



Beacon
Community
Services



Annual Report
2014-15



Report to the Community

Message from the Board Chair

It's been a busy year at Beacon. We transitioned to a new CEO, Bob Boulter – without missing a beat, thanks to his capable leadership and a strong team of staff and volunteers. And, among many other important programs and services, we:

- Opened a new early years centre, to help young families get their children off to the best start in life;
- Began a new Homelessness Prevention program;
- Supported hundreds of people to improve their skills or find work;
- And much more!

As I retire after six years on the Board, I would like to extend my sincere thanks to all members, to my Board colleagues, and to the entire team for giving me the opportunity to serve with this great organization.

On behalf of the Board, thank you to everyone who contributes to Beacon's many ongoing successes which continue to profoundly impact so many lives in our community.

Best wishes,

Keith Rolfe

Message from the CEO

In this report, you'll read about some of the people Beacon helped this year. However, each story represents only one of hundreds that could be told.

It speaks volumes that Beacon staff received a 2014 United Way Spirit Award – recognition of a successful workplace giving campaign but, also, of the valuable work we do.

This past year, we also gratefully celebrated major support from community donors, including the Saanich Fruit Growers Association, who gifted us with \$100,000, and June and Jack Ilett, who generously gave us their home.

In the face of a growing demand for services, we'll continue to carefully manage these and other available resources. We know that strong, responsible stewardship fuels our ability to serve the thousands of people who rely on us.

And, of course, we'll continue to appreciate the thousands of hours donated by our tireless volunteers, our volunteer Board of Directors' leadership and guidance, and the ongoing commitment of our partners, funders and staff.

Thank you,

Bob Boulter

Mission

Helping people...Improving lives

Vision

Healthy, mobilized communities where people's needs are met

The Values that DRIVE Us

These values guide our work with clients, families, volunteers and staff.

Dependability

- Financial accountability
- Sustainable services and organization
- Ensuring client, worker, volunteer safety
- Practicing prudence

Responsiveness

- Responsiveness to all stages of life
- Engagement of staff and volunteers
- Assessing needs
- Forward thinking
- Consistent
- Innovative
- Decisive
- Client-centred

Integrity

- Ethical actions
- Equity and fairness
- Open governance
- Trust
- Judiciousness

Volunteerism

- Community responsibility
- Community engagement
- Value of volunteerism to volunteers, complemented by excellent staff
- Value of volunteerism to community

Excellence

- Premier quality services and supports
- Committed and engaged staff
- Environmental stewardship
- Continuous quality improvement
- Measured and recognized for quality

2014-15 Board of Directors

Keith C. Rolfe, Chair

Chuck Rowe, Vice-Chair

Sue Wilson, Treasurer

Jo-Anne Kahan, Secretary

Joan Axford, Member at Large

Greg Conner

Christopher Causton

Geri Hinton

Neil Matheson

Bryan Waller

What We Do

Beacon Community Services is a community-based, not-for-profit agency. We provide care and support to thousands of clients on southern Vancouver Island and the outer Gulf Islands, through a wide range of programs and services – including health, children and family, training and employment, recreation, housing, and volunteer services.



Children's Programs

Nurturing children's health, safety and love of learning

At Beacon Community Services, we are dedicated to promoting the healthy growth and development of children so they get the best possible start in life. Our goal is to assist parents in building a closer connection with their children, with other parents and the community.

We deliver a variety of programs for children under the age of six that are designed to foster their social, cognitive and behavioural foundations, to support parents and guardians in their journeys to raise healthy, happy children. Just a few of our programs are highlighted below.

To support the development of healthy babies, we offer **Best Babies** programs on Salt Spring Island and the Saanich Peninsula. This program supports women throughout their pregnancy, providing them with skills in food preparation, healthy life choices, and budgeting to help them prepare for motherhood.

Parent-Child Mother Goose teaches parents songs, rhymes and stories that help encourage the development of early literacy skills in infants and toddlers, as well as a bonding experience for parents and children.

In partnership with the Capital Regional District Traffic Safety Commission, we provide **Car Seat Safety** information sessions and checks to ensure children are kept safe while travelling with properly installed car seats. We also keep kids safe through our **Crossing Guards** program, serving 25 schools with 36 crossing guards throughout Greater Victoria.

Teen Education and Motherhood (TEAM) Centres provide quality infant and toddler care at two sites: Stelly's Secondary School and the Individual Learning Centre on the Saanich Peninsula. With in-kind support from School District 63, TEAM provides infants and toddlers with a safe, enriching environment while their parents attend school or work. As well, our **KELSET Care** and **Otter Be Fun** centres provide safe, enriching care to students at KELSET and Brentwood elementaries, before and after school, and over the summer months.

Studies show that the likelihood of success in school is increased when children have at least a thousand books read to them by the time they are five years old. Our **1000 x 5 Children's Book Recycling Project** encourages this by accepting donations of gently used children's books. These donated books are then given to families through StrongStart Centres, agencies on the Saanich Peninsula and the Peninsula Co-op.

50

infants and toddlers
registered with TEAM

170

children in
after school care

110

participants attend
Mother Goose



Helping People...Improving Lives

Lynn's Story

Lynn's teenage daughter moved home with her 10 month old baby after the relationship with the baby's young father didn't work out. She needed time to figure out how to support her son as a single parent, with the goal of living independently. She also had a plan to return to her retail job after her maternity leave.

Daycare was essential if she was going to succeed as a single parent and meet her goals. Beacon's TEAM Centre offered an ideal solution because of its environment catering to young moms.

"The flexibility they have is outstanding. They work with us to customize drop off times or accommodate extra days if we need it. The staff there are so helpful, kind and responsive. You can tell they

really care about the kids," says Lynn. She says TEAM goes above and beyond, such as providing healthy meals for the kids. At Christmas time they gave hampers to the kids and they also regularly bring in volunteers to play.

"Being in that environment has enhanced my grandson's learning and development skills, as well as his social skills. They really make an effort to make it an inclusive community there.

Because of the support for our family from Beacon's TEAM Centre, my daughter has been able to return to work – and she and her son have recently moved into their own home! And TEAM continues to provide daycare for my grandson. We are grateful for everything they've done for us."

2014-15 Highlights

- Our TEAM childcare program at the Individual Learning Centre expanded to include pre-school for 3 to 5 year olds.
- We presented the Beacon Community Services ELC Award to student Morgan Myers, from Camosun College's Early Learning and Care program. The annual award recognizes exemplary practice in working with young children.
- In November 2014, we hosted a community grand opening for our new Early Years Centre.

The Saanichton centre is a partnership with School District 63 and the Ministry of Children and Family Development.

It gives young families one-stop access to practical supports and community resources – including through a text/phone information 'hotline.'

35

families attend our Books for Breakfast literacy program

575

families supported by Early Years Programs

45

children registered with Sidney StrongStart Centre



Youth and Family Support

Fostering healthy relationships between youth and families

Youth and families turn to Beacon Community Services for counselling, mediation, and respite to promote the development of healthy relationships and life skills. We work to support families that nurture each other.

Family Development Counsellors work in partnership with the Ministry of Children and Family Development to provide support to families who are in the care of, or are about to come into the care of, the Ministry. The program supports each individual and the family relationship. Referrals to the program are provided by the Ministry.

Beacon's **Youth and Family Counsellors** provide accessible and confidential individual and family support to youth and families experiencing challenges related to parenting, behaviour and other related issues. Services include mediation.

In partnership with School District 63, Beacon assists youth attending **Individual Learning Center - Youth Counselling and Support Programs**, encouraging healthy choices and emotional wellness.

Jeneece Place is a program of the Children's Health Foundation of Vancouver Island. It is a home away from home for families who travel to Victoria for their child's medical care. Beacon Community Services is contracted to run Jeneece Place operations, with a House team of nine people ensuring someone is on duty at all times. In 2014-15, Beacon volunteers continued to support the smooth running of the House as drivers, cooks, gardeners and child minders.

Fetal Alcohol Spectrum Disorder (FASD) Program provides instrumental services for children, youth and families affected by FASD. Services include, but are not limited to: FASD Keyworkers, Parenting Supports, Community Awareness and Education. Services are provided from Sooke to Sidney to Salt Spring Island.

Out of the Rain Youth Shelter provides a warm, safe and dry place to sleep during the coldest months of the year. Youth 15-25 are able to access the shelter for support, a meal and/or a place to sleep. Out of the Rain staff provide support without judgment, and offer resources and referrals to community supports. As a result of OTR, homeless youth within Greater Victoria can find a place to lay their heads for the night in a safe, supportive environment. During 2014-15, Out of the Rain shelter received generous community support – including a \$28,000 donation from 100+ Women Who Care group in Victoria, a two-year grant from the United Way, and thousands of hours from more than 150 volunteers through our community partners.

4,550

hours logged in support of
Family Development Services

32

youth and families
supported by FASD program

2,960

meals served at
Out of the Rain Shelter



Senior's Programs

Supporting seniors to stay social, active, healthy and energized

To help meet the needs of our community (including in Sidney, where 37% of the population is 65 or older), Beacon offers a multitude of services for seniors. A highlight is our management of the **SHOAL Centre**, located just across the street from the Sidney public library. It's been a busy year at the centre, which serves as a community hub for meeting seniors' needs and combines adult/senior recreation programs, volunteer services, food services and youth employment services.

The centre also houses **Assisted Living** residents, in apartments where seniors and people with disabilities can obtain the necessary supports to maintain an independent lifestyle.

SHOAL's innovative, multi-dimensional model has even attracted some international attention. In the fall, officials from Japan's Shinsei-kai Medical Group visited to learn more about our approach to volunteer services, seniors' recreation, and Assisted Living and Dementia Care.

Also among the highlights of 2014-15 at SHOAL was a very successful open house in September 2014, with 190 new memberships being issued in a single day.

SHOAL members receive membership in Beacon Community Services and also benefit from reduced rates on a wide range of activities, such as crafts, bridge, fitness, table tennis and more. As well, they're eligible to participate in special events, free seminars and workshops.

This past year, SHOAL offered **46 weekly drop-in programs** to members and community users, in addition to several other programs – such as Better Breathers, Family Caregivers, White Cane Club, and Be Well blood pressure clinics. And to provide seniors and caregivers with new information on topics important to them, we partnered with St. Paul's United Church on a special educational speakers' series. Organizations such as the Alzheimer Society of BC also joined us in offering workshops and seminars designed to support and educate community members.

Additionally, 2014 saw us receive the first annual Jeannette Hughes Accessibility Award, in recognition of Beacon's ongoing efforts to provide accessible, inclusive services at SHOAL. We also gratefully acknowledged a generous \$100,000 donation from the Saanich Fruit Growers Association and, on March 10, 2015, publicly celebrated SHOAL's 10th year of serving the community.

2,000+
games of
cribbage played

1,500+
muffins and scones sold
at SHOAL's Tuck Shop

1,800+
people took a
Stretch 'n' Strength class



Employment Programs

Empowering people with skills development and opportunities

Beacon delivers the **WorkBC Employment Program** through two Employment Service Centres (ESCs) in Sidney and Salt Spring Island. Our centres have computers, faxes, photocopiers, and printers to assist clients in their employment search, as well as a job board and certified client advisors. Beacon delivered 142 employment preparation workshops in 2014-15, including resume building and interview skills workshops. This year, over 185 people found employment after coming to Beacon for assistance. We also sub-contract with nine Service Delivery Partners comprised of community-based agencies in the Capital Regional District.

The **Youth Employment Program (YEP)** is run by Volunteer Services at the SHOAL Centre, and provides youth between the ages of 14 and 18 in School District 63 with opportunities for training, work and volunteer experiences that support future successful careers. Teens attend workshops and courses, earn money and learn the value of effective communication, networking and community involvement. All volunteer opportunities completed go towards graduation requirements. In 2014-15, 154 students completed the YEP program.

Along with WorkBC and YEP, we deliver other programs to help clients who may be on income assistance, living with a disability, be lower-skilled workers or be identified as at-risk youth. We help them to identify and resolve barriers that impact their ability to secure and maintain employment.

Springboard to Success is a 17-week employment program for at-risk youth, ages 15 to 30. Program highlights include eight weeks of classroom time covering Career Exploration, Goal Setting, Life Skills Workshops, short-term certificates and nine weeks of wage subsidy. The program assists participants in obtaining employment with ongoing support, and 83% of our participants achieved successful outcomes. Springboard is funded by the Government of Canada.

Job Options BC is a nine-week program for unemployed individuals 18 years of age and older. It offers five weeks of paid facilitated group sessions, four weeks of job search support, practical work experience, and six months of follow-up support. Job Options is funded by the Ministry of Jobs, Tourism and Skills Training and the Canada-British Columbia Labour Market Agreement.

We also offer the **Specialized Community Assistance Program**, funded by the Ministry of Social Development and Social Innovation, that focuses on assisting individuals who have been chronically homeless. The program helps participants to secure and maintain stable housing, connect to rehabilitative services for drug and alcohol addiction, and access volunteer or supported employment opportunities. Each year, Beacon actively works with roughly 20-30 individuals coping with immediate and extreme challenges.

552

case-managed clients
served at our offices

85%

success rate with
Job Options clients

7,346

individual visits to our
Self-Serve Resource Centres

Amy's Story

Amy took part in Beacon's Job Options program and wanted Beacon, and others in the community, to know how it helped her. This is what Amy has to say:

"I wanted to let you know how much Job Options has impacted my life. Not only was it an opportunity to enhance my job search skills, it changed my life.

Of course the resume upgrade, and the skill acquisition, such as Word, Excel and Occupational First Aid were invaluable – however, the true value of the course was, and still is, empowerment for me.

Before I started Job Options, I was working one shift per month at barely above minimum wage. Now, I have the best job ever! As the new concierge at a luxury retirement home, I am afforded not only wonderful work by an ethical employer, but also what I receive from my co-workers and the residents is tenfold.

The camaraderie within our team, the value of the employee to employer

relationship, and the countless meaningful relationships I've established with the residents makes me feel lucky to go to work! I can't wait to get there every day!

The real value for me in the Job Options program, however, has come from within. My self confidence and self worth have sky rocketed. As a result of that, more abundance in immeasurable ways has come into my life – gifts, both tangible and immeasurable, I never thought I'd receive in life.

My increased self confidence and drive comes directly from the seed of support that Beacon's staff nurtured so gently and whole heartedly.

The Job Options program not only teaches skill acquisition, it gives a person support, direction, clarity and confidence to become the best person they can be.

What an amazing gift to be a productive, happy and driven member of one's community – THANK YOU, from the bottom of my heart."



2014-15 Highlights

- In May 2014, we hosted an Open House at our Sidney Employment Centre, celebrating 32 years of employment services.
- We participated as an exhibitor at several information and job fairs, including ones hosted by the Tsawout First Nations, Our Place Society, Victoria Youth Council, WorkLink Employment Society and GT Hiring Solutions.
- Beacon organized, promoted and hosted a Coast Aboriginal Shipbuilding Alliance (CASA) Information Session that resulted in 12 new client registrations in the program.
- Our Job Options Program, Springboard to Success and the Specialized Community Assistance Program all received contract extensions in 2014-15.
- Our Youth Employment Program hosted over 160 students and 20+ businesses at our youth job fair, funded by the United Way of Greater Victoria.

27

youth completed
Springboard to Success

450

people served by our
Employment Services Program

33

people attended our
Job Options Program



Housing and Shelter

Providing homes for seniors and people living with dementia or disabilities

We work to ensure that seniors and people with disabilities have comfortable, affordable living options that allow them to be as independent and self-sufficient as possible, and provide atmospheres that have a sense of belonging and connection, enhancing quality of life. Beacon provides a variety of living options that focus on an individual's abilities through our partnerships with BC Housing, Island Health and the Capital Regional District.

At **Brentwood House** and **Sluggett House** dementia care homes, Beacon staff provide a compassionate approach to care where persons living with dementia are supported to make choices about activities that reinforce independence. Buildings and grounds are fully secure and monitored to ensure safety. This innovative model of care earned an *Excellence in BC Health Care - Award of Merit* for Top Innovation last year. Both homes are state-of-the-art care settings located in Brentwood Bay that provide a wonderful environment for seniors in need of specialized dementia care 24 hours a day.

834 Place provides 12 affordable housing suites designed for people with disabilities. Units meet Accessibility Standards and offer easy access to facilities, bus routes and other amenities. Tenants are independent; however, they may receive community supports or home support services to assist with their daily functioning.

Wakefield Manor in Sidney and **Marguerite Court** in Saanich are apartments that provide affordable housing for seniors and people with disabilities, with rent costs scaled to income. The apartments include space to socialize and are located close to amenities and bus routes to promote self-sufficiency.

At **SHOAL Assisted Living** and **Parry Place Assisted Living**, seniors are supported by personal care services, weekly linen and housekeeping services and two meals each day. Suites are designed for safety, with accessible bathrooms and walk in showers, and a personal alarm system with 24-hour on-site response. Residents can stay active and connected through a calendar of recreational events.

The **Piercy Respite Hotel** offers a safe, secure and supportive environment to guests, enabling their caregivers to have a period of rest and renewal. The large common area and enclosed garden provide a comfortable setting for social interaction. A lounge area provides space for activities such as exercising, music therapy, recreational therapy and a jazz program. Beacon operates the hotel on behalf of Island Health 24 hours a day, seven days a week.

93%

residents at SHOAL are very happy with quality of care

1,000+

activities organized for Assisted Living clients

245

admissions to the Piercy Respite Hotel



Helping People...Improving Lives

John's Story

All John wanted to do was walk but his wandering behaviours had become unsafe: he had dementia and was unable to remember how to get back home.

The police were called regularly to find him and bring him home, and there was a growing concern within his community for his safety.

Beacon was then approached for assistance.

And so John moved into one of Beacon's specialized dementia care spaces, where all staff – even the cooks – are dedicated to helping people navigate the challenges of dementia

while also respecting their personal tastes and preferences.

Beacon successfully implemented a plan with a combination of services, including paid companions. Outings were arranged every day to accommodate John's pleasures in life.

John is a physically active individual who wouldn't have survived in a facility with a different model of care, where he couldn't continue the activities that make him happy – like going for long walks, visiting friends, going to concerts, and eating out.

With help from Beacon, John is now safe and happy.

2014-15 Highlights

- BC Housing chose Beacon Community Services to deliver a new Homelessness Prevention Program in Greater Victoria.

Through the program, we administer rental subsidies to assist those who are referred to us with housing needs – whether they're homeless youth or adults who need shelter after leaving hospital or incarceration.

- We were one of 100 charities from around the world selected for a Carillion Charitable Fund Award. The \$1,000 prize recognized the work we do, especially our efforts to help the environment through energy efficiencies at Wakefield Manor and Marguerite Court.

Energy improvements lowered our hydro costs and helped keep rents stable for low-income tenants.

12

affordable housing suites
at 834 Place

24-hour

on-site response for
Assisted Living clients' needs

33

dementia care suites
in two homes



Home Support Program

Caring for those in need

Beacon Community Service's compassionate care helps older adults and people with disabilities live at home for as long as possible, and often provides much-needed respite support for family caregivers.

We're the Island Health Authority's sole provider of home support services for southern Vancouver Island and the outer Gulf Islands, and western Canada's largest provider of home support care.

In addition, we deliver **home support services** on behalf of Veterans Affairs Canada and to private-pay clients.

To support our ongoing commitment to quality care, we undertook several initiatives in 2014-15, including:

- introducing **better electronic communications** for Community Health Workers (CHWs), to enhance operational efficiency and effectiveness;
- **partnership projects** – including with Island Health and the University of Victoria's CanAssist program, helping assess new technology's potential to improve client safety and care; and
- introducing **new scheduling processes** to enhance continuity of care for our clients.

During the year, approximately 900 certified Beacon CHWs served more than 5,000 clients. We helped with basic daily activities (such as laundry and meal preparation), with personal care (such as bathing), and by administering medications and other medical support (such as oxygen and catheter care).

Our care roster included more than 30 clients who had celebrated their 100th birthdays: we're proud that our services have helped them live with dignity, and as independently as possible, in familiar surroundings.

Additionally, we also delivered compassionate care to nearly 300 palliative care clients, supporting them to spend their final days in the peace and comfort of their own homes.

5,466
clients served
this year

3,870
hours of care
delivered each day

2,760
visits to clients
every day



Mental Health Services

Encouraging those who struggle with mental health

Beacon Community Services promotes self-sufficiency through support, counselling and life skills training for those dealing with mental health, recovery and unresolved life-related issues. Our programs provide an environment which enables clients to seek courage and form new skills, allowing them to live independently, be active, and integrate into their communities.

At **Laurel House**, in Victoria, Beacon offers drop-in day programs for individuals living with mental illness. The focus is on developing life skills through participant-driven activities such as weaving, arts and crafts, meal preparation, special events, and more. The friendly, inclusive atmosphere provides participants with a space where they can develop and share skills that help them with day-to-day living and coping strategies.

Through the **Third Party Administrative Liaison Program**, Beacon Community Services works with more than 110 marginalized clients in an effort to support them in their search for stability.

Staff liaise with the Ministry of Social Development and Social Innovation to support and refer clients who require additional community resources, such as clothing and food subsidies when required. In early 2015, the Ministry renewed this program with Beacon for three years.

Heart and Soul Drop-In Program is for those adults in need of psycho-social support in a group setting. The group meets weekly and requires a referral.

Adult Counselling provides support for individuals and couples who are experiencing challenges related to relationships, parenting, trauma and unresolved familial issues. There is no cost for the service, although donations are welcome.

We also provide **Grief and Loss Counselling** that is confidential, supportive assistance for people who have experienced, or are dealing with, issues of grief, loss, and bereavement.

48

Christmas hampers provided
to those in need

110

clients assisted in
Third Party Liaison Program

50

people registered with
Laurel House



Thank you Volunteers!

*The gift of your time and
talents make a difference
in people's lives every day*

Volunteer Services

Connecting volunteers with our community

Volunteers have been at the heart of our organization since we began serving the Saanich Peninsula community in 1974. Today, our volunteers' reach is felt across much of the Capital Regional District: in fact, over the past year, more than 20% of Beacon's volunteer positions were outside the Peninsula.

Volunteers are coordinated and supported through our Volunteer Services program, housed at Sidney's SHOAL Centre. **550 adult volunteers** selflessly donated their service during 2014-15. To support their efforts, the program developed and made considerable progress on implementing a quality improvement plan.

An important component of the plan is reviewing and updating 'job' descriptions in order to match volunteers with the most suitable positions. As part of the plan we're also moving forward with a new, comprehensive orientation program that better equips volunteers to fill their many roles at Beacon and in the community.

2014-15 also saw continued growth in our Information and Referral program, through which knowledgeable volunteers respond to thousands of community inquiries. The service helps link people to the resources they need – whether it's contact information for a government program, information about community supports, or tips on how to manage various aspects of aging.

Beacon volunteers generously improved lives in the community through:

- medical drives, helping people get important medical care
- friendly visits to the elderly or ill
- reassurance phone calls, to check on community members' well-being
- "handypeople" to help with small tasks
- the Youth Employment Program, providing intergenerational connections and youth jobs
- Senior Peer Counselling
- the Community Income Tax Program
- free blood pressure monitoring clinics
- SHOAL Centre operations, including activities leadership, and managing the reception and tuck shop areas
- support for various Beacon programs, such as Children and Family services, Assisted Living and Dementia Care, Employment Services, Out of the Rain youth shelter, Thrift Shops and Jeneece Place operations.

550

registered volunteers
at Beacon

574

income tax returns
prepared and filed

946

volunteer hours at
Jeneece Place



Helping People...Improving Lives

Marilyn's Story

Marilyn has been a volunteer with Beacon Community Services for 26 years. She spends her time volunteering in the Thrift Shops.

A few years ago, she was going through a particularly challenging time in life. Her husband became ill, and Marilyn became his caregiver. She put everything into helping her husband and her time as a volunteer was put on hold. When her husband passed away, she didn't know where to turn. But life had to go on, and so Marilyn began the process of re-building.

She turned her energy back to volunteering at the Thrift Shop. "Everyone there received me so warmly, it was such a welcoming

environment," she recalls. "They gave me latitude, so I could come in when I needed to, but there was no pressure, which is exactly what I needed at the time."

For Marilyn, the Thrift Shop became her healing, strengthening space. She felt nourished by the energy of the other volunteers and found respite when she was at her lowest point in life.

"I truly don't know what I would have done if it wasn't for Beacon.

Volunteering for Beacon doesn't just help others in the community, it helps the volunteers too. I feel richly rewarded for giving my time, in ways that reach very, very far."

2014-15 Highlights

- Through Beacon's community scholarship program to encourage and recognize youth volunteers, we awarded \$1,500 to Katherine Krause (SD 61); Quinn Yates (SD 62); and Melissa Lyon (SD 63) and our \$500 Donna Godwin Humanitarian Award to Parkland student Melissa Rickson.
- In June, we celebrated Beacon's 40th anniversary by unveiling a Wall of Honour, created by the Board of Directors to recognize those whose efforts significantly contribute to our organization.
- In February, we honoured exemplary community service with Hearts of the Community Volunteer Awards to: Ravi Gunasinghe; Bob Harman; Isabelle Yoxall; the North Saanich Dog Obedience Club; and Saanich Peninsula Hospital Palliative Care volunteers. Outstanding Youth Volunteer Michael Ram received a \$1,000 scholarship.
- At a special appreciation luncheon in April 2014, we recognized 50 volunteers for long service to Beacon.

3,332

Medical Drives
provided last year

700

disability parking permits
issued to clients

630

volunteer hours at Friendly
Visits to those in need

Thrift Shops

Sharing items to help fund programs and provide opportunities

Our seven Thrift Shops offer a range of affordable goods, from clothing and jewelry to household furnishings and books. The generosity of our community – the volunteers who operate the Thrift Shops, the donors who supply the stock, and our loyal customer base – means the difference for thousands of people in need.

Proceeds from sales of donated items in our Thrift Shops go towards various Beacon programs and services in our community. Over the past year, community programs which benefitted from Thrift Shop contributions included:

- the Volunteer Services program;
- the Youth Employment Program;
- Peninsula Best Babies;
- toddler and tot drop-in playgroups;
- literacy development programs such as the Mother Goose program for children and parents;
- the School District 61 crossing guard program;
- the Out of the Rain youth shelter; and
- Brentwood and Sluggett Licensed Dementia Care homes.

But our stores also enriched lives in other ways. For example, Beacon Community Services' Retail Training Program, with support from the United Way, provides formal customer service and retail skills training to people with diverse challenges who may otherwise not be able to attain training.

In 2014-15, 42 individuals completed the Retail Certificate Training Program and 96 completed our Cashier Training Program.

Efficiently supported by a staff member at each store, these trainees, and our fantastic volunteers, were involved in every aspect of running a busy retail operation – from sorting donations, to pricing and artfully displaying them and serving customers. At the same time as they developed skills and contributed to the community, they enhanced their own lives by making new social connections and building new friendships.

200

Thrift Shop
volunteers

44,511

volunteer hours at
Thrift Shops

138

people completed
Retail and Cashier Training

Lena's Story

Lena's life was anything but a fairytale. Abused at home, she was on the streets at 13, completely disconnected from any family. A brief stint with drugs, living rough, and a good many run-ins with police had turned this bright young First Nations woman into an aloof, bandana-wearing, harsh-voiced punk – someone you wouldn't have wanted to meet in any alley.

Yet she had this sweet, incredibly well-behaved dog. It was clearly a strong connection for her and a sign that there was a gentle soul somewhere within the rough exterior.

Lena registered with the Retail Training Program, and got off to a strong start. But just two weeks into an eight week course, she started missing afternoons, then days. Her absences were beginning to make staff think we'd completely lose her. Yet inquiries about how things were going brought quick denials of any problem – an abrupt "everything's fine" response.

Staff explained to Lena that too much missed time would make it impossible for her to complete the course. Lena's absences continued. Staff and volunteers offered support and guidance.

Eventually, their perseverance paid off. Lena explained: "I have nowhere for my dog to stay while I'm here. I can't leave her tied up in the bushes all day."

We quickly resolved the problem by allowing Lena to bring her cherished companion to class with her. Thanks to that flexibility and the willingness to meet Lena on her own terms, we watched Lena's confidence grow as the weeks went by. Positive actions and conversation became the norm.

And Lena completed the course, got a part-time job, found housing, and is now doing very well.

She's just one of the many young people living on our streets who need help and support. We can make such a profound difference in their lives.



2014-15 Highlights

- We launched an online marketing initiative, so customers can browse for some of our shops' more valuable, or rare, items from the comfort of home.
- We partnered with School District 63 and the Garth Homer Society to give students work experience.
- Through our Peninsula stores' weekly distributions of baked goods from the local food bank, we assisted hundreds of people in our community.
- Our Retail Training program gratefully accepted a three-year renewal of a United Way of Greater Victoria grant.
- In May 2014, Beacons' thrift shops received the Peninsula News Review's annual Readers Choice Award for *Best Thrift/Consignment Store*.

235,834

transactions occurred
last year

\$1.59 M

in sales at all seven
Thrift Shops combined

672,734

items sold in Thrift Shops
last year

Partners and Supporters

Of Beacon Community Services

Administrators of Volunteer Resources BC
Amber Educational Services
BC Housing
Boys and Girls Club
Bridges for Women Society
Camosun College
Capital Regional Housing Corporation
Central Saanich Fire Department
Central Saanich Police
Child Care Resource and Referral
Children's Health Foundation of Vancouver Island
City of Victoria
Coalition of Young Parent Programs
Congregation Emanu-El
Country Grocer - Salt Spring Island
District of Central Saanich
District of North Saanich
District of Oak Bay
District of Saanich
Downtown YM/YWCA of Greater Victoria
Elder Friendly Community Network
First Metropolitan United Church
GT Hiring Solutions
Individual Learning Centre
Integrated Offender Management
Inter-Cultural Association of Greater Victoria
Island Deaf & Hard of Hearing Centre
Island Health Authority
June and Jack Ilett
Our Place Society
Pacifica Housing
Panorama Recreation Centre
Peninsula Crossroads Community Justice
Positive Impact Employment Services
Province of British Columbia
Quadra Village Community Services
Queen Alexandra Foundation
RCMP – Sidney/North Saanich
Reger Group
Regional Out of School Care Operators
Robinson Outdoor
Saanich Fruit Growers Association
Saanich Peninsula Community Foundation Society
Salt Spring Island Fire Rescue

Salt Spring Island Foundation
School District 63
Service Canada
St. Andrew's Church (Sidney)
St. John the Divine Church
St. Peter's Anglican Church (Victoria)
Success by Six
Town of Sidney
Town of View Royal
Township of Esquimalt
Tsartlip First Nations
United Way of Greater Victoria
University of Victoria
Veterans Affairs Canada
Victoria Cool Aid Society
Victoria Disability Resource Centre
Victoria Foundation
Victoria 100+ Women Who Care
Victoria Immigrant & Refugee Centre
Victoria Multicultural Society
Victoria Police
WorkLink Employment Society

Some of Our Memberships and Affiliations

Association of Family Service Agencies
BC Association of Family Resource Programs
BC Care Providers Association
BC Council for Families
BC Non Profit Housing Association
Better Business Bureau of Vancouver Island
Canadian Home Care Providers
Coalition of Neighbourhood Houses
Community Social Service Employers Association
Direct Volunteer Services Committee
Family Caregivers Network
Family Development Response Network
Greater Victoria Chamber of Commerce
Health Employers Association of BC
Homeless Commission
Saanich Peninsula Chamber of Commerce
Salt Spring Island Chamber of Commerce
Seniors Serving Seniors
Volunteer Victoria

Financials

Revenue and Expenditures

Total Revenue \$61.3 million

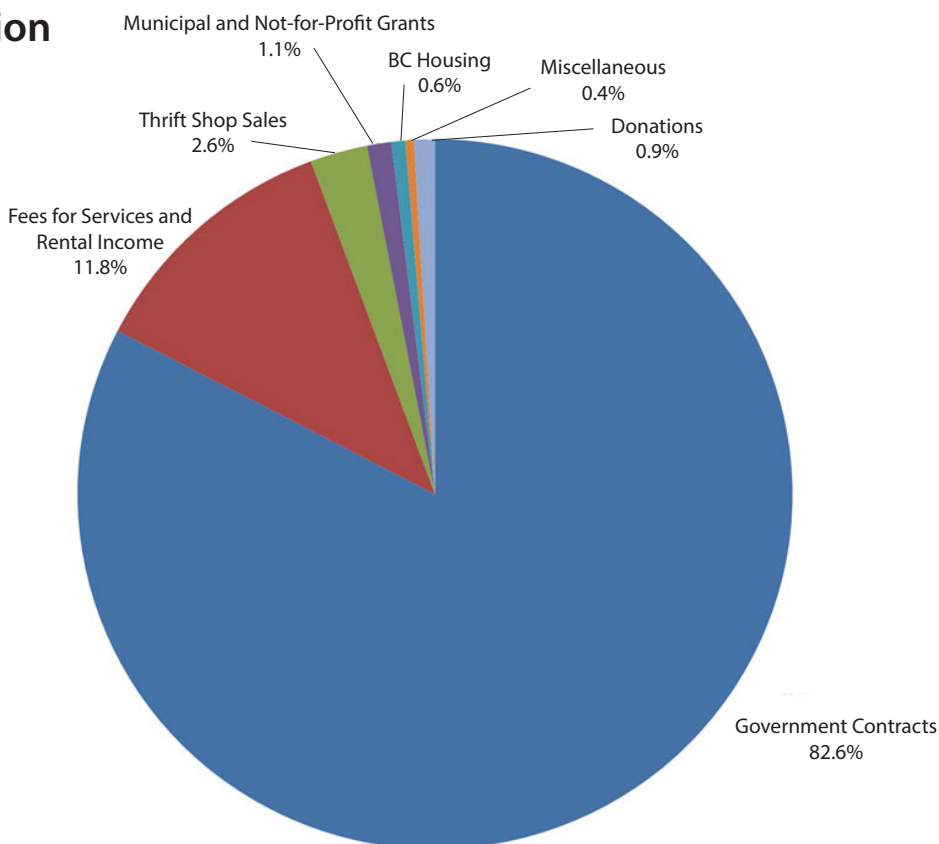
at March 31, 2015

Beacon Community Services has continued to help thousands of people and improve lives in our community through a vast array of programs and services.

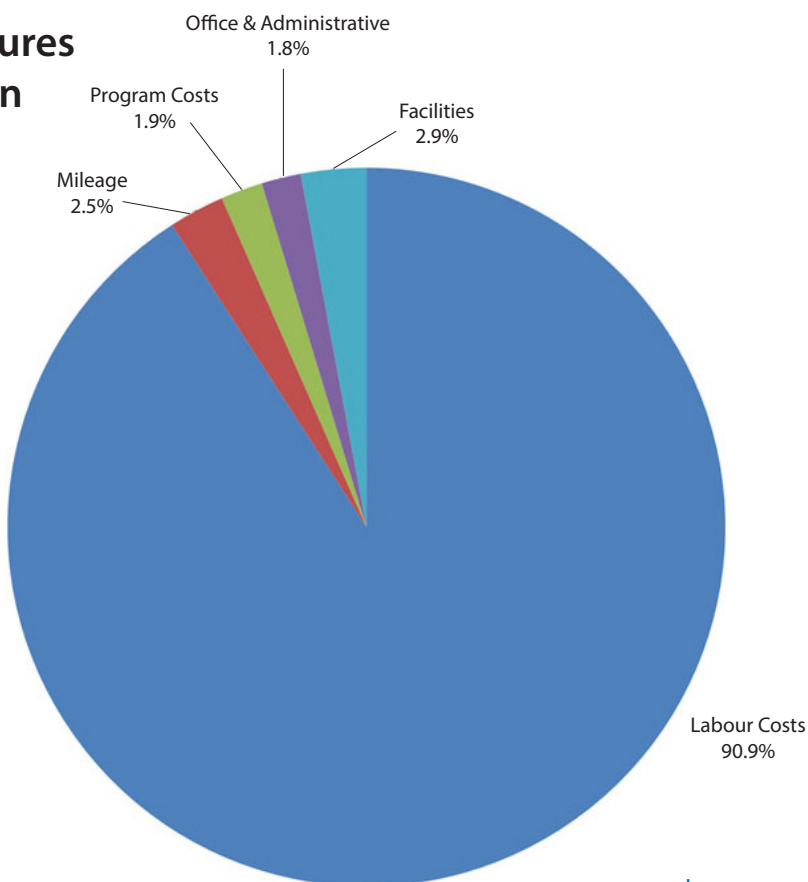
This was made possible by careful planning, prudent stewardship, and the ongoing commitment and support of our staff, volunteers, funders, partners and donors.

The majority of our revenues are provided by our partners in government at the local, provincial, and federal level. Our financial picture also reflects generous support from community donors, including a large, one-time, non-cash contribution.

The financial picture further reflects that the success of our community programs depends on the people who deliver them; labour costs therefore represent more than 90% of our total expenses.



Total Expenditures \$60.4 million



www.beaconcs.ca