIUSSS-CSMTL
Centre d'hébergement Ernest-Routhier - CIUSSS-CSMTL
Centre d'hébergement Henri-Bradet - CIUSSS-COIM
Centre d'hébergement Jean-De La Lande - CIUSSS-CSMTL
Centre d'hébergement Louis-Riel - CIUSSS-CSMTL
Centre d'hébergement Notre-Dame-de-la-Merci - CIUSSS-NIM
Centre d'hébergement Paul Lizotte - CIUSSS-NIM
Centre d'hébergement Paul-Émile-Léger - CIUSSS-CSMTL
Centre d'hébergement Réal-Morel - CIUSSS-CSMTL
Centre d'hébergement St-Margaret - CIUSSS-COIM
Centre d'hébergement Yvon-Brunet - CIUSSS-CSMTL
Centre d'intégration jeunesse Adulte (CIJAD)
Centre de bénévolat Côte-des-Neiges
Centre de bénévolat de Ville Mont-Royal
Centre de bénévolat Sarpad
Centre de jour St-James
Centre de la petite enfance de l'Île des Soeurs
Centre de pédiatrie sociale de Verdun, Les Petits Renards
Centre de production et d'exposition Eastern Bloc
Centre de Réadaptation Constance Lethbridge - CIUSSS-COIM
Centre de réadaptation de l'Ouest de Montréal - CIUSSS-ODIM
Centre de réadaptation Lucie-Bruneau - CIUSSS-CSMTL
Centre de Référence du Grand Montréal
Centre de ressources éducatives et communautaires pour adultes
Centre de soins prolongés Grace Dart - CIUSSS-ODIM
Centre des Aînés Côte-des-Neiges
Centre des Aînés de Villaray
Centre des aînés Espoir nouveau
Centre des Familles Exceptionnelles
Centre des femmes de Montréal
Centre des femmes solidaires et engagées
Centre des textiles contemporains de Montréal
Centre du Vieux Moulin de LaSalle
Centre Gériatrique Maimonides Donald Berman - CIUSSS-COIM
Centre hospitalier de St. Mary - CIUSSS-ODIM
Centre international de recherche et d'éducation familiale (CIREF)
Centre jeunesse de Montréal - CIUSSS-CSMTL
Centre Jeunesse Unie de Parc Extension
Centre Lire-Écrire
Centre québécois de ressources et transition pour danseurs (CQRTD)
Centre récréatif Poupard
Centre-Ouest-de-l'Île-de-Montréal - CIUSSS-COIM
Centre-Sud-de-l'Île-de-Montréal - CIUSSS-CSMTL
Centres d'hébergement Champlain - CIUSSS-CSMTL
Centres de la jeunesse et de la famille
Batshaw - CIUSSS-ODIM
CH Father-Dowd - CIUSSS-COIM
Château Ramezay / Musée et site historique de Montréal
Chez-Nous de Mercier-Est
CHSLD Benjamin-Victor-Rousselot - CIUSSS-EMTL
CHSLD Dante - CIUSSS-EMTL
CHSLD Éloria-Lepage - CIUSSS-EMTL
CHSLD François-Séguenot - CIUSSS-EMTL
CHSLD J.-Henri-Charbonneau - CIUSSS-EMTL
CHSLD Jean-Hubert-Biermans - CIUSSS-EMTL
CHSLD Jeanne-Le Ber - CIUSSS-EMTL
CHSLD Joseph-François-Perrault - CIUSSS-EMTL
CHSLD Judith-Jasmin - CIUSSS-EMTL
CHSLD juif de Montréal - CIUSSS-COIM
CHSLD Marie-Rollet - CIUSSS-EMTL
CHSLD Nicolet - CIUSSS-EMTL
CHSLD Pierre-Joseph-Triest - CIUSSS-EMTL
CHSLD Providence Notre-Dame de Lourdes
CHSLD Providence Saint-Joseph
CHSLD Robert-Cliche - CIUSSS-EMTL
CHSLD Saint-Michel - CIUSSS-EMTL
CHSLD St. Andrew's - CIUSSS-COIM
CHUM - Centre hospitalier de l'Université de Montréal
CITIM - Clef pour l'intégration au travail des immigrants
CIVA / Centre d'intégration à la vie active
CJE Marguerite d'Youville
CLSC de Benny Farm - CIUSSS-COIM
CLSC René-Cassin - CIUSSS-COIM
Club des Mamans Entrepreneures du Québec
Club des petits déjeuners
Club populaire des consommateurs de Pointe Saint-Charles
Coalition des groupes jeunesse LGBTQ+
Collège Frontière
Comité logement Saint-Laurent
Communitas
Compagnie-F entrepreneurship pour femmes
Complexe de santé Reine-Élisabeth
Connexion justice sociale
Conseil régional de l'environnement de Montréal

C-F

Coopérative de solidarité santé de Montréal
 Corps et Âme en Mouvement
 Couleurs d'enfants: la clé de l'intégration inc
 CPE de Montréal-Nord
 CPE Les Colibris
 CRPE (Cafés et Restaurants Pour
 l'Environnement) La vague
 Dans la rue
 Défi sportif AlterGo
 Défilé de la fête du Canada à Montréal
 DéPhy Montréal
 Dianova
 Dîners St-Louis
 Dispensaire diététique de Montréal
 Éco-Quartier NDG (Prévention CDN-NDG)
 École Grandeur Nature
 Écoute Entraide
 Égale Action
 En Vero
 Enfant d'Abord
 Entendre Québec
 Entraide Bénévole Métro
 Entraide pour les écureuils du Québec
 Entre Amis
 Entreprendre ici
 Équiterre
 Escales Improbables de Montréal
 Est de l'Île de Montréal - CIUSSS-EMTL
 Exeko
 Extra Miles / Programme de visites à domicile
 pour personnes âgées
 Face à Face
 Fais-un-vœu Québec
 Famijeunes
 Famille nouvelle - Centre d'entraide familiale
 et conjugale
 FamillePointQuebec
 Fédération québécoise d'ultimate
 Femmes averties
 FENDLI
 Festival International du Film Canada Chine
 Fibrose kystique Canada - Division du Québec
 Fierté Montréal
 Fondation AFS Interculture Canada
 Fondation canadienne du rein (division du
 Québec)
 Fondation de l'Hôpital Jean-Talon
 Fondation de l'ordre des dentistes du Québec
 Fondation de la recherche sur le diabète
 juvénile
 Fondation de la Société de soins palliatifs à
 domicile
 Fondation de la Visite
 Fondation des CLSC de Dorval-Lachine & de
 LaSalle
 Fondation des Grands Frères et des Grandes
 Soeurs de Montréal
 Fondation du cancer du sein du Québec
 Fondation du Centre jeunesse de Montréal
 Fondation du Collège Rosemont
 Fondation du Dr Julien
 Fondation du Mont-Saint-Bruno

F-I

Fondation du théâtre du Nouveau Monde
 Fondation INCA
 Fondation Joseph-François-Perrault
 Fondation Kathy Tremblay
 Fondation Mira
 Fondation Montréal inc.
 Fondation Pointe-à-Callière
 FONDATION RÉA
 Fondation Santé urbaine
 Fondation Sénégal Santé Mobile
 Fondation sommeil
 Fondation Travail Sans Frontières
 Fonds d'aide de l'Ouest-de-l'Île
 Forum régional sur le développement social
 de l'Île de Montréal
 Fred, Fondation Ressources pour enfants
 diabétiques
 Frigo Communautaire et Solidaire de l'Est
 FRONT - Femmes regroupées en options non
 traditionnelles
 Futurpreneur canada
 GAP-VIES
 GRAME / Groupe de recherche appliquée en
 macroécologie
 Grandir sans Frontières
 Grands Frères Grandes Sœurs du Grand
 Montréal
 Groupe d'entraide à l'intention des personnes
 séropositives, itinérantes et toxicomanes
 (GEIPSI)
 Groupe d'entraide Mercier-Ouest (GEMO)
 Groupe de recherche et de formation sur la
 pauvreté au Québec
 Groupe Information Travail
 Groupe Maman / Mouvement pour
 l'autonomie dans la maternité et
 l'accouchement naturel
 Groupe Promo-Santé Laval
 Guides au Québec
 Habitat pour l'humanité / Province de Québec
 Habitations les 11 volets
 Habitations Nouvelles Avenues
 Habitations pignon sur roues
 Habitations Ste-Marie
 Héma-Québec
 Hommes Québec
 Hôpital Catherine Booth - CIUSSS-COIM
 Hôpital chinois de Montréal - CIUSSS-CSMTL
 Hôpital de LaSalle - CIUSSS-ODIM
 Hôpital de Verdun - CIUSSS-CSMTL
 Hôpital General Juif Sir Mortimer B. Davis -
 CIUSSS-COIM
 Hôpital Jean-Talon - CIUSSS-NIM
 Hôpital Maisonneuve-Rosemont - CIUSSS-
 EMTL
 Hôpital Mount Sinai Montréal - CIUSSS-COIM
 Hôpital Notre-Dame - CIUSSS-CSMTL
 Hôpital Richardson - CIUSSS-COIM
 Hôpital Santa Cabrini - CIUSSS-EMTL
 Hôpital Ste-Anne - CIUSSS-ODIM
 Institut canadien d'interventions assistées par
 l'animal

I-m

Institut de réadaptation Gingras-Lindsay-de-Montréal - CIUSSS-CSMTL
 Institut Douglas - CIUSSS-ODIM
 Institut F
 Institut universitaire de gériatrie de Montréal / Pavillon Alfred-Desrochers - CIUSSS-CSMTL
 Institut universitaire de gériatrie de Montréal / Pavillon Côte-des-Neiges - CIUSSS-CSMTL
 Inter-Val 1175
 JAME J'apprends avec mon enfant
 Juristes à domicile
 Kabir Cultural Centre
 Katimavik
 L'ancre des Jeunes
 L'Arc-en-ciel des Seigneuries, groupe d'entraide en santé mentale
 L'Artothèque
 L'Equipe Entreprise
 L'Hirondelle, services d'accueil et d'intégration des immigrants
 L'institut universitaire en santé mentale de Montréal - CIUSSS-EMTL
 L'Unité d'intervention l'Anonyme
 La Centrale Galerie Powerhouse
 La Clé des champs réseau d'entraide pour personnes souffrant de troubles anxieux
 La Fille Du Laitier
 La fondation canadienne du rein
 La Grande Porte
 La magie des mots
 La Maison des Femmes Sourdes de Montréal
 La Maison des Parents de Bordeaux-Cartierville
 La Maison du Père
 La P'tite maison de Saint-Pierre
 La Piaule, local des jeunes
 La Place Commune
 La Relance Jeunes et Familles
 La Transformerie
 Le Foyer St-Antoine de Longueuil
 Le Mûrier
 Le Parados
 Le TAZ Skatepark
 Le temps d'une pause
 Les Accordailles
 Les Amis de l'Insectarium de Montréal
 Les amis de la santé mentale
 Les Amis du Jardin botanique
 Les Jumeleurs / espace communautaire
 Les Passerelles Globale
 Les Petits Frères
 Les toits d'Émile
 Les voix de la poésie / Poetry In Voice
 Les YMCA du Quebec
 Lire et faire lire
 Logifem
 Loisirs communautaires Saint-Michel
 Ludociels pour tous
 Maison d'Hérelle
 Maison de l'amitié
 Maison de la Famille de Laval-Ouest
 Maison de la famille de Mirabel

m-p

Maison de soins palliatifs et centre de jour St-Raphaël
 Maison des enfants de l'île de Montréal
 Maison des Familles de Mercier-Est
 Maison des Tournesols
 Maison du développement durable
 Maison Kangourou
 Maison l'Eclaircie de Montréal
 Maison Marguerite de Montréal Inc.
 Maison multiethnique Myosotis
 Maison Plein Cœur
 Maison Vivre
 Manoir Ronald McDonald Montréal / Fondation des Amis de l'Enfance
 Mères avec pouvoir
 Migraine Québec
 MinibiblioPLUS
 Mission Bon Accueil
 Mission communautaire de Montréal
 Mission inclusion
 Mission St-Michael
 Moisson Montréal
 Montréal Relève
 Musée Marguerite-Bourgeois / Chapelle
 Notre-Dame-de-Bon-Secours
 Musée McCord
 NAOS Jeunesse: la créativité en action!
 Nord-de-l'île-de-Montréal - CIUSSS-NIM
 Nourri-Source Montréal
 NOVA Montréal
 Opération Placement Jeunesse
 Option consommateurs
 Ouest de l'île de Montréal - CIUSSS-ODIM
 Outremont Covid-19 Help Foundation
 Oxy-Jeunes
 Parahockey Montréal
 Parasports Québec
 Parkinson Québec
 Parrainage civique Montréal
 Partageons l'espoir (Québec)
 PAS de la rue
 Patro Le Prévost
 Pause Famille
 Perspective communautaire en santé mentale
 Place des enfants
 Plein Milieu
 Plein sud, centre d'exposition en art actuel à Longueuil
 Portage mère-enfant
 Porte Parole
 Pracom (PRogramme Alternatif COMMunautaire)
 Procure
 Programme des bénévoles - Revenu Canada/Revenu Québec
 Projet Changement / Centre communautaire pour aînés
 Projet collectif en inclusion à Montréal (PCEIM)
 Projet Genèse
 Providence Notre-Dame-de-Grâce, Résidence pour personnes âgées autonomes

R-T

Refuge des Jeunes de Montréal
Répit Une Heure pour Moi
Répit-Ressource de l'Est de Montréal
Réseau M
Réseau québécois d'action pour la santé des femmes (RQASF)
Réseau Secours Animal
Réseau-Bénévoles de Verdun
Résidence Alexis Nihon
Résolidaire / Réseau bénévole Hochelaga-Maisonneuve
Ressources communautaires Oméga
Resto Plateau
REVDEC
Rêves Passion Montréal
ruelle de l'avenir
Sac à Dos / Action-Réinsertion
SAESEM / Éco-quartier Peter McGill
Santropol roulant
Say Ça!
Scouts du Montréal métropolitain
Secteur Ouest-de-l'île : Centre d'hébergement Denis Benjamin Viger - CIUSSS-ODIM
Service correctionnel Canada / District Montréal métropolitain
Service d'aide communautaire Anjou
Service d'aide et de référencement aîné d'Anjou (SARA d'Anjou)
Service d'entraide Passerelle (SEP)
Service de garde de la Chambre de la jeunesse
Service des loisirs St-Clément
Services bénévoles aux aînés de Ville-Émard/St-Paul
Services communautaires Cyprès
Sésame inc.
Société allemande de Montréal
Société canadienne de la sclérose en plaques (Division du Québec)
Société canadienne du cancer
Société canadienne du sommeil
Société d'habitation Chambrelle
Société de Saint-Vincent de Paul de Montréal
Société de sauvetage
Société environnementale de Côte-des-Neiges / Éco-quartier
Société pour la protection des animaux (SPA)
Sport et loisir de l'île de Montréal
SUCCO
Table de quartier Peter-McGill
Technoscience Région métropolitaine
Tel-Aide Montréal
Tel-Écoute / Tel-Aînés
Telehealth Intervention Program for Isolated Older Adults (TIP-OA)
Terre Sans Frontières
Textil'Art Laval
The Other Theatre
Théâtre Lyrichorégra 20
Théière, La
Toujours ensemble, inc.
Troupe Atout-Coeur

U-Z

Umerls - Unité Mobile Entretien & Réparations en Logements Sociaux
Un prolongement à la famille de Montréal
Vélo Québec Événements
Vers l'équilibre
Vers Vous - Centre de services bénévoles aux aînés de Villeray
Vie autonome - Montréal
VIOMAX
Vivre avec la fibrose kystique
Y des femmes de Montréal
YMCA Réussite scolaire
Zeugma Danse



Centre
d'action
bénévole de
Montréal
Volunteer Bureau

2015, rue Drummond, bureau 300
H3G 1W7, Montréal, QC
514 842-3351 | cabm.net

