



BURNABY
COMMUNITY
SERVICES

CHANGE STARTS WITH YOU

2015 ANNUAL REPORT



A MESSAGE FROM THE CHAIRPERSON

We each have the ability to change the world. It is the goals we set, the choices we make and the actions we take that make a difference in our lives and the lives of those around us.

At Burnaby Community Services, we seek to understand and equip our community with what they need to make the change they wish to see in their lives happen. By providing resources, opportunities and a voice to those who are most vulnerable, we seek to empower people to take control of their destiny.

In 2015, as we continued to pursue this mission, we underwent some transformative choices of our own. We rolled out our form completion program after a successful pilot last year, extended our Christmas Bureau season into the new year for a Refugee Welcome event, introduced new fundraising initiatives to attract non-traditional donors, and co-hosted a Road To A Poverty-Free BC event with the BC Poverty Reduction Coalition. We further developed the scope and reach of our ongoing programs and publications and continued to strive to improve and positively impact the lives of those living in poverty and isolation. In addition, two significant strategic actions were taken: we began a long-term partnership with Burnaby Seniors Outreach and we helped lead the formation of a three-year project to reduce senior's isolation across Metro Vancouver.



Our dedicated staff and volunteers remain the backbone of our organization. We are so fortunate to have so much talent, knowledge and passion within our staffing and volunteer complement. We are so grateful to all of those who give of their talent and time, share their passion and work tirelessly to help those in need.

I would like to acknowledge the men and women who provide such critical leadership on our Board of Directors. They have shown foresight and courage in taking on challenging decisions and providing guidance during times of change. Through their service, they have helped set a strong course for our society into the future and I consider myself very fortunate to serve alongside each of them.

We are so grateful to our donors and contributors. Thank you for sharing our vision and allowing us to make a meaningful impact in people's lives. Your generosity is not only critical to our path forward but the heartfulness with which it is displayed, is inspiring to all of us.

As we take our next steps forward, we are driven by the knowledge that we are the change we seek, we are impassioned by the imprint we are fortunate enough to leave in so many lives and we are humbled by the privilege and responsibility of continuing to grow and increase our footprint of service within our wonderful community and beyond.

With my sincerest and warmest regards,

Rahim Rajan

Burnaby Community Services
EMPOWERING PEOPLE CHANGING LIVES

2055 Rosser Avenue • Burnaby, BC V5C 0H1 • 604-299-5778 • www.BbyServices.ca

IN 2015, BURNABY COMMUNITY SERVICES PROVIDED SERVICE TO INDIVIDUALS 118,675 TIMES.



PROGRAMS

Burnaby families with low income have the opportunity to send their children to an organized summer camp that they would not otherwise be able to afford. In 2015, the **Burnaby Camping Bureau** provided 427 children with \$55,628 in subsidies.

In 2015 **Seniors Transportation** volunteers provided 634 drives to 84 seniors. This program continues to be delivered in partnership with Citizen Support Services, with 79% of the drives partially subsidized through Burnaby Better At Home.

We are again very grateful to the City of Burnaby for providing the use of 7252 Kingsway (the old Kingsway Library) for the 2015 **Burnaby Christmas Bureau** Toy Room. Through the generosity of donors we were able to reach 3,574 people; including 1,931 children, 106 seniors and 33 unique individuals (homeless or at risk of homelessness). We were also able to extend the 2015 Christmas Bureau season into the New Year by providing gifts and household items to over 80 recently arrived Syrian refugee families.

Through the **Burnaby Recreation Credit** program we registered 4,669 low income individuals who received \$821,744 in credit to use Burnaby Parks, Recreation and Cultural Services.

Since 2014 we have been delivering a new series of **Advocacy** programs and partnerships to help people access services and break the cycle of poverty. The new programs included a Community Volunteer Income Tax Program and a Form Completion Assistance program that combined helped 371 people in 2015; and partnerships with Access Pro Bono and UBC's Law Students' Legal Advice Program to deliver legal advice and law clinics.

PUBLICATIONS

Burnaby Community Services published and distributed 109,000 guides, brochures and cards to ensure that everyone in our community has access to resources and support:

60,000 **Community Resource Guides**, a listing of programs and services in Burnaby and New Westminster, were distributed in partnership with the Burnaby Now and Record.

12,000 **Ready, Set, Learn Brochures**, a mapped resource guide of services for families with children from birth to 5 years old, were printed in collaboration with the Burnaby School District. We also updated the on-line version of the **Middle Childhood Matters Brochures** for Burnaby families with children between the ages of 6 to 12 years.

25,000 **Seniors Guide to Health & Wellbeing**, a guide to services for seniors, published in collaboration with the Burnaby Now.

6,000 **Seniors Resource Cards**, a guide to services for seniors at-risk, including translations Chinese, Farsi, Punjabi and Korean.

6,000 **Community Outreach Resources Cards**, a weather-resistant guide for those who are homeless or at-risk of homelessness, were distributed in partnership with Progressive Housing and the Burnaby Task Force on Homelessness.

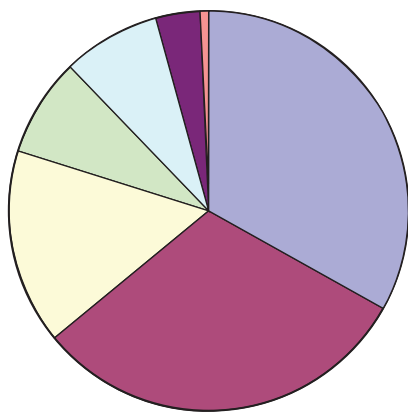


VOLUNTEERS

Our volunteers inspire compassion and care through their ongoing kindness and generosity. In 2015 we had over 3,750 volunteers contribute their time and talents to deliver our programs. From helping a parent find the perfect toy for their child, to helping a senior stay healthy, or serving on our Board of Directors, volunteers are the heart of our Society.

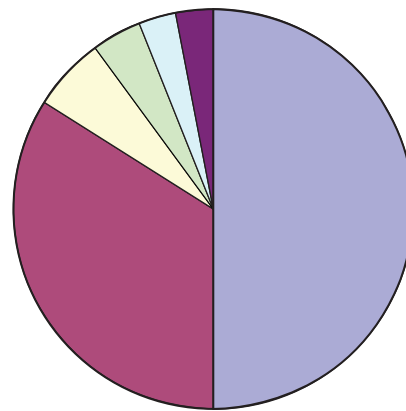
FINANCIAL HIGHLIGHTS

- Total assets of the society were \$231,807 as of December 31, 2015, compared to \$286,557 in 2014.
- Total Revenue for 2015 was \$530,478 while expenses were \$557,374 with a net loss of \$26,896, compared to a profit of \$56,114 in 2014.
- End of the year cash was \$100,588, down from \$128,100 at the beginning of the year.



REVENUE

- Donations¹ (33%)
- Grant Revenue² (31%)
- BC Gaming (16%)
- Fundraising (8%)
- Program Revenue (8%)
- In-Kind Donations³ (4%)
- Miscellaneous⁴ (0.2%)



EXPENSES

- Wage & Benefits (50%)
- Direct Program⁵ (34%)
- Office⁶ (6%)
- In-Kind Donations³ (4%)
- Fundraising (3%)
- Miscellaneous⁷ (3%)

1 Donations include third party campaigns such as Metropolis at Metrotown's Santa Castle. It does not include the value of matching funds provided by Burnaby Camping Bureau partners nor items donated to the Burnaby Christmas Bureau, Sponsorship or Seniors Hampers.

2 Grant Revenue include grants from the City of Burnaby, the Province Empty Stocking Fund, Vancouver Foundation, Service Canada, Face the World, and the CKNW Orphans' Fund. Also included are grants for Burnaby Homeless Task Force and Voices of Burnaby Seniors.

3 In-Kind Donations represent the value of advertising space donated by the Burnaby Now, food and goods for the Burnaby Seniors' Hampers, receipted toys for the Burnaby Christmas Bureau and a lease grant for the City of Burnaby.

4 Miscellaneous includes Administration fees and other miscellaneous items.

5 Direct Program includes Burnaby Camping Bureau subsidies, volunteer honorariums for the Burnaby Seniors Transportation, printing of publications, coordination of Burnaby Homeless Task Force and Voices of Burnaby Seniors.

6 Office Expenses include administration, rent, insurance, and amortization.

7 Miscellaneous includes agency expenses, dues & subscriptions, bank & credit card charges, and board development.

This information is a summary only. For a complete set of financial statements readers should refer to the Audited Financial Statements prepared by Cran & Company, CPAs, for the year ended December 31st, 2015. Copies are available upon request.

Staff

MJ Buck, **Volunteer Services Manager**
Stephen D'Souza, **Executive Director**
Marney Godkin, **Community Resources Manager**
Olésia Komandakova, **Program Coordinator**
Ola Matychuk, **Seniors Services Manager**
Kim Mitchell, **Meals on Wheels Manager**
Na (Rita) Li, **Senior Accountant**
Resh Pono, **Fundraising Coordinator**
Lori Rank, **Seniors Peer Counselling Manager**
Alice Redfern, **Let's Do Lunch/Caregiver Support Manager**

Contracted & Seasonal Staff

Pam Bloom
Mandy Goulding
Lyza Heyden
Mariam Larson
Emily Lord
Barb McMillan
Wanda Mulholland
Bronte Wagar

Board of Directors

Evelyn Gut
Cynthia Hendrix
Larry Ho
John Lam, **Treasurer**
David Pereira, **Vice-Chair**
Rahim Rajan, **Chairperson**
Cheryl Westgard

THANK YOU TO OUR SUPPORTERS

ABC Country Restaurant
ALIVE Club
Andrew Sheret Plumbing
Wholesale
Ashara Yoga
B.C. Building Trades Council
Bacardi Canada
Baily McLean, Barrister &
Solicitors
Bakery, Confec., Tobacco
Workers and Grain Millers Int.
Local 468
BC Building Trades
BC Liberal Burnaby Lougheed
Riding Assoc.
BCTGM
Bell & Burnaby Funeral Chapel
BikramYoga
Bonsor 55+ Society
Boston Pizza
BRAND LIVE Management
Group
Brentwood Town Centre
British Columbia Institute of
Technology
Browns Social House
Burnaby Board of Trade
Burnaby Brewing Co
Burnaby Civic Employees
Union Local 23
Burnaby Firefighters
Association Local 323
Burnaby Firefighters Charitable
Society
Burnaby North Baptist Church
Burnaby North Lawn Bowling
Club
Burnaby North Secondary
School - Christmas Cheer
Committee
Burnaby Now
Burnaby Public Library
Burnaby School District
Burnaby Seniors Outreach
Burnaby Village Museum
Buy Low Foods
Cactus Club Café
Caffe Devano
Camp Artaban
Camp Jubilee
Camp Pottlatch (Boys and Girls
Club of Greater Vancouver)
Camp Qwanoes
Camp Squeah

Camp Sunrise (The Salvation
Army)
CanadaFlorist
Canadian Labour Congress
Canadian Tire
Capilano Suspension Bridge
Capitol Hill Community Hall
Association
CD Nova Ltd.
Charlies Chocolate Factory
Chevron Canada Limited
Chuck Wagon 8's
City of Burnaby
City Of Burnaby, Parks,
Recreation and Cultural
Services
CKNU Orphans' Fund
Community Centred College
For The Retired
Community Savings Credit
Union
Construction Workers Local
1611
Consumer Protection B.C.
Costco Canada
Craftman Collision
CUPE BC
CUPE Lc 873 – Ambulance
Paramedics
CUPE Local 23
CUPE Local 379
CUPE Local 7000
Deely Motorcycles
Delta Burnaby Hotel
Digital Echo
Donn Dean Collision
Earls Restaurant
Elcam Auto Recyclers
Electronic Arts
Enterprise Car Rental
Eureka Camp Society
Face The World Foundation
First Light Fishing & Tackle
FlyOver Canada
G & F Financial
G. Trasolini Business Products
Garden Wise
Garden Works
Gateway Casinos &
Entertainment
Global.TV.
Great Bear Pub
Greater Vancouver Zoo
Hagensborg Chocolates

Haida Forest Products
Harbour Cruises
Hart House
Hawthorne Piggott & Co.
Hell's Gate Airtram
Hemlock Printers
Hilton Metrotown
Home Depot
Horizon's Restaurant
Hospital Employees Union
HSBC Bank Canada
I.L.W.U. - Local 514 Ship &
Dock Foreman
IBEW – International
Brotherhood of Electrical
Workers
Inn at The Quay
Investors Group Financial
ISL Engineering & Land
Services Ltd
Jim Pattison Lease
Keats Camps
Ken K. Wong & Associates
Kensington Paint & Decorating
Key Rigging Equipment Ltd.
Loonie Plus Brentwood
Lordco Auto Parts
Lougheed Dental Clinic
Lower Mainland Christmas
Bureau
Loyal Protestant Association
M & M Meatshop
Mack Enterprises Ltd
Maggie Murphy Art Studios
Ltd
Marine Pub & Brewhouse
Matthews Campbell
Chartered Accountants
McDonalds - Capital Hill
Metropolis at Metrotown
Moksha Yoga
MOSAIC
Newton Dental Group
Old Spaghetti Factory
Operating Engineers Local 115
Orbis Client Services (Canada)
Ltd
Pacific Blue Cross Finance
Dept
Pacific Breeze Winery
Park 'N Fly
Pastime Sports
Petal Pushers
Pharmasave 102

Pharmasave 278
Plumbers Local Union No. 170
PODS
Polar Batteries Inc.
PriceSmart Foods
Province Empty Stocking Fund
Purdy's Chocolate
Reimer Plumbing & Heating
Rowena List
Royal Canadian Legion
Vancouver (BC/Yukon) Branch
44
Safeway
Sasamat Outdoor Centre
(Asso. of Neighbourhood
Houses)
Science World
Scotiabank
Service Canada
Shadbolt Centre for the Arts
SilverCity Metropolis
South Burnaby United Church
Spa at the Madison
Spacekraft
St. Margaret of Scotland
Anglican Church
Steve Nash Fitness
Teamsters Local 31
Telus World of Science
The Coast Cat Clinic
The Woof Dog Lounge & Spa
Toricon Projects Ltd
Tourism Burnaby
Tzu Chi Compassionate Relief
Society
Unite Here! Local 40
United Steelworkers Dist.
3 - Western Provinces and
Territories
United Way of the Lower
Mainland
Vancouver Aquarium
Vancouver Art Gallery
Vancouver Canadians Baseball
Vancouver Canucks
Vancouver Foundation
Vancouver Giants
Vancouver Symphony
Vancouver Trolley Company
Vancouver Whitecaps
White Spot Restaurant
Willingdon Heights United
Church
YMCA of Greater Vancouver

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