



# 2020-2021 ANNUAL REPORT



Helping People... Improving Lives

## A message from the Board Chair



While not without challenges, it was another successful, very busy year for Beacon Community Services.

Our charity directly helped thousands of people cope with the impacts of a pandemic and coordinated and partnered with other agencies to support them in doing the same across Greater Victoria.

Additionally, the Board and senior leadership team embarked on a comprehensive process that will shape a longer-term strategic plan for the organization.

In the midst of all this (and lots more), Beacon and our BC Housing partner moved forward with a major, multi-faceted renovation of our Marguerite Court subsidized housing complex, greatly improving the building and the lives of people living there.

And we prepared for change. In January, we sadly accepted CEO Bob Boulter's decision to retire later in the year, and began a nation-wide search for his successor.

We also grew our team, welcoming many new volunteers and strengthening several partnerships.

As always, we focused our collective energy on helping people and improving lives – living up to Beacon's mission and providing a solid foundation from which, I am sure, we will continue to meet our community's needs.

With gratitude,

A handwritten signature in black ink that reads "Carla Robinson". The signature is fluid and cursive.

Carla Robinson

### Children, Youth & Family

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

### Employment Services

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

### Seniors' Supports

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



## A message from the departing CEO



From its earliest days, Beacon has demonstrated its willingness and ability to adapt in order to help people and improve lives -- whether changing programs and services or creating entirely new ones.

That was especially true this past year, while our community continued to navigate a global pandemic. As needs grew, Beacon staff and volunteers rallied.

As you'll read in this report, Beacon: Performed thousands of check-ins on isolated seniors; delivered meals, groceries, and comfort; sheltered the homeless and fed the hungry; helped people find jobs; provided families with quality child care (including staying open to support families of essential workers); supported distressed caregivers; kept seniors happy and healthy in our care homes...and more.

There simply aren't enough pages to capture everything that the 'Beacon spirit' has made possible.

As I move on as Beacon's CEO, I'm prouder than ever of our team and grateful to our funders, partners and supporters for their confidence in the work we do.

It's been a privilege and honour to serve this organization, and I look forward to hearing of its ongoing success in making a difference for those we serve.

Best Regards,

Bob Boulter

### Volunteer Services

Beacon's thriving Volunteer Services program exemplifies neighbourliness and excellent community service. Our 600+ 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.



# SOME HAPPENINGS THIS YEAR

## Preparing for CEO Change

CEO Bob Boulter announced in January 2021 that he intended to step aside from his position later in the year.

His decision came after more than a decade of strong leadership and service to Beacon and our community, including nearly seven years as CEO and several as our Vice President of Finance and Administration.

The Board sadly accepted his resignation and began an executive search process.

Volunteers and staff were invited to share their thoughts on a new CEO and the feedback was used to shape the recruitment and candidate evaluation process to appoint a new CEO by summer.



## Continuing volunteer & staff appreciation

Beacon's usual volunteer and staff appreciation events were suspended this year due to COVID restrictions, but we were sure to still share our thanks and appreciation through "thank you" Christmas stockings, volunteer "thank you" window displays and regular connections.



## Joyous homecoming for Brentwood House

Dec 2, 2020 was "Christmas come early" at Beacon's Brentwood House dementia care home. Nearly 10 months after being displaced by a February fire, residents and staff celebrated 'homecoming' with a festive tea party, music, and dancing.

Everyone's overjoyed to be back!

We're also proud of Beacon staff who worked hard to repair Brentwood House and to create a 'home away from home' at Gorge Road Hospital until re-opening... And grateful to the Island Health Authority and hospital staff for hosting us there, and to families and residents who so graciously coped with the very unexpected living situation.



## ..... Giving the jab to illness .....

To help keep COVID-19 at bay and support health and wellness, extra training and protocols were implemented across Beacon.

In addition to supporting our community's fight against the pandemic, we proudly hosted flu clinics for staff, volunteers, and the public.



Staff welcome attendees at the flu vaccination clinic in SHOAL Community Centre.

Our two-day vaccination clinic in November at SHOAL Community Centre saw more than 300 people roll up their sleeves for their flu vaccination.

We were also DELIGHTED to arrange 'at home' flu and COVID vaccinations for people living at our Brentwood House, Sluggett House, Parry Place Assisted Living, and SHOAL Assisted Living residences.



N-95 mask fit testing at a Beacon long term care home.

## Keeping Beacon sites safe & comfortable

Several of this year's projects will help keep Beacon sites in tip-top shape for years to come.

We extensively upgraded our Marguerite Court apartment complex in Saanich, improved Out of the Rain youth shelter's sleeping areas, and enhanced resident safety at SHOAL Assisted Living with new low-slip flooring and automatic sliding security doors to help prevent unauthorized access.

Amongst many other projects (including COVID safety features at thrift shops and the SHOAL Centre), better air conditioning now helps residents stay cool at Sluggett House.

And at our Wakefield Manor subsidized housing complex in Sidney, we welcomed a new gas line to accommodate new hot water boilers: it's the foundation for an energy-saving natural gas system which is being developed to provide "hot water on demand," amongst other benefits.

## Beacon took first in Readers' Choice Awards

We felt the love when Black Press readers identified their favourite services and businesses in the 2020 Peninsula Readers' Choice Awards.

Our TEAM Childcare Programs were voted Favourite Day Care. SHOAL Centre earned Best Senior Friendly Establishment. Beacon thrift shops took 1<sup>st</sup> in the category of Favourite Thrift & Consignment Store.

*"Thanks so very much... for the bundle of Christmas goodies, breakfast teas, lovely cards made by school children, and of course the most delicious meals we receive weekly. So nice... so comforting.*

*The SHOAL Centre is another name for GENEROSITY...*

*We do appreciate all of this so much. Most of our family are in far-flung locations... Toronto, Edmonton, Calgary, New Zealand, Australia... and we miss them.*

*So thanks for making us part of your SHOAL Family." - One of our many thank you notes*



# SERVING THOSE IN NEED

## Nurturing seniors with more than food

Sometimes a healthy meal and a kind word can make all the difference – or in the past year at Beacon, 28,000 differences.

To assist seniors and those with disabilities, we launched the More than Meal program very soon after the pandemic hit, with support from the United Way of Greater Victoria. SHOAL Centre prepared 3 meals per client each week – including a special dinner at Christmas time! – and Beacon volunteers delivered them for some of the most vulnerable members of our community to reheat and enjoy.

The service saw us cook more than 28,000 meals and featured many enjoyable, physically distanced chats between clients and volunteers... And it filled Beacon's inbox with kind letters from people who wrote to tell us how much it meant to them!

Beacon also serves as the lead agency for the United Way of the Lower Mainland's provincial **Safe Seniors, Strong Communities** initiative in the CRD "hub." We coordinate 14 partner agencies to connect seniors with virtual visits, wellness checks, groceries and other essential services.

We're proud that the CRD hub has provided more than 80,000 service moments – helping local people and improving local lives at a challenging time.

## Counselling our community

This year brought reports of growing anxiety, stress, and challenges with relationships and mental and emotional wellness.

Our children and family counsellors opened more than 180 new family client files (and fielded many other queries), with a file representing two to six people – people striving to build healthier, stronger lives and relationships.

When in-person connection was needed, counsellors masked up for appointments in parks or other places where appropriate physical distance and confidentiality could be maintained and everyone could enjoy fresh air.

Some meetings also drew on research that shows how important exercise can be for mental wellness: participants wore comfortable shoes, dressed for the weather, and met for a counselling 'walk and talk.'



*Packing More than Meals Xmas holiday meals*

## Feeding the hungry

Beacon aims to assist with our community's growing issue of food access.

For example, we partner with the Coalition of Neighbourhood Houses to provide fresh and frozen produce to people of ages, including nearly 90 Peninsula families. And nearly 190 children access snacks and meals through our licensed care programs.

This year, in partnership with School District 63 and the Victoria Foundation, we also reached out to families who had additional food challenges when pandemic precautions kept kids home from school. Thanks to generous local businesses and a grant from the Rapid Relief fund, we were able to make life a little easier with food baskets and 250 gift cards.

## Income tax volunteers busy!

For more than 35 years, Beacon volunteers trained by the Canada Revenue Agency have prepared and filed income tax returns for people with modest incomes. For free.



This year, our tax team served more than 930 people – and helped nearly 150 successfully apply for the BC Recovery Benefit (BCRB), a one-time government benefit created in response to COVID-19. BCRB applications filed by Beacon volunteers generated \$74,000 of greatly needed financial assistance for our clients.



# PROVIDING HOUSING & SHELTER

## Out of the Rain shelters youth

As a spotlight shone on the issue of homelessness in Greater Victoria, some youth found alternatives to staying at the seasonal Out of the Rain (OTR) youth shelter. OTR runs October-April, giving at-risk youth a warm place to sleep and hot meal.

OTR served a 'core group' of 50 youth this year – far fewer than most recent years. However, Beacon shelter staff noted that many who attended had particularly acute needs and concerns. Along with other health and safety concerns associated with the pandemic, many at-risk youth are, unfortunately, increasingly challenged by significant mental health, addictions, or other issues.

Beacon outreach workers strived to connect them with appropriate resources and supports.

Always staffed by Beacon, the shelter location usually rotates amongst various 'host' organizations every night. However, a Beacon site hosted every night this season, to facilitate COVID measures – and also provide consistency and routine for particularly troubled guests.



*Out of the Rain staff gets ready to open the shelter for the evening, thoroughly cleaning the COVID safety enhanced space*

## Working to prevent homelessness

With the Victoria area's high rents and limited supply of rental housing, homelessness has long been a concern.

Our Homelessness Prevention Program (HPP) outreach staff connect people who are homeless, or at risk of becoming homeless, with stable accommodation and appropriate, supportive services.

In 2020-21, HPP provided caring, practical supports to 98 people. With support and funding from BC Housing, we also provided rental supplements to nearly 50 of them; and we were able to assist many others with receiving long-term Canada Housing Benefit supplements and finding safe, secure homes.

## Moving off the streets

As the pandemic grew, increasing numbers of youth found themselves without a safe place to stay. In response, Beacon launched the Homeless Youth Prevention Program (HYP) in June 2020.

With funding from BC Housing, Beacon worked to house 28 youth and ensure they had access to adequate hygiene, food, and resources.

Most had been camping in local parks or living on the streets. Safe shelter was lifechanging for them!

## Marguerite Court Enhancement Project complete

Beacon's Marguerite Court is now truly *home sweet home* for 21 tenants.

After a 1-year, \$2.5+million renovation, our Saanich subsidized housing complex boasts enhanced fire protection, upgraded electrical, plumbing, elevator, and heating systems, in-suite filtered fresh air exchange, and new flooring, windows, bathrooms and kitchens – plus a modernized exterior. Done in partnership with BC Housing, the project also incorporates the latest energy efficiencies.

The result? "I feel much healthier and comfortable [than my previous home]," a tenant reported. "It's wonderful!"



## Supporting family needs

When COVID restrictions temporarily closed Beacon's Peninsula Early Years Centre doors, the centre's outreach services shifted to phone, email and text instead of in person.

For urgent situations (such as when families lacked food, needed clothes, toys or equipment from our Early Years Free Store, or guidance on safe car seat installation), we were pleased to drop off items or hold a physically distanced visit.

And we were delighted to host a nursing student, Olivia, for a 12-week practicum. She created an interactive map to highlight Peninsula program locations services and parks – an invaluable online resource for local families.

*"I am beyond thankful for our chat. I have already used some of the skills you shared with me with great success. Thank you for your support. I will research all of the links you passed on."*  
- Beacon Early Years Outreach Client

## Facilitating school success

As the contracted facilitator for the Sidney StrongStart program (which aims to enhance early years development), we celebrated November's StrongStart reopening for small cohorts for 2-3 mornings/week.

And to help Kindergartners get a strong start, School District 63's StrongStart facilitators also join classes for the first week of school. We were proud to help.

Knowledgeable Beacon staff helped 2 Kindergarten cohorts settle in at Sidney Elementary in September. Our Early Years team also expanded the Kindergarten Transition Program by giving friendly support at KELSET Elementary.

## Rebuilding Early Years learning

In fall 2020, our Early Years team excitedly "rebooted" our Parent-Child Mother Goose program.

Every week, participants meet online with their babies or toddlers or in small cohort groups with their infants to connect with other families and various community resources. They get important information about child development and enjoy activities that provide a good foundation for literacy and emotional well-being.

Our previous Baby Talk and Peninsula Babies groups also came together as a new, online You & Your Baby program, providing important connections, information, and support.

Along with several other Beacon Early Years programs, the previously larger groups had been paused due to pandemic restrictions.



*"My son loves listening to the songs that we have learned and we really miss getting together with our group. Please keep these groups going (obviously COVID has presented challenges). It is so important for the caregivers to get out and chat with other caregivers about what is going on with their children and have adult conversations. Singing songs is so great and important for speech and language development."*

- A parent in the Parent-Child Mother Goose Program





## Increasing FASD awareness & support

To assist families where a member has (or is suspected to have) Fetal Alcohol Spectrum Disorder (FASD), our skilled FASD Support Services team liaises with Greater Victoria and southern Gulf Islands schools and community services, and provides other supports.

As pandemic conditions presented clients with even more challenges than usual, team members scheduled LOTS of walks/physically distanced chats and many, many virtual meetings and phone calls.

Among other highlights, we also hosted an online public address by Lauren Richardson in May 2020. A well-known

adult advocate with lived FASD experience, Lauren gave insight into how families experiencing FASD (and organizations who serve them) could effectively navigate the pandemic.

Later in the year, Beacon and the Victoria Native Friendship Centre (VNFC) joined forces to create FASD awareness stickers and co-host a well-attended virtual presentation and community discussion about FASD.

We look forward to building the partnership and further strengthening FASD awareness and supports in the coming years!

## Supporting families with quality child care

Families count on us. Including 30+ babies, toddlers and preschoolers at our licensed TEAM child care centre April 2020 - March 2021 (and nearly 30 Essential Services families early in the pandemic). In the 'early days,' staff also ran Zoom activity sessions 2-5 times/week, to help TEAM families stay connected when at home for work or safety reasons.... Beacon's creative educators have now adapted programming to be mostly outdoors, keeping kids learning, happy, and COVID safe!

For Essential Services families with school-age kids, our Otter be Fun (OBF) Before/After School Care converted to full-days April - June 2020, when COVID precautions closed schools. OBF summer camp later offered flexible programming for family needs...And over the school year, the OBF 'crew' served 81.



## Caring for sick kids' families

Beacon operates Jenece Place as a home away from home for sick kids' families, on behalf of the Children's Health Foundation of Vancouver Island. The house primarily serves families who must travel to the CRD so their child can receive serious medical treatment.

To support COVID-19 health and safety protocols, house operations were downsized from 10 to 7 bedrooms this year. However, we're happy to report 218 families found safe, comfortable lodging at the house when they most sorely needed it.

And when space was tight, other organizations such as Bear Essentials, YANA and Cameryn's Cause kindly stepped forward to help.

# SUPPORTING SENIORS & CAREGIVERS



Servers at a Caregiver Afternoon Tea Social Gathering

## Caring for caregivers

Family and friends play a critical, often challenging role as unpaid caregivers for loved ones who have complex health needs. Fortunately, they can now turn to our Family & Friends Caregivers Support Program for 1-1 and group support.

The program offers emotional support, social opportunities, and culturally appropriate education to enhance caregivers' skills, knowledge, confidence, and personal well-being.

We started the program when the pandemic hit: needs became greater than ever! So trained volunteer facilitators quickly mastered new technologies and adapted to offer more than 164 hours of 'virtual' and in-person supports (when restrictions allowed).

Beacon's existing Dementia Caregiver Support Group also quickly shifted to a virtual platform when necessary and a second group was set up to meet demand. We also surveyed caregivers about their needs, and responded with outside visits and phone, email, and Zoom check-ins.

A special highlight of the year was launching the popular new *Caregiver Afternoon Tea Social Gathering* program. Participants enjoyed fun afternoon tea and conversation: virtual contact let them keep in touch when in-person gatherings weren't possible.

As we move through (and beyond) the pandemic, we look forward to building on these successes.



## Enhancing Care

Beacon staff and volunteers keep health and safety 'top of mind'. During the global pandemic, that meant figuring out how people living in our care homes could get quick treatment if necessary – without visiting potentially full medical centres or being exposed to potential infections.

The answer? Enhanced Medical Care Kits for each site. Stored in large, secured cupboards, the 'mini medical centres' include a range of medical equipment and supplies (such as scalpels and suturing materials). The project was created in collaboration with Island Health and the South Island Long Term Care Initiative.

The materials are available to residents' doctors to help them appropriately address medical needs at home.

## Expanding peer supports

Aging sometimes brings loneliness, isolation, grief, or other concerns. It can help to talk with someone who knows what you're going through!

That's why Beacon offers free Senior Peer 1-1 Support for people 55+. This year, we renamed the former Senior Peer Counselling Program and expanded it beyond the Peninsula, to seniors across Greater Victoria. Nine new volunteers signed on for 12 weeks of training sessions, joining the program's existing team.



Senior Peer Support volunteers 'graduated' with training certificates

The caring Peer 1-1 Support volunteers offered overwhelmed seniors nearly 200 hours of phone support this year – giving a listening ear, support in navigating challenges, and connections to appropriate resources.



## Connecting with seniors at home

14,800: the number of virtual visits and reassurance calls Beacon's volunteer and staff team had with isolated seniors this year.

The check-ins provided many people with their only social connection – and also served as an 'alert' to help identify those who might need extra assistance.

Based at SHOAL Centre, volunteers also powered more than 1060 grocery shopping trips, coordinating the details, shopping, and delivering items to seniors at home.

And some strong bonds formed. After learning that a lonely client loved dogs, a volunteer made a special trip to introduce her new puppy (while she stayed at a safe distance and visited from across the yard.) *Just one example of a Beacon volunteer going the extra mile to serve!*



*Some of the Sluggett House team*

## Beacon Dementia Care Survey says...

Earlier this year, we surveyed Brentwood House and Sluggett House residents and families for feedback about our dementia care homes.



Results were gratifying.

ALL family members who responded and more than 94% of residents are satisfied with the care and services. Nearly all said the houses feel welcoming and "homelike" and are satisfied with residents' rooms.

Everyone rated the houses as clean. Respondents also said staff treat them respectfully and communicate well with them.

There were also helpful pointers, such as the need to give more information about the houses' Resident/Family Council to new residents and families.

As a result, we're improving the Welcome booklet that families and residents receive when they move in.

Amongst other things, some residents also wanted more outings; provincial health orders had prohibited them. Happily, they've now resumed.



*COVID protective shield for very busy SHOAL volunteer*



*SHOAL's Chair Fit class, physically distanced, helped seniors keep active*

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## Partnering to prevent abuse

Beacon has proudly partnered with the BC Association of Community Response Network's Saanich Peninsula Community Response Network (SPCRN) for almost a decade. The network's one of nearly 90 in BC, working to prevent and stop elder abuse, neglect and self-neglect.

This year's collaboration included the new Keeping Safe in Our Community project for Peninsula seniors. It provides info and resources on topics such as scam and fraud prevention and food security resources.

Amongst many other highlights, Beacon volunteers also helped the SPCRN with its Oct. 1 International Day of the Older Person campaign. They and SPCRN representative Anna Hudson made more than 300 cards and SPCRN info kits/gift bags to be delivered to local residents (including Beacon's subsidized housing tenants).



# CONNECTING WITH THE COMMUNITY

## Volunteers put 'metal to the pedal'

In response to COVID-19, many medical offices shifted to offering virtual visits, reducing the need for volunteer medical drivers to take people to routine appointments. But that didn't slow down Beacon's volunteers. They:

- launched a new partnership with the Saanich Peninsula Lions Food Bank, delivering food bank items to clients who couldn't get there because of health or transportation concerns;
- drove Peninsula seniors and others to COVID vaccination clinics – often on short notice, as community members quickly registered when immunization times opened up; and
- continued driving community members to emergency medical appointments and essential in-person treatments.

They also supported our community by delivering more than 1,000 grocery orders. And they delivered nearly 30,000 meals, lovingly prepared by Beacon's SHOAL Centre staff for isolated Peninsula seniors! Many also 'rode a desk' to answer more than 1,200 requests for information, referrals to community resources, or other assistance.



## Thriving thrift shops

After closing our 7 thrift shops in March, we did a happy dance when they re-opened in mid June 2020. Still, loyal customers bought around 500,000 items. Wonderful news, as purchases help raise funds for Beacon programs.

We're so grateful to volunteers, staff, donors and customers for adjusting to new routines – fewer shopping hours (to provide time for store sanitizing), quarantining donations for 5 days, wearing masks and other personal protective equipment, lining up for stores 'at covid capacity,' chatting behind plexiglass... and more.

## More than a place to shop...

Our thrift shop teams are also dedicated to helping people in need. Free baked goods, warm clothes and supplies for people living rough, and friendly, listening ears remained in good supply this year.

For example, Beacon's Pandora Avenue thrift shop gave away 2,000+ toiletries to the downtown street community and people with limited incomes.

Many volunteers also count on shop 'family' and routines for their own sense of well-being; managers therefore regularly called (even during store closures) to chat and offer support.

## Quadra Thrift on the move

New Year's 2021 brought a bigger, brighter space for Beacon's Quadra Thrift Shop. Volunteers and staff relocated in January to 2644 Quadra St (across from Fairway, only 6 doors away from our former shop). The new store features 4700 sq ft of great deals... and lots of free onsite parking for shoppers and donors.

Like all Beacon thrift shops, the store's proceeds go to support local community programs.



Installing the sign at the new Quadra Street store

# EMPOWERING THROUGH SKILLS & WORK

## Connecting adults with jobs & training

Amongst other services, Beacon's Employment Services team delivers employment training and support through the WorkBC program under a contract for the Saanich Peninsula and Gulf Islands. Funded by the governments of Canada and Province of BC, the program helps adults improve employment readiness and find and keep work.

Our WorkBC team served 165 clients during the 2020-21 fiscal year, often working remotely due to pandemic conditions and restrictions.

118 obtained employment: significant success during COVID, when many companies laid off staff, reduced hours or temporarily closed.

We also hosted popular Facebook Live info sessions, ran Virtual Job Fairs, and launched a Virtual Job Board for local jobseekers and business owners. The free weekly e-newsletter highlights job openings and various events.

Specially created videos for clients were also a big hit. The Province even used our How to Use Zoom video as an example for others in the field to create helpful videos. Of course, we were happy to share!



Beacon's Employment Services director with an advertisement for the Fall 2020 Virtual Job Fair (photo: Peninsula News Review)

## New Beacon JETS program jumpstarts youth employment

JETS (Jumpstart Employment, Training and Skills) helps 15 to 30-year-olds overcome significant personal barriers to prepare for the work world.

Participants receive a minimum wage living allowance during 7 weeks of in-person and online learning and mentorship, and may be eligible for wage subsidies after 'graduation.'

Topics include resume writing, interview techniques, career exploration and more. Based in Victoria, the Beacon program is funded by the Government of Canada's Youth Employment & Skills Strategy program.

JETS launched in October. We've so far served 46 youth (including 17 with disabilities) ... and proudly celebrated new jobs for 18.

## Building life skills with JETS

Soon after JETS started, we expanded it to include 'food rescue.' Youth learn to read flyers, compare prices, and grocery shop. At our JETS kitchen, they then inventory purchases and learn to follow recipes and cook inexpensive, nutritious lunches.

Participants take food home and also share with others in need. They even 'cold call' vulnerable, hungry community members who have been referred for a meal.

Basic life skills that can also be used in many workplaces!



# Partners and Supporters *of Beacon Community Services*

*Beacon is so very grateful for the partners and supporters who work with us. They include (but are 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  
Burnside Gorge Community Centre  
Camosun College  
Canadian Blood Services  
Capital Region Housing Corporation  
Central Saanich Fire Department  
Central Saanich Police  
Central Saanich Seniors Centre  
Children's Health Foundation of Vancouver Island  
City of Victoria  
Coalition of Young Parent Programs  
Congregation Emanu-El  
CRD Traffic Safety Commission  
Credit Unions of BC  
District of Central Saanich  
District of North Saanich  
Eldercare Foundation  
Esquimalt Neighbourhood House  
Fairfield Gonzales Community Association  
Family Caregivers of BC  
Fernwood Neighbourhood Resource Group  
First Metropolitan United Church  
Inter-Cultural Association of Greater Victoria  
Island Deaf and Hard of Hearing Centre  
Island Health Authority  
James Bay New Horizons  
Ministry of Children and Family Development  
Ministry of Jobs, Trade and Technology  
Ministry of Social Development and Poverty Reduction  
North Saanich Fire Department

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

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

## **Some of Our Memberships and Affiliations**

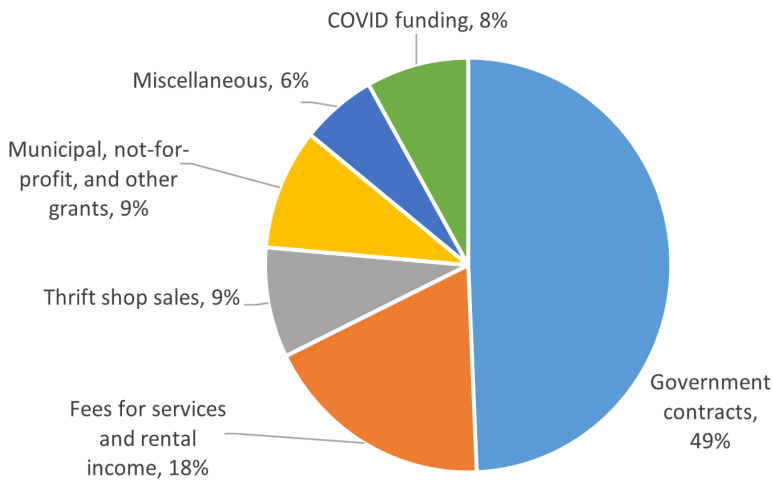
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BC Association of Community Response Networks  
BC Association of Family Resource Programs  
BC Career Development Association  
BC Care Providers Association  
BC Council for Families  
BC Non Profit Housing Association  
Coalition of Neighbourhood Houses  
Community Social Service Employers Association  
Direct Volunteer Services Committee of Greater Victoria  
Greater Victoria Chamber of Commerce  
Greater Victoria Coalition to End Homelessness  
Health Employers Association of BC  
Saanich Peninsula Chamber of Commerce  
Salt Spring Island Chamber of Commerce  
Sidney by the Sea Rotary  
Sidney Kiwanis Club  
Sidney Lions Club  
South Vancouver Island-Southern Gulf Islands Senior Planning Table  
Victoria-South Island Long Term Care Initiative  
Volunteer Victoria



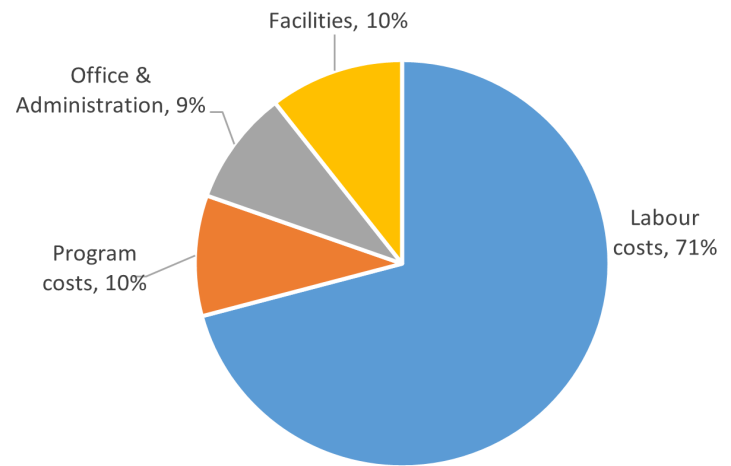


## 2020-21 Financial Picture

Revenue: \$14 million



Expenditures: \$13.8 million



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!

**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 2020-2021 Board of Directors

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

Carla Robinson, Board Chair • Chuck McNaughton, Vice Chair • Tom Vincent, Treasurer • Graham Sanderson, Secretary • Penny Donaldson, Member-at-Large • Joan Easton • Diana Lokken • Kim Milburn • Susan Rand • Fiona St. Clair • Andy Spurling

# 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**

2644 Quadra Street, Victoria  
250-250-590-5616

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

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