



# 2018-2019 ANNUAL REPORT



Helping People... Improving Lives

## A message from the CEO



In addition to planning for Home Support transition and the associated changes, Beacon's had a very busy year in several other areas.

For example, we grew the Better at Home services, reaching out to new partners and to more seniors who need a helping hand to keep living independently at home.

We celebrated the opening of a new thrift 'super store' (5000 square feet of bargains that help generate funds to help people in our community!) Among other things, we also secured a major new contract to help people get the skills and jobs they need to build better lives through the WorkBC employment program.

And we created new programs and supports to help children, families, and people in need.... And much much more!

These accomplishments would not have been possible without the skills and talents of our dedicated staff and volunteers. As CEO and as a member of our community, I'm incredibly proud of – and grateful for – their efforts.

As we head into a period of change, and prepare to bid farewell to staff who have supported our Home Support program, my deepest thanks to everyone for their contributions to Beacon and those we're privileged to serve.

A handwritten signature in black ink, appearing to read 'Bob Boulter'. The signature is stylized and fluid.

Bob Boulter

### Children, Youth & Family

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

### Employment Services

Beacon Community Services has delivered a variety of employment programming since 1982. We offer 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

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

## A message from the Board Chair



This year has been significant for Beacon, with the announcement that Home Support services will transition to Island Health in the fall of 2019.

I know that as our Home Support staff start work at the health authority, they will carry forward the Beacon spirit and continue to demonstrate our commitment to quality, compassionate care and community service.

Our Board also considers this transition to be an opportunity to renew our strategic priorities for serving the community in the coming years.

And as you will see in this document, the Beacon 'portfolio' includes a wide range of social services and community programs: indeed, it never ceases to amaze me how much can be accomplished when people come together to work for the common good!

On a personal note, I also appreciate the sense of commitment, the energy, and the thoughtful approach which my volunteer Board colleagues bring to our collective work. With the continued dedication of our staff and volunteers, Beacon is well-positioned, and we look forward to working with our many partners and supporters to continue our mission of helping people and improving lives.

Best wishes,

A handwritten signature in black ink, appearing to read "Bryan Waller". The signature is fluid and cursive, written over a light blue background.

Bryan Waller

### Volunteer Services

Beacon's thriving Volunteer Services program exemplifies neighbourliness and excellent community service. Our 550+ adult volunteers and 220+ youth volunteers range in age from 12 to over 90 – they make our community stronger by providing services to thousands of people and raising money for local programs that help people and improve lives.

### Thrift Shops

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

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

### Housing & Shelter

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

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

## Looking to the future

### Beacon Home Support Services will move to Island Health in fall 2019

As the fiscal year closed, Island Health and Beacon announced an agreement for Island Health to assume responsibility for delivering publicly funded home support that Beacon had provided, on behalf of Island Health, for several years. The fall 2019 move is to help ensure a consistent service approach to implementing government's team-based primary and community model across the health authority.

Other Island Health-Beacon partnerships will continue. However, the Home Support delivery agreement for south Vancouver Island, Salt Spring, and the outer Gulf Islands had been scheduled to end in 2019, providing a natural point for moving forward with the new model.

As part of the shift, Island Health also committed to offer employment to all Beacon staff affected by the change. Beacon will be sad to say 'goodbye' to those colleagues: but we'll always consider them part of the Beacon family and look forward to keeping in touch!

Other Beacon staff (and volunteers) will continue our many other services, building on our mission of helping people and improving lives.

*"We want to thank Beacon Community Services for their 15 years of service in home support delivery. They have been a valuable partner and we look forward to continuing our partnership in key areas of shared focus."*

Kathy MacNeil  
Island Health President and CEO



### Opening new child care opportunities

We're excited (and grateful) that the Saanich Peninsula Presbyterian Church has opened space for Beacon to host a new, **nature-based Out of School Care program**.

Along with our Otter Be Fun Out of School Care program at Brentwood Elementary, the new program will help address our community's strong need for safe, reliable care for 5-12 year-olds, before and after school.

The new program features a wonderfully bright, welcoming indoor space and a forest grove that's perfect for playing and exploring nature – just outside the back door!

We're getting ready to open in September 2019.

# Celebrating success

## Child Care Award of Excellence

In September Beacon's Teen Education and Motherhood (TEAM) child care centres at Stelly's Secondary School and Saanichton Individual Learning Centre were honoured with BC's 2018 **Child Care Award of Excellence for Leadership in Inclusive Practices**.

In addition to providing child care and support services to young parents at the centres, the infant and toddler care programs provide exceptional care to children with extra support needs. TEAM child care centres are regularly visited by medical and developmental support teams from the Queen Alexandra Centre for Children's Health to help adapt the environment to benefit all learners. Beacon has been providing inclusive child care since 2016 through the TEAM program.

"TEAM is receiving one of this year's provincial awards for their leadership in adapting their programming to embrace the unique needs of each child," said Katrine Conroy, Minister of Children and Family Development. "Whether staff need to receive training in tube-feeding techniques, or the centre needs to install an asphalt pathway so children with mobility issues can play outside, TEAM helps make sure that every child can participate."

## Stepping forward on safety

Beacon Community Health Worker Jessica Morrison was a runner-up in **SafeCare BC's province-wide 2018 BC Safety Den competition** which solicits ideas from care providers to help improve staff safety.

Jessica, who has cared for people on Galiano Island since 2006, credits her innovation to "the spirit of personal safety and necessity." Not wanting to carry a second pair of shoes for indoor use at work, she applied creativity (and her sewing skills!) to develop washable, reusable covers that attach to shoes with elastic. The interchangeable covers have non-slip soles to provide traction and reduce the risk of slips. Congratulations Jessica!



*Katrine Conroy, Minister of Children and Family Development (left) presented the 2018 BC Child Care Award in September to Beacon's Elaine Venables (right), Director Children's Programs & Counselling Services, and Meredith Barwick (centre), Manager of TEAM.*

## Thrift Store inclusion award

In June 2018, Beacon and our Pandora Thrift Shop Manager Trish Unrau were honoured with **Volunteer Victoria's Access Program Award of Excellence**, recognizing Beacon as 'top volunteer placement agency' for Access Program participants, who cope with mental health and/or substance use issues. Along with other community members, Access Program participants benefit from free retail and cashier training programs at Beacon thrift shops.

The award came with a thank you for Beacon's "support and encouragement of these volunteers, and for the good work (Beacon thrift shops and Retail Training programs) do for our community."

We were happy to build on that success during the year: our free training helped nearly 125 local people grow their confidence and work skills. Several even became thrift shop volunteers!

# Pursuing opportunities for quality improvement

## Injury prevention efforts

To help keep team members safe (and those we serve!) we strive to constantly improve on rigorous health and safety and training measures. A particular focus this past year was on preventing injuries caused by repetitive motions or incorrect lifting techniques; this is especially important in office environments and in healthcare situations that involve lifting or repositioning people.

How'd we do? Thanks to guidance from our staff Occupational Health and Safety Committee, revamped training, and careful attention by front-line team members, Beacon saw a 37% reduction in reports of musculoskeletal injuries compared to last year. Something to celebrate... and build on!

## New electronic charting project

Among many quality improvement projects this year, Beacon began working with local doctors to implement an innovative electronic charting system in our dementia care homes.

In collaboration with the Victoria-South Island Residential Care Initiative, the goal is to improve communication with doctors so they can better support residents' health – including with personal care plans created 'at home,' reducing the need for stressful visits to the doctor's office.

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## Main thrift shop successfully relocated, raises money for our community

Beacon celebrated Thanksgiving by opening our brand new, 5,000 sq foot thrift shop. After a year of planning and renovation, the new Sidney shop opened on October 9 at 9756 Third St, across from our former, much smaller main thrift shop.

Volunteers and staff worked hard to move thousands of items to the new space and create an organized, welcoming store. And business has been booming at this shop and all other locations!

We're grateful for that because, as always, proceeds from all seven Beacon thrift shops go toward our charity's programs and services, helping improve lives in local communities.



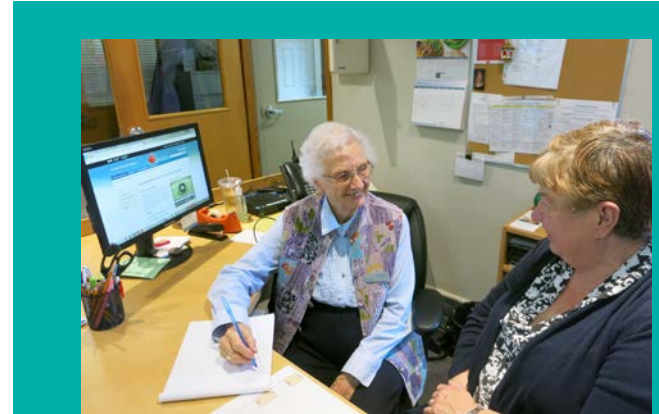
# Helping those in need

## Providing support for safe housing and shelter

Beacon's **Homelessness Prevention program** assisted 65 people who were homeless or at risk of homelessness this year, offering them support to obtain and/or keep safe housing. Additionally, as coordinator of the seasonal (October to April) **Out of the Rain Youth Shelter program**, Beacon made sure 190 homeless youth got hot meals (2,085 served), helpful advice, and warm, safe sleeping areas (2,000 stays).



Countless community members helped us help homeless youth this year. Among them: St. Aidan's United Church (left) collected donations for the Out of the Rain Youth Shelter, and Sikh Youth of Victoria (right) made a large donation of sleeping bags, tampons, gloves and socks – and even cooked a meal each month!



Trained volunteers helped those with low income get valuable tax benefits and credits by preparing and filing free tax returns – 1,088 this year, more than ever before!

## Nurturing our community

Access to food is a growing concern in the CRD. So this year Beacon brought the **Good Food Box** (a no-membership fruit and vegetable distribution program) to the Peninsula. It offers fresh produce at below grocery store prices; each box even includes recipes! Participants place a pre-paid order and pick up their box at the end of the month.

We also continued our **Community Food Project/Food Security program**. Kind donors help stock our freezers; we share the food with those in need, including as 'take aways' for some at our Out of the Rain, Independent Learning Centre, Laurel House, Licensed Child Care, and Early Years services. This year, the program served over 260 snacks and meals to families and individuals of all ages.



# Furthering skills development

## Employment Services support many

Local unemployment was generally low this year, with a strong labour market. However, for those who needed training or help to find/keep work on the Peninsula or the Gulf Islands, Beacon's **Employment Services** team was happy to help.

This year we continued our innovative **Skills Training and Readiness to Employment (STARTE) program**, giving 70 participants a solid foundation for the world of work – including an introduction to working in the film industry.

We also successfully bid to continue running the Province's **WorkBC program** on the Saanich Peninsula and Gulf Islands. Under the former program, which started in 2012 and ended March 31, 2019, Beacon served over 3,200 local jobseekers. Through the new WorkBC program started April 1, we expect to build on that success, especially for those who have disabilities or other barriers to employment.

As well, our Island-wide **EDGE Career Focus program** gave post-secondary graduates an 'extra edge' to develop skills and find work through career-related work experience and mentoring in high-demand fields. Funded by the federal government, the program wrapped up earlier this year: over its 3 years, Beacon exceeded contract targets, provided nearly 100 subsidized work experience placements, and helped nearly 90% of participants secure permanent employment.

A client came to Beacon's Employment Services, needing to find sustainable work suited to his needs. But he also required help identifying, and overcoming, barriers in his life that could hinder successful employment.

Through the WorkBC program he trained as a Traffic Control Person, and Beacon provided him with resume, cover letter and interview assistance; our advisor also helped connect him with a counsellor to aid in his employment readiness.

*"Thank you for being a career guide/coach and encourager thru the ups and downs of this journey related to my work, personal health and wellness.... I am grateful to the Employment Centre for being there for employment-related help and assisting me to keep an open mind.*

*You are inspiring and courageous. I appreciate how empathetic, compassionate, nurturing and caring you are able to be. You try to help people even though people can have such a hard time... you don't give up."*

A restaurant worker and single mother of two small children came to Employment Services to inquire about returning to school so she could pursue work more conducive to raising a young family. She hoped to become a hairstylist so she could express her creativity and make her own schedule. We were able to help! Through the Single Parent Employment Initiative (SPEI) program, she was able to attend and complete the Hair Foundation Program and have child care costs covered for the duration of her training. She provided this update:

*"I have secured a hair stylist position at a local hair salon in Sidney and have support from SPEI to cover the cost of child care for my first year of employment in my new position. I am so thrilled at how everything has fallen into place: I am moving forward for myself and kids."*



# Supporting emotional and mental health

## New wellness program for kids

In February 2019 our **Wellness & Me! program** became a reality thanks to a partnership with SD 63. Elementary school children are offered a safe and fun place to explore their personal wellness along with peers, while guided by two Beacon community support workers.

Participants enjoy exciting learning activities that encourage self-awareness, positive relationship-building, self-reflection and group discussion. Topics include: self-esteem, personal boundaries, friendship and healthy relationships, personal safety, emotional intelligence, problem solving, and managing stress, anxiety, and negative thinking.

There are currently four weekly Wellness & Me! clubs for students at Keating and Deep Cove. In its infancy, the program already serves 24 students aged 8-11 years.



*The Eggcellent Emotions Relay activity in the Wellness & Me! program.*

## Active FASD program

This year our **Fetal Alcohol Spectrum Disorder (FASD) Support Services program** supported over 35 Greater Victoria/southern Gulf Islands families with youth who have, or are suspected to have, FASD.

Our FASD Keyworker team hosted regular, family-oriented workshops and liaised with community organizations to increase awareness and support for families' needs.

Our team also participated in province-wide consultations with the provincial government's Children and Youth with Special Needs (CYSN) program in support of enhancing services for parents, grandparents and caregivers. And we stepped up to work with CYSN to organize 2019 Vancouver Island Keyworker Training in Nanaimo, helping develop supports to aid families.

## 2018/19 emotional and mental health support... by the numbers

**1,892** hours of one-on-one counselling to support at-risk youth at Independent Learning Centres

**1,738** referrals from Peninsula Early Years, linking families to important community resources & services

**3,600** hours of Family Development services, strengthening families in (or about to be in) Ministry of Children and Family Development care

**306** personal family visits by Early Years outreach staff, supporting/advising families in need

**3,700** hours of counselling & outreach by Beacon Youth Support Workers to support middle school & high school students' success & emotional well-being



# Strengthening children, youth and families

## Busy year at Beacon's child, youth and family programs

Among other highlights, children's attendance was 6,340+ across eight of Beacon's **Peninsula Early Years programs**. Services included but weren't limited to Toddler Talk, Play n Chat, and Parent-Child Mother Goose which assist parents in giving children (birth-6) a strong start in literacy, vital community connections, healthy growth and socialization.

In November, we introduced **Coffee, Conversation & Connections**. The pilot program supports grandparents navigating the challenges and joys of caring for grandchildren up to 12 years old.

On top of that, we started fun Saturday drop-ins to grow family connections and healthy child development. **Saturday With Dad** brought 30 fathers together at 84 child visits, and **Saturday Playtime** connected 40+ families, with 112 child visits. Thanks to positive feedback, the 7-month pilot programs are now on Beacon's regular 'menu' of family supports.

We were also excited to co-facilitate/support early years services for 170+ children in local First Nations communities, thanks to partnerships with Tsawout First Nation's Babies/Parenting Circle, Tseycum's Parenting Support Group, and Tsartlip First Nation's early years programs.

And through our **Teen Education & Motherhood (TEAM)** child care centres at Stelly's Secondary School and Saanichton ILC, 71 babies, toddlers and preschoolers received quality care while parents worked or attended school... and our **Out of School Care** and **Summer Camp programs** kept 209 kids safe (and having fun!) at Brentwood and KELSET elementary schools.

... **And much more!**



Learning to ride! Just one of the year's fun activities at our Out of School Care Centres.

*"From free hand-me-downs for baby, and a wealth of information and compassion, to the warm coffee and muffin upon arrival, and nutritious meal before leaving to go back to the busy world of motherhood, you have gone above and beyond to change our family's lives for the better. We wouldn't be in the healthy place we are now, a year on, without all the amazing support."*

Parent in the Sidney  
Peninsula Babies program

## Reaching out to young parents

In August 2018, our **Young Parent Program (YPP)** expanded to include an outreach liaison, Donna. Started in 1988 to provide “wrap-around services” to help young parents reach their learning goals, YPP is run in partnership with School District 63 (and also our TEAM Licensed Child Care program). Services are tailored for each parent as they strive to complete their education. Donna might link with community supports, offer an emergency food basket or understanding ear, arrange a ride to school... or more.

*“I knew I’d get additional support in the program,” a grateful parent told Donna. “But I had no idea how much [difference it’d make]!”*

**This year, YPP celebrated its 46<sup>th</sup> parent graduate.**

## Helping keep kids safe

A baby arrived early. With mom and her newborn in hospital, Beacon staff helped grandma install a new car seat for the trip home, donated by BCAA/United Way Lower Mainland for families in need. Beacon also connected with mom by phone, sharing information from our **Child Passenger Safety program** and other family resources. Later, there was a happy update:

*“I would love to meet you in person one day soon and stay in contact. C. loves his car seat and his big sister is helping out so much. ... A gigantic thank you for such a prompt response to my immediate need for help. I’m floored with the amount of community support I received from Beacon.”*

## Connecting with song and play

Beacon’s **Mother Goose Program** benefits babies and parents:

*One parent says, “Using rhymes/stories/songs has supported my relationship with my child very much. ... My girls sing, dance and have improved their mood. Excellent program for new families. I had postpartum depression and just coming helped me lots.”*

When scheduling issues arose, another parent quickly *“applied to adjust my [ESL] course time. We like your Mother Goose Baby time very much. We regret that we can’t attend it temporarily, but we are waiting. As long as my English course is adjusted successfully, my baby and I will see you right away!”*

# Supporting seniors' needs

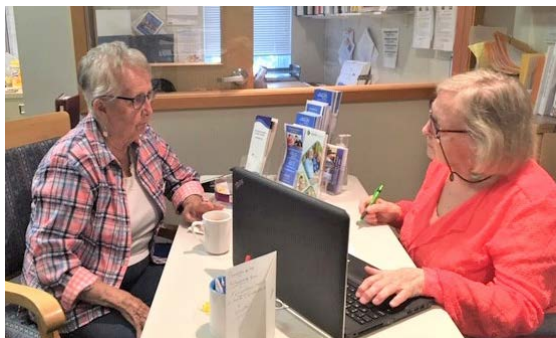
## Isolated seniors reached by continued engagement program

Through our **Seniors Engagement program** we served 660 lunches this past year, to support and brighten life for isolated seniors. Our volunteers drive participants to the monthly group lunch where they can socialize, have 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! This program started as a pilot in 2018 and we are excited to continue it through 2019, in part due to funding from community donors and Island Health.



Through our **Neighbourhood Chats pilot program**, a Beacon facilitator connected with 727 seniors at information sessions on resources available to older Saanich Peninsula residents.

Funded by the Victoria Foundation and Island Health Community Wellness Grants, the sessions started in 2018 and ran through March 2019. They were part of our ongoing commitment to support local seniors and grow their engagement with local communities.



## Advocacy guidance now offered

In fall 2018, we started the Beacon **Volunteer Advocates program**. Five trained volunteer advocates now provide guidance and assistance to Saanich Peninsula seniors. They share information on navigating the health care system, affordable housing, unexpected financial hardship, completing and submitting forms and correspondence, elder abuse, and more. This free service is offered twice each month at SHOAL Centre by appointment.



## Helping seniors thrive in place

This year, Beacon expanded to become the lead agency for the **Better at Home (BAH) program** on the Saanich Peninsula and in Saanich. Previously, Broadmead Care partnered with Beacon to deliver BAH on the Peninsula and with Saanich Volunteer Services in Saanich. With funding through the United Way of the Lower Mainland, Beacon has assumed Broadmead's former role.

BAH helps seniors with drives to medical appointments, friendly visiting, trips to grocery shopping, and handyman services, plus subsidized housekeeping so they can independently live at home. Across Saanich and the Peninsula, Beacon now assists 730 seniors with BAH services.

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## New initiatives sparking seniors' connections

### *Robotic animals share cuddles and more*

We grew Beacon's menagerie of animated, stuffed animals this year, to brighten life for seniors with cognitive issues. "Ginger" the robot cat came to live at Beacon's Brentwood House; she joined 2 animatronic monkeys and a dog.



Research shows that interacting with the robotic therapy pets helps reduce stress and agitation in many people with dementia.

Ginger purrs like a real cat, never tires of cuddling... and even the shyest resident has wholeheartedly embraced her.

### *Roving library ramps up*

In early 2019 Beacon's thrift shops, volunteer services and residential care services created a special "bookmobile."

Each month, a Beacon volunteer who has visited with Beacon dementia care residents and become familiar with their personal interests picks books from thrift shop stock and takes the thoughtfully selected options for residents to choose from and sign out "just like a library." Previous check-outs go back to the store to be sold.

The brainchild of Activity Coordinator Karie Legge, the initiative is still in the pilot phase. However, early indications are that it's sparking interesting interactions: readers have enjoyed sharing pictures, stories, and information about their interests with each other.

## 2018/19 seniors support... by the numbers



600+

participants enjoyed  
SHOAL Centre concerts &  
special events



3,000+

bridge games played by  
seniors at SHOAL



1,000+

Assisted Living  
activities



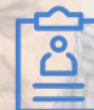
1 million

hours of Home Support care  
to 4,500+ people



500+

palliative care clients  
compassionately served



245

admissions to  
Piercy Respite Care hotel

46

comfortable Assisted Living suites offered at Parry Place & SHOAL

57

affordable suites for seniors/people with disabilities

32

cozy suites in specialized dementia care homes

### Helping seniors stay healthy and active

Our volunteers and staff aim to help people embrace aging as comfortably and easily as possible. At Sidney's SHOAL Centre this year, we offered **hundreds of registered and drop-in classes** for active seniors (including yoga, Zumba, table tennis, painting, pottery and bridge), **workshops and groups** on advance care planning, pain treatment, dementia, meditation (and much more!) and **fun events**, from movie nights and themed afternoon teas, to sing-alongs and classical concerts.

Our team also answered thousands of inquiries from older adults and caregivers about community resources and healthy aging. And we felt the love from SHOAL families!

*"I don't know how we ever got by without SHOAL's amazing programs and people,"* read one of many thank you cards. Another noted, *"I worried. Mom spent lots of time at home. Unwell, lonely. Now our phone calls are filled with what she's been up to at SHOAL. It's wonderful!"*

# Connecting volunteers with our community

## Survey says... Beacon volunteers enjoy their role

555 registered adult volunteers are Beacon's heart and soul, providing extraordinary services for the community. They help us deliver programs that support children, youth and families. They power Beacon thrift shops and the thriving SHOAL Centre (making it possible to offer thousands of hours of activities, supports, and workshops for local seniors and caregivers) ... **And much much more!**

We appreciate their support and want to help make their experiences as rewarding as we can. As well, with 37% aged 66-75 and 36% being 76+ years old, we know it's important to plan for, and respond to, volunteers' evolving needs.

So we surveyed Beacon volunteers this winter, and received a lot of helpful input from 285 returns. Many said volunteering with Beacon is very positive:

- 99% would recommend volunteering with us;
- 94% are satisfied with their Beacon volunteer experience, 83% feel we always meet their needs;
- The top three things volunteers like about their roles? Helping people, keeping active, and meeting people; and
- The vast majority plan to keep volunteering for at least 1-4+ years (many added they want to continue as long as they can).

Respondents also suggested possible improvements, including increasing communication with volunteers. Much of that feedback is now on our Volunteer Services' annual work plan; going forward, we look forward to implementing the ideas!



2019 Volunteer Appreciation Lunch, themed "The Volunteer Factor - Lifting Communities", honoured all Beacon volunteers, including 19 who have shared over 20 years of service with Beacon.



**3,957**  
medical drives



**880**  
friendly visit hours



**1,088**  
tax returns



**713**  
disability parking permits processed



**42,750**  
thrift shop hours

## Youth active in Beacon's YEP

In 2018, 224 youth ages 13 to 18 registered in Beacon's **Youth Employment Program (YEP)**, which engages the students in initiatives to gain life skills, volunteer and work experience, and intergenerational connections. We offered free training in retail work, first aid, FoodSafe and face painting.

The youth volunteers regularly support Beacon events such as staff and volunteer appreciation lunches and SHOAL Centre happenings, and they also help out at local events organized by community organizations (e.g., markets, fairs, open houses, parades).

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## Recognizing youth community contributions

At our 2018 AGM, we were pleased to recognize exemplary student community service, with \$1,500 **Beacon Community Services scholarships** awarded to Nicole Quast (SD 61, Oak Bay Secondary); Markus Meyer (SD 62, Belmont Secondary); and Emily Lowan (SD 63, Claremont Secondary). A Beacon Community Services Donna Godwin Humanitarian Award was given to Parkland student Jessica Schmidt. "With people like this dedicating time and talent to addressing needs in our community, we come away from award ceremonies feeling pretty confident about the future," said our CEO Bob Boulter afterward, noting their work on environmental, health and community issues.



Some YEP volunteers 'paid it forward' with a wonderful new twist on community service. They offered event face painting – and accepted donations to help subsidize FoodSafe and First Aid training to equip student peers for the work world.



CEO Bob Boulter and former Board Chair Joan Axford with BCS Scholarship recipient Nicole Quast.



YEP volunteers helping serve during Canada Day Lions Pancake Breakfast in Sidney.



# Acknowledging our staff

We were honoured to celebrate our staff and all they do for our organization and the community at our annual Appreciation Dinner in February. Many celebrated special service milestones with Beacon – and a few of those caring folks are highlighted below.



**22** retirees



**15**  
years of service



**35**  
years of service



**20**  
years of service



**30**  
years of service



**25**  
years of service

# 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	Ministry of Children and Family Development	Victoria Disability Resource Centre
Amber Educational Services	Ministry of Jobs, Trade and Technology	Victoria Foundation
BC Housing	Ministry of Social Development and Poverty Reduction	Victoria Immigrant and Refugee Centre Society
BC Lung Association	Our Place Society	Victoria Police
Boys and Girls Club	Pacifica Housing	Victoria Women's Transition House
Bridges for Women Society	Panorama Recreation Centre	WorkLink Employment Society
Broadmead Care Society	Power to Be	YM/YWCA of Greater Victoria and Canada
Burnside Gorge Community Centre	Quadra Village Community Services	<b>Some of Our Memberships and Affiliations</b>
Camosun College	Queen Alexandra Foundation	BC Association of Community Response Networks
Canadian Blood Services	RCMP – Sidney/North Saanich	BC Association of Family Service Agencies
Capital Region Housing Corporation	Reger Group	BC Association of Family Resource Programs
Central Saanich Fire Department	Regional Out of School Care Operators	BC Care Providers Association
Central Saanich Police	Robinson Outdoor Store	BC Council for Families
Central Saanich Seniors Centre	Saanich Neighbourhood House	BC Non Profit Housing Association
Child Care Resource and Referral	Saanich Peninsula Crossroads Community Justice	Better Business Bureau of Vancouver Island
Children's Health Foundation of Vancouver Island	Saanich Peninsula Presbyterian Church	Canadian Home Care Providers
City of Victoria	School District 63	Coalition of Neighbourhood Houses
Coalition of Young Parent Programs	Service Canada (Employment and Social Development Canada)	Community Social Service Employers Association
Congregation Emanu-El	Sidney Fire Department	Direct Volunteer Services Committee
CRD Traffic Safety Commission	Sidney/North Saanich Library	Family Caregivers of BC
Credit Unions of BC	Sooke Family Resource Society	Family Development Response Network
District of Central Saanich	St. Andrew's Church (Sidney)	Greater Victoria Chamber of Commerce
District of North Saanich	St. John the Baptist Church	Greater Victoria Coalition to End Homelessness
District of Oak Bay	St. John the Divine Church	Health Employers Association of BC
Elder Friendly Community Network	St. Peter's Anglican Church (Victoria)	Saanich Peninsula Chamber of Commerce
Eldercare Foundation	Town of Sidney	Salt Spring Island Chamber of Commerce
Esquimalt Neighbourhood House	Tsartlip First Nation	Seniors Serving Seniors
Fernwood Neighbourhood Resource Group	Tsawout First Nation	SHAW Ocean Discovery Centre
First Metropolitan United Church	Tseycum First Nation	Sidney by the Sea Rotary
Inter-Cultural Association of Greater Victoria	United Way of Greater Victoria	Sidney Kiwanis Club
Island Deaf and Hard of Hearing Centre	United Way of the Lower Mainland	Sidney Lions Club
Island Health Authority	University of Victoria	Victoria-South Island Residential Care Initiative
James Bay Community Centre	Veterans Affairs Canada	Volunteer Victoria
Legion Manor	Victoria Cool Aid Society	
North Saanich Fire Department		

**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 priority needs of families and communities on southern Vancouver Island.

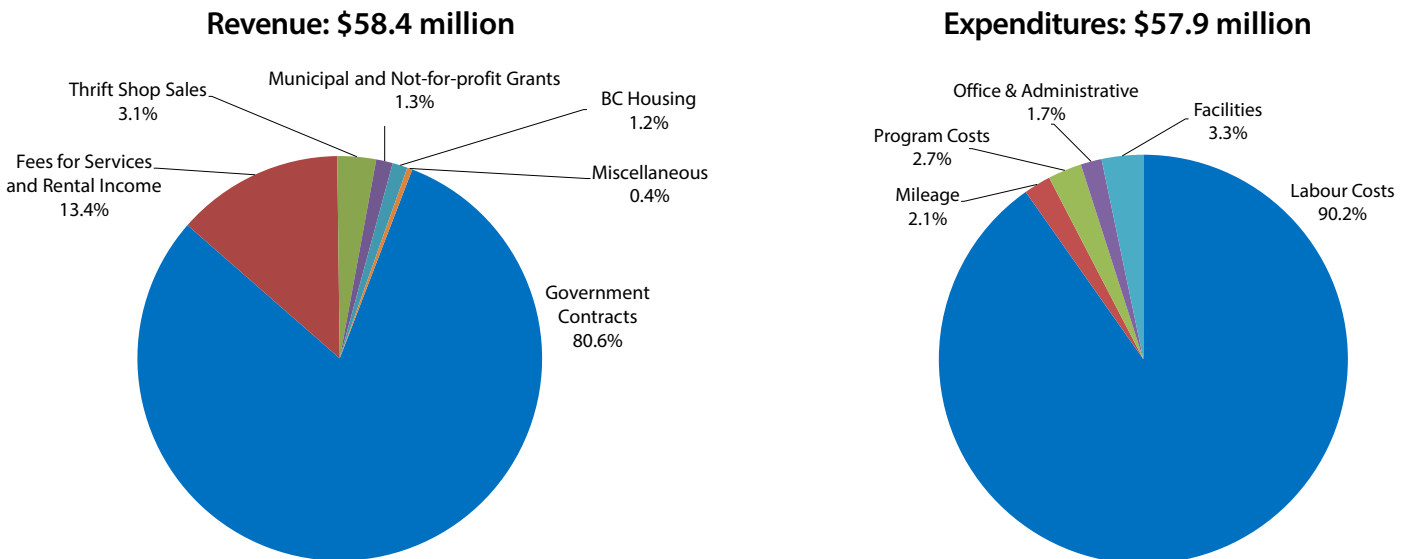
**Our Values:** Dependability • Responsiveness • Integrity • Volunteerism • Excellence ... **DRIVE!**

## Our Board of Directors

*Volunteers from across the CRD lead and guide our charity. Thank you to our Board of Directors:*

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

## 2018-19 Financial Picture



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

# Beacon Community Services

## **Administration**

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

## **Children, Youth & Family Services**

9860 Third Street, Sidney  
250-656-0134

## **Counselling & Mental Health Services**

250-656-0134

## **Employment Services Programs**

Sidney Resource Centre  
9860 Third Street  
250-656-0134

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

## **Volunteer Services**

10030 Resthaven Drive, Sidney  
250-656-5537

## **Licensed Dementia Care**

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

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

## **Peninsula Early Years Centre**

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

## **SHOAL Centre**

10030 Resthaven Drive, Sidney  
250-656-5537

## **Subsidized Independent Housing**

778-430-5766

## **Thrift Shop Donation Pick-ups**

250-656-6828

## **Thrift Shop Locations**

2676 Quadra Street, Victoria  
250-479-8849

715 Pandora Avenue, Victoria  
250-388-3500

9756 Third Street, Sidney  
250-656-3511

9781 Third Street, Sidney  
250-655-6416

9760 Fourth Street, Sidney  
250-656-6828

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

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

100% local charity • Serving our community since 1974



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