Spring/Summer Edition 2011

Solutions

for financial planning

Manulife Investments

NO LOOKING BACK

Building a path to a brighter future

TAKE YOUR INVESTMENTS ON A WORLD TOUR

Get more from your bonds

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Solut!ons

Whether you are just starting out, accumulating wealth or getting ready to retire, Manulife Financial offers you a broad range of wealth protection and accumulation products to help you prepare for your financial future. Manulife is one of Canada's strongest and most reliable financial services organizations. With offices in 22 countries and millions of customers worldwide, you can trust that, when combined with the professional advice you receive from your advisor, our forward-thinking products and services provide practical *Solut!ons* that can help you make the most of your financial plan.

Preparing for a solid financial future may be easier than you think

Experience teaches us that life can change in a moment and when you least expect it. This edition of *Solut!ons* examines a number of ways you can respond to life's challenges and be prepared.

Take a few minutes to complete the *Personal & Financial Organizer* featured in this edition. It's designed to help ensure your family's key financial and personal information is organized and available all in one place.

In *No looking back*, a woman meets with an advisor following her divorce to ensure a brighter future for herself and her daughter. As the global economy changes and moves towards stronger growth, *Take your investments on a world tour* explores how you can diversify the fixed-income portion of your investment portfolio. And finally, *Why a tax refund is no reason to celebrate* shows how a little planning can improve your cash flow and save you from providing the government with an interest-free loan.

For more than 120 years, clients have looked to Manulife for strong, reliable, trustworthy and forward-thinking solutions for their most significant financial decisions. After reading this edition of *Solut!ons*, I invite you to speak with your advisor to discuss your financial goals.

Sincerely,
J. Roy Firth, Executive Vice President
Individual Wealth Management, Manulife Financial

WHAT'S INSIDE

NØ LOOKING BACK

FINANCIAL PLANNING 101

BUILDING A PATH TO A BRIGHTER FUTURE

With challenges come new opportunities and the chance for a brighter future. In the following story, we learn how financial planning allows a single mom to take charge of her finances. By adding flexibility to her borrowing needs, investing for the future and helping protect her family through critical illness insurance, she takes hold of her future and doesn't look back.

Michelle is looking forward to starting a new phase in her life. After a recent divorce, she is ready to make a plan for the future with her daughter, Emma, who has just turned 10. The divorce has been tough on both of them, but with the help of a few close friends and a supportive family, Michelle is starting to feel happy and optimistic about how the next few years are going to unfold.

Michelle enjoys her successful career as a manager working for a mid-sized telecommunications company in Edmonton, Alberta. She purchased her home in 1998 with her former husband, and they focused much of their financial resources on paying down the mortgage.

In the past her husband took care of most of the family's finances. Now that Michelle is living single she has decided to meet with an advisor to help her find the best way to achieve her immediate and long-term goals.

Client Overview

WHO: Michelle, age 41, divorced

HER GOALS: Gain financial flexibility, begin saving for retirement, purchase insurance to protect her daughter in case of a critical illness

THE PLAN: Open an all-in-one account, invest for retirement and purchase critical illness insurance

CURRENT MONTHLY NET INCOME: Salary $4,700; Child support $800

ASSETS: House $350,000

SAVINGS: Group RRSP $35,000; Chequing account $1,500; Divorce settlement $25,000

LIABILITIES: Mortgage $225,000; Credit card $3,500; Car loan $10,000

MONTHLY COSTS: Mortgage $1,360; Household expenses $800; Property tax $260; Car loan $390; Childcare $400; Credit card $300

TOTAL MONTHLY EXPENSES: $3,510

MONTHLY FREE CASH FLOW: $1,990

For illustrative purposes only. This is a fictional scenario.

MICHELLE'S FINANCIAL GOALS

1. Open an all-in-one account to finance home repairs, maintenance and other expenses, as need be.
2. Invest beyond her small employer-sponsored Group Registered Retirement Savings Plan (RRSP) to increase her retirement savings.
3. Enquire about health insurance options to help ensure that they are protected financially in case Michelle ever becomes sick.

With these three goals in mind, Michelle meets with Jeffrey.

1. FINANCIAL FLEXIBILITY

Jeffrey begins their first meeting by explaining that how we manage our debts and day-to-day cash flow can have a significant impact on our ability to realize other financial goals. He asks Michelle about her current debts, savings and respective interest rates.

She tells him she has a $225,000 mortgage at 4.0 per cent, a $10,000 car loan at 1.9 per cent and a $3,500 credit card balance at 9.9 per cent.[1] She also has $1,500 in a chequing account and $25,000 from the divorce settlement in a savings account, earning very little interest.

While this is how banking traditionally works – one product for each particular need – it's very inefficient. Like many Canadians, Michelle is lending money to her bank at a relatively low rate through her chequing account, then borrowing money, at higher rates, through loans and mortgages.

Jeffrey tells Michelle about a banking solution that is growing in popularity: all-in-one accounts. All-in-one accounts combine deposits and loans into one efficient, flexible account. By consolidating her debt at a competitive rate and using her savings and income to reduce debt faster, she could save a considerable amount in interest each year.

Working with an interest rate of 3.5 per cent,[1] Jeffrey determines that Michelle's current method of banking is costing her more than $1,000 in unnecessary interest each year. Michelle is surprised to learn that by consolidating her debts at one low rate, and putting her savings to work more efficiently, she can reduce her monthly interest costs and generate an improved monthly cash flow.

Michelle decides to go ahead and consolidate her mortgage, cash and debts in one account. She is thrilled that through more efficient money management – and with no changes to her current lifestyle – she could now have almost $1,500 each year to put towards investing for the future and protecting her family.

She has the added security of knowing that she can tap into the equity in her home at any time, without needing to apply for a loan, should she need to make repairs to her home or access money for an emergency. This is a significant step for Michelle down the path to financial flexibility.

BY CONSOLIDATING HER DEBT AT A COMPETITIVE RATE AND USING HER SAVINGS AND INCOME TO REDUCE DEBT FASTER, MICHELLE COULD SAVE A CONSIDERABLE AMOUNT IN INTEREST EACH YEAR.

[1] Rates are for illustration purposes only.

2. INVESTING FOR THE FUTURE

Michelle also has some concerns about her retirement savings. Her Group RRSP offers some comfort, but she is worried that the 24 years she has between now and when she'd like to retire at age 65 won't be enough time to build sufficient savings. And, while Michelle isn't ruling out that she'll meet someone in the future, she wants to be sure that she is prepared, independent of anyone else.

From her divorce settlement, Michelle received $25,000 from the sale of jointly owned assets. Using this, and budgeting $500 a month for retirement savings, she is hoping to build up her nest egg.

What she's heard about the financial markets over the past few years has made her nervous about where to invest – she wants her money to grow, but isn't sure she's comfortable with the volatility of the stock market. Hearing this, Jeffrey suggests she consider a newer breed of retirement planning product – one offering a Guaranteed Minimum Withdrawal Benefit (GMWB).

Jeffrey explains that GMWBs are designed to provide a guaranteed stream of retirement income, often for life, but they also have a number of additional features that can help Michelle accelerate her savings. As Michelle won't need to take income for roughly 24 years, she can earn an income bonus each year that she doesn't make a withdrawal. These bonuses are not cash deposits but rather they increase the basis for calculating the amount Michelle can take as retirement income in the future, and are great because they are earned regardless of market conditions.

GMWBs ARE DESIGNED TO PROVIDE A GUARANTEED STREAM OF RETIREMENT INCOME, BUT THEY ALSO HAVE A NUMBER OF ADDITIONAL FEATURES THAT CAN HELP MICHELLE ACCELERATE HER SAVINGS.

With Michelle's initial investment of $25,000, and assuming no growth, she would have a guarantee base of at least $55,000. If she defers taking income for 24 years, she could more than double her income base since the bonus on a typical GMWB is five per cent of the deposit amount (24 x five per cent = 120 per cent). Factoring in her monthly deposits of $500, corresponding bonus amounts, and a fixed annual return of five per cent, her guarantee base at age 65 – the amount available from which to draw retirement income – would be $341,883. This alone would provide her a guaranteed annual income of at least $17,094 for life starting at the age of 65 (assuming a five per cent payout percentage).

Should markets perform better than this, there is an opportunity to increase her income guarantee (and the amount of each bonus paid for not taking income) even more through the reset feature that most GMWB products offer. Michelle also doesn't have to worry should she find herself in the situation of having to retire earlier. Many GMWB products offer flexibility around when income can start – some guaranteeing lifetime income as early as age 50. For investors willing to wait until they are older to begin receiving income, the payout percentage is typically higher.

Another nice feature that is appealing to Michelle is the death benefit guarantee that most of these products offer. In the event of Michelle's death, a minimum 100 per cent of her investment (proportionally reduced for any withdrawals) would be guaranteed to be paid to her beneficiary – her daughter Emma.

Michelle agrees that a GMWB will help her save for retirement and is the right step on the path to securing her future.

3. PROTECTING EMMA

Last year, a friend of Michelle's was diagnosed with breast cancer. Michelle learned that in 2010 in Canada, each week 445 women were diagnosed with breast cancer.[2] The good news is that the five-year survival rate for breast cancer in women is high – 87 per cent.[2] But, as Michelle learned, getting better costs money. Her friend struggled financially for the better part of the year. As a single mom, Michelle is already worried about finances – she knows she can't afford to get really sick.

To help Michelle deal with this concern, Jeffrey recommends critical illness insurance. While there are a variety of plans to choose from, he suggests the renewable option because it offers a more affordable solution. This would give her the most "bang for her buck." As well, the plan he suggests provides:

- Coverage against major illnesses (heart attack, stroke and cancer)
- The flexibility to change coverage type to offer lifetime protection without further medical evidence (time limitations may apply)
- Coverage for certain non-life threatening diseases like ductal carcinoma in situ of the breast or coronary angioplasty

Michelle agrees that the $52.63 per month for $100,000 of Term 10 Renewable coverage with return of premium on death is a good price to pay for peace of mind.

SUMMARY

With her immediate and long-term goals now addressed, Michelle is relieved to discover that with the help of her advisor she has built a solid financial foundation for her future with Emma. Jeffrey was able to address her concerns without straining Michelle's monthly budget. Michelle smiles knowing that her future is already starting to look brighter! •

SPEAK WITH YOUR ADVISOR

For more information please contact your advisor today. Professional advisors can help empower you to overcome life's financial challenges through careful planning and by directing you to the right products that best suit your needs.

[2] Canadian Cancer Society: www.cancer.ca/statistics.

No matter how long your retirement, Product Allocation can help ensure your savings will last.

Sure you're saving for your retirement. But even if you've saved enough, how do you make sure it will last? Product Allocation is a revolutionary approach to retirement planning that can support you in meeting your retirement goals by helping to ensure your savings last as long as you do.

To find out how Product Allocation can work for you, contact your advisor or visit us at **www.helpmysavingslast.ca**

strong reliable trustworthy forward-thinking

Manulife Financial

For your future™

take your Investments on a world tour

GET MORE FOR YOUR BONDS

As world economies recover, more people are once again travelling to the United States, Europe, and even South America or Asia. It may also be the right time to consider exploring the world with your investment portfolio.

While Canadian bonds have performed well over the last decade and are an important part of a diversified portfolio, you may want to consider investing in bonds outside your own borders too. Global bonds issued by developed and emerging markets can round out your portfolio and provide the potential for investment income and growth.

Over the past few years, investors looking for safety and stability in volatile markets have become interested in bond funds that invest in a range of fixed-income investments, such as government, corporate and high-yield bonds. Global bond funds, in particular, can provide access to a broad range of investment options that may not be readily available within Canadian markets.

WHY GO GLOBAL?

By adding global bonds to your portfolio, you can reap the rewards of diversification. Diversification means investing in a variety of investment categories to help reduce investment risk. One way to measure that risk is to look at the "correlation" between different investments.

So, what is correlation? A positive or strong correlation measure means that the values of two investments are likely to rise and fall together in similar market conditions. A negative or low correlation means that one investment is likely to rise and the other likely to fall in similar market conditions. Therefore, if two investments are negatively correlated, they add diversification and help lower investment risk in your portfolio.

DEVELOPED MARKETS VS. EMERGING MARKETS

Developed markets – Countries such as Canada, the United States and other G7 nations that are thought to be the most developed and are therefore considered less risky from an investment perspective.

Emerging markets – Nations that are experiencing rapid growth and industrialization. Emerging markets include the BRIC economies – an acronym for Brazil, Russia, India and China – which are commonly considered the current and future leaders of global economic growth. Due to social and political factors, investing in emerging markets is often considered higher risk.

Global equities – securities domiciled anywhere across the globe.

International equities – securities domiciled in countries other than Canada and the United States.

Chart 1 shows that bonds in all markets have a low correlation to equities. Introducing bonds to a portfolio can add diversification, help lower investment risk and potentially increase returns.

Bond funds that invest globally add another layer of diversification. In volatile markets, global bonds may be a good place to start if you are not ready to diversify globally into equities.

GOING GLOBAL INTRODUCES ANOTHER VARIABLE: CURRENCY

Currency fluctuations may introduce added risk to an investment, but they can also potentially enhance returns.

A strong Canadian dollar can be seen as an opportunity, since it has greater buying power. If you consider the buy-low, sell-high argument from a currency perspective, then global securities could be seen as being "on sale." When the Canadian dollar is close to or on par with the U.S. dollar, it may be an ideal time to acquire global and emerging market bonds at attractive prices.

Since currency analysis is highly complex, many investors prefer to leave currency management in the hands of an experienced bond portfolio manager. As the Canadian dollar decreases towards its long-term average (below the value of the U.S. currency), portfolio managers can take advantage of investment gains in securities held in a foreign currency.

Chart 1: Building a diversified portfolio with global bonds

The following chart shows that bonds have a low correlation to equities and therefore are lower risk.

	10-year correlation with S&P/TSX*	Amount of risk
BONDS		
Canadian bonds	Low	Low
Emerging market bonds	Low	Moderate
Global bonds	Low	Moderate
EQUITIES		
U.S. equities ($CDN)	Moderate	High
International equities ($CDN)	Moderate	High
Global equities ($CDN)	Moderate	High
Canadian equities	High	High

* S&P/TSX Total Return Composite Index ending December 31, 2010. For illustrative purposes only.

A BOND MANAGER'S PORTFOLIO: GOVERNMENT, CORPORATE AND HIGH-YIELD BONDS

Global bond portfolio managers analyze market and economic conditions around the world to build mutual fund portfolios consisting of government, corporate and high-yield bonds.

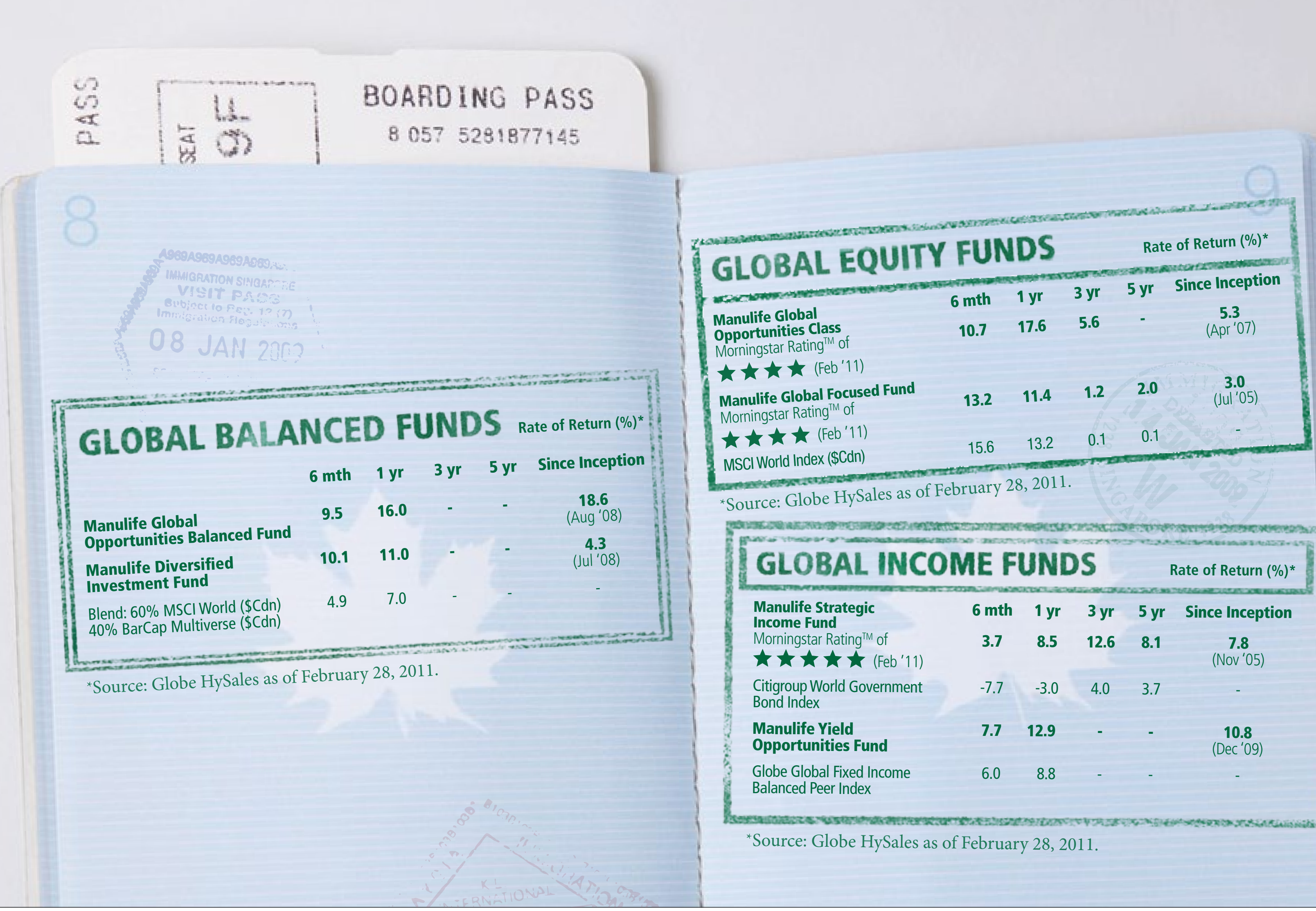
Because of the explosive growth in developing economies, high-yield emerging market bonds may have the potential to outperform those of more developed nations. In periods of recovery, emerging market nations can grow faster and recover more quickly than those in the developed world. Given the risk inherent in emerging markets, however, it's important to seek the advice of your advisor and to consider mutual funds that employ the active management of a professional portfolio manager.

EXPLORE THE GLOBE WITH YOUR INVESTMENTS

As the global economy returns to a more normalized state of affairs, it is a good time to evaluate your current investment portfolio to ensure you are well positioned to capture future growth. If global diversification is part of your objective, consider exposing a portion of your fixed-income investments to the growth potential provided by global and emerging market bonds. Investing in global bonds can provide a number of benefits that include a higher level of diversification, exposure to foreign currencies and the opportunity for higher returns. •

SPEAK WITH YOUR ADVISOR

If you are looking to get more from your fixed-income portfolio and are interested in capturing the opportunities available in global bond markets, begin by speaking with your advisor. He or she can point out the various mutual fund investment options available, discuss the advantages of global diversification and determine whether these investments might be right for you.



GLOBAL BALANCED FUNDS

Rate of Return (%)*

	6 mth	1 yr	3 yr	5 yr	Since Inception
Manulife Global Opportunities Balanced Fund	9.5	16.0	-	-	18.6 (Aug '08)
Manulife Diversified Investment Fund	10.1	11.0	-	-	4.3 (Jul '08)
Blend: 60% MSCI World ($Cdn) 40% BarCap Multiverse ($Cdn)	4.9	7.0	-	-	-

*Source: Globe HySales as of February 28, 2011.

GLOBAL EQUITY FUNDS

Rate of Return (%)*

	6 mth	1 yr	3 yr	5 yr	Since Inception
Manulife Global Opportunities Class Morningstar Rating™ of ★★★★ (Feb '11)	10.7	17.6	5.6	-	5.3 (Apr '07)
Manulife Global Focused Fund Morningstar Rating™ of ★★★★ (Feb '11)	13.2	11.4	1.2	2.0	3.0 (Jul '05)
MSCI World Index ($Cdn)	15.6	13.2	0.1	0.1	-

*Source: Globe HySales as of February 28, 2011.

GLOBAL INCOME FUNDS

Rate of Return (%)*

	6 mth	1 yr	3 yr	5 yr	Since Inception
Manulife Strategic Income Fund Morningstar Rating™ of ★★★★★ (Feb '11)	3.7	8.5	12.6	8.1	7.8 (Nov '05)
Citigroup World Government Bond Index	-7.7	-3.0	4.0	3.7	-
Manulife Yield Opportunities Fund	7.7	12.9	-	-	10.8 (Dec '09)
Globe Global Fixed Income Balanced Peer Index	6.0	8.8	-	-	-

*Source: Globe HySales as of February 28, 2011.

Take your investments global, with Manulife Mutual Funds.

There's a lot more to global investing than equities. With Manulife's top-performing global mutual funds, you get access to growing foreign economies and diversification across all asset classes. So you can take advantage of global investing for your Equity, Balanced, and Fixed Income needs. Get your investments off your mind by taking them on a world tour. Contact your advisor or visit **manulifemutualfunds.ca**

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Commissions, trailing commissions, management fees and expenses all may be associated with mutual fund investments. Please read the prospectus before investing. The indicated rates of return are the historical annual compounded total returns including changes in share/unit value and reinvestment of all dividends/distributions and do not take into account sales, redemptions, distribution or optional charges or income taxes payable by any securityholder that would have reduced returns. Mutual funds are not guaranteed, their values change frequently and past performance may not be repeated. Manulife Funds and Manulife Corporate Classes are managed by Manulife Mutual Funds. Manulife, Manulife Mutual Funds, the Manulife Mutual Funds For Your Future logo, the Block Design, the Four Cubes Design, and Strong Reliable Trustworthy Forward-thinking are trademarks of The Manufacturers Life Insurance Company and are used by it, and by its affiliates under license. The Morningstar Rating, commonly referred to as the Star Rating, relates how a fund has performed on a risk-adjusted basis against its category peers. Morningstar calculates risk-adjusted return by adjusting total return for sales loads, the risk-free rate, and risk. Please refer to www.morningstar.ca for greater detail on the calculation of the Star Ratings. Funds are ranked by their Morningstar Risk-Adjusted Return scores with the top 10% and top 22.5% receiving 5 and 4 stars, respectively. The Star Ratings are as of February 28, 2011 and are subject to change every month. The Star Ratings for the Funds shown and the number of funds within their categories for each period are: Manulife Global Opportunities Class within the Global Equity category: 1-year period, (4, 780), 3-year period, (4, 575); Manulife Global Focused Fund within the Global Equity category: 1-year period, (3, 780), 3-year period, (3, 575), 5-year period, (4, 312); and the Manulife Strategic Income Fund within the High Yield Fixed Income Fund category: 1-year period, (2, 110), 3-year period, (5, 65) and 5-year period, (5, 51). © 2011 Morningstar Research Inc. All Rights Reserved. The information contained herein: (1) is proprietary to Morningstar; (2) may not be copied or distributed; and (3) is not warranted to be accurate, complete or timely. Neither Morningstar nor its content providers are responsible for any damages or losses arising from any use of this information. Past performance is no guarantee of future results.

A NEW ECONOMY,
A NEW START

There's never been a better time to take a hard look at your investment portfolio

THE FOLLOWING ARE EXCERPTS FROM A LEADERSHIP VISION SERIES JOINT VENTURE SUPPLEMENT THAT APPEARED IN FINANCIAL POST MAGAZINE'S MARCH 2011 EDITION, REPRINTED WITH PERMISSION FROM ADCAM MEDIA GROUP.

Maybe you pulled your money out right at the depth of the economic downturn, and have been sitting on the sidelines ever since, scared and unsure of how to get back in. Or perhaps you've realized you have too much risk in your portfolio to stomach all the ups and downs – a reality that has seemed to become the new normal for financial markets.

Whatever the case may be, now is as good a time as any to sit down with an independent advisor and take a hard look at your investment portfolio. An independent advisor can help you realize the goals you've set for yourself and your family by devising a plan that brings together the right suite of investment products – so that you may buy that cottage outside the city or retire without worrying about running out of money.

Given the market volatility, it is perhaps no surprise Canadians are making new investment choices. According to the 47th quarterly Manulife Investor Sentiment Index, Canadians have shifted away from speculative assets to products that can deliver stable earnings over a longer timeframe. The index shows, for example, that balanced funds ranked third among most-popular investment choices (with 41 per cent of Canadians surveyed feeling they are a good or very good place to invest, behind only investing in their own homes and investment real estate).

There has also been increased interest in actively managed mutual funds, in which investment managers use their skills, research and experience to make investments that they believe will outperform a particular index (unlike passively managed funds, which just aim to equal an index). Funds that are actively managed by skilled portfolio managers can offer a number of advantages, not least of which is the fact such funds can help protect investors from deep downturns.

Make no mistake: the volatility and uncertainty of the last two years has created a fundamental shift in how Canadians want to invest. In the following interview, you'll learn how Manulife Financial – a leading Canadian-based financial services group with a presence in 22 countries and territories worldwide – is helping with that demand through an expanded product and service offering. Roy Firth, Executive Vice President, Individual Wealth Management, Manulife Financial, and Paul Lorentz, President of Manulife Investments, share their insights into the volatility of current financial markets and reveal how Manulife provides financial solutions in an unstable economic environment.

A Wealth of Opportunity

Manulife Investments, emphasizing active management, delivers a breadth of products to help advisors and investors move forward with confidence.

Solid economic data indicating both Canada and the U.S. are in recovery mode suggest investors finally have reason for optimism after several very challenging years. Yet investors still have ground to recover and many steps still lie ahead as they take charge of their financial futures. Indeed, in a wide-ranging interview, Roy Firth, Executive Vice President, Individual Wealth Management for the Canadian division of Manulife Financial, reveals that many investors remain paralyzed by fear and uncertainty, and are unsure how best to adjust their investment portfolio mix following a period of unprecedented market volatility.


J. Roy Firth

"The markets have gotten back on track in a relatively short time, but there will still be some hiccups in the market. Volatility is something that investors today will need to learn how to live with moving forward," says Firth. "Investors need to accept volatility as a given and learn to effectively manage their financial affairs around it."

Consulting with an independent advisor is a key first step, Firth says. Because advisors specialize in constructing a diversified investment strategy well-matched to an investor's individual needs and aspirations, Canadians who opt for this approach are more likely to navigate market fluctuations with confidence, he believes, adding: "A well-designed plan will reduce the emotional stress that volatility can create." Savvy investors will work with their advisors to ensure that a portion of their wealth remains invested even during highly volatile periods.

Firth contends working with an advisor is particularly critical for baby boomers focused on realizing their plans for retirement as opposed to working well past retirement age. Indeed, he says, investors without a plan will often end up waiting long after the recovery has begun to move back in, thus missing a good chunk of potential gains. Attempting to "time the market" has not proven to be a successful investment strategy.

"As baby boomers approach retirement age, there is very much

> "Today, at Manulife we have more than 100 investment professionals globally who are focused solely on fixed income." – Paul Lorentz

a need for financial planning and advice from a professional advisor, and there has been a renewed demand for products to help attain retirement goals," says Firth. "In the past few years, at Manulife we have introduced a number of innovative new products and planning tools that help advisors help clients through this phase."

As investors and advisors shift their emphasis from accumulating assets and building wealth, and focus more on capital preservation and guaranteed income, Manulife has led the Canadian marketplace with the launch of the first Guaranteed Minimum Withdrawal Benefit (GMWB) plan, known as IncomePlus. IncomePlus helps protect against market downturns by providing a vehicle that offers sustainable and predictable income. Underlying the product are more than 40 investment funds managed by top Canadian investment managers.

"Pre-retirees and retirees need to protect the wealth they've worked so hard to accumulate," says Firth. "But as Canadians live longer, they also need to plan for some growth, which means incorporating equities into a portfolio."

For investors nearing or in retirement, advisors can also employ other new tools from Manulife, such as Product Allocation, which helps calculate the optimal combination of investments for both growth and guaranteed income. "For investors in this critical stage of their lives, this is a unique tool that can help advisors and investors construct the most appropriate portfolio," says Firth.

"One of the strengths that differentiates our company from other financial services providers is that Manulife has been managing money for more than 120 years on behalf of clients" says Paul Lorentz, President of Manulife Investments. "We employ a disciplined approach to investing and are not distracted by short-term 'noise.' This is seen by the consistent long-term records of funds such as the Manulife Monthly High Income Fund." Manulife Mutual Funds has also introduced a number of new mutual funds designed to meet the needs of investors. "Our philosophy has been making sure we have a broad product shelf as well as the right asset management breadth and depth behind those products."

"Manulife Mutual Funds adheres to an active management approach, in which investment managers use a combination of experience, judgment and skill to create a mix of investments that aim to outperform their asset class/index. Particularly in a down market, active management can provide a margin of safety," explains Lorentz. "If you just ride the index, you basically just ride the market. But if you have good active management with managers who have done their due diligence, that can help protect you amid varying market conditions."

Paul Lorentz

Responding to the current needs of advisors and investors, Manulife Mutual Funds has introduced a number of income-oriented mutual fund products. "With interest rates at historically low levels, investors are concerned about getting a good return," explains Lorentz. "We have seen a lot of success through products such as the Manulife Yield Opportunities Fund."

Launched in early 2010, the Manulife Yield Opportunities Fund aims to generate income and long-term capital growth through a diversified portfolio consisting of yield-oriented Canadian and/or global fixed-income and equity securities. "Today, at Manulife we have more than 100 investment

"Investors need to accept volatility as a given and learn to effectively manage their financial affairs around it." – Roy Firth

professionals globally who are focused solely on fixed income," says Lorentz. "They are on the ground in countries around the world, and that has created a lot of benefits for our investors."

While investors have moved towards a more conservative approach to investments through an emphasis on yield, fixed income and balanced products, Firth cautions that even income-focused investors should not shy away from equities, as those securities may offer great potential for capital growth.

"Understandably, people want to retain their wealth as opposed to looking for that home run," says Firth. "But there is also the risk that people don't have enough risk in their portfolios. That is why it is important to have an advisor so that an investor can stay appropriately diversified in the market and can take advantage of equity market upturns."

There are also significant opportunities in emerging markets. "Everyone is talking about the growth of China, but it is impractical and would be overwhelming for an individual investor to figure out what to invest in," says Lorentz. "We have a number of strong performing global funds, like the Manulife Strategic Income Fund, Manulife Global Opportunities Balanced Fund, Manulife World Investment Class and Manulife Global Focused Fund which have performed very well and tap into that global growth potential. One of the advantages of our Manulife Strategic Income Fund, for example, is that it is managed 24 hours a day – once the markets close in North America, portfolio management moves on to our teams in Asia, and so on."

In fact, Manulife's breadth of investment management teams globally allow advisors and their investors to take advantage of new products that the average retail investor simply doesn't have access to, says Lorentz. "Manulife has been an established presence in Asia since 1897, so when we talk to our asset management group there, they have a strong understanding of the equities and bonds available in the various countries," he says.

Ultimately, Firth reiterates that Canadians are best served by working with an advisor to devise a financial plan that takes advantage of the breadth and depth of investment products.

"An advisor should help guide the client in making investment choices and help manage their overall portfolio," says Firth. "By working with an advisor who understands their needs, concerns and desires, investors can feel more confident knowing they have the most appropriate products to reach their financial goals." •

GET ORGANIZED!

Life is better when you're prepared.™

Experience teaches us that life can change in a moment and when you least expect it. Is your family prepared?

Take a few minutes to complete the *Personal & Financial Organizer* today. It's designed to keep your family's key financial and personal information organized and available in one place. Store the organizer in a safe and private location where all family members know where to find it. PIN numbers and passwords should be kept separately. Consider keeping a copy of this document in a secure location outside of your home – for example, in a safety deposit box.

If you need assistance filling out this form or have any questions, please contact your advisor today.

Manulife Investments

For your future™

Personal & Financial Organizer

Date: ....

SELF

Full legal name .... Cell phone ....

Email ....

Address ....

Birth date .... SIN # ....

Driver's licence # .... Passport # ....

Health card # ....

Blood type .... Allergies ....

Medications and dosages ....

Primary care physician name .... Phone ....

Dentist name .... Phone ....

Specialist name, address .... Phone ....

Employer name, address .... Phone ....

Supervisor name .... Phone ....

Car ownership and registration # ....

SPOUSE

Full legal name .... Cell phone ....

Email ....

Address ....

Birth date .... SIN # ....

Driver's licence # .... Passport # ....

Health card # ....

Blood type .... Allergies ....

Medications and dosages ....

Primary care physician name .... Phone ....

Dentist name .... Phone ....

Specialist name, address .... Phone ....

Employer name, address .... Phone ....

Supervisor name .... Phone ....

Car ownership and registration # ....

EMERGENCY CONTACT LIST

Name .... Relationship .... Home phone .... Cell phone ....

Name .... Relationship .... Home phone .... Cell phone ....

CHILDREN

Name .... Birth date ....
Cell phone .... Email ....
SIN # .... Passport # ....
School/employer name ....
Address ....
Teacher/supervisor name .... Health card # ....
Blood type .... Allergies ....
Medications and dosages ....

Name .... Birth date ....
Cell phone .... Email ....
SIN # .... Passport # ....
School/employer name ....
Address ....
Teacher/supervisor name .... Health card # ....
Blood type .... Allergies ....
Medications and dosages ....

Name .... Birth date ....
Cell phone .... Email ....
SIN # .... Passport # ....
School/employer name ....
Address ....
Teacher/supervisor name .... Health card # ....
Blood type .... Allergies ....
Medications and dosages ....

Other Important Contacts (i.e., daycare provider, specialist, dentist)

Name .... Profession ....
Address .... Phone ....

Name .... Profession ....
Address .... Phone ....

PETS

Veterinarian name, address .... Phone ....
Pet names ....
Special considerations ....

INVESTMENTS

RRSP account # ________ Company ________ Phone ________
RESP account # ________ Company ________ Phone ________
Non-registered account # ________ Company ________ Phone ________
TFSA account # ________ Company ________ Phone ________
RRIF/LIF account # ________ Company ________ Phone ________
Pension/DPSP account # ________ Company ________ Phone ________
Other ________

INSURANCE

Personal

Life insurance policy # ________ Company ________ Phone ________
Term insurance policy # ________ Company ________ Phone ________
Health care benefits policy # ________ Company ________ Phone ________
Disability policy # ________ Company ________ Phone ________
Long-term care policy # ________ Company ________ Phone ________
Critical illness policy # ________ Company ________ Phone ________

Household and Auto

Home insurance company/agent name ________
Homeowner policy # ________ Phone ________

Auto insurance company/agent name ________
Auto policy # ________ Phone ________

PROFESSIONAL CONTACTS

Advisor's name ________ Phone ________
Firm name and address ________
Account #1 ________ Account #2 ________

Other Contacts

Lawyer's name ________ Phone ________
Firm name and address ________

Accountant's name ________ Phone ________
Firm name and address ________

Other professional ________ Phone ________
Firm name and address ________

Executor's name ________ Phone ________

Power of Attorney (personal care) name ________ Phone ________

Power of Attorney (property) name ________ Phone ________

BANK

Bank name, address .... Phone ....

Chequing # .... Savings # ....

Safety deposit box # ....

Bank name, address .... Phone ....

Chequing # .... Savings # ....

Safety deposit box # ....

LOANS & CREDIT

Mortgage holder name ....

Address .... Phone ....

Account # ....

Second mortgage holder name ....

Address .... Phone ....

Account # ....

Home equity loan / line of credit holder name ....

Address .... Phone ....

Account # ....

Car loan firm name ....

Address .... Phone ....

Account # ....

Credit card type .... Company name ....

Billing address .... Phone ....

Account # ....

Credit card type .... Company name ....

Billing address .... Phone ....

Account # ....

Other ....

Address .... Phone ....

Account # ....

This document should always be kept in a safe and private location. Please do not write any PINs or passwords on this form.

Manulife Investments

For your future™


MARKETS
The value vs. growth debate
Annuities beginning to emerge as a viable alternative
FINANCE
Canadians seeking creative solutions to reduce debt
Emerging markets: the next opportunity?
The untold story of RRSPs
Are some balanced funds more balanced than others?

the ABCs

OF FINANCIAL PLANNING

Financial planning has a language all its own – and most of us don't learn it in school. Here's an introduction to some common terms and concepts you may encounter as you develop a comprehensive financial plan with your advisor.

FINANCIAL PLANNING TERMS AND CONCEPTS

ACCOUNTS

Investment products can be held within different types of accounts, each of which has pros and cons and can be used for a variety of purposes.

RRSPs/LIRAs

Registered Retirement Savings Plans (RRSPs) are one of the most popular ways for Canadians to save for retirement. They allow you to contribute an amount equivalent to 18 per cent of your earned income (to a maximum of $22,450 for the 2011 tax year) and enjoy both a tax deduction and the opportunity for tax-deferred growth as long as the money remains inside your RRSP. You can find your personal RRSP deduction limit (which may include accumulated contribution room from previous years) on your most recent Notice of Assessment from the Canada Revenue Agency. A Locked-in Retirement Account (LIRA) holds money that has been transferred out of your employer's pension plan and is commonly called a locked-in RRSP.

TFSAs

Tax-Free Savings Accounts (TFSAs) can be used for short-term or long-term saving goals. They allow you to contribute up to $5,000 each year (indexed to inflation and rounded to the nearest $500) and enjoy tax-free growth as long as the money remains inside your TFSA. Money can be withdrawn tax-free too.

RRIFs/LIFs

Registered Retirement Income Funds (RRIFs) and Life Income Funds (LIFs) are the accounts commonly used to convert your RRSPs or LIRAs into an income-producing vehicle. They are designed to provide a stream of income to people who have retired. The money flowing out of a RRIF/LIF account is taxed, but the money that remains within a RRIF/LIF account continues to grow on a tax-deferred basis.

RESPs

Registered Education Savings Plans (RESPs) allow people to save for children's post-secondary education. Contributions of up to $50,000 over the lifetime of the plan grow on a tax-deferred basis until withdrawn. In addition, Canada Education Savings Grants (CESGs) match 20 per cent of annual contributions (to a maximum of $500 per year and $7,200 over the lifetime of the plan), encouraging you to keep saving.

OPEN ACCOUNTS

Also known as non-registered accounts, open accounts do not have any of the tax advantages of registered plans, including RRSPs, LIRAs, TFSAs, RRIFs, LIFs and RESPs, but they also don't have restrictions such as contribution/withdrawal limits. Open accounts are tremendously flexible and can be used to achieve many different financial planning objectives.

INVESTMENT PRODUCTS

It's important to be familiar with four basic types of investment products, which can be mixed and matched to meet your specific needs. These are some of the common investment products that can be held within the types of accounts we've already discussed.

MUTUAL FUNDS

A mutual fund pools investments from many investors who share a common investment objective. Then the mutual fund's portfolio manager selects individual securities and buys them on the investors' behalf. An income fund often focuses on bonds; an equity fund focuses on stocks; and a balanced fund blends bonds and stocks to achieve some of the benefits of each asset class. Every mutual fund has a prospectus that explains the fund's objective and provides other details investors need to know. Note that a mutual fund may have both a "management fee" paid to the manager as compensation for selecting securities and a "sales charge" paid to your advisor as compensation for providing you with professional advice.

SEGREGATED FUND CONTRACTS

A segregated fund contract is an insurance contract that provides unique benefits, including maturity and death benefit guarantees and in some cases guaranteed income.

Like mutual funds, there is a spectrum of funds to choose from, and the returns on the investments within a segregated fund contract rise and fall with the markets. However, with these products you will receive at least 75 per cent (with some products, 100 per cent) of your principal investment back at maturity (the maturity guarantee) or death (the death benefit guarantee), or through a series of income payments. There may be the opportunity to lock in investment gains periodically with reset options (either automatic or investor-initiated) to increase the guaranteed amount. Full product details – including information about how guarantees can be reduced for withdrawals and other features and benefits of a segregated fund contract – can be found in the Information Folder and Contract document.

GICs

Guaranteed Investment Certificates are offered by most financial institutions, whereas insurance companies offer Guaranteed Interest Contracts. Either way, GICs are one of the most secure types of investment because they guarantee that a specific rate of interest will be paid out over a specific length of time no matter what happens in the financial markets. A basic GIC generally locks in the principal until the maturity date. Cashing in all or part of this type of GIC may not be permitted or may be subject to fees. A laddered GIC strategy can address the challenge of gaining easier access to your savings by incorporating many different terms so that a portion of the investment matures and is available to you every year. A GIC issued by an insurance company also offers advantages including tax and estate planning benefits and potential creditor protection.

ANNUITIES

Annuities are insurance contracts that help people protect themselves from the risk that they will outlive their money (known as longevity risk). An annuity provides guaranteed income for life (a life annuity) or for a specific time period (a term certain annuity) in exchange for a lump-sum investment. Some life annuities (joint and survivor annuities) cover two people so the surviving spouse can continue to receive guaranteed income after one spouse's death. Various guarantees can be added to an annuity contract, including a cash refund option. This ensures that, should the annuitant die prematurely, beneficiaries will receive a lump-sum payment equal to the difference between the payments received and the original investment amount.

ASSET AND PRODUCT ALLOCATION

Traditional investment strategies may no longer be enough to protect you from the risks and challenges that arise in retirement. Asset allocation is an example of a traditional strategy that helps build wealth during your working years. It plays an important role in generating retirement income, but as you enter retirement asset allocation alone may not be enough.

Product Allocation is a new strategy that can assist you in meeting retirement's income challenges. It can help you to maximize retirement income potential, while minimizing financial risks. Product Allocation can help to calculate the optimal combination of investments for both growth and guaranteed income. •

SPEAK WITH YOUR ADVISOR

Your advisor can provide additional information, explanations and examples to help illustrate the terms and concepts in this article. When you understand the ABCs of financial planning, you can make more informed decisions about your portfolio and better ensure your financial well-being today and in the future.

Protect **MORE** THAN JUST YOUR MORTGAGE

MORTGAGE INSURANCE VS. TERM INSURANCE

Roberto, 32, single with no dependants is buying his first house. The bank offers him mortgage insurance to cover his mortgage balance in the event of his death, which at first Roberto declines. After all, he doesn't have any dependants if anything happens to him. He reconsiders and decides he doesn't want to burden his family with selling the house to pay off the mortgage. So, Roberto decides to purchase mortgage insurance.

Over the next few years, Roberto gets married, finances a new car and contributes to his Registered Retirement Savings Plan (RRSP). After their two children arrive, Roberto and Gabriela put money away to save for their education. As the children grow, they decide to move their family into a bigger house. They fall in love with a house in a neighbourhood that is perfect for raising children, and need to refinance the original mortgage. Once again, the bank offers them mortgage insurance to cover the new mortgage. But this time, with their additional debt and dependants, they wonder if mortgage insurance is really the right choice. As part of their research, Roberto and Gabriela consult their advisor. They are a little confused when he suggests a personally owned term insurance policy as a better solution. After all, Roberto already has adequate life insurance, or so he thought.

Their advisor explains that although Roberto has insurance coverage, they should protect their family from the additional debt load they would assume. Personally owned term insurance not only protects their family, but also offers some additional benefits.

Let's examine the differences between mortgage and term insurance.

WHAT IS MORTGAGE INSURANCE?

Mortgage insurance is offered by most banks and lending institutions. They'll offer it to you when you get a mortgage or refinance your existing one.

It's an insurance policy that pays the balance of your mortgage to the lending institution if you, the person listed on the mortgage, pass away.

Mortgage insurance provides a life insurance amount equal to your remaining debt. As your mortgage decreases, so does the payout you receive.

The cost of the insurance is based on the mortgage amount and your age at the onset of the mortgage, and the payments remain constant through the life of the policy. Essentially, you're paying the same monthly premiums for a reducing amount of coverage as you pay down your mortgage.

And mortgage insurance is great for the lender because it is listed as the beneficiary of your policy.

HOW DOES TERM INSURANCE COVER MY MORTGAGE?

Term life insurance provides protection for a specified period of time. A death benefit is paid to your beneficiary if you die while the policy is still in force.

When you purchase a term life policy, you are covered for the full amount of your mortgage, not just the outstanding balance, for the life of the policy. That means you have a constant level of coverage for the whole term.

It's usually cheaper and you choose your beneficiaries.

Also, the proceeds from your term insurance can be used in any way your beneficiary deems necessary – not just to repay the mortgage.

YOUR BEST OPTION

Buying a new home is the perfect time to purchase term insurance to protect your mortgage and your family. Based on its flexibility, coverage and price, term insurance is a superior option to mortgage insurance.

Talk to your advisor about the benefits of term insurance, and how it can help your family keep the house you worked so hard for. •

Comparing mortgage and term insurance: Take a look at the differences between protecting your mortgage with personally owned term insurance versus most lenders' mortgage insurance.

	TERM INSURANCE	MORTGAGE INSURANCE
I pay the premiums so I own the policy, right?	**Yes**. You own the policy and you name your beneficiaries.	**No**. You're part of a group policy and the lender is the beneficiary.
Is the coverage flexible?	**Yes**. You choose the amount of coverage you want regardless of your mortgage balance. You can increase or decrease your coverage, renew your coverage and convert to permanent protection. If you renegotiate or pay down your mortgage, or sell your home, you can continue your coverage.	**No**. The lender will only insure you for the amount of your mortgage. You can't alter, renew or convert the policy. If you move your mortgage to another lender, you can't transfer your policy. Your coverage ends when the mortgage is paid off or ends.
Can my beneficiaries use the proceeds from the policy for something other than paying off the mortgage?	**Yes**. Upon death, the proceeds go directly to your beneficiary who then decides how to best use the money.	**No**. Upon death, the benefit goes directly to the lender to pay off the mortgage.
Is the coverage guaranteed?	**Yes**. Your insurance and premiums are guaranteed for the life of the policy. Only you can cancel or make changes to your policy.	**No**. Your premium and benefits are not guaranteed. Your lender can make changes at any time.
I look after my health and don't smoke. Will that make a difference to my premiums?	**Yes**. The premiums you pay are based on your age, health and smoking status.	**No**. Since mortgage insurance is usually provided in a group plan, you pay the same premiums as everybody else.

We've got it covered

When it comes to protecting you and your loved ones, Manulife's got it covered.

We're the only company in Canada to offer the full range of Living Benefits products available today: critical illness, disability, long term care, health & dental and travel insurance. And it's all backed by Manulife Financial, one of the world's most experienced and professional insurance companies.

For more information, contact your advisor or visit www.manulife.ca today.

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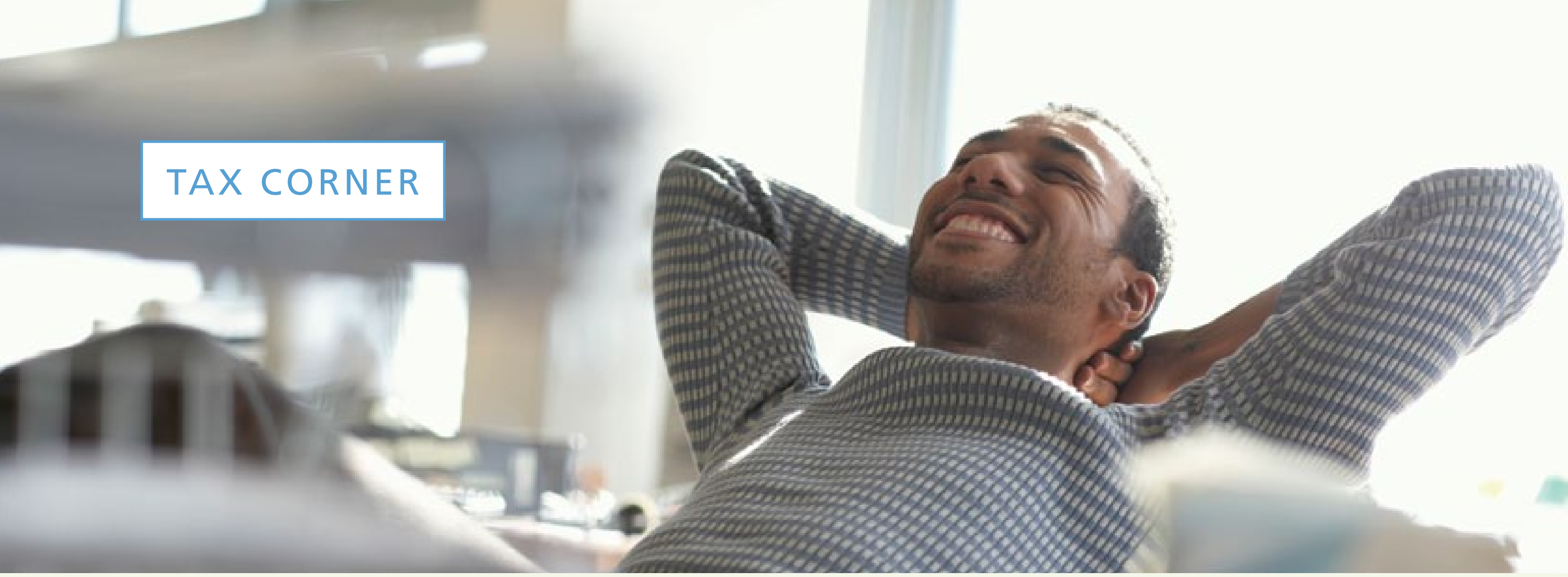
Manulife Financial

For your future™



WHY A TAX REFUND IS NO REASON TO CELEBRATE

Put your hard-earned money back in your pocket

The idea of a tax refund, particularly a large refund, is cause for celebration for most people, but it shouldn't be. The reality is that a tax refund means you have paid the Canada Revenue Agency (CRA) too much tax throughout the year. In essence, you have provided the government with an interest-free loan. The larger the refund, the larger the loan amount. Who knew you could be so generous!

You shouldn't have to wait until the following spring to get your money back. Fortunately, there is a way to correct the situation.

THE SOLUTION

If you have non-payroll Registered Retirement Savings Plan (RRSP) contributions, childcare expenses, interest expenses on investment loans, maintenance or spousal support payments, charitable donations or rental losses, you can reduce the amount of tax deducted at source by your employer. Simply complete CRA's Form T1213, "Request to Reduce Tax Deductions at Source," a straightforward one-page form, and send or take it to your local tax office. Once approved, CRA authorizes your employer to deduct less tax from your pay. Call 1 800 959 8281 to find the tax office closest to you.

Quebec residents must also complete and file Form TP-1016, "Application for a Reduction in Source Deductions of Income Tax," with the Ministère du Revenu du Québec to ensure they receive both federal and provincial source deduction relief.

HOW MUCH COULD YOU KEEP?

Let's assume you work in Ontario and make $80,000 a year. Let's also assume you make non-payroll RRSP contributions of $6,000 and have childcare expenses of $5,000 per year. By filing Form T1213, your monthly after-tax income will increase from $5,080 to $5,400. That's additional cash flow of $320 per month.

For most Canadians, that kind of extra monthly income could prove useful. Imagine the possibilities. But before you start envisioning that big screen TV, think about how you could put that money to work for you. The best approach for your additional cash flow will depend on your situation and your goals. For financial security, eliminating debt and then accumulating wealth should be priorities over spending the "found" money.

FOR FINANCIAL SECURITY, ELIMINATING DEBT AND THEN ACCUMULATING WEALTH SHOULD BE PRIORITIES OVER SPENDING THE "FOUND" MONEY.

LET'S LOOK AT SOME OPTIONS

REDUCE YOUR DEBT BY:

Paying down your credit card or consumer debt

If you are carrying a balance on your credit card, the high interest rates can erode your savings. Reduce the cost of credit by paying down debt with the highest interest rate first.

Paying down your mortgage more quickly

Whether you have a traditional mortgage or a flexible mortgage with a line of credit, the value of reducing your principal sooner can be substantial. You can save thousands in interest costs and pay off your mortgage more quickly. Review the terms of your mortgage contract and make use of all options available without incurring prepayment penalties.

INCREASE YOUR SAVINGS BY:

Maximizing contributions to your RRSP

The tax reduction you get based on your contributions and deductions can be directed back into your RRSP contribution for the year. The earlier you contribute, the longer you can take advantage of the tax-deferred compounding of investment income.

Topping up your TFSA

A Tax-Free Savings Account (TFSA) allows investment growth to accumulate and be withdrawn tax-free. Because TFSA withdrawals are added back to your available TFSA contribution room in the following year, a TFSA provides a flexible source of money for mid to large-sized purchases.

Contributing to an RESP

A Registered Education Savings Plan (RESP) allows a contributor to save money for a beneficiary's post-secondary education on a tax-deferred basis. The earlier you begin to contribute to an RESP, the more you will be able to take advantage of the compounding investment income and government grants. A contribution of $2,500 per year can earn a $500 grant per year until the end of the year in which the beneficiary turns 17, up to a maximum grant of $7,200.

Establishing an emergency fund

It is important to have easy access to emergency money in order to cover unexpected events, such as a job loss, an illness or a major home repair.

Contributing to an RDSP

A Registered Disability Savings Plan (RDSP) is available to assist families in planning for the long-term financial security of a relative with disabilities. Early contributions to an RDSP benefit from compounding investment income and can also benefit from available government grants and bonds.

By putting the money that already belongs to you back into your pocket – and without adding a single cent of extra cash – you can be on your way to financial independence sooner. •

EXERCISE YOUR BRAIN!

Solutions (from page 35)

Easy

5	9	6	2	3	7	1	8	4
8	2	3	1	6	4	7	5	9
1	7	4	9	5	8	3	2	6
2	6	1	8	9	3	5	4	7
9	8	7	4	2	5	6	3	1
4	3	5	7	1	6	8	9	2
7	4	2	5	8	1	9	6	3
3	1	8	6	4	9	2	7	5
6	5	9	3	7	2	4	1	8

Puzzle by websudoku.com

Medium

1	9	5	4	6	3	7	8	2
6	3	7	9	2	8	4	1	5
4	8	2	1	7	5	3	6	9
9	6	4	5	8	7	1	2	3
7	2	1	3	4	6	9	5	8
8	5	3	2	1	9	6	4	7
2	1	9	7	5	4	8	3	6
5	7	6	8	3	1	2	9	4
3	4	8	6	9	2	5	7	1

Puzzle by websudoku.com

GIVING BACK TO YOUR COMMUNITY

According to a recent 2010 Volunteer Canada research study called Bridging the Gap, almost half of Canadians over the age of 15 were involved as volunteers, collectively contributing two billion hours of volunteer time, an average of 168 hours each![1]

HOW TO FIND A VOLUNTEERING OPPORTUNITY THAT IS RIGHT FOR YOU

There's good reason why volunteering is so popular. In addition to contributing to a volunteer's sense of satisfaction and happiness, research has shown that especially older people who volunteer may stay healthier and live longer.[2]

If that's not enough motivation, consider the immediate rewards of giving back to your community:

- You can meet new people
- You can learn new skills
- You can share your knowledge
- You can gain leadership experience

Perhaps most importantly, you can make a difference – and that's true whether you volunteer for an organization that helps individuals in your neighbourhood or causes that affect the wider world.

VOLUNTEERING OVER A LIFETIME

Volunteers' objectives change as they move through life. Research conducted by Volunteer Canada identified the characteristics, interests and barriers common to three demographic groups: youth, families and boomers.[1]

In general, Canadians aged 15 to 24 are looking for volunteer opportunities that support the development of skills and networking, and that will ultimately help to support their careers. They often choose activities that allow them to work closely with other youth and that are flexible enough to fit around their other commitments – such as school, work, friends and family.

As people get married and have children, they juggle even busier schedules. They may prefer "one-off" volunteer experiences that let them try new things without making a big time commitment, or "virtual" opportunities that allow them to contribute from home. Alternatively, they may seek out activities that involve the whole family, providing quality time together and a chance to instill values, including the importance of giving back, in children and teenagers.

Boomers aged 48 to 65 are starting to enjoy the freedom of an empty nest and approaching retirement, with more time to spare. They're most attracted to volunteer opportunities that let them work independently and give them ownership over a project. They want to see the impact of

[1] "Bridging the gap: enriching the volunteer experience to build a better future for our communities", 2010 (available at volunteer.ca/study). [2] www.civicventures.org/publications/articles/the_volunteer_factor.cfm

ONCE YOU'VE NARROWED DOWN BOTH THE TYPE OF ORGANIZATION YOU WANT TO HELP AND THE TYPE OF WORK YOU WANT TO DO, IT'S TIME TO START LOOKING FOR A VOLUNTEER OPPORTUNITY THAT MATCHES YOUR NEEDS.

their contributions. And they often prefer to volunteer in a field that's unrelated to their career so they can learn something new.

Finally, seniors were not specifically surveyed in the Volunteer Canada study but they have traditionally been the group that has dedicated the largest number of hours to volunteering. It's probably safe to assume that whether they have retired or merely scaled down their work activities, many are looking for a worthwhile place to redirect their energies, as well as a chance to socialize with other volunteer-minded seniors.

FINDING THE RIGHT OPPORTUNITY

According to Charity Village, there are 200,000 charities and non-profit organizations in Canada.[3] Choosing just one may seem overwhelming at first, but it doesn't have to be. Here are three simple steps to help guide you towards choosing a volunteer opportunity that is right for you.

DECIDE WHAT TYPE OF ORGANIZATION YOU WANT TO HELP

Do you want to help the homeless, women or seniors? Fight a specific disease? Assist with a community sports league? Encourage literacy? Combat global warming? Protect endangered species? Advocate for human rights? Support international development?

If you have a passion for a particular cause, volunteering for a related organization can be very rewarding. You will feel that you are helping to affect change in an area that is important to you. Because of this, you will likely remain committed over the long term – and this will enable you to take on greater responsibilities over time and feel even more ownership of the progress the organization makes.

DECIDE WHAT TYPE OF WORK YOU WANT TO DO

Do you want to distribute food at a drop-in centre? Provide companionship to seniors or patients in hospital? Offer tutoring or mentoring to children and youth? Drive people to and from medical appointments? Help to organize an event? Write or design a newsletter? Assist with administrative tasks? Serve on a board of directors?

[3] www.charityvillage.com

To help you pinpoint a specific role, consider these questions too: What experience do you want to take away from a volunteer opportunity? What abilities do you want to share with a charitable organization? How far are you willing to travel? How much time can you commit?

Many organizations ask for a commitment of two to four hours a week over a three-month period – but there are also positions that may only require your time once a month or once a year at a special event. It's important to choose an opportunity that fits comfortably into your schedule so you can meet the commitments you make.

FIND AN APPROPRIATE MATCH

Once you've narrowed down both the type of organization you want to help and the type of work you want to do, it's time to start looking for a volunteer opportunity that matches your needs.

The Volunteer Canada website, www.getvolunteering.ca, makes it easy for you to search for great volunteer opportunities based on your unique skills, interests, timetable and location. It also provides great tips and tools to help you get started.

TAKE THE NEXT STEP

There's no question that volunteering can be a tremendously fulfilling experience that can benefit you as much as the cause you are supporting. When you find the right opportunity, it can be the beginning of a rewarding long-term partnership. •

VOLUNTEERING CAN BE A TREMENDOUSLY FULFILLING EXPERIENCE THAT CAN BENEFIT YOU AS MUCH AS THE CAUSE YOU ARE SUPPORTING.

WHAT SKILLS DO PEOPLE ACQUIRE THROUGH VOLUNTEERING?

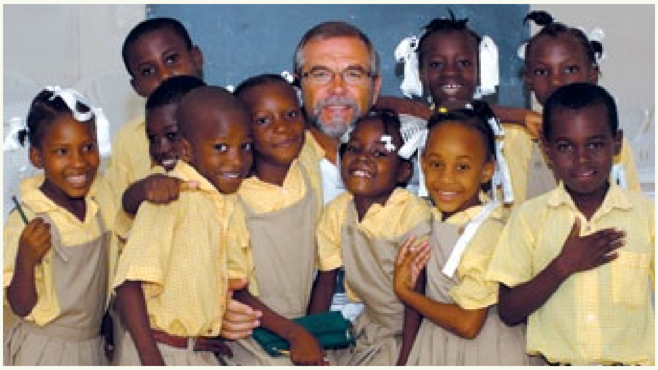
- Interpersonal skills (66 per cent)
- Communication skills (45 per cent)
- Organizational skills (39 per cent)
- Increased knowledge (34 per cent)
- Fundraising skills (32 per cent)
- Technical or office skills (25 per cent)
- Other skills (14 per cent)

Source: Statistics Canada, Canada Survey of Giving, Volunteering and Participating, 2007.

CANADA'S CHAMPIONS OF CHANGE

Canadians have voted and chosen the country's top two volunteers in CBC News/ *Outpost Magazine*'s groundbreaking search for **Canada's Champions of Change** – a national program that celebrates our country's most passionate volunteers and inspires ordinary Canadians to rise to the challenge. More than 115,000 Canadians voted for their favourites among the 10 finalists, who were chosen by a panel of judges from 2,000 nominations submitted from across the country.

Congratulations to Bob Davisson and Bobby Hayes!



BOB DAVISSON

Medicine Hat, AB – Co-founder of **Lifeline Haiti**

The retired businessman and former RCMP officer is a full-time volunteer with Lifeline Haiti, an organization he founded with his wife in 2007. With 56 schools in 51 locations, Lifeline Haiti is increasing access to education in a country where only 50 per cent of children go to primary school, and fewer than two per cent graduate from high school. More than 13,000 students are enrolled in schools either built by Lifeline Haiti or opened in an existing facility.

BOBBY HAYES

Saint John, N.B. – Founder of **The Joshua Group**

In Saint John, one man wages a war on behalf of the city's street kids. Bobby Hayes spends a lot of his time at Crack Corner, because sadly the children he serves frequently find themselves there. Not all of the children he helps are abused and neglected. But most are. Many come from a long line of addicts, street workers and convicts. Others are just plain poor. They have nowhere to go. No one to help them. Except Hayes. Using his own money, he set up a kids' club in an abandoned church. There was no heat, but there was a roof – and a place to go for laughter, support, advice and food.

Both grand prize winners received $25,000 each for their charities, and the eight other finalists received $10,000 each for their charities, courtesy of Manulife Financial, the presenting sponsor for Canada's Champions of Change. For more information about Canada's Champions of Change, visit www.cbc.ca/change.

FUN & FOOD

Exercise your brain!

Sudoku puzzles are a great daily workout for your brain. They're fun, challenging and addictive – and good for you too! Here are two Sudoku puzzles – one easy and one at a medium level of difficulty.

To solve: Enter digits from 1 to 9 in the blank spaces. Every row, every column and every 3 x 3 square must contain one of each digit. Try to do it without peeking, but if you need help the solutions are on page 29.

Easy

	9	6			7		8	
8		3						
1	7		9		8		2	
					3	5	4	7
	8	7		2		6	3	
4	3	5	7					
	4		5		1		6	3
						2		5
	5		3			4	1	

Puzzle by websudoku.com

Medium

					3	7	8	
	3	7				4		5
4		2		7	5			
9		4		8	7	1		
		3	2	1		6		7
			7	5		8		6
5		6				2	9	
	4	8	6					

Puzzle by websudoku.com

Asian Vegetable Roll Ups

Use spring-roll wrappers if you have them or steamed flour tortillas as pancakes to encase this flavourful mixture. Serve as a fun do-it-yourself appetizer or snack with lots of serviettes. To make the roll-ups a main course, add shredded cooked poultry or meat with the bean sprouts.

Preparation time 20 min., cooking time 10 min.
Serves 6

3 cups finely shredded local green cabbage

1½ cups each finely shredded Chinese (napa) cabbage and bok choy

1½ cups each grated local carrots and sliced mushrooms

1½ cups local bean sprouts

2 tbsp each soy sauce and rice wine or dry sherry

2 tsp each sesame oil and cornstarch

12 flour tortillas (burrito size)

2 tbsp each vegetable oil, minced garlic and minced fresh gingerroot

½ cup hoisin sauce

¾ cup coarsely chopped peanuts

In order, set green cabbage in container by stove, then container with Chinese cabbage, bok choy, carrots and mushrooms, then container of bean sprouts.

Stir together soy sauce, rice wine, sesame oil and cornstarch; set aside as sauce. Separate tortillas and wrap loosely in tea towel; set in steamer or on rack over simmering water in wok or skillet; steam, covered, for 10 minutes. Turn off heat and let sit until ready to serve.

In wok, heat oil over high heat. Stir-fry garlic and ginger for 15 seconds. Stir-fry green cabbage for 2 minutes. Add Chinese cabbage mixture; stir-fry for 2 minutes. Add bean sprouts and toss for 30 seconds. Add sauce and cook, stirring, until thickened. Mound on warm platter.

To eat, spread warm tortilla with hoisin sauce, sprinkle with peanuts, spoon stir-fry mixture on top; roll up end and two sides over filling and eat with hands.

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