



Beacon Community Services
Annual Report 2020

A message from the Board Chair



As I head into retirement after 6 years on the Board, I take with me countless memories of the people I've been privileged to meet through Beacon: individuals and families who grapple with incredible challenges, and the caring, compassionate volunteers, staff, and community partners who help them achieve their goals and improve their lives.

It's been an honour to get to know them and to serve on the Board of a charity that brings them together. Their stories are testament to what's possible when people combine their skills and talents to make a difference...and each reflects Beacon's long, proud tradition of community service.

As you'll see in this report, that tradition provided a solid foundation from which to navigate this extraordinarily busy, sometimes very unsettling year, along with its significant shifts and transitions.

I'm confident it also gives Beacon, and those we serve, a footing for future success. Thank you to everyone who has contributed to that proud tradition – and to those who continue to make it possible.

With gratitude,

A handwritten signature in black ink, appearing to read 'Bryan Waller'. The signature is fluid and cursive.

Bryan Waller

Children, Youth & Family

We work to support children, youth and families through a broad range of services and programs. We promote health and safety for families, foster learning and development at all ages, and support parents and caregivers in their efforts to raise happy children, teens and families. We also offering counselling, mediation and respite for those in need.

Employment Services

Beacon Community Services has delivered a variety of employment programming since 1982. We offer programs and services for jobs seekers and employers alike. If you're looking for work, need employment training, or simply want to get informed about the local labour market – we're here to help.

Seniors' Supports

We try to help seniors live as comfortably as possible – whether at our assisted living or award-winning dementia homes, or through one of our many services to enhance seniors and caregivers' well-being. And, our SHOAL Centre for active seniors is a booming hub in the Peninsula community, with many programs and services to support healthy aging.

A message from the CEO



What a year! We successfully moved one of our largest programs (Home Support) to Island Health, expanded other programs and services to help meet community needs, managed the aftermath of a fire at one of our cornerstone facilities for dementia care....

And rolled up our sleeves (and donned face masks) to help the community respond to a COVID-19 pandemic.

As our world and community profoundly and rapidly changed, the daily lives of Beacon volunteers and staff were of course also affected. Nonetheless, they continue to live up to Beacon's mission of helping people and improving lives. As CEO, I'm humbled and proud to see the compassion, dedication, resilience and innovation they bring to challenging and uncertain times – and grateful to see the difference they make for people in our community.

We also recognize our partners, funders, and donors have helped make the challenges much easier than they otherwise would have been: we're exceptionally thankful for the 'power of community'; and the contributions to Beacon and those we serve.

As we look back on the past year and ahead to new opportunities and challenges, thank you, too, to our volunteer Board of Directors: your valuable guidance, counsel, and support is appreciated.

Best regards,

Bob Boulter

Volunteer Services

Beacon's thriving Volunteer Services program exemplifies neighbourliness and excellent community service. Our nearly 600 adult volunteers and 140 youth volunteers range in age from 12 to over 90 – they make our community stronger by providing services to thousands of people and raising money for local programs that help people and improve lives.

Thrift Shops

Beacon's seven Thrift Shops offer affordable, convenient shopping for the entire family. They're also great places to donate items that are no longer needed.

Proceeds from Beacon Thrift Shops go towards programs that help thousands in our community achieve a better quality of life.

Housing & Shelter

We offer comfortable, affordable living options for seniors and people with disabilities, supporting their desire to be as independent and self-sufficient as possible.

We also connect those who are homeless, or at risk of becoming homeless, with housing and services to meet their needs.

Stepping up to help in uncertain times

As Beacon began to wrap up its fiscal year this March, no one could have anticipated what was about to take place: we watched the spread of COVID-19 and the world was shut down to protect our communities. But, during this very challenging time Beacon's incredible volunteers and staff sprang into action; we began to work together to find ways to care for our community, even if from a distance.

When the pandemic began, we were honoured to be selected as the anchor, or hub, agency in the CRD for the United Way's **Safe Seniors, Strong Communities initiative** in Greater Victoria and on the southern Gulf Islands. The BC-wide initiative is a partnership between the United Way's Better at Home program, **bc211**, the BC Ministry of Health and the BC Seniors Advocate, launched in response to the COVID emergency.

Here are some of the ways that Beacon truly made a difference during the COVID pandemic...

Reaching out to support seniors

During the pandemic, Beacon launched the CRD's Safe Seniors, Strong Communities initiative providing wellness checks by phone, virtual visits, grocery shopping and delivery, prescription delivery and medical drives to urgent appointments such as dialysis and cancer treatments. Beacon worked quickly to develop the program, then partnered with 14 other agencies throughout the CRD to deliver the services to new and existing clients.

The meal preparation and delivery program, with support from the United Way of Greater Victoria and in partnership with local agencies, provides 3 meals a week to seniors – the goal being to provide 1,000 meals a week to clients identified at their local agency. It was a true win-win for all: the meals warm hungry bellies, and the opportunity for seniors to visit with volunteers brought smiles and brighter days during self-isolation.

[Click here to watch the video about the meal program.](#)



A volunteer collects meals made by the Beacon chefs at SHOAL Centre and delivers to seniors



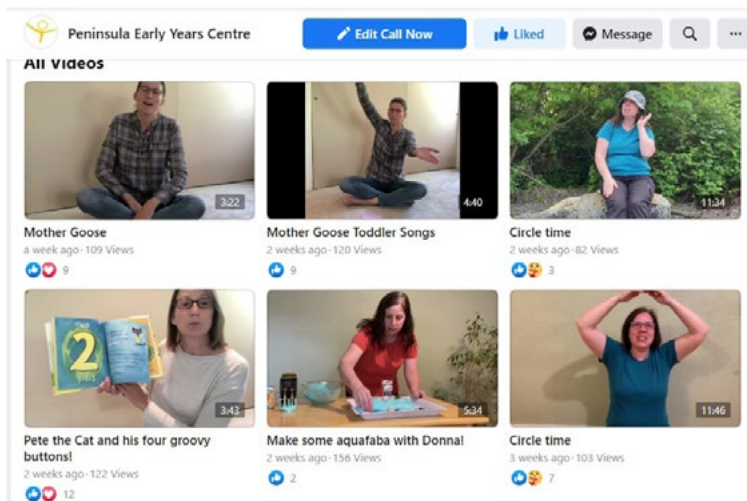
With the help of our incredible volunteers – Beacon:

- started a grocery shopping and delivery service, as well as a prescription pickup and delivery, for over 300 clients on the Saanich Peninsula
- provided over 2,500 virtual/phone visits as well as regular reassurance phone calls or wellness checks for vulnerable seniors
- medical drivers continued to serve clients for essential or emergency appointments

Keeping in touch during COVID

In response to feedback from last year’s survey of Beacon volunteers’ needs, we launched a quarterly newsletter, *In Touch*, in summer 2019. It’s dedicated to keeping the close to 600 volunteers who support our programs across the Greater Victoria community engaged and informed. The newsletter is a great first step towards connecting volunteers with each other too.

In Touch proved to be a wonderful tool when COVID hit – we stepped up our efforts and began sending out the newsletter every two weeks. The first “mini” issue was a success – 140 people provide us with positive feedback, letting us know our efforts to connect were appreciated. Reaching out more often proved to be important both for volunteers and Beacon – it allowed us to check in with our volunteer team and respond to any needs they might have, and we were able to keep them abreast of how Beacon and our volunteers were contributing to the emergency response.



Staff at our Peninsula Early Years Centre adapted quickly to closures and cancellations, taking to [Facebook](#) to engage children with songs, crafts, story time and other activities – proving that even for babies and toddlers, education and connection can be just a mouse click away. [Check out their videos here.](#)

Beacon’s Child Care programs also stepped up with temporary, emergency childcare space for essential services workers: providing safe, quality care for kids and peace of mind for parents who were assisting with the community’s covid response.

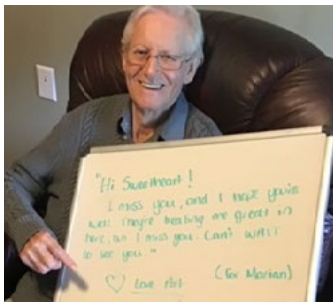
Many of our clients particularly needed support during such a trying, uncertain time: we made sure to be there for them. At our two WorkBC Employment Services Centres, for example, staff worked from their homes, serving and supporting clients remotely – and urgent client needs were served face-to-face through pre-booked appointments. Beacon’s Counselling teams also connected and supported clients by phone, Zoom, or via outdoor meetings in the community (with physical distancing and safety precautions in place).



Connecting residents with loved ones & community

Many seniors feel isolated, even in the best of circumstances. But when the COVID pandemic forced people inside – including long term care and Assisted Living home residents’ family, friends, and volunteers – those feelings grew. With restrictions on in-person visits, Beacon staff took extra steps to link residents with Facetime and other technology, plan fun, engaging activities, and work with them to create signs so they could share and receive messages of love and support from a safe distance. Family ‘window visits’ often brightened the days too.

Our kind community also helped: students sent cards, neighbours posted cheery window signs, and the Saanich Peninsula Chamber of Commerce used a TELUS donation to buy tablets so residents at Beacon’s **SHOAL Assisted Living** and **Brentwood House and Sluggett House** dementia care homes could more easily connect with loved ones. The Town of Sidney’s Emergency Operations Centre even charged the tablets and installed apps to make sure they ran smoothly!



Supporting homeless youth in times of even greater need

Youth homelessness is an unfortunate, ongoing issue in our region so Beacon coordinates the **Out of the Rain youth shelter** to offer support, warm meals, and a roof overhead – even if just for a night. In 2019/20, Out of the Rain welcomed nearly 120 young adults, and a safe place to sleep for nearly 2,000 overnight stays.

The seasonal shelter usually runs October 15 - April 15. But when COVID-19 hit the Island and youth and staff couldn’t safely distance in shelter space, we made the difficult decision to discontinue night services on March 24.

At the same time, we expanded other supports, offering more mealtimes and introducing laundry services. Youth also turned to us for hygiene supplies, warm socks and friendly, caring, non-judgmental advice and support. Caring community partners helped, too; for example, when one young man was desperate for shoes (size 14, very tough to find – especially in isolation!), we put out the word. A kind family tracked down a pair; later, the grateful youth texted his thanks and noted the shoes were “sooooo comfortable!”



“Keep up the good work at Beacon – it’s so much appreciated. I know folks who have had the grocery deliveries and they are so pleased there is someone to back them up when they are not able... Keep safe. Virtual hugs to all of you at Beacon.”

– A Beacon Volunteer

“When the social distancing orders to flatten the curve were initially released, my husband and I struggled for weeks to care for our daughter while also earning enough money to keep our family afloat.

I am part of several COVID-19 response teams at Island Health and found it extremely difficult to maintain the intensity and the complexity my work demanded, while also caring for our daughter.

The essential services daycare offered by Beacon Community Services have been remarkable during these challenging times. Their professionalism and expertise have meant that we are confident leaving our toddler for the day so we can continue to work, contribute to our community and advance the Vancouver Island healthcare response to COVID-19.

It’s truly been a game changer.”

– A Frontline Worker, and a Grateful Parent

T-shirt funds support Beacon

Throughout the COVID-19 pandemic, BC’s provincial health officer, Dr. Bonnie Henry, became a household name. As she updated British Columbians daily and issued orders to keep communities safe, she uttered the words “be calm, be kind, be safe” – and the entire province responded.

In tribute to Dr. Henry and the frontline workers who are leading us through the stages of the pandemic, Sidney Town Crier and Beacon medical drive volunteer Kenny Podmore coordinated a fundraising initiative to support Beacon Community Services’ programs for vulnerable seniors.

Working with Sidney retailers Cottons and Blues and Beacon Sign & Apparel, Kenny took Dr. Henry’s inspirational quote, along with a red heart (which became a symbol of recognition for frontline workers) and created t-shirts available for sale through Beacon’s SHOAL Centre in Sidney. Each shirt is \$25 – with proceeds going to Beacon. [Click here to learn more.](#)

The t-shirts were such a hit that the one-time fundraiser will become a yearlong effort, raising funds for much-needed seniors’ initiatives at Beacon. Thank you Kenny, and everyone who brought this idea forward – we are so grateful for your initiative that will help people and improve lives now and in future!



Home Support program transitioned to Island Health

In March 2019, Beacon and Island Health announced an agreement for Island Health to assume responsibility for delivering publicly funded home support that Beacon had provided, on behalf of Island Health, for several years. Planned for the fall 2019, the move was to help ensure a consistent service approach to implementing government's team-based primary and community model across the health authority – with the Home Support delivery agreement for south Vancouver Island, Salt Spring, and the outer Gulf Islands already scheduled to end in 2019, there was a natural point for moving forward with the new model.

October 31 was the last day at Beacon for nearly 800 colleagues in Home Support, and we bid them a fond farewell as they transitioned to employment with Island Health on November 1.

As we prepared for the change, we said teary goodbyes at drop-in “Best Wishes” open houses, and celebrated the connections we'd built – and the Beacon team's success in helping people and improving lives through the Home Support program over many years of caring, compassionate community service.

A heartfelt thanks and appreciation goes to all the Beacon Community Services staff for their exemplary work, efforts and contributions, along with our thanks and best wishes to the thousands of people we were privileged to serve with Home Support care over the years – words cannot express our gratitude!

Beacon staff (and volunteers) are continuing Beacon's many other services, and we look forward to keeping in touch with our former Home Support colleagues. (In fact, we were delighted to welcome many back to our February 2020 Staff Appreciation event, to recognize and celebrate their community service anniversaries.)



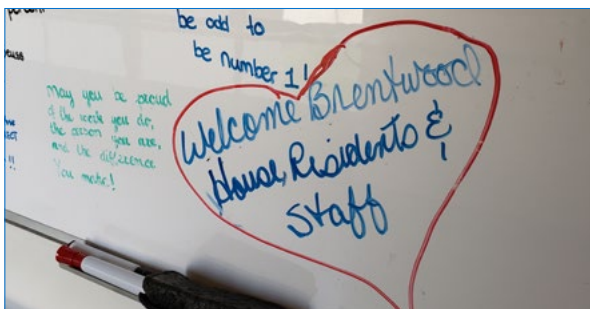
The 'last shift' of Beacon Community Services' Home Support schedulers and nursing supervisors late in the evening of Oct 31, 2019. Behind them is one of the many papers on which Beacon staff and office visitors jotted down their memories and farewell wishes in the days before the program transferred to Island Health.

Brentwood House fire – residents & staff safe



In February 2020, a small fire occurred at Brentwood House, one of Beacon's two dementia care homes on the Saanich Peninsula – and home to 17 residents. We are so grateful to local first responders and our Brentwood House staff – because of their quick action, residents were quickly whisked to safety and everyone was safe and sound!

Unfortunately, smoke and water damage has kept them away from the home. Most have been living at Gorge Road Hospital, where Beacon staff continue to care for them, while the house undergoes repairs. A special thanks goes out to the Island Health workers for welcoming our 'Brentwood House family.' We greatly appreciate their support – although, of course, we'll be excited to welcome everyone back to their home at Brentwood House this fall.



In the meanwhile, we also appreciate a resident's family member taking the time to share that: "The response to the fire and handling of the situation has been absolutely first rate. You all exceed my expectations every time and every day..." Kind words at a challenging time!

Celebrating accessibility and inclusion

In 2019/20, we are proud to have achieved the Rick Hansen Foundation Accessibility Certification (RHFAC) for both of Beacon's Employment Services offices – Sidney and Salt Spring Island. RHFAC is a national rating system that measures and certifies the level of meaningful access of buildings and sites. Achieving RHFAC certification signifies our commitment to accessibility and identify barriers to access and inclusion for all.



Each year Volunteer Victoria and the University of Victoria partner to offer a one-day community service-learning opportunity to students. Beacon was lucky enough to have our application for student help accepted for the third year in a row. This year's project was to complete a garden clean up at **Laurel House**, on Elford Street in Victoria. Laurel House is surrounded by mature trees, hedges, fruit trees and herbs – and serves as a warm and welcoming drop-in centre for those who need mental health supports. Six students worked diligently weeding, trimming, raking and virtually transformed the yard to its original condition. Each student worked tirelessly for 4 hours and was able to take home some fresh, delicious fruits of their labour at the end of the day – along with our gratitude for their service to us!

Caring for children throughout the year

It is widely recognized that a child's "early years" are crucial, and investing in their development and well-being leads to later successes and, ultimately, healthier families and communities.

That's why, in 2019/20, Beacon welcomed nearly 700 families and more than 5,850 children to 8 unique **early years programs**: Baby Talk, Parent Child-Mother Goose®, Peninsula Babies, Sidney StrongStart, and Peninsula Early Years Centre drop-ins Friday Family Drop-in, Saturday Playtime, Saturday With Dad, and Toddler Time.

The programs are designed to enhance children's early learning and development, while also strengthening parent-child bonds.

The programs also benefit parents by bringing them together with other parents to share common experiences -- and to access helpful information and resources about children's health, age-appropriate stages of development, and building healthy families.



Beacon's **licensed child care centres** offer fun, educationally appropriate programs, tailored to children's stage of development. This past year our 3 Licensed Care Centres supported 64 families with quality care for infants, toddlers and preschoolers, while our licensed Otter be Fun Care provided Out of School Care to 70 elementary school kids.

Partnering to support children and families

Amongst other 2019-20 initiatives, partnership with local First Nations communities saw us reaching out to co-facilitate/support or directly lead events that served more than 230 children and 50 families who attended the Tsawout First Nations' Babies/Parenting Circle, Tseycum's Parenting Support Group, or early years programs in Tsartlip and Pauquachin First Nations communities.

3 Beacon facilitators also had the privilege to meet with families and attend a special Baby Welcoming Celebration, hosted by NIL TU,O Child and Family Services Society.

In February, we were pleased when Island Health selected our Peninsula Early Years Centre as the host venue for the health authority's Post-Partum Depression Support Group on the Saanich Peninsula.

The partnership increased access for Peninsula early years families who required support, eliminating the need for them to travel into Victoria or other communities. COVID-19 unfortunately prevented the group from continuing to meet in person, but we look forward to welcoming families back later in the year.

Starting school with a helping hand

When a child first goes to school, it can be a big step for both the child and their parents. So, for the last 3 years, School District 63 has offered additional kindergarten support by having school district StrongStart facilitators join classrooms for the first week: and Beacon has been proud to help, as the contractor for Sidney Elementary's StrongStart Facilitator position.

In September 2019, we were thrilled to increase support for Kindergarten kids by having 2 early childhood educators from Beacon's Peninsula Early Years Centre team join classes at Keating Elementary.

We also had the opportunity to coordinate Welcome Tables for kindergarten parents at Lochside, Brentwood, Sidney and Keating – connecting families on the first day of school with important community resources that can help little ones and parents alike. This year, we were joined by Island Health, Vancouver Island Regional Library, Greater Victoria Public Library, and the Inter-Cultural Association. Beacon was also happy to be at the school district's January 2020 Kindergarten Information Night, to meet parents and provide information about community resources, supports, and services to families of next year's class of kindergarten children.



Young Parent Program turns 30

Thirty years ago, School District 63, in recognition of all student learners and their needs, embarked on an innovative initiative which embraced an inclusive approach to assisting students who were also parents. SD63 approached Beacon (then the Peninsula Community Association) and a new partnership emerged.

Together, SD63 and Beacon created the Young Parent Program to support and encourage student parents; the program provided licensed quality care services for infants and toddlers on the school site, as well as other supports – allowing students to complete graduation requirements while building and maintaining their success as a parent.

The Young Parent Program started with a thought and the courage to try something different – 30 years later, we have 46 young parent graduates and the gift of committed partnerships.

New Children's Centre coming

In the summer of 2019, School District 63 announced plans for an expanded, seismically safe Children's Development Centre in Cordova Bay.

Beacon was delighted to enter a long term agreement to provide additional supports at the centre, allowing us to better serve families in the Royal Oak and Cordova Bay areas.

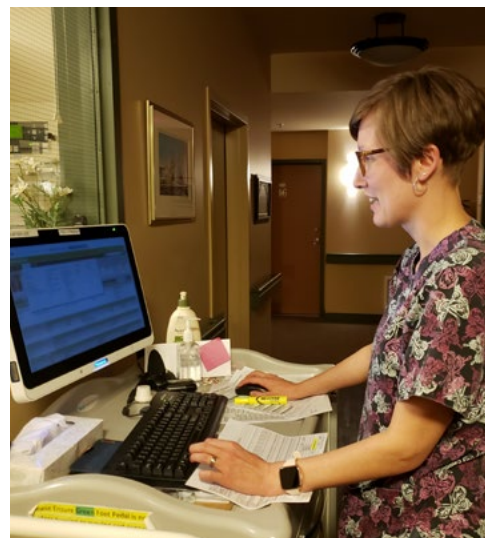
We look forward to offering an array of mental wellness and various other supports to help enhance family and youth well-being -- as well as early years programming to help our community's youngest get off to a solid start.

The Centre is slated to open in 2021.

Online charting a success

As part of continuous quality improvement efforts at our 2 dementia care homes, 2019/20 was a significant year. We successfully completed 3 innovative projects to provide:

- **Online patient progress notes and assessments:** off-site physicians now have real-time access to all health care records for their patients who live in our homes (this was proven to be extremely beneficial during the pandemic, when in-person visits weren't always possible).
- **Point of Care:** a mobile-enabled app that runs on a portable tablet and allows staff to document activities of daily living at, or near, where they occur: this improves the accuracy and timeliness of recorded information that supports residents' well-being.
- **Electronic Medication Administration Record (EMAR):** highlights when medications should be given and accurately documents relevant details when they are administered, reducing the potential for error and improving the quality of care.



Caroline, at our Sluggett House dementia care home, reviews online patient progress notes and assessments

Working together for quality

To help identify what's working well, and what might be improved, Beacon's Assisted Living and Licensed Dementia Care homes each host advisory councils. Assisted Living homes' councils are made up of residents, and usually meet monthly to discuss a variety of topics. At our 2 dementia care homes, family members sit on the advisory council; this year, we were delighted to welcome a family member from each house as council co-chair. The group used to meet yearly and has expanded its meeting plans to twice a year – we look forward to seeing this grow, and to hearing members' input and ideas.



Breaking barriers through art

In fall 2019, Beacon unveiled exciting plans to bring Opening Minds through Art (OMA) to the Saanich Peninsula in 2020. OMA is an award-winning, evidence-based, intergenerational art-making program for people with dementia.

It draws on research showing that creative expression through art can significantly benefit the physical and psychological wellbeing of people with dementia. OMA pairs people with dementia (the artists) with trained volunteers/students, families, and caregivers. Artists are encouraged to rely on imagination instead of memory, and focus on their remaining strengths instead of lost skills.

Beacon volunteers serve as Caregiver Ambassadors

Being a caregiver can be rewarding. But it can also sometimes be exhausting and/or isolating. This is even more likely if family and friends of someone who needs care don't recognize themselves as caregivers – and research shows this is the case for 60 percent of unpaid caregivers. This can mean they miss out on valuable support, and risk their own health.

So this year, Beacon and the Family Caregivers of BC created a new Caregiver Ambassadors Program for the Saanich Peninsula. Volunteer Caregiver Ambassadors aim to transform lives by helping people recognize themselves as caregivers and informing them of supports available at Beacon Community Services and Family Caregivers of BC, as well as groups of people in similar circumstances.

Ambassadors connected with 'hidden caregivers' at various community events and were very well-received. However, as COVID-19 continues to impact events, we're now eagerly seeking new ways for our Ambassadors to reach out to the community.



Family & Friends Caregiver Support Program comes to Beacon

This year Beacon received some great news: we were awarded \$250,000 in funding from the Province of BC and the United Way of Lower Mainland, to support a brand new program starting in January 2020.

Beacon's Family & Friends Caregivers Support Program was created to support the health and well-being of older adults with higher needs... and their caregivers. Supported by Family Caregivers of BC, the program focuses on people who provide unpaid care to older adults with complex needs (such as chronic illness, frailty, or life-limiting conditions).

The program offers caregivers emotional support, social opportunities, and education services to enhance their skills, knowledge and confidence, and increase their own well-being.

Beacon's friendly, caring program coordinator is happy to provide one-to-one support, give information or referrals to community resources, and help caregivers navigate the healthcare system.

Retail therapy for a great cause

Run by volunteers, our 7 **Thrift Shops** support your retail therapy habit, while at the same time dedicating proceeds from sales right back into not-for-profit programs and services in the community. Much more than just stores, some Beacon Thrift Shops also offer free courses in Retail Training and Cashier Training to help people to prepare to work in a retail environment. And, local bakeries provide donations of baked goods for people in need – found at every Beacon Thrift Shop.

In September 2019, Beacon took its Thrift Shops on the road – to the University of Victoria campus as students were returning to residence for the start of the school year. At this ‘pop up Beacon Thrift Shop’, Beacon helped students stock up their new dorm rooms with handy household items as part of the university’s Green Initiative. Student life can bring challenges, and Beacon was there to help students reduce back-to-school stress and get the year off to a great start – financially, philanthropically, and environmentally.



A long line of eager bargain hunters gathers outside the doors in anticipation of the first ‘pop up Beacon Thrift Shop’ at UVic

Beacon Employment Services delivers WorkBC services

Beginning April 1, 2019 Beacon’s **Employment Services** team began to deliver employment training and supports through the WorkBC program under a new contract for the Saanich Peninsula and Gulf Islands. Funded by the Government of Canada and the Province of British Columbia, Beacon provides a wide range of services and supports through WorkBC to help adults of all ages improve employment readiness and find and keep employment.



Brenda

This year, Beacon’s employment services team supported people like Brenda in their journeys to find work and gain new skills, with 193 finding and securing meaningful employment. Brenda had lost her job and was looking for a fulfilling position. She stopped into the Sidney WorkBC Centre to learn more about our services and begin her job search. Brenda met with a Career Advisor who helped with support, including resume editing, job search support and financial aid while she looked for that ‘perfect’ position. After hard work and dedication Brenda was thrilled when she landed her dream job as a Hospitality and Activities Coordinator. She’s now working in an industry that she loves and helping people every day. Utilizing WorkBC Employment Services Brenda received the support she was looking for.

SHOAL Centre – Sidney’s hub for seniors

Beacon’s **SHOAL Centre** is truly a hub in Sidney’s vibrant community – a place where seniors from all over the Peninsula come to learn, grow, socialize, volunteer, and support one another in positive, healthy and fun ways as they age together. SHOAL Centre is the perfect place for seniors to remain connected in the community.

Before the COVID pandemic, SHOAL offered over 1,000 hours per year in fitness programs and activities to help seniors age actively. Knowing the importance of maintaining an active lifestyle, members of the Centre, and members of the community, came to group fitness classes, table tennis, bridge, craft programs, woodworking – to name just a few. The Centre also hosted a wide range of information workshops.

Thanks to funding from an Island Health Community Wellness grant we were able to continue our very-popular seniors’ Lunch ‘n Learn program right up until COVID-19 – about 50 seniors a month gathered together to learn from guest speakers, listen to volunteer musicians, and enjoy a free delicious, healthy meal (and one to take home). Volunteer drivers made it easy for people to attend, as they picked up and dropped off guests from door-to-door.

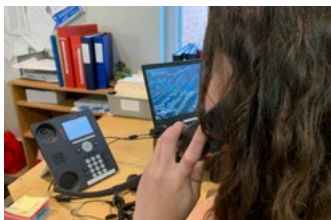


Seniors enjoying lunch together at monthly Lunch 'n Learns at SHOAL



Tour de Rock visits SHOAL

The Canadian Cancer Society Cops for Cancer Tour de Rock is a fundraising event that raises money for pediatric cancer research and support programs for children with a history of cancer. The Tour de Rock team cycles from one end of Vancouver Island to the other, covering 1,000 kilometres and visiting more than 27 generous communities along the way – and SHOAL Centre was one of those stops in October 2019. Residents and staff were thrilled to welcome the team and cheer them on to the next leg of their journey.



SHOAL Centre was lucky to be gifted two New Horizons for Seniors grants in 2019/20. The funding allowed the Centre to bring even more connectivity to its guests and staff through a new, more modern phone system, new tablets and projectors for workshops and other learning opportunities for seniors.

Amazing volunteers step up

Beacon **volunteers** give their time and expertise in program areas throughout Beacon and our community: from peer counselling services and children’s programs to preparing and filing income tax for those with low incomes, leading activities and supporting SHOAL Centre operations, running our thrift shops – the list goes on! Beacon’s dedicated volunteer army has been absolutely invaluable to us since day one – and this year their actions spoke volumes. As a pandemic forced cancellations and closures throughout the region, a number of Beacon’s 593 volunteers stepped forward to help those who needed it most. These exceptional individuals were real heroes on the frontlines – whether shopping for shut-ins or brightening lonely seniors’ days with cheery phone calls, they made a difference.

Although there were various volunteer get-togethers in the year, our ‘annual spring Volunteer Appreciation Luncheon wasn’t possible because of the pandemic. We would like to recognize over 84 ‘benchmark’ volunteers who have stayed with us and supported our programs for 5, 10, 15+ years – one volunteer has supported Beacon for a remarkable 31 years. We are so grateful for their loyalty and service!

Volunteering... by the numbers



159,000+ km
of medical drives



8,500+
hours supporting SHOAL



672,000+
thrift shops items sold



1,370
in group grocery shops

Counselling services for all ages

In 2019/20, Beacon’s children and family **counselling services** offers confidential, non-judgmental support to over 570 families. Group counselling provided over 1,000 hours assisting 480 participants in programs like Grandparents Parenting Grandchildren, Wellness & Me, and Fetal Alcohol Spectrum Disorder (FASD) support services. In addition, volunteer lay counsellors assisted 50 adults this year, and provided 5 master level practicum students with an opportunity to hone their skills and secure their accreditation for a promising future in their field.

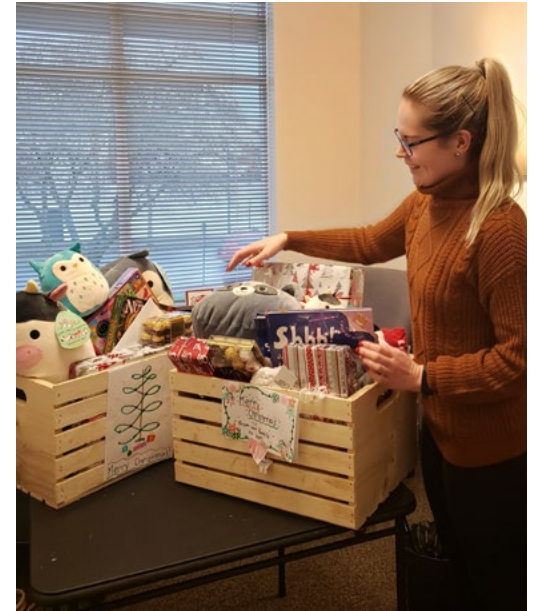
Since February 2019, Beacon’s Wellness & Me! (W&M) program has been providing elementary school students with a safe, fun space to explore and develop their own personal wellness in a group of their peers, with guidance from two Beacon support workers. During the 2019/20 school year, 21 children ages 7-11 took part in 43 W&M sessions at Keating and Deep Cove Elementary schools. The weekly, one-hour W&M “clubs” provide an opportunity for young people to participate in activities that encourage positive peer relationship-building, self-reflection and group discussion. This year, W&M club facilitators worked with Keating Elementary school staff to develop a W&M “alumni club” that welcomed past participants to act as mentors and offer guidance to new members.

Providing food security to those in need

Finding healthy, fresh and sustainable food options is a very real challenge for thousands of people facing food insecurity in the Greater Victoria area. This year Beacon's food security initiative provided much-needed nutritious food to nearly 2,000 people, from infants to seniors.

Working in partnership with a Coalition of Neighbourhood Houses, Beacon picks up and distributes food donations each month to needy families throughout the community – providing fresh vegetables and fruits, frozen produce, frozen meats and bakery items. We also work to keep young minds healthy by serving meals and snacks to children and youth in our many community programs.

Thanks to generous donations from people throughout the community, Beacon also reached out to bring joy and smiles to local children and families in other ways – including by putting together and delivering 110 hampers overflowing with books, games, toys, stuffies, and gift cards at Christmas.



Courtney putting the finishing touches on a few of our Christmas hampers

Preventing homelessness

Through our [Homelessness Prevention Program \(HPP\)](#), Beacon's outreach services staff work to connect individuals and families with stable accommodation and appropriate services. Our HPP mandate is to provide these services to at-risk youth and people leaving corrections facilities, assessing their needs and assisting them to meet their personal goals. In 2019/20, Beacon, with support and funding from BC Housing, provided rental supplements to 84 clients who were homeless or at risk of homelessness.

At the end of the fiscal year, Beacon and our Coalition of Neighbourhood House partners also received \$125,000 from the pandemic Rapid Relief fund created by the Victoria Foundation, the Jawl Foundation and the Times Colonist. We administer the funds to help families and others to secure or keep safe housing at this difficult time.

Comforting families at Jeneece Place

On behalf of the Children's Health Foundation of Vancouver Island, Beacon operates [Jeneece Place](#) as a home away from home for sick kids' families.

Jeneece Place primarily serves families who travel from elsewhere so their child can receive medical care in the Capital Regional District, with priority being given to those who are hospitalized for surgery or serious illness. This year, 488 families were warmly welcomed by calm, caring staff and volunteers to stay in this comfortable, pleasant home during times of stress and uncertainty.

Volunteers supported families by cooking and baking, doing garden work, or cleaning play room toys, and staff kept the house sparkling clean and as close to "home" as possible for visiting families.

Partners and Supporters *of Beacon Community Services*

Beacon is so very grateful to have a long, ever-expanding list of partners and supporters that work with us, including (but not limited to):

Alzheimer Society of BC
Amber Educational Services
BC Housing
BC Lung Association
Boys and Girls Club
Bridges for Women Society
Burnside Gorge Community Association
Camosun College
Canadian Blood Services
Capital Region Housing Corporation
Central Saanich Fire Department
Central Saanich Police
Central Saanich Senior Citizens Centre
Child Care Resource and Referral
Children's Health Foundation of Vancouver Island
City of Victoria
Coalition of Young Parent Programs
Congregation Emanu-El
CRD Traffic Safety Commission
Credit Unions of BC
District of Central Saanich
District of North Saanich
Eldercare Foundation
Esquimalt Neighbourhood House
Family Caregivers of BC
Fernwood Neighbourhood Resource Group
First Metropolitan United Church
Inter-Cultural Association of Greater Victoria
Island Deaf & Hard of Hearing Centre
Island Health Authority
James Bay New Horizons
Ministry of Children and Family Development
Ministry of Jobs, Trade & Technology
Ministry of Social Development & Poverty Reduction

North Saanich Fire Department
Our Place Society
Pacifica Housing
Panorama Recreation Centre
Pauquachin First Nation
Power to Be
Quadra Village Community Services
Queen Alexandra Foundation
RCMP – Sidney/North Saanich
Reger Group
Regional Out of School Care Operators
Robinson Outdoor Store
Saanich Neighbourhood House
Saanich Peninsula Crossroads Community Justice
Saanich Peninsula Stroke Recovery
Saanich Volunteer Services Society
School District 63
Service Canada (Employment & Social Development Canada)
Sidney/North Saanich Library
Sidney Volunteer Fire Department
Sooke Family Resource Society
Southern Gulf Island Community Resource Centre Society
St. Andrew's Church (Sidney)
St. John the Baptist Church
St. John the Divine Church
St. Peter's Anglican Church (Victoria)
Town of Sidney
Tsartlip First Nation
Tsayout First Nation
Tseycum First Nation
United Way of Greater Victoria
United Way of the Lower Mainland
University of Victoria
Victoria Cool Aid Society

Victoria Disability Resource Centre
Victoria Foundation
Victoria Immigrant & Refugee Centre Society
Victoria Police
Victoria Women's Transition House
WorkLink Employment Society
YM/YWCA of Greater Victoria & Canada

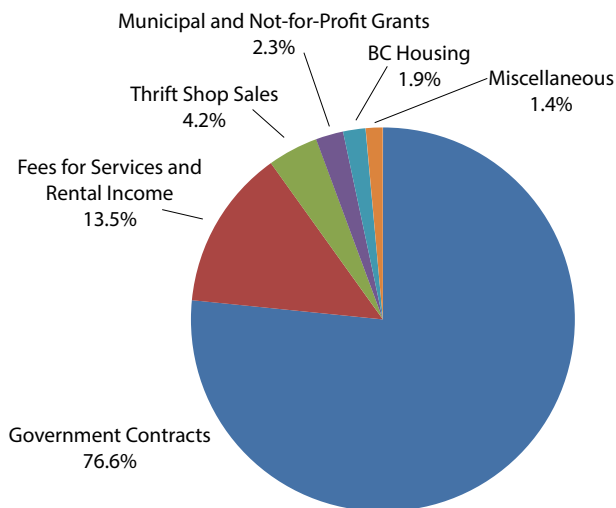
Some of Our Memberships and Affiliations

ASPECT – Association of Service Providers for Employability and Career Training
BC Association of Community Response Networks
BC Association of Family Resource Programs
BC Care Providers Association
BC Council for Families
BC Non Profit Housing Association
Coalition of Neighbourhood Houses
Community Social Services Employers Association
Direct Volunteer Services Committee
Greater Victoria Chamber of Commerce
Greater Victoria Coalition to End Homelessness
Health Employers Association of BC
Saanich Peninsula Chamber of Commerce
Salt Spring Island Chamber of Commerce
Seniors Serving Seniors
SHAW Ocean Discovery Centre
Sidney by the Sea Rotary
Sidney Kiwanis Club
Sidney Lions Club
Victoria- South Island Long-term Care Initiative (LTCI)
Volunteer Management Professionals of Canada
Volunteer Victoria

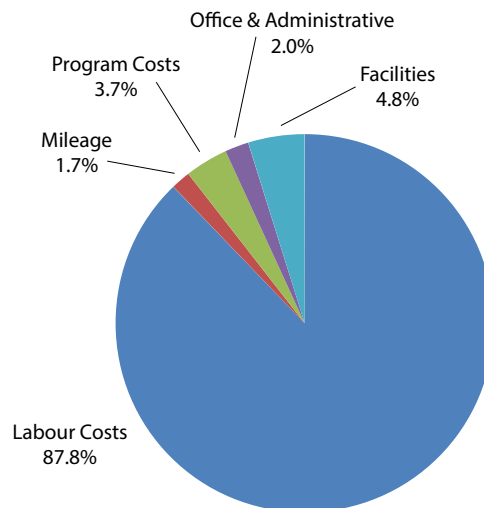


2019-20 Financial Picture

Revenue: \$42 million



Expenditures: \$40.7 million



Careful, prudent stewardship and support from donors, partners, and funders, helps us to help people and improve lives in our community. Thanks to everyone who makes this possible!

Our Mission:

Helping People... Improving Lives

Our Values: DRIVE

Dependability • Responsiveness
Integrity • Volunteerism • Excellence

Our Vision:

Beacon Community Services will be recognized as a preferred provider of diverse health, social and volunteer services responding to the priority needs of families and communities on southern Vancouver Island.

Our Board of Directors

Volunteers from across the CRD lead and guide our charity. Thank you to the 2019/20 Board:

Bryan Waller, Board Chair • Carla Robinson, Vice Chair • Penny Donaldson, Secretary • Chuck McNaughton, Treasurer • Dr. Howard Brunt, Member-At-Large • Dr. Rebecca Grant • Diana Lokken • Graham Sanderson • Andy Spurling • Tom Vincent

Beacon Community Services

Administration

(including Accounts, Billing & Finance)
2723 Quadra Street, Victoria
250-658-6407

Children, Youth & Family Services

9860 Third Street, Sidney
250-656-0134

Counselling & Mental Health Services

250-656-0134

Employment Services Programs

Sidney Resource Centre
9860 Third Street
250-656-0134

Salt Spring Island Resource Centre
268 Fulford Ganges Road
250-931-7687

Volunteer Services

10030 Resthaven Drive, Sidney
250-656-5537

Licensed Dementia Care

Brentwood House
1167 Stelly's X Road, Brentwood Bay
250-652-0635

Sluggett House
1336 Marchant Road, Brentwood Bay
250-544-0925

Peninsula Early Years Centre

1649 Mt. Newton X Road, Saanichton
250-415-9794

SHOAL Community Centre

10030 Resthaven Drive, Sidney
250-656-5537

Subsidized Independent Housing

778-430-5766

Thrift Shop Donation Pick-ups

250-656-6828

Thrift Shop Locations

2676 Quadra Street, Victoria
250-479-8849

715 Pandora Avenue, Victoria
250-388-3500

9756 Third Street, Sidney
250-656-3511

9781 Third Street, Sidney
250-655-6416

9760 Fourth Street, Sidney
250-656-6828

7105-B West Saanich Road,
Brentwood Bay
250-652-0432

7060 West Saanich Road,
Brentwood Bay
250-652-6707



100% local charity • Serving our community since 1974
www.beaconcs.ca

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