

TideLines

News from SHOAL Centre

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June 2020

Find the TideLines newsletter on our website at www.beaconcs.ca

Thank You...

... to everyone who so graciously supported the closure of SHOAL Centre due to the coronavirus. It was a difficult time, but working together as responsible community members is helping everyone get through this unpredictable and unsettling period. We are proud to be part of such a strong community.

... to our volunteers and members of the community, who wanted to help in any way they could to ensure that the vulnerable people in our community were cared for. Words cannot describe the difference your gestures have made in our community.

...to our volunteer shoppers and meal delivery drivers for tirelessly shopping and delivering food for nearly 100 people these last three months. Your dedication and kindness is so appreciated and valued in this time.

...to all the amazing Beacon volunteers who help keep us all connected and feeling cared for. We could not do our jobs without you! A weekly phone call means so much to someone who is at home alone and not able to go out, and true friendships can be made through these conversations.

What's Happening at the SHOAL Centre

Even though the SHOAL Centre has been closed, the staff have remained at work to provide care to the community. Over the last few months, we've provided over 750 meals to our residents, grocery shopped for nearly 100 families isolated in their homes, made over 2500 check-in phone calls, and re-painted the centre.

Despite the busyness, the SHOAL Centre has been quiet without you here. Auditorium B remains empty and the staff don't get to look over and see people playing table tennis or someone in a bee costume posing for an art class.

We're missing our community members arriving in exercise clothes, excited for their fitness classes. We miss adding your jewellery, pottery, and ceramics to the display case. We miss our bridge clubs, our support groups, and our musical gatherings. We miss all of you so so much.

We also miss seeing SHOAL volunteers...their enthusiasm and presence in the Tuck Shop, the office, activity centre, and at every event is invaluable. We are looking forward to having them, and our clients, back with us. Don't worry...we have been watering the plants!



When the clients are away, the dog will play.



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From the Director's Desk

Glenys Cavers, Director of Volunteer and Seniors' Services
Beacon Community Services

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It's hard to believe that SHOAL Community Centre has been closed for over eleven weeks. As we locked our front doors on March 13, Beacon staff started to work on how we could support local seniors through the pandemic. We were asked by the United Way to lead the Safe Seniors, Strong Communities COVID response for Greater Victoria on March 26. Since then, our dedicated staff and volunteers have supported isolated seniors by grocery shopping and delivery, wellness checks, prescription delivery, virtual visits, and meal preparation and delivery. It has been a true community response as we have worked with over 14 community organizations to support seniors as they physically distance and stay safe during this unprecedented time.

As we move into the summer months, we plan to continue all of our supports to seniors while we look for ways to safely move into our SHOAL new normal. I would like to thank our staff and volunteers whose dedication and many hours of hard work have helped our seniors to stay safe during the pandemic. And from everyone at Beacon, best wishes to all our members and clients. (We hope to be able to see you soon!)

Frequently Asked Questions

When will the SHOAL Centre re-open?

The short answer is that we do not know at this time. The long answer is that we are following the recommendations made by the Provincial Health Authority and the Town of Sidney. We are working on a Phase 2 opening with new protocols and procedures for the Centre to ensure the safety of the community and provide a healthy and fun atmosphere. When we have more details about re-opening, we will share them with you.

What will SHOAL look like in Phase 2?

We are working on new procedures and protocols for how we can open SHOAL safely for the public, volunteers, and members. This will include limiting the number of people in the centre, making sure physical distancing is maintained and proper cleaning and disinfecting after use. We are looking forward to having everyone back but want make sure best practices are set up and maintained. Signage will be posted, hand sanitizing stations available in each room and staff will be here to help through this process.

What is happening at the SHOAL Centre?

The staff remains at the centre to provide needed services for the community. Thanks to the funding from the United Way, we are also the hub agency for Safe Seniors, Strong Communities. We have been coordinating grocery shopping, phone check-ins, a drop off tax service, and meal delivery since the centre closed.

Are Medical Drives happening?

At this time, we are only providing drives for essential services. As things begin to open up and more doctors take appointments, this will slowly change. Call SHOAL reception with any questions.

What's Happening with my SHOAL Membership?

All SHOAL Memberships will be extended when the Centre is open again. Please call SHOAL Centre reception with any questions or concerns at 250-656-5537.



SHOAL Centre's Independent Living Residents ventured outside to fill the garden beds and have a great socially distanced gathering.



News from the Activity Office



Jennifer Van Es, Activities and Rental Coordinator

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**We are ready to help!
If you or someone you know could benefit from any of our services, please call 250-656-5537**

It has been nearly twelve weeks since we had to close the doors at SHOAL, and a lot has changed since then! Thankfully, we have remained busy and been able to connect with the community through our outreach programs, but we are excited to connect in person again at SHOAL.

We thank each and every SHOAL member and user for respecting and supporting the tough decision we had to make to close the centre when we did, and assure you that we hope we will be able to open the doors soon. Programs, activities and even the centre will look different, but we will still be able to gather and see each other again. In the meantime, we hope you are doing what you can to stay healthy and active.

You can refer to our website (beaconcs.ca) for the most up to date information, or feel free to give us a call. We would love to hear from you!

Our Incredible Community

Generous members of the community have donated handmade masks to the Centre. The masks have been shared with SHOAL residents, volunteers, and members. We are so grateful.



Grocery Shopping

We are coordinating grocery shopping at Thrifty Foods and Save-On-Foods for seniors across Sidney and the Saanich Peninsula. If you would like to set up an account, please call SHOAL reception at 250-656-5537.

Phone Check-Ins

Beacon staff and amazing volunteers are available to make check-in phone calls and wellness checks to anyone wanting support. If you are wanting daily or weekly communication, please reach out to us at SHOAL.

Tax Services

****This will continue through June.**** This year we are offering a drop-off only tax service. Bring your documents to the centre and fill out the forms. More info on page 4.

Meal Pickup

Don't want to cook tonight and want a hot meal? You can pickup lunch or dinner at the SHOAL for a reasonable price. We have lunch & dinner available seven days a week. Delivery may be available. More details are on Page 5.

Beacon Mobile Meal Delivery

We launched this new program to a rousing success! Running for eight weeks, this at home program provides weekly meals for vulnerable seniors. See page 5 for more information.

Foot Care Service

Soul to Sole Foot Care is returning to the SHOAL Centre. Nurse Glynis Miller is putting together new safety procedures and measures and plans to be up and running during the first half of June. Please contact her directly to set up your appointment at 250-858-7729.

Beacon Thrift Store Manger Jackie Leuchter joined us on reception when the stores closed down. We were blessed to have her help these last two months.





Pedro keeps a watchful eye on the front doors of the SHOAL Centre and the Income Tax Station setup outside.

Successful Re-opening: Drop-Off Income Tax Service

We are happy to report that our new drop-off format for income tax preparation is working well and over 300 returns have been completed since we resumed our income tax service May 1st.

Clients submit their contact information and tax slips to the SHOAL Centre and then a trained income tax volunteer contacts them for a telephone interview in order to submit the return electronically.

While the CRA deadline for filing income tax ended June 1, 2020, the SHOAL Centre is continuing to help people with low to modest incomes to file their returns.

Although you may be late in filing, please don't put it off any longer since filing will ensure your benefits continue uninterrupted. The income tax forms will continue to be available outside of the SHOAL Centre doors until June 30.

Any questions? Please contact Linda Lightbody at 250-656-5537 or llightbody@beaconcs.ca



PROFILE ON

Jemma Templeton, MA(RCC); Coordinator Caregiver Support Program

Jemma is delighted to be a part of Beacon Community Services, and to work at the wonderful SHOAL Community Centre, as coordinator for the Family and Friends Caregiver Support Program. Jemma's role focuses on supporting family and friends who provide unpaid care for older adults living in the community or at home, with complex needs such as chronic

illness, frailty or life-limiting conditions. The program provides emotional support, social opportunities, and education services to enhance caregiver well-being.

Jemma has been in the social services, not-for-profit sector for over 30 years, working along-side diverse populations. Since coming to Canada, from Scotland, she has dedicated her career in support of empowering others to move forward and gain the best quality of life possible. She strives to provide compassionate care, a nurturing environment, a safe place to be heard, and connections to community.

On a personal note, she comes from a family devoted to the helping field, and caregiving has been a cornerstone in her immediate family, for generations. Professionally, she holds a BA degree in Human and Social Development, and an MA degree in Counselling Psychology. Jemma is a Registered Clinical Counsellor and her passion is in working with caregivers and older adults. For over 10 years Jemma has supported caregivers and older adults in various capacities throughout British Columbia, Lower Mainland and recently on Vancouver Island. Her work includes advocacy, seniors programming, elder abuse prevention, bereavement support, one-to-one counselling and support groups. In addition, she has solid experience in community engagement and outreach. She has trained, supported, and worked with volunteers for many years and this is one of her favorite roles. We feel so fortunate to welcome Jemma to our team!

Tides at SHOAL Dining Room

Until the SHOAL Centre re-opens, dining room services are open for meal pickup only. Please call SHOAL reception at 250-656-5537 to order lunch or dinner or buy a meal card. Menus for the next week are released every Friday at noon. Please drop by to pick one up or call us for more information. Delivery may be available.

Lunch: Between noon and 12:30pm, ring the front doorbell to pickup your meal.
Lunch Cost: \$8 per meal or save \$1 per meal and buy a Meal Card (15 meals): \$105

Dinner: At 4:30pm, ring the doorbell at the front doors to pickup your meal.
Dinner Cost: \$11 per meal or save \$1 per meal and buy a Meal Card (15 meals): \$150

All prices include tax. Gratuities are gratefully declined.
We regret that we are unable to issue refunds for meals remaining on unused cards.



Karen Taylor, Chef

250-656-5537 ext. 107
chef@beaconcs.ca



Beacon Mobile Meals

On Mother's Day, Beacon volunteers and staff rolled out our new meal delivery service for those needing some extra help.

On Thursdays, our volunteers will be taking one hot meal and two frozen meals to clients across Sidney and the Saanich Peninsula, having a physically distanced chat, and being a support to those who are struggling to feed themselves.



"My sincere thanks for the excellent gift of Mother's Day dinner with two extra frozen meals and with a bag of goodies. The dinner was excellent. It made my day. To receive not only these free meals, which means so much, but the delivery service was spot on time by two very lovely people.

I am overwhelmed by your generosity. At the administration level, the kitchen staff, volunteers, all of whom do so much to heal the loneliness and make life better for seniors."



Volunteer & YEP News

Sara Lawton, Volunteer Services & YEP Coordinator

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Deb Greenaway, Community Services Coordinator

778-426-8768
dgreenaway@beaconcs.ca

Volunteer Drivers Needed

We are currently experiencing a surge in requests for medical drives due to the backlog of surgeries and treatments.

If anyone is able to help, please let us know by emailing slawton@beaconcs.ca

Testimonials

We've had such wonderful responses from volunteers and members to our newsletters that we wanted to share a few:

"I know I am lucky to be part of the Beacon volunteer family surrounded by great support staff. So thank you for all you do to help us through this difficult time."

"We'll be back someday and it will be different but Canadians are strong, resilient and nothing will stop us."

"I miss my time at the centre but understand the necessity of keeping the occupants and staff well and healthy. I am willing to return whenever the new "normal" conditions are defined with whatever restrictions are in place."

Welcome to our Summer Student, Emma Collins



Emma has always enjoyed working and volunteering with members of her community. She began volunteering with Beacon Community Services in March 2020. Through SHOAL Centre, she delivered groceries to seniors who are not

able to leave their homes due to the current COVID-19 pandemic. Emma is now the summer student at SHOAL Center, assisting the rest of the team out. She is excited for this opportunity.

Emma is currently in year three of post-secondary school, pursuing a Bachelor's degree in Social Work. She hopes to one day get her Master's degree in Clinical Psychology. Emma has lived on the Saanich Peninsula since the age of five, graduating from Stelly's Secondary School. She enjoys travelling, hiking and spending time with her friends and family.

Currently Running! Good Food Box

Saanich Peninsula's affordable produce box

**NOTE: This service is running every other Wednesday with the deadline for ordering being one week before delivery. **

Quality, fresh, local, seasonal, organic and conventional produce available to all Saanich Peninsula residents for reasonable prices! Orders will be delivered to SHOAL every other Wednesday. Home delivery may be available. Deadline for orders is the Wednesday prior to delivery. Call SHOAL reception (250-656-5537) for more information and to order.

Now at SHOAL Team Heart Apparel



"Be Kind, Be Calm, Be Safe" T-shirts available at SHOAL. Please call 250-656-5537 to order.

Sidney Town Crier and medical drive volunteer Kenny Podmore is passionate about Beacon's programs and services. He spearheaded the "Be Kind Be Calm Be Safe" Heart T-shirt fundraiser and has been selling t-shirts in support of our programs for isolated seniors. Kenny passed this fundraiser baton to Beacon Community Services and we are excited for the opportunity to make the shirts available at the SHOAL Centre. Call 250-656-5537 or email bkindcalmbsafe@gmail.com to order.

Available sizes are S-3XL, in white or black. T-shirts are \$25; all proceeds go to supporting local vulnerable seniors.



SPOTLIGHT ON

Saanich Peninsula Community Response Network Stopping Adult Abuse & Neglect Together

World Elder Abuse Awareness Day

The international symbol for World Elder Abuse Awareness Day is the iris with its beautiful purple colour. Please wear purple on June 15 as a way of acknowledging your support to shine a light on this significant issue.



Confidential Resources

Seniors Abuse and Information Line (SAIL):
1-866-437-1940 (toll free, 8am-8pm every day)

Vancouver Island Crisis Line: 1-888-494-3888
(24/7) or www.vicrisis.ca for text or chat options

VictimLinkBC: 1-800-563-0808 (toll free, 24/7) or
email victimlinkbc@bc211.ca

**Seniors Health Care Support Line (8:30am-4:30pm,
M-F): 1-877-952-3181** outside Victoria, BC or
250-952-3181 in Victoria, BC

**SHOAL Centre Community Services/Better at
Home Program: 778-426-8768 or 250-656-5537**

For many agencies across our region, this year, has seen a major disruption in many organizations delivery of services due to the COVID-19 safe health restrictions. The Saanich Peninsula Community Response Network (SPCRN) cancelled a number of planned public events in order to keep people safe at home.

These included the following free events

- Revenue Canada Tax Scam workshop,
- Hoarding vs Cluttering seminar for professionals
- World Elder Abuse Awareness Day Lunch
- It's Not Right training
- Affordable Food for Seniors forum

All of these presentations and events are part of the SPCRN's "Keeping Safe in Our Community" focus, especially aimed at stopping elder & adult abuse, neglect and self-neglect through free education and awareness programs.

Abuse comes in many forms—from physical, sexual, emotional and psychological—to a wide range of financial exploitation. Social isolation has been identified as the leading contributing factor to an increase in risk. With this unprecedented time of stress and social isolation, abuse incidents are increasing, transition house and shelter usage is increasing, crisis line calls are up, and more domestic violence reports are in the news.

At SHOAL, we can offer check-ins, virtual visits and senior peer counselling to anyone needing some support. There is other resources available (left) for those in abusive, neglectful or vulnerable situations.

Another way we can help bring awareness is to mark our calendars June 15 to honour this day.

We also plan to have the SPCRN hold events at SHOAL when we get to Phase 4 and are able to meet in large groups again. Until then, SPCRN Coordinator Anna Hudson is looking at putting on some webinars to support our community. Contact her at ammhudson@shaw.ca.



BCS Thrift Shop Update



“...Sure missing my days at the thrift store & looking forward to getting back...”



At Beacon Community Services thrift shops, we are working hard to get everything ready so we can re-open safely and still make shopping with us an enjoyable experience.

There are a few things that we know for sure:

- **Our volunteers are itching to get back to work.** They miss seeing all of you and helping you to find items and clothing.
- **We love hearing that customers miss us and want us to re-open.** It so warms our hearts to hear from you and see your excitement for us re-opening.
- **Many of you have let us know that you are keeping donations for us.** So there will be lots of new items at our stores.

What we don't know are the actual dates of re-opening. We are currently working with the Provincial Health Officer as well as the municipalities to create proper boundaries and procedures so we can re-open in a way that makes customers, donors, volunteers, and staff feel safe and welcome in our stores.