



## A Thank You to the Past...An Exciting View to the Future

### CHAIRPERSON'S MESSAGE

Connection has always been a core priority at Burnaby Community Services. In a world that is evolving and changing so dramatically in a myriad of positive ways but unfortunately also in a variety of negative ways as well, the ability to create and sustain meaningful connection has never been more important.

This message will be my last as Chair of Burnaby Community Services. My journey with organization began in 2006. I have had the distinct pleasure to serve as Chair for the past 10 years and have been humbled by this privilege. What I am most proud of over the course of my time with Burnaby Community Services has been the incredible resiliency of our organization, which is in fact a reflection of the resiliency of our community. Change is a given in life. It is how we embrace change that makes all the difference. And with change, sometimes comes challenge. I learnt early in life that with every challenge, there comes opportunity. What has humbled me time and time again over the past 13 years is how our organization and community has not only been able to recognize change and the challenges that often come with change, but more so our ability to realize and act upon the opportunities that have been presented.

This is what defines us most. There is an unbending will to rise above and make a better tomorrow. There is optimism in the face of adversity. There are smiles that often follow tears. There is a strength of character that roars in a new and perhaps unimaginable reality. There is determination, hope, belief, dedication and above all resilience. This is what I have seen over the past 13 years at Burnaby Community Services and across our incredible community. It is what I am most proud of and why I am so confident about and excited for the future of Burnaby and Burnaby Community Services.

As I reflect on the past, particularly the past decade, I am overcome with appreciation. I would like to thank our community partners, supporters and the various levels of government. The generosity and graciousness that each of you have shown has been so incredible. Time and time again, we have seen organizations and individuals step forward and make a difference. What I have come to realize and appreciate so very much is that every gesture of support, no matter how big or small, has been a page in our book of generational impact.

I would like to acknowledge and express my gratitude to our staff and volunteers who are the backbone of our organization. The staff go above

and beyond every day in more ways than words can express. This immensely talented group of women and men exhibit a level of dedication, intelligence, care and compassion that drives the difference and impact we are able to make. Our volunteers, who often serve as the faces of our organization in the community, serve with smiles on their faces, care and love in their hearts and create a lasting impact day after day.

Over the past 13 years, I have been humbled and inspired by the group of women and men who have served with me on the Board of Directors. The current group of incredible volunteer leaders, like those before them, give of their time, knowledge and experience to ensure that Burnaby Community Services moves forward in a strategically and fiscally sound manner, enabling a better tomorrow for our organization and community. They do so with love, laughter, creativity and passion. They exemplify the very best of the human spirit and it has been such an honour to serve with them.

I would like to offer my last words of appreciation to our Executive Director, Stephen D'Souza. Stephen has been with Burnaby Community Services as our Executive Director, since 2005. Over the past 14 years, Stephen has guided our organization with an incredible level of commitment, intelligence, passion and belief.

To our community, let me share my belief that our best days lie ahead of us. I carry this confidence because of what I have seen and know of our community. Burnaby is proud, strong, creative, compassionate, and intelligent. We have always punched above our weight and always will. And with every passing day, Burnaby's true nature and resilience comes shining through more and more. Burnaby Community Services will continue to take pride in and be humbled by its role in the care and development of our community. We are grateful for all the support we have and continue to receive and we look forward to helping build a better and even more connected Burnaby for tomorrow.

My wife, Nazira, along with our daughters, Sarrinah and Aiyah, and I would like to express our heartfelt gratitude to Burnaby Community Services and the entire community of Burnaby for allowing us to serve in the capacity we have. Thank you for the warmth, kindness and generosity of spirit we have experienced throughout the years. It has been one of our family's greatest blessings and one we will carry with us for the rest of our lives.

With my gratitude, respect and admiration,

Rahim Rajan,  
Chairperson

# Burnaby Community Services

Founded in 1971, Burnaby Community Services is a not-for-profit charitable society providing a voice, resources and opportunities to people who need support. We believe change can only happen when people are empowered to improve their lives and their community. Currently, we offer a range of programs and publications to support families with low income and isolated seniors.

In 2018, Burnaby Community Services helped individuals 133,328 times.

## highlights from 2018

On February 24th, in partnership with The Society To End Homelessness in Burnaby, we hosted [Coldest Night of the Year](#), raising \$41,441.

On June 4th, Burnaby Community Services, along with our partners in [Seniors on the Move](#) and bc211, launched the Seniors Transportation Hotline to provide 24/7, multi-lingual access to information about transportation options.

On June 25th, we partnered with the Burnaby Board of Trade to convened 26 participants for [Bridging the Employment Gap](#). Funded by the Vancouver Foundation and facilitated by RADIUS SFU, the design jam session looked at how employers could help people who are working in precarious and/or low wage jobs transition towards stable, full-time careers.

We launched our [Humans of Burnaby](#) campaign in June 2018. By sharing the passions, joys, and challenges of different individuals, we hope to create a better understanding between citizens and form a stronger, and more compassionate community. As advocates for those living in poverty and isolation, we especially strive to amplify the voices of those who often feel 'invisible'.

In November, with the support of Better At Home Burnaby, we started [Door 2 Door](#), a community shuttle for seniors, on Fridays in the Metrotown area.

The [Brentwood Community Resource Centre](#), now hosts a range of community activities including weekly Chair Yoga, Tai Chi, Qi Gong and Bollywood classes.





# voice

We published 26 [Humans of Burnaby](#) stories inspiring compassion and care for fellow Burnaby citizens.

As the host agency for [Voices of Burnaby Seniors \(VOBS\)](#), we support this group of seniors who are committed to enhance the lives of Burnaby seniors.

We lead [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.

As a member of the [BC Poverty Reduction Coalition](#), we were pleased to see the Poverty Reduction Strategy Act became law on November 8th, 2018, and are looking forward to the plan in Spring 2019.

# resources

We published and distributed 123,000 guides in 2018. 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 Westminister, 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 the Early Childhood Development Committee. 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 Westminister, published in collaboration with the Burnaby Now.

11,000 [Seniors Resources Cards](#), a guide for services for seniors living in isolation or at-risk, including translations in Chinese, Farsi (Persian), Korean, and Japanese.

12,000 [Community Outreach Resources Cards](#), a weather-resistant guide for those who are living in extreme poverty, homeless or at-risk of homelessness, were distributed in collaboration with Progressive Housing and the Society to End Homelessness in Burnaby.

# opportunities

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 2018, the [Burnaby Camping Bureau](#) provided 179 children with \$21,970 in subsidies.

In 2018 [Seniors Transportation](#) volunteers provided 408 drives to 63 seniors. This program continues to be delivered in partnership with Citizen Support Services, with most seniors receiving a partial subsidy through Burnaby Better At Home.

The new [Door 2 Door](#) shuttle program provided 9 seniors with access to the shuttle for 6 days in November and December 2018.

Through the generosity of donors, the 2018 [Burnaby Christmas Bureau](#) made the holiday season brighter for 3,525 people—including 1,550 children, 94 seniors and 67 unique individuals (those who are homeless or at risk of homelessness).

We registered 4,750 people for the [Burnaby Recreation Credit](#) program, providing \$893,000 in credit to use Burnaby Parks, Recreation and Cultural Services.

To advocate with and for people, we supported 1,339 people with [Income Tax Preparation and Form Completion](#) program. Additionally, we provide access to legal clinics and summary legal advice through Access Pro Bono, Law Students Legal Advice Program, and the Elder Law Clinics.

Working with a wide range of community partners, [Welcoming Seniors' Spaces](#) (part of Allies in Aging, funded by the Government of Canada) provided coordinated outreach to 73 seniors experiencing or at-risk of isolation and engaging them in social activities throughout the community.

# volunteers

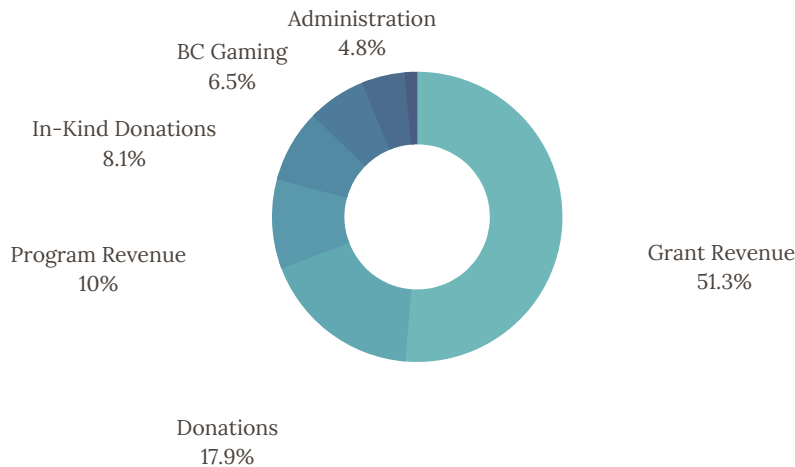
Our volunteers inspire compassion and care through their ongoing kindness and generosity. In 2018, our volunteers contributed over [5,400 hours](#) of their time and talents to deliver our programs. From helping a parent find the perfect toy for their child, to helping a senior stay healthy, or serving on our Board of Directors, volunteers are the heart of our Society.



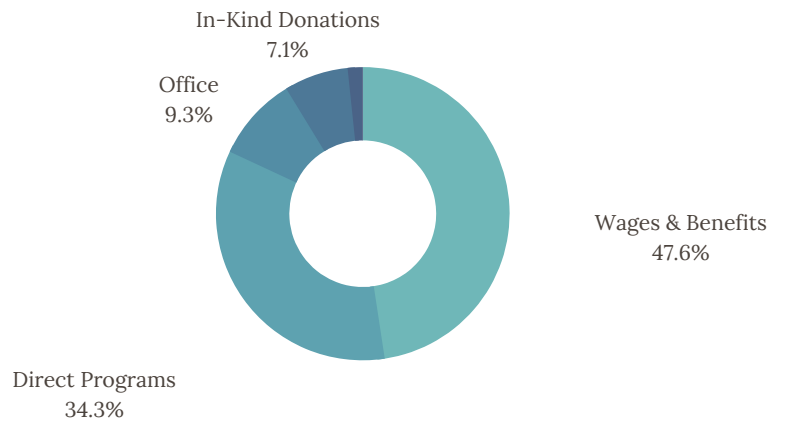
# Summary of the Financial Statements

- Total Assets of the Society were \$300,960 as of December 31st, 2018, compared to \$442,447 in 2017.
- Current Liabilities were \$185,881 compared to \$163,250 in the previous year.
- Deficiency of Revenue (\$697,064) over Expenses (\$800,344) for the fiscal year 2018 was \$103,280, compared to an excess of \$48,655 in 2017.
- End of year cash was \$217,273, a decrease of \$58,659 from the beginning of the year.

## REVENUE



## EXPENSES



## NOTES TO THE FINANCIAL STATEMENTS

Grant Revenue include grants from the Government of Canada: New Horizons for Seniors Program, the City of Burnaby, the Hamber Foundation, the Province Empty Stocking Fund, Vancouver Foundation, Service Canada, and Metropolis at Metrotown. Also included are grants for Voices of Burnaby Seniors.

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 Christmas Bureau and a lease grant for the City of Burnaby. It does not reflect the estimate in-kind value of \$213,699 items donated to the Christmas Bureau, nor the \$195,679 distributed.

Administration Revenue 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.

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.

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

Miscellaneous Expenses includes agency expenses, dues & subscriptions and bank & credit card charges.



## AWARDED THE 2018 NOT-FOR-PROFIT OF THE YEAR

On November 1st, Burnaby Community Services won the Burnaby Board of Trade's Business Excellence Award for Not-For-Profit Organization of the Year.

# donors & partners

Thank you to all our supporters and community partners:

ABC Recycling	Burnaby Seniors Outreach	Brotherhood of Electrical Workers	Safeway
Accenture Utilities	CAMRA	Inland Kenworth	Scotiabank
Access Pro Bono	Capitol Hill Comm Hall	International Genealogical Search	Scotia Dealer Advantage
Agriculture Union Local 20060	Cap's Westwood Cycle	Irene (Hsiu-Ling) Lee	Seaforth Elementary
Alan Litke	Censorio Development Corp	ISL Engineering & Land Services	Seniors First BC
Alexandra Bevilacqua	Certified Battery	IUOE Local 115	Service Canada
ALIVE Exercise Club	Chloe Clark	James McCorkindale	SFU Men's Hockey
Ana Mihajlovic	Christine Poissant	Jenea Tallentire	SHARE Sheila Nash
Antonette Stone	CIBC Brentwood Banking Center	Jesse Wamboldt	Silver Harbour Seniors Centre
APEGBC	Cioffi's Meat Market and Deli	John Patison Lease	Simon Fraser University
APPIA Development	City of Burnaby	John Hardie Mitchell Foundation	South Burnaby Lawn Bowls
Ardeth Ellis	CKNW Orphans Fund	Josie Young	South Burnaby United Church
Armstrong Elementary	CMC Industrial Electronics	Keats Camps	Staccato Studios
Associated Engineering	CMW Insurance Services Ltd	Keith Stoneman	Starbucks
Bailey Trenton	Coast Capital Savings	Kerr Wood Leidal Associates	Susan Willows
Bank of Montreal	Cob's Bread	Kevin Smith	Telus Corporation
BASES	Collingwood Neighbourhood House	Knights of Columbus	Telus Engineering & Design
BC Lions	Concord Pacific	Lise Kreps	Terra Breads
BC Liquor Distribution Branch	Confederation 55+ Seniors Centre	Lori and Randy Buckoll	Theosophical Society
BC Housing	Construction Workers Local 1611	Lotus Café	Balava Lodge
BC Nurses' Union	Costco Wholesale Canada	Lower Mainland Christmas Bureau	Tourism Burnaby
BCIT Student Association	CRI Canada	Loyal Protestant Association	The Hamber Foundation
Beatrix Handlbauer	Cunningham Diane	Margaret Manifold	The Wawanesa Mutual Insurance Company
Bell & Burnaby Funeral Chapel	CUPE Local 379	Mary Ellen Sanajko	Thunderbird Marina
BEST	CUPE Local 7000	MDA Systems Ltd	Tommy Douglas Library
Bill Siksay	CUPE Lc 873	Metro Vancouver	Tykon Concrete Repair Ltd
Bistone Holdings Ltd	Dr. Brian Bengston INC	Construction Department	UBC's Law Students Legal Advice Program
Blue Sea Philanthropy	École Westridge	Metropolis at Metrotown	UNIFOR Local 2200
Bonsor 55+ Society	Elisabeth Rechsteiner	MOSAIC	United Way of the Lower Mainland
Boft Canada	Everything Wine	Nurse Next Door	Valley Bakery
Brentwood Town Centre	Face The World Foundation	Orbis Investment Management	Vancity
Brian Kennedy	Family Services of the NS	Pacific Blue Cross	Vancouver Foundation
Browns Social House	Fido Solutions Inc	Paladin Security	Vega Sequel Naturals Ltd.
Burnaby Board of Trade	Firefighters Public House	Parkcrest Children's Center	Walmart Burnaby
Burnaby Civic Employees	Fred Hanley	Parkcrest Elementary	Warner Brothers
Burnaby Edmonds Lions	Gateway Casinos & Entertainment	Parkland-Chevron Refinery	Westminster Savings Credit Union
Burnaby Emergency	Gilmore Elementary	Paul & Veronika Hebbard	William Walters
Burnaby Lougheed Lions	Glenwood Elementary	Pharmasave	Whole Foods Market
Burnaby Firefighters Association	Gordon Au	Province Empty Stocking Fund	YMCA of Greater Vancouver
Burnaby Firefighters Charitable Society	Government of Canada	Province of BC	
Burnaby Neighbourhood House	Granville Entertainment	RBC Hastings & Kensington	
Burnaby N. Lawn Bowling	Gaurdteck Security	R.F. Binnie & Associates Ltd	
Burnaby North Secondary	Haida Forest Products Ltd	Robin Becker	
Christmas Cheer Comm.	Hawthorne Piggott & Co	Ronaye Matthew	
Burnaby N. Stroke	Heights Merchants Assoc.	Rouge Media	
Recovery Club	Heights Neighbourhood	Royal Canadian Legion Branch 44	
Burnaby Now	Hemlock Printers	RW & Co. Richmond Centre	
Burnaby Principals and Vice-Principals' Association	Hilton Metrotown		
Burnaby Public Library	IBEW-International		
Burnaby School District			



# staff

Marah Arif, **Publications & Special Events Assistant**  
Pam Bloom, **Toy Room Coordinator**  
MJ, Buck, **Advocacy Services Manager**  
Anish Deol, **Program Coordinator - Welcoming Seniors' Spaces**  
Stephen D'Souza, **Executive Director**  
Salena Gao, **Fundraising Manager**  
Marney Godkin, **Community Resources Manager**  
Vicki Goundry, **Program Manager - Seniors Transportation**  
Dorothy Leclair, **Program Manager - Burnaby Seniors Outreach**  
Na "Rita" Li, **Senior Accountant**  
Kim Mitchell, **Program Manager - Burnaby Meals On Wheels**  
Faryar Mohammadi, **Program Coordinator - Burnaby Seniors Outreach**  
Alex Munroe, **Special Projects**  
Dasha Podikov, **Program Manager - Recreation Credit**  
Helena Quo Vadis Mex, **Program Manager - Unpaid Caregiver Support**  
Jude Weir, **Program Manager - Burnaby Seniors Outreach**

# board of directors

## Chairperson

Rahim Rajan, Principal - Sedgewick Hospitality

## Vice-Chairperson

David Pereira, Sustainability Manager, Office of the President - BCIT

## Treasurer

John Lam, Investment Consultant - Scotiabank - Burnaby Main

## Directors-at-large

Evelyn Gut, Major Gifts & Corporate Partnerships - The Salvation Army

Cynthia Hendrix, Multi Media Account Executive - Burnaby Now

Larry Ho, General Manager - Jericho Tennis Club

Marina Ma, Retired

Burnaby Community Services

**EMPOWERING PEOPLE | CHANGING LIVES**

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