



Helping People... Improving Lives  
2017-18

## A message from the CEO



As we look back on another busy year, it's gratifying to see what can be accomplished by people working together to improve their community. Our powerful volunteer team, for example, never ceases to amaze me.

Thanks to their energy and support, this year Beacon: started a new program to improve isolated seniors' quality of life, delivered hundreds of activities, programs and workshops at SHOAL Centre, introduced inspiring new programs to brighten lives in our care homes, continued to help children develop literacy skills, supported families in need, sold more donated Thrift Shop items than ever before (generating funds for important community services) .... And much more! Beacon also continued delivering a wide range of other community services, including assisting the aged and disabled through quality home support care. Our efforts continue to be backed by dedicated, caring staff, donors and partners, and the community itself.

Like all social services organizations, we have of course also faced challenges. That's the nature of the work we do. But thanks to continued generous support and an ongoing spirit of partnership, we can look back on many successes – and look forward to many more.

Thanks to all who make that possible,

A handwritten signature in black ink, appearing to read 'Bob Boulter'.

Bob Boulter

### Children, Youth & Family

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. 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 a number of 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

Our goal is to help people live as comfortably as possible for as long as possible – whether that's in their own home or in one of our subsidized independent living apartments, assisted living or award-winning dementia homes. And, our SHOAL Centre for active seniors is a booming hub in the Peninsula community, with many programs designed to keep seniors as young as they feel.

## A message from the Board Chair



I'm pleased to report another solid year for Beacon Community Services.

We started renovations on our new thrift shop property at 9756 Third Street in Sidney. We also continued to move forward on implementing our strategic plan, saw growth in our volunteer base and several services, and, through careful management, maintained a strong financial base while delivering quality services and programs that meet community needs.

At the Board table, there've been many hours of thoughtful discussion about how to best achieve Beacon's mandate of helping people and improving lives. And, along with my Board colleagues, I've been humbled and inspired by Beacon staff and volunteers' dedicated, steadfast service – thousands of lives are better because of their efforts.

As I head into retirement, thank you to everyone who contributes to this amazing organization.

You've made it an honour and a pleasure to serve as a volunteer on Beacon Community Services Board of Directors for the past 6 years.

Best wishes,

A handwritten signature in blue ink that reads "Joan Axford".

Joan Axford

### Volunteer Services

Beacon's thriving Volunteer Services program exemplifies neighbourliness and excellent community service. Our 550+ adult volunteers and 200+ 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 Thrift Shops offer affordable, convenient shopping for the entire family. With 7 locations to choose from, there's a great chance to find treasures probably not found anywhere else. They're also a great place to donate items that are no longer needed. Net proceeds from our Thrift Shops 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.

We knew that our parents were in good hands and it has prevented us from caregiver burnout... Caregivers always cook home-cooked meals and I know my parents eat healthy. – Family of a Home Support client • I am very grateful to all of you for the work you do and even more importantly for the people that you are and the caring and professionalism you provide. – For Employment Services • Thank you for all the love, cuddles, and gentle instruction you give to the children each day. You have created such a warm and welcoming environment in the “baby room” and it makes me so glad that my child is always happy to arrive. – A happy Mom

## Caring for those in need throughout our community

### Giving hope to the homeless

Beacon’s Homelessness Prevention Program assisted 40 people who were homeless or at risk of homelessness this year, helping them obtain safe housing. Youth clients ranged from 18 to 23 years old – some had been tenting for survival, some staying in shelters, and others were at risk of losing their housing due to financial constraints. In addition to these youth, we assisted people leaving incarceration by providing the opportunity to create a new and different path for themselves through the use of secure and stable housing.

Thanks to our partnership with BC Housing, assistance includes rent supplements and weekly supports; weekly appointments might include a trip to an important doctor’s appointment or the food bank, guidance around budgeting, how to be a good tenant, or how to do basic household chores, help connecting with the Ministry of Social Development and Poverty Reduction or Community Living BC supports, and much more! We also work with clients to identify and create goals for the future – striving to empower them through connections to resources and employment so at the end of our 12-month involvement, they’re confident in their abilities to accomplish their goals and manage their housing.

Additionally, as coordinator of the seasonal Out of the Rain youth shelter program, Beacon made sure 179 homeless youth got hot meals, helpful advice, and warm, safe sleeping areas from October to May this year.



### Taking it to the community

Beacon volunteers have been taking away income tax anxiety from low and modest income earners each year – for free. During tax season, trained volunteers provide caring advice to clients, identifying credits and benefits that help put money in the pockets of those who need it most.

This year, we continued to expand our Income Tax return program to reach more people in more communities. In 2018, we held multiple clinics at all 4 Peninsula First Nation communities, clinics at 2 community seniors facilities, as well as on Pender Island. Tax returns are also prepared at our SHOAL Centre in Sidney. This year we reached out to our Youth Employment Program students, increasing the number of clients under age 25.

I am writing to tell you how much I appreciate the health workers regularly assigned to my aunt... All of these women gave her the utmost respect, kindness and consistently great care. I could always count on them to put her interests foremost. Their efforts meant I had less to worry about over her health and well-being. – Family of a Home Support client • I am so grateful to you and your staff for getting to know my child, being open to learning about him & most importantly including him in all activities & creating a safe, inclusive space for him & all the little ones. – A Happy Mom, for Children Youth & Family Services • Thank you, thank you, thank you. For your smiles, your warmth, your endless patience, but mainly for your big heart and compassion. – An Employment Services client



## Creating beautiful environments for those with dementia

This year, a family wrote to express gratitude for the “truly remarkable” love and care that Beacon’s Licensed Dementia Housing caregivers gave to a former resident. In memory of their family member and how Beacon staff brightened her life and helped navigate the dementia journey from the beginning, they also enclosed a \$10,000 donation to help us enhance quality of life for our dementia care home residents.

Sluggett and Brentwood Houses are our 2 Brentwood Bay licensed dementia care homes where we pride ourselves in treating residents as we’d like to be treated – compassionately, in a small, homey environment that respects personal likes and dislikes and supports people to be as independent as they can.

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## Enhancing care with feedback and guidance

As part of our ongoing commitment to provide quality services and care to our community, we appreciate feedback from the people we serve. 6 home support clients/family members volunteer their time to our Client and Family Partnership Committee, meeting quarterly. This year’s committee members were directly involved in a number of quality improvement initiatives and provided thoughtful feedback on numerous projects, including: a client handbook to better inform clients about the services available to them, a collaborative research project on effectively supporting families and clients affected by dementia, and a client and family survey to help us get feedback.

Janice, who volunteers on the committee, calls it “a wonderful community to be part of,” adding that her “experiences with the committee have been very inclusive.” We look forward to continuing that – and to building on the volunteers’ invaluable work in helping us improve the client experience! We’d also welcome other members of the community to join this helpful group.



# Kind Words

Thanks so much for all the pleasant service & drives I have received over the year once again. – For Volunteer Services • Thank you for your endless wisdom, understanding, support and generosity. This course was a key element of my life thus far, and helped return the missing ingredient my soul needed. I will be forever grateful. – An Employment Services client • A huge thank you to everyone at Beacon Community Services for the kindness, patience and understanding you've shown our mother over the years. Knowing she had such caring people nearby went a long way in relieving our fears about her living alone. – For Home Support

## Helping seniors stay connected, healthy & engaged

### New program for isolated seniors

In early 2018, Beacon utilized a Victoria Foundation grant to create the Seniors Engagement Project – reaching out to support (and brighten life for) isolated seniors. Beacon volunteers drive participants to a group lunch every month, providing them with an opportunity to socialize, get a free, nutritious meal, and enjoy a welcoming place to get information on local programs and services. Participants leave with a smile, a feeling of belonging – and, also, a free meal to take home for another day.

The program also offers Neighbourhood Chats: a Beacon outreach worker visits Saanich Peninsula apartment complexes to connect with seniors and educate neighbours and landlords about the signs of loneliness or illness – and how to link elderly residents with helpful community resources that will increase quality of life and decrease isolation.



### Expression through public art

In February, Beacon's Parry Place Assisted Living residents and staff created a beautiful work of love for the James Bay Window Wanderland – a spectacular neighbourhood outdoor gallery of window displays held over two nights. Initiated in the United Kingdom, this was the first time ever that a community in North America hosted this event. Our residents painted, coloured, cut and installed the window art themselves.

Staff at our care homes plan fun and creative things for residents, including card games, crafts, trivia, and exercises to help keep minds and bodies healthy and active. A choir was even started at Brentwood House, and began scheduling "public" performances!

Thank you for all the love and hard work in providing an engaging space for the children and imparting learning and skill development to set them all on the path to becoming decent little humans. We so appreciate you! – Family of a child in Beacon care • Behind the front line worker is a team of schedulers and supervisors... I am very grateful for all the help you gave me over the phone when staff changes happened or I had questions. – A Home Support client • I want to say thank you to all at the Salt Spring Island employment centre. Thank you for the times I came in having a bad day/mood, feeling so frustrated and hurt and felt damaged without hope... and you ladies shared kindness with me. – An Employment Services client

## Seeking innovative ways to provide care

In 2017, Beacon piloted a unique, client-centred care initiative to enhance Home Support care plans/supports for people living with dementia. Project learnings were presented to the Canadian Home Care Association; they also paved the way for us to improve our intake process, to help better identify and serve this client group's special home care needs.

Another Beacon innovation was publicly profiled on the BC Care Provider Association's website – our Neighbourhood Model of Care. The model brings together a small group of Home Support workers; at the start of each shift, they jointly decide who goes where and does what for a small region of people who need care. Introduced in 2016, this team approach is now being applauded for increasing worker consistency with clients and increasing worker satisfaction.

### *In 2017, we...*

- scheduled over 2,500 home support care visits each day.
- introduced GUIDE, an enhanced orientation for new Beacon Community Health Workers – other CHWs lead and mentor new CHWs in their start to community service with Beacon.



## Better at Home... Better Together

In fall 2017, we revved up our Better at Home seniors' services with a new Grocery Shopping Bus program – once a week, seniors gather at SHOAL Centre for free and supported transportation to local shopping centres. It's a terrific opportunity for them to socialize, meet new people, and safely and easily run errands. Nearly 200 individuals participated in trips between October and February.

Beacon partners with Broadmead Care to deliver Better at Home to Saanich Peninsula seniors, helping with day-to-day tasks so they can continue to live in their home independently, and remain connected to their communities. Since we started 3 years ago, we've met with 600 seniors in the community to share supports and lend a caring ear and helping hand.

# Kind Words

I am grateful for the care I receive from Beacon. I find the workers are kind and thoughtful, during this difficult time. – A Home Support client • Students with special needs learn best by “doing”. It is by “doing” that they will gain the physical, cognitive and behavioural skills that will open doors for them... Thank you for considering a student for placement at your worksite. – Garth Homer Society, for Thrift Shops • Thanks to you for all of the things on a daily basis that ensured our children were engaged in the programming, learning, and felt supported and safe. – Parents of Kids in Care

## Empowering people with skills development and opportunities

### Recognizing youth volunteers

In 2017, we continued our tradition of recognizing exemplary student community service and volunteerism with \$1500 Beacon Community Services scholarships to Misha Hasan (SD 61, Oak Bay Secondary School); Lajah Warren (SD 62, Edward Milne Community School) (left); Chynna Tran (SD 63, Claremont Secondary School) (right); and Catelyn Creswick (SD 64, Gulf Islands Secondary). A Beacon Community Services’ Donna Godwin Humanitarian Award went to Parkland student Maya Goodsir.

These students each have a unique talent or passion, with the common element that they share with Beacon being their dedication to making life better in our community.



### Training and supporting volunteers for success

We want to empower our 550+ volunteers to be their best, so Beacon provides them with a wide range of training opportunities including: First Aid, Food Safe, Active Listening, 55 Alive drivers safety, and training in reception work – all at no cost.

We also celebrate volunteers with recognition lunches twice a year – and, during National Volunteer Week each April, we honour the years of service they’ve given back to Beacon. In 2018, we are fortunate to have over 250 volunteers who have been with Beacon for over 5 years – and 20 of them have been with Beacon for over 20 years!

Regular Coffee Chats and casual get-togethers help keep our volunteers engaged and feeling like part of our team.



I just wanted to express my gratitude to you and all of the Youth Employment Program (YEP), especially for the job fair and the resume writing workshop. I am very excited to tell you... I was hired and am going in for training next week. – A YEP student • 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 • Thank you for your cheerful heart that shows up every week for us young moms. Your care, and experience, are so appreciated. – Mom of a child in Beacon Care

## Jumpstarting new careers and taking youth skills to the EDGE

It was “lights, camera, action” for 73 excited participants in Beacon’s STARTE project this past year. The free Skills Training and Readiness to Employment initiative helps unemployed, or underemployed, CRD residents strengthen useful skills for work in many fields – and also gives emerging filmmakers basic training to work in our area’s growing film industry.

Participants made their own productions... and made a difference in our community at the same time. Their projects all centred around creating promotional videos for 11 local not-for-profit organizations.

Our EDGE Career Focus program also had great success this year – exceeding enrollment targets and providing mentoring, supports, and employment experience to equip 60 youth with career-related learning opportunities and skills, in partnership with workplaces across Vancouver Island and on the Gulf Islands and Powell River area.



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## Providing employment opportunities

Tight labour markets created hiring challenges for some employers over the past year. At the same time, some job seekers continued to face challenges in marketing their skills to potential employers – even in close-knit, small communities.

Our Employment Services team is happy to help: so, among other initiatives, we initiated Salt Spring Island’s first-ever job fair in 2017. The goal was to bring Salt Spring job seekers and employers together to meet face-to-face and discuss employment opportunities ‘on the spot.’

Several matches were made; community members highly rated the event, and it’s on track to become an annual affair!

# Kind Words

We would like to express our thanks & gratitude. The help and kindness you gave our Mom allowed her to stay in her home longer than she would have been able to without your care. – Family of a Home Support client • **It has meant a great deal to be part of this program, to be rescued and encouraged, to gain many new skills, to increase my self-confidence, and to grow in a safe, nurturing environment.** – An Employment Services client • Thank you all for being so caring & compassionate. I'm sure our daughter will do great at her new school thanks to the awesome environment you guys provided. – For Children, Youth and Family Services

## Connecting volunteers with our community

### Protecting the vulnerable

Elder abuse and end-of-life are never easy to talk about – but supporting each other and taking away the fear is just what our trained Beacon volunteers are helping to do.

This year, we helped bring awareness to tough issues like these by recruiting volunteer facilitators to lead the Community Response Network's "It's Not Right" workshop on recognizing and approaching abuse issues among seniors and vulnerable adults, as well as Advanced Care Planning workshops through the BC Palliative Care Association.

Our new volunteer facilitators also regularly head out into the community to help spread the word and offer information to assist people in planning for the future, staying safe and feeling supported in their community.



### Volunteer highlights this year:

- **Medical Drives:** Almost 3,800 drives representing over 130,000 km, taking people to medical appointments
- **Friendly Visits:** More than 550 visits for over 1,000 volunteer hours lending a kind ear to lonely seniors
- **Income Tax Preparation:** Almost 1,000 returns filed for 2017 for those with low incomes
- **Thrift Shops:** 43,500 volunteer hours helping to raise money for important community programs and services

We are very happy about the programs Beacon Community Services and the Peninsula Early Years Centre has for us... The different programs help moms... and make both moms and babies happy. I can't even imagine what we do without all of the groups. - Mom of a child in Beacon Care • I can't begin to thank all of you for your special care of me, you were very kind. I couldn't have managed without you. Thanks to each and every one of you for taking such excellent care of me. – A Home Support client • Thank you for all that you did to make sure we had a beautiful setting for our celebration of life for our dad. Your staff was very attentive... you came through for us. – For SHOAL Centre

## Changing lives through the power of music

This year, Beacon celebrated a special achievement: being accredited to provide the internationally renowned Music & Memory Program. The volunteer-led program brings the gift of music to people with various cognitive and physical challenges, especially at Beacon dementia care homes.

Beacon volunteers set up personalized, carefully selected music playlists (delivered on iPods and other digital devices) for those in their care. The musical favourites tap into deep memories and can help participants 'feel like themselves' again... to converse, socialize and 'stay present'.

Volunteers report that most residents remember the words and joyfully sing along, tapping their feet, clapping and, always, smiling.

Kind volunteers from our SHOAL crafts group also knitted 'device cozies' (pictured at right) – soft little carriers that hold the device around the listener's neck, making it easy for them to get the best and most enjoyable listening experience.

Volunteers say they get as much as they give from the inspiring program.

*Listening to music with the Beacon dementia residents – music specifically chosen for them – has been as rewarding for me as I hope it is for them, recalls one inspired volunteer. As I was listening to some French songs with one particular lady, her eyes closed, tears came to her eyes, her hand went to her heart and she said 'Oh, my mother sang that song to me.' Then she opened her eyes, looked at me and said, 'She's here, right here.'*

Truly a beautiful, valuable volunteer connection!



My thanks to the wonderful team of caregivers who attended my husband before his death... I am sure we would not have been able to keep him at home if it had not been for you. – For Home Support • Thank you for all the time, energy and information that was provided at the workshop. I was enlightened by each of your presentations. – An Employment Services client • We would like to extend our deepest appreciation for everything you guys did for us to help take care of our mother (and grandmother) during the time we needed help the most. – Family of a Home Support client

## Accessibility for everyone at every age and every stage

### Giving a new lease on life

Beacon's 7 volunteer-led Thrift Shops experienced record sales this year – exciting news, because Thrift Shop sales directly translate into programs that we can deliver throughout the community (like seniors services and childrens programs, care for those living with dementia, the Youth Employment Program and Volunteer Services).

We're also able to provide free courses to vulnerable people looking for training and, ultimately, work to help them get a step up.

We offer a free 3-week cashier training course and 8-week retail training course that are partially funded by the United Way. These programs make a tremendous difference in people's lives, providing skills that they may not be able to get anywhere else, and steering their lives in positive directions no matter what the obstacle.

Success has many definitions.

For example, our team remembers one participant, Dara, as being *"brash, loud with a capital L, and in your space."* She had a 'presence' that could be intimidating for some students and clients – but combined with a sense of humor and strong eagerness to learn.

*"We spent the first few weeks figuring out ways to communicate with her,"* says the trainer. *"And then finally finding out that Dara has fairly significant hearing loss and chooses not to disclose that to the general population. So now we had a two-fold challenge... how to manage the volume to make her – and us – comfortable and still manage to communicate effectively to assure that Dara successfully completed the 8-week retail course."*

*She taught us how to speak slower, enunciate better and look directly at her as we spoke. We taught her to slow down, listen more carefully, ask for clarification and remember that we can hear perfectly at less than 10 decibels! And we laughed – a lot. What a great learning curve for all of us! A great reminder as to why we are here and do what we do..."*

Dara now stops in to say *"Hi!"* on a regular basis in between her almost full-time position at a local supermarket.



We were very pleased with the service we received for our 60th Anniversary Party. Our guests have relayed their enjoyment of the service and food... Thank you for your help in planning this occasion. – For SHOAL Centre • Thank you for the work you do in this community and for the personal support I feel from you. Thanks for being there at times in my life where I had nowhere to turn and thought all hope was lost. – An Employment Services client • Thank you for all the hard work and support you gave in setting up work experience placements for the CELASET students. I hope we can work together in future. – For Thrift Shops

## Busting through barriers

Beacon's SHOAL Community Centre in Sidney is committed to making the centre inclusive to all who have mobility, vision, hearing and mental health challenges, and this year we got the chance to make vital improvements to help people visiting the centre move beyond barriers.

In 2017, SHOAL was awarded a Barrier Buster grant – a gift of \$25,518 from the Rick Hansen Foundation. The grant was given to improve accessibility by installing automatic flush toilets and automatic faucets in our 4 handicap washrooms, a hearing loop for reception, and Braille signage throughout the centre.

The grant was presented at the annual Access Awareness Day – a community event led by Beacon and the Town of Sidney that brings attention to accessibility issues in the community.



## A journey to inclusion

Over the course of the year, our TEAM (Teen Education and Motherhood) pre-school and group daycare program faced a journey – a journey that started with Nicholas, who relied on a mobility chair. As Beacon staff got to know him and learn more about him, they realized infrastructure at the site didn't support his ability to participate in an inclusive way.

Our childcare workers quickly got to work and reached out to the community to make changes that would allow Nicholas to take part in the daycare's daily adventures – inside the classroom. But he still could not fully enjoy the outdoor play space like his playmates.

Working with community groups, businesses and organizations, TEAM rebuilt a pathway and a playground so this little boy could go outside and play with his friends. Beacon staff even participated in building the space – it was a true community effort. As a result TEAM is now recognized as the only accessible child care program on the Saanich Peninsula.

# Kind Words

Thank you for bringing so much of yourselves to your work in such a positive way. The work you do, whether directly with each client or indirectly, has made an incredible difference to many people's lives. – For Employment Services • You are caring and compassionate people and our family truly appreciates you for that. Your visits were a highlight of mother's day as she spoke so highly of everyone. – Family of a Home Support client • I have met many of you over the past months and was very impressed by the level of care and kindness given to mother by everyone. – Family of a Home Support client

## Fostering healthy environments for parents and children

### Using imagination to create conversation

Introduced in 2017 at Beacon's Peninsula Early Years Centre, the Play & Chat Packs program is for children under 6 to discover and explore different subjects with a goal of developing language skills. The program works like a lending library – parents, grandparents, or caregivers borrow a themed language kit from Beacon's collection. Every pack is designed to encourage the development of strong communication skills through talking and listening.

Beacon's Early Years Centre is a hub of activity for parents and kids alike; we offer a range of learning programs as well as practical supports. This year, the centre delivered several workshops each month focusing on supporting child and parent development. And, in 2017, we opened a popular "free shop" – a place where parents can help themselves to donated toys, clothing and other useful items for families.



### Providing light at the end of the rainbow

In the summer of 2017, Beacon Youth and Family counsellors facilitated a group for teenage girls with anxiety. The 8-week program was in response to needs identified by schools and families on the Peninsula.

Parents were also invited last December and this January to connect with each other at several evening workshops put on by Beacon counsellors to address teenage anxiety.

More than 60 parents on the Peninsula signed up to learn more about how to help their teens and preteens struggling with anxiety. The experiential workshops were held at the Individual Learning Centre in Saanichton through collaboration with School District 63.

Thank you for the service you provide to our community. It was because of you that we were able to honour our Dad's wish to stay home as long as possible. – Family of a Home Support client • I had the good fortune of meeting two wonderful men who assisted in removing a couch I was donating to you... they were warm, positive, caring... absolutely great humanitarians. – For Thrift Shops • You really helped me to feel like I wasn't stuck in my situation and that there were people and organizations that could help me change it. It was a huge relief to not feel alone in my struggle anymore. – An Employment Services client

## Supporting teens on their journey

Made possible by a private donation, a true community partnership between Beacon Community Services, Power to Be and the North Saanich Middle School is powering a learning adventure for a group of teens. Dubbed "Adventure Squad" by its teen members, the group consists of students who meet once a month to spend the day in nature.

The objective is to build resiliency and the capacity to succeed at school socially, emotionally, behaviourally, physically and academically. Students learn to work together and learn important life skills while playing team-building games, hiking, camping, climbing, fishing, canoeing, and more.

Braving pouring rain, days so cold there were icicles, and strong winds – as well as some beautiful sunny weather – skilled leaders and counsellors attend the programs and help guide youth through inclusive adventures in nature.

The 2-year program has just wrapped up its 1st year, with participants saying:

*It made me become more confident so I can speak up for myself now. It made me a better person.*

*I learned you can't tell a book by its cover and that you can't leave anyone out.*

*Adventure Squad changed my perspective of life. Such as how to be purposeful in school, nature and to our environment. When I first joined I was a little rock. And now I'm a lot stronger.*

*Adventure Squad has taught me to be able to work with other people.*



# Kind Words

Your caring helped enable Mom to continue living where she wanted to be. We could relax knowing Mom was in capable hands. – Family of a Home Support client • We consider ourselves fortunate to have found TEAM for our child. Given his additional needs I always worried that we would have to settle for a place for him & just make do. But seeing how happy he is there & seeing how he is flourishing brings me not only joy but peace. – For TEAM Child Care • Thank you for all your hard work and care of our residents. You make our community a better place to live. – The Victorian at McKenzie

## Supporting and engaging our team

### Going above and beyond

For the second year in a row, a Beacon team member has been named BC's Home Support Provider of the Year!

BC Lt Governor Judith Guichon and Health Minister Adrian Dix presented the 2018 BC Care Award in February to Sarah Reiter, a Licensed Practical Nurse Supervisor who leads a Gulf Islands care team from our Salt Spring Island office.

The award honours a front-line care provider for going above and beyond in delivering care to BC's seniors. And Sarah, whose team members and clients praise her dedication and commitment, constantly strives to do that, saying she finds enjoyment in *"helping people live their lives to the fullest. Being capable of making a difference in a person's day, week, year."*



### Celebrating partnerships

We're so fortunate to have great community partners, like the team at Legion Manor, a local retirement community. This year we hosted a recognition party for our home support team who work together with Legion Manor staff, in celebration of the great work we do together to care for residents at the manor. We presented a certificate of thanks to the Manor as a way of *"Celebrating our partnership in care."*



Thank you for hosting a student for the Co-op Student for a Day initiative... Experiences like this are so valuable for students and we couldn't do it without employers like you. – For Thrift Shops • To the staff in your office who dealt with the many changes to our schedule and the sometimes sudden cancellations that we brought to your door... My thanks to everyone involved. - For Beacon office staff • Thank you for your sincere kindness and caring generosity. Your dedication has inspired me to grow and move forward, and closer to realizing my potential, my dreams and goals. – An Employment Services client

## Digging the community

Shovels in the ground! Beacon hosted the Roots of Our Community event at SHOAL Centre in Sidney. Sidney Mayor Steve Price and Beacon CEO Bob Boulter broke ground during the event, planting a beautiful maple tree to commemorate Canada's 150th, Sidney's 50th anniversary and Beacon's 43rd year of serving the community. Guests at a buffet lunch were asked to write favourite memories and thoughts about what they love about Canada, Sidney and Beacon and place them on a tree inside SHOAL Centre.



## Keeping staff healthy and happy

At Beacon Community Services, community service starts with a team of dedicated people.

Launched this year, Beacon's Wellness Committee focuses on key areas such as nutrition, physical fitness, financial well-being and increased opportunities for staff to attend social events. Our overall goal is to engage and support staff with a holistic health approach that will contribute to increased wellness throughout the organization.

In August we hosted the first Beacon Family BBQ where staff, friends and family got together to enjoy beautiful summer weather together. A magician and Bouncy Castle entertained the group at a local park.

These initiatives are part of how we support employees' efforts as they work to achieve our mission of helping people and improving lives. In 2018 we recognized 177 staff for milestone years of service – 8 of whom have been with Beacon for over 30 years!

# 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  
Employment & Social Development Canada  
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 Advanced Education and Skills Training

Ministry of Social Development and Poverty Reduction  
Our Place Society  
Pacifica Housing  
Panorama Recreation Centre  
Pauquachin First Nations  
Positive Impact Employment Services  
Quadra Village Community Services  
Queen Alexandra Foundation  
RCMP – Sidney/North Saanich  
Reger Group  
Regional Out of School Care Operators  
Robinson Outdoor  
Saanich Peninsula Community Justice  
Salt Spring Island Fire Rescue  
Salt Spring Island Foundation  
School District 63  
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  
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

## 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.

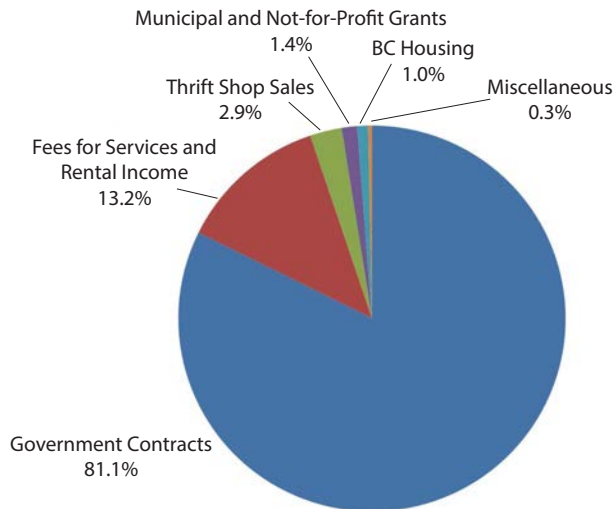
## Our Board of Directors

12 volunteers from across the CRD lead and guide our charity. Thank you to the 2017-18 Board:

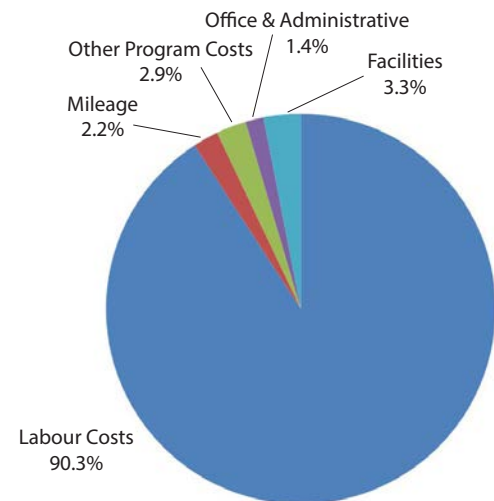
Joan Axford, Board Chair • Bryan Waller, Vice Chair • Penny Donaldson, Secretary • Carla Robinson, Treasurer • Dr. Howard Brunt, Member-At-Large • Jim Brookes • Dr. Rebecca Grant • Denise Lloyd • Chuck McNaughton • Graham Sanderson • Andy Spurling • Tom Vincent

## 2017-18 Financial Picture

### Revenue: \$59.4 million



### Expenditures: \$58.9 million



Thanks to careful, prudent stewardship and support from donors, partners, and funders, our charity is well-positioned to help people and improve lives in our community. Thanks to everyone who makes this possible!

# 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

## **Home Support**

Victoria area  
2723 Quadra Street  
250-658-6407

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

Outer Gulf Islands

1-877-658-6407

## **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

## **Volunteer Services**

10030 Resthaven Drive, Sidney  
250-656-5537

## **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

9775 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

Local • Not-for-Profit • Since 1974

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