



BURNABY
COMMUNITY
SERVICES

CHANGE BEGINS WITH US

2017 ANNUAL REPORT

Looking to the future with optimism and purpose

A MESSAGE FROM OUR CHAIRPERSON

In 2013, our Board of Directors along with our staff team, volunteers and members launched a bold new direction for Burnaby Community Services. With a revised mission, that expanded the scope of our services to include "providing a voice" and introducing a new set of organizational values which included "advocating for and with people", Burnaby Community Services was announcing our intention to champion for those struggling in poverty and isolation.

This proclamation was bolder than some may realize. As a locally-based charity, Burnaby Community Services was impacted significantly by the global economic downturn in 2008. With a resulting 25% reduction in funding and a 33% increase in clientele, we were forced to run deficits from 2009 to 2011. Climbing out of deficit in 2012 with no more cash reserves to cover future losses, instead of retrenching our programs, we decided to tackle the biggest social issues of our generation.

To help break the cycle of poverty, Burnaby Community Services started a Community Volunteer Income Tax Program as well as a Form Completion Assistance Program. Both Programs have grown from helping 371 individuals with low income in 2015 (its inaugural year) to providing support and critical "hand up" services to 1,136 individuals in 2017. Additionally, we have been adding our voices to the call for changes in public policy to help those living in poverty. In 2014, we joined the BC Poverty Reduction Coalition. Our Executive Director, Stephen D'Souza, currently services as the co-chairperson of the Coalition and is a member of the Minister of Social Development and Poverty Reductions' Advisory Forum.

To advocate for and continue our support of seniors experiencing loneliness, we became a partner with Citizen Support Services and the United Way of the Lower Mainland to bring the Better At Home Program to Burnaby. We also joined other organizations across Metro Vancouver to establish Allies in Aging, a collective impact approach funded by the Government of Canada. At every possible turn, we have sought out ways in which we can advocated for and impact changes in public policy. To this end, we have become a signatory on the Community-Based Seniors' Services Sector Declaration and our Executive Director has become a member of the UWLM's Healthy Aging Reference Group.

Throughout this growth, we have been focused on building partnerships to maximize our limited resources. As a focal point of our relationship building, on June 28th, 2017, we hosted the first Burnaby Community Conversation with over 50 participants from various organizations to discuss topics such as Arts, Culture and Vibrancy; Diversity; Economic Vitality; Health, Wellness and Belonging; and Housing.

During the past 5 years, as we have implemented this aggressive strategic plan, our impact in the community has grown by 24%.

Now it is time for us to look to the future, and we are doing so with optimism and purpose. With a growing sense of confidence about how we can lead change, Burnaby Community Services is evolving to deliver innovative services and become the catalyst for systems change. While we continue to strengthen our existing programs, our next strategic plan will embrace an entrepreneurial approach with a clear vision to empower people to change their lives and build a stronger community.

This direction has us looking for new ways to align with our business community. Our experience from 2008 to 2011 demonstrated to us how intertwined the community's social and economic health are. We, therefore, are looking at how our work impacts and is impacted by local business, and how we can support one another. This focus on Social Purpose will bring greater meaning and impact to our relationships in the community.

My optimism for the future of Burnaby Community Services lies in great part to the incredible team that work tirelessly to create a better tomorrow for our community. I admire, appreciate and am consistently humbled by the incredible dedication of our staff, volunteers and my fellow directors on the Board for generously sharing their time, expertise and passion. They inspire me on a daily basis.

I would also like to acknowledge and sincerely thank our donors. Through their generosity, guidance and shared passion, we have been encouraged to dream, consider and act upon all that is possible for our community's health and growth. We are so fortunate to have the donors we do, who have remained loyal and caring throughout the past many years and who are our partners in building a better tomorrow in Burnaby and beyond.

As we embark on the next stage of our strategic plan, our purpose is clearer than ever. If we are to end poverty and loneliness, Burnaby Community Services has to take advantage of our unique knowledge, expertise and know-how to innovate and test new approaches that foster resilience in people; partner with governments, businesses, unions, non-profits and other stakeholders to break down barriers; and inspire compassion & care for others through our work within the community. I invite you to join us in pursuit of this brighter future. Together we can and will.

With my sincerest admiration and appreciation,

Rahim Rajan

Burnaby Community Services

EMPOWERING PEOPLE CHANGING LIVES

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

IN 2017, BURNABY COMMUNITY SERVICES HELPED INDIVIDUALS 129,553 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 2017, the **Burnaby Camping Bureau** provided 197 children with \$22,334 in subsidies.

In 2017 **Seniors Transportation** volunteers provided 333 drives to 50 seniors in 2017. This program continues to be delivered in partnership with Citizen Support Services, with most seniors receiving a partial subsidy through Burnaby Better At Home.

Additionally, we are the lead agency for **Seniors on the Move** (part of Allies in Aging), a regional collective impact project to reduce seniors isolation through innovative transportation approaches, funded by the Government of Canada: New Horizons for Seniors Program.

Through the generosity of donors, the 2017 **Burnaby Christmas Bureau** made the holiday season brighter for 3,016 people—including 1,667 children, 86 seniors and 60 unique individuals (those who are homeless or at risk of homelessness).

We registered 4,642 people for the **Burnaby Recreation Credit** program, providing 5,275 low income individuals with \$881,980 in credit to use Burnaby Parks, Recreation and Cultural Services.

Working with a wide range of community partners, **Welcoming Seniors Spaces** (part of Allies in Aging, funded by the Government of Canada) provides coordinated outreach to seniors experiencing isolation and engaging them in social activities throughout the community.

Our advocacy programs and partnerships help people access services and break the cycle of poverty. They include the **Community Volunteer Income Tax & Form Completion Assistance Programs** that combined to help 1,136 people. We partner with Access Pro Bono, UBC's LSLAP and Seniors First BC to provide legal advice and law clinics.



PUBLICATIONS

We published and distributed 119,000 guides in 2017. These brochures and cards 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.

15,000 **Ready, Set, Learn Brochures**, a mapped resource guide of services for families with children from birth to 12 years old, were printed in collaboration with the Burnaby School District and Whole Food Markets. Listings include both pre-school and school-age programs.

25,000 **As We Age Seniors Resource Guides**, a guide to services for seniors in Burnaby and New Westminster, published in collaboration with the Burnaby Now.

7,000 **Seniors Resources Cards**, a guide for services for seniors at-risk, including translations in Chinese, Farsi (Persian), Punjabi and Korean.

12,000 **Community Outreach Resources Cards**, a weather-resistant guide for those who are homeless or at-risk of homelessness, were distributed in collaboration with Progress Housing and the Society to End Homelessness in Burnaby.

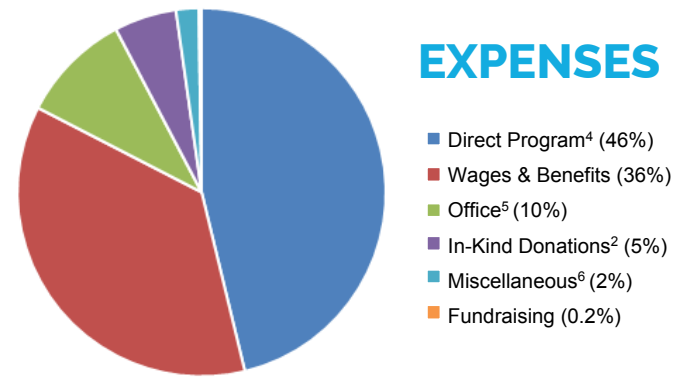
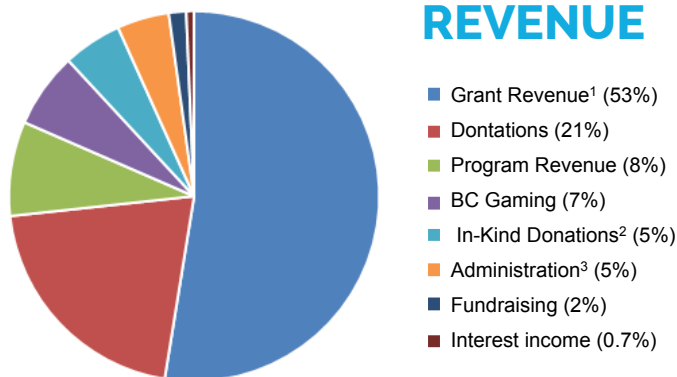


VOLUNTEERS

Our volunteers inspire compassion and care through their ongoing kindness and generosity. In 2017, our volunteers contributed over 5,250 hours of 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 \$442,447 as of December 31, 2017, compared to \$268,972 in 2016.
- Current Liabilities were \$163,250 compared to \$89,699 in the previous year.
- Excess of Revenue (\$819,433) over Expenses (\$770,778) for the fiscal year 2017 was \$48,655, compared to \$568 in 2016.
- End of the year cash was \$275,932, up from \$74,499 at the beginning of the year.



- ¹ Grant Revenue include grants from the Government of Canada: New Horizons for Seniors Program, the City of Burnaby, the United Way of the Lower Mainland, the Chris Spencer Foundation, the Hamber Foundation, the Province Empty Stocking Fund, Vancouver Foundation, Service Canada, and Metropolis at Metrotown. Also included are grants for Burnaby Homeless Task Force and Voices of Burnaby Seniors.
- ² In-Kind Donations represent the value of advertising space donated by the Burnaby Now, partner contributions to the Seniors on the Move project, food and goods for the Burnaby Seniors' Hampers, receipted toys for the Burnaby Christams Bureau and a lease grant for the City of Burnaby.
- ³ Administration are fees collected from Burnaby Meals on Wheels, Burnaby Seniors Outreach, YMCA of Greater Vancouver and MOSAIC for the operation of the Brentwood Community Resource Centre.
- ⁴ Direct Program includes Burnaby Camping Bureau subsidies, volunteer honorariums for the Burnaby Seniors Transportation, partner expenses for Seniors in the Move, printing of publications, coordination of Burnaby Homeless Task Force and Voices of Burnaby Seniors.
- ⁵ Office Expenses include administration, rent, insurance, and amortization.
- ⁶ 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, 2017. Copies are available upon request.

Staff

MJ Buck, **Volunteer Services Manager**
Stephen D'Souza, **Executive Director**
Marney Godkin, **Community Resources Manager**
Vicki Goundry, **Seniors Transportation Manager**
Na (Rita) Li, **Senior Accountant**
Ola Matychuk, **Seniors Services Manager**
Kim Mitchell, **Meals on Wheels Manager**
Helena Quo Vadis Mex, **Caregiver Support Manager**
Lori Rank, **Seniors Peer Counselling Manager**
Maria Roxas, **Let's Do Lunch/Caregiver Support Manager**
Alaina Wong, **Fundraising Manager**

Contracted & Seasonal Staff

Pam Bloom
Anish Deol
Dasha Kazarina
Barb McMillan
Wanda Mulholland

Board of Directors

Evelyn Gut, **Vice-Chairperson**
Cynthia Hendrix, **Secretary**
Larry Ho
Yashina Jiwa
John Lam, **Treasurer**
David Pereira
Mehreen Poonja
Rahim Rajan, **Chairperson**

THANK YOU TO OUR SUPPORTERS & PARTNERS

ABC Recycling
Accenture Utilities
Access Pro Bono
Agriculture Union Local 20060
ALIVE Exercise Club
APEGBC
APPIA Development
Armstrong Elementary
Associated Engineering (BC) Limited
Bakery, Confec., Tobacco Workers and Grain Millers Int. Local 468
Bank of Montreal
BASES
BC Lions
BC Liquor Distribution Branch
BC Housing
BC Nurses' Union
BCIT Students Association
Bell & Burnaby Funeral Chapel
Better Environmentally Sound Transportation (BEST)
Bistone Holdings Ltd
Bit Stew Systems
Bonsor 55+ Society
Boft Canada
Bottle Jockey
Brentwood Town Centre
Browns Social House
Burnaby Board of Trade
Burnaby Civic Employees Union Local 23
Burnaby Edmonds Lions Club
Burnaby Emergency
Burnaby Loughheed Lions Club
Burnaby Firefighters Association Local 323
Burnaby Firefighters Charitable Society
Burnaby Neighbourhood House
Burnaby North Lawn Bowling Club
Burnaby North Secondary School - Christmas Cheer Committee
Burnaby North Stroke Recovery Club
Burnaby Now
Burnaby Principals' and Vice-Principals' Association
Burnaby Public Library
Burnaby School District
Burnaby Seniors Outreach

Camp Artaban
Camp Jubilee
Camp Potlatch (Boys and Girls Club of Greater Vancouver)
Camp Qwanoes
Camp Squeah
Camp Sunrise (The Salvation Army)
CAMRA
Capitol Hill Community Hall Association
Cap's Westwood Cycle
Censorio Development Corp
Certified Battery
Chuck Wagon 8's
CIBC Brentwood Banking Center
Cioffi's Meat Market & Deli
City of Burnaby
City of Burnaby - Human Resources
City Of Burnaby, Parks, Recreation and Cultural Services
CKNW Orphans' Fund
CMC Industrial Electronics
CMW Insurance Services Ltd.
Coast Capital Savings
Cob's Bread
Collingwood Neighbourhood House
Concord Pacific
Confederation 55+ Seniors Centre
Construction Workers Local 1611
Costco Wholesale Canada
CRI Canada
CUPE Local 379
CUPE Local 7000
CUPE Lc 873 - Ambulance Paramedics
Daily Hive Vancouver
Doan's Craft Brewing Company
Dogwood Brewing
Dr. Brian Bengtson Inc.
École Westridge Elementary School
Elisabeth Rechsteiner
Eureka Camp Society
Everything Wine
Face The World Foundation
Family Services of the North Shore
Fido Solutions Inc
Firefighters Public House
Float Sense

Gateway Casinos & Entertainment
Gilmore Community Elementary
Glenwood Elementary
Government of Canada
Granville Entertainment Group
Guardteck Security
Haida Forest Products Ltd.
Hawthorne Piggott & Co.
Heights Merchants Association
Heights Neighbourhood Association
Hemlock Printers
Hilton Metrotown
IBEW - International Brotherhood of Electrical Workers
Inland Kenworth
International Genealogical Search
ISL Engineering & Land Services Ltd
IUOE Local 115
Jesse Wamboldt
Jim Pattison Lease
John Hardie Mitchell Foundation
Johnny Walker (Concierge)
Keats Camps
Kerr Wood Leidal Associates Ltd.
Knights of Columbus
Lakeview Elementary
Lotus Café
Lower Mainland Christmas Bureau
Loyal Protestant Association
McDonalds - Capital Hill
MDA Systems Ltd.
Merchant Advance Capital
Metro Vancouver Construction Dept
Metropolis at Metrotown
MOSAIC
Orbis Investment Management
Pacific Blue Cross Finance Dept
Paladin Security
Parkcrest Children's Center
Parkcrest Elementary
Parkland - Chevron Refinery
Pharmasave 102
Pharmasave 278
Province Empty Stocking Fund
Province of BC
RBC Hastings & Kensington
R.F. Binnie & Associates Ltd
Rouge Media

Royal Canadian Legion
Vancouver (BC/Yukon) Branch 44
RW & Co Richmond Center
Safeway
Sasamat Outdoor Centre (Assoc. of Neighbourhood Houses)
Seniors First BC
Scotiabank
Scotia Dealer Advantage
Seaforth Elementary
Service Canada
SFU Men's Hockey
SHARE Family & Community Services
Silver Harbour Seniors Centre
Simon Fraser University
South Burnaby Lawn Bowls Club
South Burnaby United Church
Spacekraft
Staccato Studios
Starbucks
Steam Whistle Brewing
Steamworks Brewing
Strange Fellows Brewing
Telus Corporation
Telus Engineering & Design
Terra Breads
Theosophical Society Blavatsky Lodge
Tourism Burnaby
The Hamber Foundation
The Wawanesa Mutual Insurance Company
Thunderbird Marina
Tommy Douglas Library
Tykon Concrete Repair Ltd
UBC's Law Students Legal Advice Program
UNIFOR Local 2200
United Way of the Lower Mainland
Valley Bakery
Vancity
Vega Sequel Naturals Ltd.
Walmart Burnaby
Warner Bros. Entertainment Inc.
Westminster Savings Credit Union
Whistler Brewing Company
Whole Foods Market Burnaby
YMCA of Greater Vancouver

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