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Going the extra mile to show local love

Similar to Doug's introduction to the United Way, [Cyndi Canic](#), Risk Management Advisor, says she first got involved as a volunteer representative during ICBC's annual campaign a few years ago. But this year, she wanted to step up her efforts even further.

"It is really important for me to give back," says Cyndi. "I've always been a person of service who loves to help people – especially those in need."

So when COVID-19 hit in March, that's exactly what she did. "I reached out to my local United Way and I was placed as a volunteer with the Burnaby Neighbourhood House."

For the past seven months, Cyndi has been helping deliver groceries to families in need. Every Thursday, she drives to the North Burnaby Neighbourhood House to load up her car with boxes of food before delivering to clients.

"I also call my main client every Tuesday just to check in and see how her family is doing and find out if there is any food in particular that she would like," adds Cyndi.

"I love volunteering and bringing a smile to people's faces – especially when you see how grateful they are to receive things that I sometimes take for granted."

She says her experience as a volunteer has been amazing.



*"I love volunteering and bringing a smile to people's faces," says Cyndi.*

"The United Way has been so kind and welcoming, and they go above and beyond for both their volunteers and for the clients they serve. It's heartwarming to see the contributions that ICBC employees make to this organization, year after year."

She encourages anyone who is able, to get involved as a volunteer.

"Volunteers are always needed – even if it's just for a half hour each week. Whether it's filling food hampers or simply making a phone call to check in on a client, there are so many different areas where volunteers can participate."

Last month, Cyndi says her client was having a bit of a hard time. "We talked and I was able to empathize with her feelings, and just provide her with some reassurance by being calm and optimistic. I was able to tell her that she will persevere and get through everything," she explains.

"When I get to have those kinds of conversations with people, it's really impactful. And I think having these impactful experiences with other people in a positive manner contributes to the client's well-being as well as my own," says Cyndi. "It's something I'm really grateful for."



*Cyndi (left), at her most recent visit to Burnaby Neighbourhood House.*