

Board of Directors

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Year in Review

Messages from the CEO and Board Chair



I'm pleased to say this was generally a good year for Beacon. In many areas we helped more people than ever before. For example, we saw increased demand for our Fetal Alcohol Spectrum Disorder supports, hosted more events at our Peninsula Early Years Centre, expanded our Homeless Prevention Program, celebrated significant growth at SHOAL Centre, and reached out to more people with key Volunteer Services and expansion of the Better at Home Program on the Peninsula.

At the same time, we also experienced challenges, including a continued decline in publicly funded Home Support hours and growing complexity in service delivery. We continue working through these challenges and continue to build our services where possible. In this task, we are very fortunate to have strong support from staff and volunteers, many partners, donors, and the community.

Thanks to this team effort, we've built on our successes to help people and improve lives in our community. And with your ongoing support, we look forward to even more success in the future.

Thank you!

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Bob Boulter, CEO



This year, among other things, we finalized a strategic plan to guide Beacon over the next 5 years (*please see the last page for a plan summary*), acquired new space to accommodate Thrift Shop operations' growing needs, and, as a testament to the high quality of our services, were once again successful in rigorous third-party Accreditation and Staff Safety audits.

We were especially pleased when Nurse Manager Mari Green was recognized as a BC Care Provider of the Year. Mari exemplifies the care and compassion which Beacon offers those in need 24 hours/day, 365 days/year. In February, the Board was also thrilled to recognize a team member, Donna Griffiths, for 35 years of dedicated community service.

As I retire after 6 rewarding years on the Board, I feel privileged to have volunteered, at a decision-making level, with an organization of such dynamic, caring people. I'm awed and inspired by Beacon's community impact, providing everything from prenatal support to palliative care – and services and supports for every stage of life in between.

Sincere thanks to everyone whose contributions have made that possible.

Chuck Rowe, Chair

A Few Memorable Moments of 2016-17





Beacon Launched a New Website!

In summer 2016, Beacon launched a bright, colourful, easy-to-navigate new website, with the aim of making it easier for people in the community to find out where they can turn for help. Find us at www.beaconcs.ca.

Beacon Gives Back

It's hard to forget the tragic wildfires that destroyed and devastated the **Fort McMurray** community in 2016. Like many Canadians, our hearts went out to those affected. So Beacon team members came together to raise funds for our Alberta neighbours – staff generosity was matched by Beacon Community Services and then by the federal government, which meant approximately **\$21,000** went towards helping people and improving lives for the people of Fort McMurray.

In the fall, Beacon staff also participated in a **United Way** workplace campaign, raising nearly \$13,000 for people in need in our own community.

And, we also prepared food, clothing and toiletries baskets for people in need, put together more than **174 Christmas hampers** for local families, shared 100,000+ bread items with hungry people in our community... and more!

Achieving Accreditation

As part of Beacon's commitment to continuous quality improvement and great care, we went through an independent Accreditation review in September 2016. Accreditation measures an organization's performance against a set of very rigorous national standards – and our team was recognized as **Accredited with Commendation** until 2020 from Accreditation Canada. One auditor, or surveyor, commended staff for "walking the talk:" for living up to Beacon's mission, vision, and values, taking pride in our work, and dedicating ourselves to client care. It's all in a day's work!

Safe team = safer clients

Our staff and volunteers live safety. And we proved it with **As** in a 2016 **Certificate of Recognition** (**COR**) **WorkSafe BC safety audit**. Conducted by an independent auditor, the voluntary audit measures performance in 9 elements of 2 categories (Occupational Health & Safety and Stay at/Return to Work for injured staff); the auditor reviewed thousands of pages of documentation, interviewed staff, and visited several Beacon locations. Our **scores of 91% and 97%** mean Beacon gets a WorkSafe BC rebate. And our commitment to our team's health and safety also translates into safer facilities – and safer service – for the thousands of people we serve every day!

Drumroll Please...

We were thrilled (but not at all surprised!) when one of Beacon's caring, dedicated staff was named 2017 Care Provider of the Year by the BC Care Providers Association (BCCPA). Home Support Nurse Manager Mari Green received the award at the 4th annual BC Care Awards in February; the honour recognizes a front-line care provider for demonstrated commitment to quality, compassion and excellence in delivering care in BC's home care sector.



Children, Youth and Family Services

"Our thanks to [Beacon staff] for all the things they did on a daily basis that ensured our children were engaged in the programming, learning, and felt supported and safe! Thank you!"

- Happy Parents of Children in

Beacon Care

At Beacon, we work to support children, youth and families through a broad range of services and programs. We promote healthy pregnancies and babies, foster learning and development at all ages, and support parents and caregivers in their efforts to raise happy children, teens and families.





Jeneece Place turns 5!

Operated by Beacon Community Services, Jeneece Place – a home away from home for families from outside of the region seeking medical care here – celebrated its 5th birthday in January. Since opening, more than 1,400 families have stayed at the house – and 782 families have used the house more than once. This means there have been close to 2,200 stays at Jeneece Place, with the longest stay to date being 16 months.

Beacon's compassionate and caring staff and volunteers warmly welcome and orient families to the house, even doing the cleaning and laundry so that families can feel comfortable and worry less. The house is staffed 24/7 so there's always a friendly face and listening ear available to support families in what is probably one of the scariest times of their life.

"I have never felt so welcome in my whole life. Our family was going through a very hard time with my daughter being in the hospital pregnant with the twins and her other children being separated.... as soon as I walked in the door I felt like I was home. *Thank you to the wonderful staff."* - Beth

We're Their Happy Place

Children, youth and families mould and shape healthy futures when they participate in Beacon programs. We want people to feel safe and happy in a welcoming, positive environment where they are receiving support. In 2016-17:

- We provided care for **62 children** in our TEAM childcare programs. KELSET and Otter Be Fun childcare provided care to 125 more **Peninsula children**, from kindergarten to 12 years old.
- Our Sidney StrongStart program and Peninsula Mother Goose programs were well attended, with 155 children.
- Our Out of the Rain shelter served and supported 194 homeless youth.
- Through our Homeless Prevention Program, we were able to secure housing for 50+ youth and adults.
- We assisted almost 140 people with Third Party service agreements, connecting them with financial support and community services.
- And we also did much more to support the well-being of children, youth and families!

YEP Frames Youth for Future Success

Beacon's thriving Youth Employment Program (YEP) had 190 participants in 2016-17 – the highest number to date. Students ages 13 to 18 gain work experience and employment skills through YEP. Students are eager to volunteer throughout the community – in 2016, YEP students contributed 1,610 volunteer hours. YEP students participate in community markets, fairs, parades and municipal events.

Did you know...

Beacon supports growing families by offering supportive, confidential counselling services for children, youth and families, individually and in group settings? This year 376 people received the support they need to have healthy, happy families.





Employment Services

"Thank you for sharing your astonishing knowledge with all of us. With all the knowledge, I feel 1000% more confident I will find a job."

- Employment Services Client, November 2016

Beacon Community Services has delivered a variety of employment programming since 1982. We offer a number of programs and services for jobs seekers and employers alike.

If you're looking for work, interested in a career change, or simply want to get informed about the local labour market – we're here to help.

Employment Resource Centre - Self Serve



Job searching at our Employment Services Centre Empowering people with skills development and opportunities

Taking it to the EDGE

In May 2016, we launched a new employment program – **EDGE Career** Focus. EDGE Career Focus provides paid, career-related work experience and mentoring for youth aged 15-30.

The goal is to connect youth to jobs in high-demand, private-sector careers in fields such as business, social services, tourism, trades and technology.

And, we're extra excited because it's the first time a Beacon program has reached the EDGE – of Vancouver **Island**! This is the first of our programs to serve all of Vancouver Island (as well as Powell River and the Gulf Islands). In its first year, EDGE achieved 40 work placements.

Please... Hold Your Applause...

November was a fun month as we got to be in a real Hollywood movie! Film crews came by our Employment Services Centre in Sidney to shoot scenes from a movie, "Walking the Dog". Traffic around our offices was a bit snarled – but that didn't stop clients from coming by, getting great career advice, and taking a shot at stardom at the same time. We're getting ready to collect that Oscar in January...



In 2016-17, 338 unemployed people were served by Beacon's WorkBC Program, which we operate through our 2 Employment Service Centres, one in Sidney and one on Salt Spring Island, as well as through a sub-contract in the Western Communities. Clients in all 3 locations can access computers, printers, photocopiers, phones, job boards and friendly staff willing to help with the job search process. Highlights at our Employment Services Department include:

- Launching a free "Coffee Chat" series that brings employers to share a coffee and 'talk shop' with jobseekers who want helpful job search and interview tips.
- **512 clients** served at our offices.
- 75% of clients finding employment.
- 1,560 individual visits to our Self-Serve Resource Centres.
- **55 people** served through our Specialized Community Assistance Program that assists those who have been chronically homeless.
- Celebrating that our WorkBC Program has served more than 2,900 people since April 2012.

Did you know...

Participants in Beacon's **STARTE Program** for aspiring film-makers make promotional videos for organizations to help spread word about the work they do? To date, 12 videos have been produced, including 2 videos for not-for profits, with more to come in 2017-18.

Seniors' Support

"To all the wonderful and caring hands from Beacon Community Services – we cannot thank you enough for the wonderful care you gave our father. We were so thankful to leave him in such capable hands."

- Family of a Home Support client, July 2016

Our goal is to assist people to live as comfortably as possible for as long as possible in a place they call home – whether that's in their own home (being cared for by our dedicated team of 700+ Beacon Home Support workers), or in one of our subsidized independent living apartments, assisted living or award-winning dementia homes.

We also want to ensure seniors live their lives to the fullest – our SHOAL Centre for active seniors is a booming hub of Sidney's community, with many programs designed to keep seniors as young as they feel.



Enjoying breakfast at our Sluggett House, Licensed Dementia Home



Nothing Beats a Home Cooked Meal

Beacon Community Services gives compassionate, quality care at 2 modern, comfortable Assisted Living residences: Beacon's own SHOAL Assisted Living residence in Sidney and Capital Regional Housing's Parry Place Assisted Living in Victoria. In 2016 Parry Place received a new kitchen, ensuring residents receive healthy, nourishing homecooked meals prepared fresh on site.

SHOAL Centre – A Senior's Hub!

SHOAL Centre is a vibrant community centre that offers classes, workshops and events for seniors. In 2016, SHOAL membership hit 1,000+ for the first time ever. Always hopping with activity, SHOAL launched a fully-equipped gym managed by a fully qualified personal trainer. Chad Savin of Savin Elite Training leads people through one-on-one training and group sessions of up to four people. Exercise is one of the best ways to stay younger for longer – the gym is a wonderful initiative that helps keep seniors, and people of all ages, fit and healthy.

In 2016-17, Beacon:

- Nurtured independence and a good quality of life for people living in our 33 dementia care suites.
- Made more than a **half million Home Support visits**, providing medical support and helping seniors and others with basic daily activities.
- Provided **24 hour/7 day a week care** at the Piercy Respite Hotel to quests aged 55+, enabling their regular caregivers to rejuvenate.

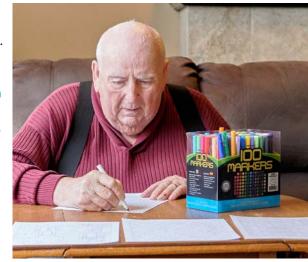
It's a Wonderful Day in the Neighbourhood

In 2016, we developed and implemented an **innovative neighbourhood model of cluster care** in James Bay, then in early 2017 carried the same model out in Sidney. The model involves a team who care for clients who are grouped, or 'clustered', near each other in a community. Depending on clients' care plans and needs, caregivers may go back and forth between Home Support clients at various times in a day or shift. This cuts down on the time our care aides spend travelling to see clients – and it means clients can get to know a dedicated team who they'll come to think of as family.

Keeping Sharp and Active

SHOAL Centre continues to expand its dementia friendly initiatives. With 1 out of 11 Canadians over 65 currently living with dementia, it is a disorder that touches many of us in a personal way. Here's what we're doing to support those affected by the diagnosis:

- Started a free monthly **Dementia Caregivers Support Group** this group is based on a "mutual-aid" model of support.
- Introduced Arts & Alzheimer's, a program designed by the We Rage, We Weep
 - Alzheimer Foundation that incorporates art, music, singing, movement and theatre to stimulate brain activity.
- Hosted Minds in Motion a regular 90-minute fitness and social program.
- Created a **Dementia Friendly Bulletin Board** with accessible resources.
- Added colouring books and puzzles to our public spaces to help stimulate brain activity.



Did you know...

Beacon started a **Client & Family Partnership Committee** in July 2016. It's a way for our clients, their families and members of the community to assist us with developing processes and improvements, and to enhance the voice of the client and family in care.

Volunteer Services

"I hope I have contributed to the welfare of others. [Volunteering] has always been a pleasure for me in so many ways. It makes me feel useful and happy."

- Beacon volunteer, celebrating 28 years of service

Beacon's thriving Volunteer Services program exemplifies neighbourliness and excellent community service.

Our 500+ volunteers range in age from 14 to nearly 90 – this year, they continued to make our community stronger by providing services to thousands of people and raising money for local programs that help people and improve lives.



Volunteer Visitor taking time for tea with a client



No Need to Feel Taxed!

In 2016, our very popular Community Volunteer Income Tax preparation program grew by more than 26% - trained Beacon volunteers completed and filed nearly 900 tax returns, free of charge, for people on modest incomes.

For the first time ever, we also delivered the service outside Sidney, expanding to Brentwood Bay's Central Saanich Seniors Centre and Pender Island's Anglican Hall. And we continued our income tax outreach to the Peninsula First Nations, holding multiple clinics at 3 First Nations communities.

Volunteers were happy to reduce stress and anxiety for tax-filers of all ages. But the greatest satisfaction? Identifying credits and rebates to help put much-needed money in tax-filers' pockets.

Our Amazing Volunteer Army:

- Drove 120,000+ km to take people to and from medical appointments, free of charge: equal to 19 trips from Sidney, BC to Sydney, Nova Scotia!
- Issued 718 Disability Parking Permits.
- Dedicated over 14,700 hours at SHOAL Centre, enriching seniors' lives and supporting community wellness.
- Included 77 the most ever! who earned long-service awards.
- Donated 41,591 hours to our 7 thrift shops.
- And much, much more in 2016-17!

In 2016, Volunteer Victoria surveyed several hundred community volunteers – including 60 from Beacon. 100% of Beacon respondents said that they were satisfied, very, or exceptionally satisfied with how Beacon staff respond to their needs. Volunteers reported they feel appreciated, supported, accommodated and valued by Beacon. (And the feeling is mutual!)

Making You Even Better at Home

2 years after partnering with Broadmead Care to offer Better at Home Services to the Peninsula, we've expanded to serve over 300 clients. Run through our Volunteer Services, the program helps seniors remain independent at home by offering a mix of volunteer or paid services (scaled to income), such as light housekeeping. This year, because of additional funding, our coordinator was able to personally visit clients at home – and refer them to a number of other Beacon programs and services for additional support.

Did you know...

Beacon Volunteer Visitors donated more than 1,200 hours spending time with people, doing things like playing board games, reading, going for walks or sharing hobbies? That's double our previous service levels.

New this year -**English as a Second** Language program

Through a partnership between Beacon, the Vancouver Island Regional Library and the Inter-Cultural

Association of Greater

Victoria, newcomers improve their English skills, for free, by talking with friendly, supportive volunteers.

Encouraging student volunteerism

In 2016, we awarded \$1500 Beacon scholarships for exemplary community service to Solomon Lindsay (Victoria High), Amanda Punch (Stelly's Secondary), Junessa Sladen-Dew (Gulf Islands Secondary) and Zachary Coey (Reynolds Secondary). Alexandria Fleming (Parkland Secondary) earned Beacon's Donna Godwin Humanitarian Award.

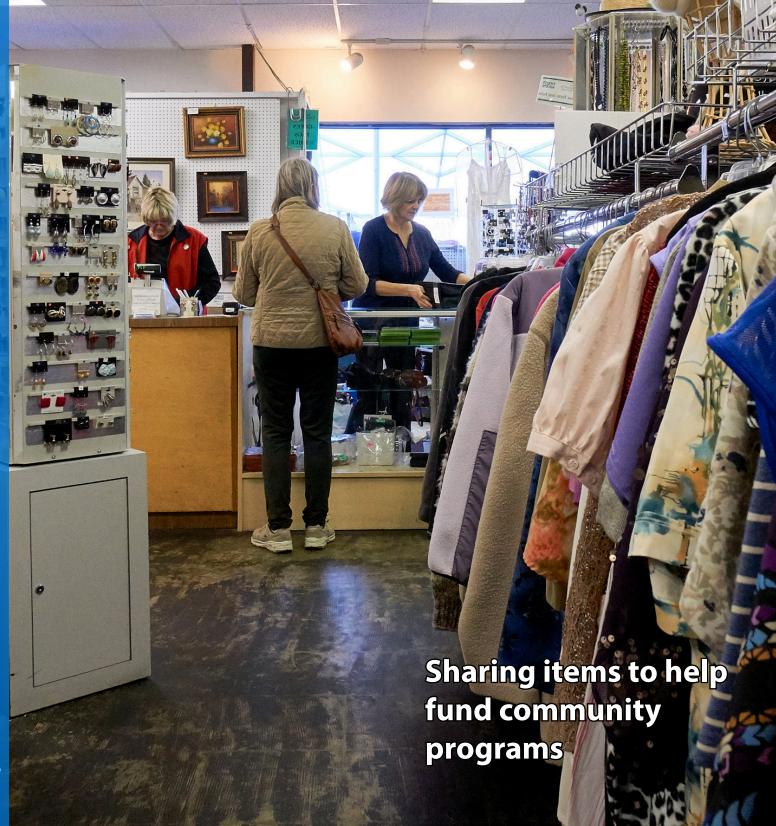
Thrift Shops

"I had the good fortune of meeting the two wonderful men (David and John) who... assisted me in removing my couch I was donating to you... they were warm, positive, caring... absolutely great humanitarians." - Thrift Shop Donor, February 2017

Beacon Community Services' Thrift Shops offer affordable, convenient shopping for the entire family. With 7 locations to choose from, you'll have a great chance to find treasures that you probably won't be able to find anywhere else.

They're also a great place to donate items that are no longer needed. When cleaning out cupboards, crawl spaces, and closets consider Beacon Thrift Shops.

Your contributions to our Thrift Shops will help thousands in our community achieve a better quality of life.



In 2016-17, our 206 Thrift Shop volunteers:

- Flexed "green muscles" we diverted more than 700,000 donated items away from the landfill.
- Donated nearly 41,600 hours of time to our shops, to generate funds for important local programs (such as caring for people with dementia, sheltering homeless youth, driving the sick and elderly to medical appointments – and more!).
- Partnered with Cobs Bread (Oak Bay and Shelbourne), Central Saanich Lions and the Sidney Food bank to give out more than 100,000 loaves of bread to Thrift Shop customers in need.
- Celebrated! Our Brentwood Bay shop turned 15 and our Brentwood Bargains shop had its 10th birthday.
- Felt the love... We were proud to be nominated for a "Green Business of the Year" Peninsula Chamber of Commerce Crystal Award – and to win as **favourite thrift/consignment store** in the Readers' Choice Awards for the 11th time!



Growing Thrift Shop space

This year, we found a special treasure for our Main Thrift Shop in Sidney – a great space at 9756 Third Street, right across the street!

We're excited to have another building to spread out in.

It'll feature a better sorting/work area for our staff and volunteers and be a great addition to the thrift shop 'family.'

Did you know...

Many thrift shops are private, or donate only a small percentage of sales to the charity they say they represent? We're proud that Beacon shop proceeds are 100% dedicated to our not-for-profit programs and services.



Trish, Pandora Thrift Shop

Paying it Forward

Our Thrift Shops are more than just great places to find a bargain – they also help give vulnerable people a new lease on life through our free, practical, friendly retail and cashier training programs.

Retail training is an 8-week program, offered 3 days a week. We focus on developing:

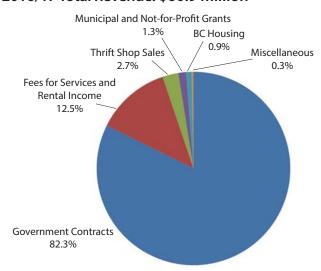
- Customer service skills
- Workplace ethics
- Inventory management skills
- Interview and job search skills.

Cashier training is 3 weeks, 2 days a week and also enhances skill sets in customer service and retail operations.

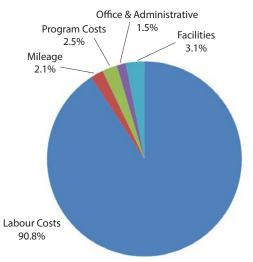
This year, we were thrilled to **encourage and support 124 people** through these programs – helping them learn to work in a busy retail operation, prepare for employment, and make important social connections.

2016-17 Financial Picture

2016/17 Total Revenue: \$60.9 million



2016/17 Total Expenditures: \$60.5 million



As a not-for-profit society, we rely on government partners, at all levels, for the majority of our revenues. We also appreciate support from community donors, partners & volunteers & carefully manage available resources in order to most effectively help people & improve lives across our community. The financial picture also reflects that thousands of people rely on our successful programs and the people who deliver them: labour costs therefore represent 90.8% of total expenses.

Summary of our 2017-21 Strategic Plan

This year, our Board of Directors laid out a new strategic vision for Beacon, outlined 5 key goals for our organization, and reconfirmed the importance of our over-arching values and mission.

Goal 1

Provide excellent care and services to the people we serve in the community.

Goal 5

Continue to build and protect our reputation in the communities we serve.

Goal 2

Foster a positive organizational culture, and the appropriate staff and volunteers to meet our goals.

Goal 4

Acquire and maintain adequate infrastructure to ensure successful program operation and a safe, attractive workplace.

Goal 3

Manage financial resources to ensure organizational sustainability and continued operation of high quality programs.

Our Mission: Helping People... Improving Lives

Our Vision: Beacon Community Services will be recognized

as a preferred provider of diverse health, social and volunteer services responding to the prior-

ity needs of families and communities on

southern Vancouver Island.

Our Values: Dependability

Responsiveness

<u>I</u>ntegrity

Volunteerism

Excellence

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 Broadmead Care Society

Camosun College

Canadian Blood Services

Capital Regional Housing Corporation Central Saanich Fire Department

Central Saanich Police

Central Saanich Seniors Centre 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

Eldercare Foundation

First Metropolitan United Church Integrated Offender Management

Inter-Cultural Association of Greater Victoria

Island Deaf & Hard of Hearing Centre

Island Health Authority

Legion Manor

Macaulay Elementary School PAC

Ministry of Jobs, Tourism and Skills Training

Ministry of Social Development & Social Innovation

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 (Employment & Social

Development Canada)

Sidney/North Saanich Library St. Andrew's Church (Sidney) St. John the Baptist Church 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 Nation
Tsawout First Nation
Tseycum First Nation

United Way of Greater Victoria
United Way of the Lower Mainland

University of Victoria Veterans Affairs Canada Victoria Cool Aid Society Victoria Foundation Victoria Immigrant & Refugee Centre Society

Victoria Multicultural Society

Victoria Police

Victoria Women's Transition House

We Rage, We Weep Alzheimer Foundation

WorkLink Employment Society

Some of Our Memberships and Affiliations

Administrators of Volunteer Resources

BC Association of Community Response Networks

BC 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

Greater Victoria Coalition to End Homelessness

Health Employers Association of BC

Homeless Commission of Greater Victoria Saanich Peninsula Chamber of Commerce Salt Spring Island Chamber of Commerce

Seniors Serving Seniors Sidney by the Sea Rotary Sidney Kiwanis Club Sidney Lions Club Volunteer Victoria

Beacon Community Services

Administration

(including Accounts, Billing & Finance) 2723 Quadra Street, Victoria

Ph: 250-658-6407

Children, Youth & Family Services

9860 Third Street, Sidney Ph: 250-656-0134

Counselling & Mental Health Services

Ph: 250-656-0134

Employment Services Programs

Sidney

9860 Third Street Ph: 250-656-0134

Salt Spring Island
268 Fulford Ganges Road

Ph: 250-931-7687

Home Support

Victoria area 2723 Quadra Street Ph: 250-658-6407

Salt Spring Island # 2-137 Crofton Road Ph: 250-537-9955

Outer Gulf Islands

Toll-Free Ph: 1-877-658-6407

Licensed Dementia Care

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

Sluggett House

1336 Marchant Road, Brentwood Bay

Ph: 250-544-0925

Peninsula Early Years Centre

1649 Mt. Newton X Road, Saanichton

Ph: 250-415-9794

SHOAL Activity Centre

10030 Resthaven Drive, Sidney

Ph: 250-656-5537

Subsidized Independent Housing

Ph: 778-430-5766

834 Place

834 Johnson Street, Victoria

Marguerite Court 3221 Cedar Hill Road, Saanich

Wakefield Manor 9924 Third Street, Sidney

Volunteer Services

10030 Resthaven Drive, Sidney

Ph: 250-656-5537

Thrift Shops

2676 Quadra Street, Victoria Ph: 250-479-8849

715 Pandora Avenue, Victoria Ph: 250-388-3500

9775 Third Street, Sidney

Ph: 250-656-3511

9781 Third Street, Sidney Ph: 250-655-6416

9760 Fourth Street, Sidney

Ph: 250-656-6828

7105-B West Saanich Road, Brentwood Bay

Ph: 250-652-0432

7060 West Saanich Road, Brentwood Bay

Ph: 250-652-6707

Furniture Donation Pick-up

Ph: 250-656-6828

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Find us on Facebook! www.facebook.com/beaconcommunityservices/