



2021-2022 REPORT TO OUR COMMUNITY



Helping People • Empowering Communities • Improving Lives

1

The people, talent & culture
to achieve our mission &
vision



2

The right mix of innovative
programs & services to
meet the needs of the
community



3

Strong, trusting & strategic
relationships



4

The capacity & resources to
deliver quality programs &
services



5

Optimized revenue sources
to mitigate risk, be flexible
& be able to deliver
with the "Beacon Spirit"





MISSION

We deliver compassionate, innovative community services that foster self-sufficiency, volunteerism, and well-being.



VISION

Helping people.
Empowering Communities.
Improving lives.



VALUES: CARE

Compassion

- Care for people through all stages of life
- Community enrichment through volunteerism
- Respectful, inclusive, & kind
- Enrichment of volunteers' lives through volunteer opportunities

Accountability

- Prudent stewardship of all our resources
- Commitment to client, staff & volunteer safety
- Sound environmental stewardship
- Effective governance
- Trustworthy & ethical practices

Responsiveness

- Client-centred
- Engaged with community, partners & funders
- Constant evolution & successful adaptation to changing circumstances
- Consistent, respectful, fair & equitable
- Responsive to community needs, clients, & opportunities to serve

Excellence

- Innovative, decisive organization, recognized & sought out for the work we do
- Accredited for quality & committed to continuous improvement
- Sustainable, premier quality programs, services & supports
- Committed, engaged, supported staff & volunteers

www.beaconcs.ca



A message from the Board Chair



When I joined the Board 6 years ago, I couldn't have imagined how quickly time would pass, how many challenges Beacon would successfully navigate, nor how many lives would be better because of the Beacon team's outstanding skills and expertise combined with the committed support of our funders, partners, and the community.

As I leave the board after 6 amazing years, it is inspiring and humbling to think of Beacon's many accomplishments. 365 days a year, year after busy year, the Beacon spirit shines through.

The following pages offer only a glimpse of the past year's work. A few key highlights include:

- We finalized a comprehensive, 3-year strategic plan for the organization and refreshed the Mission, Vision and Values that guide every aspect of Beacon – done over many 2-hour zoom sessions: quite an accomplishment during a pandemic.
- Our Licensed Dementia Care homes were Accredited with Commendation – a testament to the quality of life and care which Beacon staff and volunteers make possible.
- We launched new resources for those who care for family and friends with complex health needs, helped families build better lives through new childcare initiatives (including delivering \$10/day child care!), and took on a new project to shelter and support homeless young adults.

Meaningful actions making a difference to real people.

Among many, many other things, we welcomed a new CEO, continued to support our community in the face of a pandemic, and focused the force of 500+ incredible volunteers on helping people in need.

It's been a whirlwind! To my Board colleagues, the staff, volunteers, partners, funders and everyone else who made it possible, thank you for the opportunity to join you in experiencing these successes. I am confident you will continue to dream big and realize those dreams.

Best wishes,

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 CEO



Knowing Beacon’s strong reputation for helping people and improving lives across our community, I was honoured to become CEO in June 2021.

Every day since, I’ve been awed by the Beacon team’s strength and ability. They’ve navigated the challenges and frequent changes which COVID brought, implemented ‘front line details’ of Beacon’s new strategic plan, and enhanced quality care, programs and services.

In an amazingly busy year, among many other things, we:

- Adopted and learned new technologies to support better service delivery;
- Embraced a new staff Leadership in Motion initiative and new leadership opportunities in the community;
- Aggressively pursued new initiatives and opportunities to support community well-being; and
- Opened new facilities (including a child care centre and neighbourhood learning centre).

Whether preparing free tax returns, feeding people in need, or undertaking one of the many other Beacon tasks, our remarkable volunteers and staff focused on giving the best service they could to as many people as possible.

In the following pages, each story represents only one of many which could be told about this past year-- about people living better lives thanks to the Beacon team’s efforts and commitment.

Every day, I’m even prouder and more honoured to work with this team.

I’m also grateful for their kindness and warmth in welcoming me to Beacon, for our volunteer Board of Directors’ guidance and leadership, and for the stalwart support of our funders, donors, and partners.

As we continue working together to build on the successes and achieve Beacon’s compelling Mission and Vision, it’s inspiring to see what Beacon achieves every day – and the future possibilities.

In gratitude,

Tricia Gueulette

Volunteer Services

Beacon’s thriving Volunteer Services program exemplifies neighbourliness and excellent community service. Our 500+ 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 7 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.





BUILDING OUR FUTURE

New CEO comes aboard

In June 2021, retiring CEO Bob Boulter 'passed the torch' and we welcomed his successor, Tricia Gueulette. Tricia came to Beacon from March of Dimes Canada (where she led the Canadian Veterans Vocational Rehabilitation Services program). She was hired after a nation-wide recruitment and evaluation process, which the Board initiated after first consulting volunteers, staff, and others about what CEO attributes would best carry Beacon into the future.

Tricia quickly settled into her new role – including picking up the reigns on a strategic planning process which was already underway. To facilitate that, she queried staff and others about how they'd define the Beacon "way," or spirit; results helped shape decisions around the strategic plan and newly defined Mission, Vision and Values for the organization.



Beacon CEO Tricia Gueulette

Living our values

In January 2022, the Board of Directors announced 5 key strategic priorities to guide Beacon in serving our community through 2025. The decision came after an extensive consultation process and thorough review of community needs.

The Board also refreshed Beacon's Mission, Vision and Values. New descriptions were designed to better reflect our community-based charity's objectives – and the essential role that volunteers and communities play in shaping and achieving them. (See pages 2 and 3.)

Mission: We deliver compassionate, innovative services that foster self-sufficiency, volunteerism and well-being.

Vision: Helping people. Empowering communities. Improving lives.

Beacon's values were previously outlined with the acronym DRIVE. However, our teams (and our community!) felt that *We CARE* better exemplifies our approach to delivering services and programs. Accordingly, the Board confirmed our CARE values, representing Compassion; Accountability; Responsiveness; and Excellence.

We appreciate Beacon's partners, funders, and communities' support and guidance in this work. We look forward to reporting out on our progress in the coming years!



Supporting volunteers

Beacon offers a wide range of training to empower volunteers to be their best. This year, expanded options included free, 24-7 access to a BC-wide Learning Management Hub. Volunteers virtually learn about fall prevention, dementia diagnosis and care, violence prevention or other topics relevant to their volunteering, professional development, or personal lives – and get certificates for their learning. Access was made possible through Beacon's affiliation with Island Health. We also welcomed volunteers to an online BC Community Response Network Gatekeeper workshop. Participants learned best practices to identify vulnerable adults and refer them for support.

And after COVID restrictions on gatherings were relaxed in September, BC Seniors Advocate Isobel Mackenzie treated Beacon volunteers to an in-person presentation about seniors' issues and resources. She also commended Beacon volunteers, calling our Volunteer Services and SHOAL Centre programs "a model" for elsewhere in BC.



Growing our team

Beacon's all about people: those we serve, and those who make it all possible.

As labour markets tightened across the province, Beacon launched an aggressive recruitment and retention strategy for staff and volunteers in key areas.

And we took steps to ensure team members have the support they need to build their careers and help Beacon continue to thrive and meet community needs.

This included a new leadership development program, launched early in 2022. Amongst other things, our *Leadership in Motion* initiative includes coaching, mentoring, and various training to help leaders succeed in key areas (such as managing people and effectively developing and managing budgets).

The program also focuses on identifying and developing core competencies for emerging leaders who want to eventually move into senior roles.

The program was first rolled out to directors and managers. We plan to expand it in the coming months.

Several staff were also assisted with personal education, training, and career goals. Supports ranged from extra First Aid training to assistance for those pursuing professional designation in fields such as accounting.



This year, amongst other education initiatives, Beacon created an online staff library of truth and reconciliation resources as part of our commitment to expand our understanding and support improved, respectful relationships with Indigenous peoples. Pictured are SHOAL staff on Orange Shirt Day.

Enhancing our resources

To make sure our charity operates as efficiently and effectively as possible, this year we thoroughly reviewed processes and procedures across the organization, implementing several improvements.

We also moved forward with an ambitious plan to modernize Beacon's technology infrastructure, and provided all staff with access to free training in the Microsoft Teams and Office platforms.

Some sites (such as our main administrative office) were also renovated to provide healthier, more efficient work spaces – including larger meeting rooms and other upgrades to help us better serve clients.

Working to help the planet

In January 2022, several staff members formed Beacon's Staff Environmental Stewardship Committee. They developed an inspiring vision (*We are an integrated community where people work together to care for each other and the planet*), a clear mission (*We actively consider our environmental impact throughout all of Beacon's operations*), and a long work list...

Green team members pulled together a list of 20 different initiatives to pursue. Among other things, they're looking at encouraging carpooling and cycling to work, composting at all Beacon sites, and hosting a bottle drive to help divert

recyclable containers from the landfill. With their guidance, we look forward to helping the planet while also helping people and improving lives over the coming year!



Providing new options for child care

Across the CRD, lack of quality childcare is a growing issue and waitlists are getting longer. Beacon is pleased to try and help fill the gaps.

- We were proud when the Sooke School District chose Beacon to provide licensed childcare services at PEXSISEN Elementary, a brand new school. Beacon's Nature Club will offer Before/After School for 50 children; the space will also host Beacon's Little Stars Preschool program for 3 to 5-year-olds.

Work is underway to open the childcare centre in September 2022, when the new school opens.

- In January 2022, we also opened a small licensed childcare space on West Saanich Road, in Brentwood Bay.

The Beacon's Little Stars program hosts 8 preschoolers in a bright and cozy, converted house.

- Early in 2022, the Saanich School District and Beacon announced they'll be partnering on a new, modern childcare centre on White Road, in Central Saanich. Beacon will operate the centre, providing nature-inspired, play-based learning and care for 84 infants, toddlers and preschoolers.

Construction is expected to start by late 2022, and the centre will open in 2023.

\$10/day care at Beacon

We got exciting news in February 2022. The Province selected Beacon's TEAM Childcare Centre, in Saanichton, to become a new \$10 a Day ChildCareBC Centre. The initiative caps families' child care fees at \$10 a day, up to a maximum of \$200 a month per child.

Beacon was among only 100 BC child care providers to be chosen to deliver the initiative in 2021/22.

Our TEAM childcare provides infant, toddler and preschool care for 50 children, offering quality, compassionate care that focuses on inclusivity and fun, nature-inspired learning.

Beacon also served 65 Brentwood Elementary students at our Otter Be Fun Before/After School Care program.



Supplying families with needed items

To ease financial burdens (and encourage reuse/recycling), our Peninsula Early Years Centre's Free Store offers free, donated clothing, equipment, toys etc. As "shoppers" children outgrow clothes, they often regift to the store: families supporting families.

Beacon outreach workers also 'shop' for items to take to visits. And they're pleased to take requests from other community service providers whose clients need particular items.

New children's centre now open

September 2021 saw us open the doors of a brand new Neighbourhood Learning Centre in partnership with the Saanich School District.

Beacon's learning centre is housed in the school district's new \$4 million Children's Development Centre in Cordova Bay.

It's the perfect venue for early years programming, fetal alcohol spectrum disorder supports, and other services to help support and nurture families.



Beacon Board Chair Carla Robinson speaks at the centre's official opening, November 19, 2021



Helping kids bloom in the early years

Children under the age of 5 didn't have access to the COVID vaccine, so Beacon's Peninsula Early Years Centre took a careful approach to this year's programs.

You and Your Baby went online so parents could get together with each other and a supportive facilitator to learn from guest speakers on a variety of interesting topics. *Parent-Child Mother Goose* also went online for families to learn songs, rhymes and stories to share with each other – and held outdoor sessions to help families from feeling too isolated. We arranged pickups and delivery of our *Play and Chat Library* items, so families could continue providing the language support their children need. In October 2021, we opened 2 weekly playgroups, *Toddler Time* and *Friday Family and Friends*, keeping groups small for registered families.



We also created new programming to suit the circumstances! In summer 2021, we unveiled *Summer Wondering*. The outdoor nature exploration program gave children and families an opportunity to safely gather with others while many drop-in playgroups were closed. It was well received by young participants and we look forward to offering it again.

We also look forward to continuing to support young Peninsula families, adapting and changing as necessary.

Beacon's Peninsula Early Years Centre provides a wide range of resources and professional supports for families and caregivers with children 6 years and under, including emergency food and practical supports, child development information and assessment tools, and assistance connecting with health services and other resources to support healthy learning and development during the vitally important early years.

Supporting youth success

Beacon's Youth Mental Health Workers work closely with Individual Learning Centre (ILC) educational staff at Broadmead and Saanichton campuses to support at-risk high-school learners with 1-1 and group connections that enable them to move forward on their education journey.



Beacon Youth Mental Health Workers are really loved at ILC. They're always helpful and supportive and have been helpful in my attendance at school. Their one-on-one support helps make school a friendly and supportive place.

- A student attending an ILC

Staff offer a friendly ear, sound advice, and practical supports – including help with food security, outreach services, connections to support emotional wellness, and other important assistance.

As the fiscal year ended, staff and students were excitedly preparing to celebrate 56 graduating students... an amazing success for an alternative education school! Several students also 'brought home the gold.' **Local ILC students earned 12 of the 21 bursaries and scholarships** the BC Alternative Education Association awards to alternative school learners across BC.

Cooking up life skills

Once a month ILC students come together to whip up a delicious, healthy meal to enjoy with each other. Students are also given a Good Food Bag with ingredients and tips for cooking and sharing a meal with their own families.

The initiative strengthens basic life skills and fosters strong relationships. Older students serve as kitchen mentors for younger students, helping build confidence and connections for all.

Facilitating inclusion

Beacon facilitated a variety of ILC wellness groups and activities to promote engagement and social competency. A highlight was a new, weekly Queer Qlub group to provide a safe space for queer and allied students. Running since September 2021, the group has become a staple of ILC and includes members from both campuses. Students came together for arts and crafts, group discussions, and guest presentations. Members even created a separate 'group chat' to facilitate positive connections and hangouts outside of scheduled group time.



For the school year's end, Queer Qlub planned Queer Prom, providing many socially isolated students an opportunity to express themselves as they wanted, while being directly celebrated for their queerness.

SUPPORTING SENIORS & CAREGIVERS

SHOAL Centre stays strong for the community

COVID restrictions closed SHOAL Centre for much of the year. With gradual re-opening, visitors continued to wear masks and show proof of vaccinations; many programs were modified, closed to drop-ins, or paused.

Nonetheless, we recorded over 9,000 visits for activities and programs. Even in a pandemic, SHOAL Centre stayed the community's hub. Seniors and caregivers came to learn, grow, socialize, volunteer, and support one another in healthy aging.

We were thrilled to welcome them back for exercise, wellness programs, art, workshops, flu clinics, and much much more! We even started new programs – such as a discussion group, where folks connect and exchange ideas on various topics.

SHOAL also serves as headquarters for the 500+ volunteers who are Beacon's heart and soul. They play key roles running SHOAL and delivering important services for people across Greater Victoria, improving life for thousands.



Caregivers get TLC and support

Family and friends who are caregivers hugely contribute to loved ones' quality of life – especially loved ones with complex health needs. But caregivers need support, too.

Many said that easily accessible online information would be a big help.

In response, this year we launched a new resource 'library' on Beacon's website. Extensively researched by volunteers and staff from Beacon's Family and Friends Caregivers Support Program, the site was also carefully tested by community members. It houses videos, articles, podcasts, etc on topics such as advanced care planning, dementia, organizations that can assist with particular conditions, managing stress... *and much more!*

The site was developed in partnership with the Family Caregivers of BC and the United Way.

It's amazing to have all the information at the touch of a button. I shared it with my son, who lives in Calgary. Now he 'gets it' when I say what I'm going through with my sick husband.

- A tired caregiver



Our development team hosted a pre-launch session for staff service providers to become familiar with the site

Building caregiver connections

Based at Sidney's SHOAL Centre, our Family & Friends Caregivers Support Program also supported caregivers this year with 2 Dementia Caregivers support groups, a Family Caregivers support group, regular afternoon teas, social events and workshops (online and in-person), and lots of outreach and connection.

Caregivers were also celebrated with treats and small gift bags at special times such as Valentines and International Seniors Day.

Achieving quality & excellence



After several delays due to COVID measures and travel and visitation restrictions, Accreditation Canada conducted an independent review of Beacon's Licensed Dementia Care homes in 2021.

Achieving Accreditation is part of Beacon's commitment to continuous quality improvement and great care.

Accreditation measured our organization's performance against a set of nearly 650 very rigorous national measures. Among other things, auditors, or surveyors, evaluated Beacon's governance as well as medication management, infection prevention and control, safety, the homes' environments, quality management, and our achievement of people-centred care.

Brentwood House and Sluggett House care homes were Accredited with Commendation.

And it warmed our hearts when the accreditation report noted "the goal of having quality of life is measured by the smiles on the faces of [Beacon's] residents."

One surveyor, who has assessed many Canadian and international homes, said our 2 homes are where she'd personally like to live. High praise indeed.

Enjoying special moments

We strive to make Beacon care houses feel like family homes – complete with celebrations and recognition of life's special moments.

January 22, 2022 was certainly a special day at Parry Place Assisted Living (which is operated by Beacon): Margaret James' 100th Birthday!

Margaret moved to Victoria from Montreal 35 years ago after serving in the military and working as an office manager for many years.

She's lived at Parry Place since 2016. She attributes her longevity to "happy thoughts, lots of giggling," "fruit with my cereal every morning and I always eat my veggies," "lots of rest" and... "the friends I've made here at Parry Place."



Margaret James with her 100th birthday card

Beacon's 2 Assisted Living and 2 dementia care homes offer many wonderful times for 79 residents in Victoria, Sidney, and Brentwood Bay.

**Kudos for Beacon's
SHOAL team**

If it wasn't for the array of services provided by the SHOAL Centre (in Sidney), MANY of our clients would have worse outcomes including more frequent hospital admissions, earlier mortality, and generally a poorer quality of life. Your team is AMAZING.

- Adam N. (Island Health Social Worker, Geriatric Specialty Services)

PROVIDING HOUSING & SHELTER

Moving off the streets

Greater Victoria's housing costs are skyrocketing. Housing supply is shrinking. It's increasingly challenging to house those who turn to Beacon's Homelessness Prevention Program (HPP) and Homelessness Prevention Youth Program (HYP).

Now more than ever, we're grateful for landlords who 'go the extra mile' to house our clients, and support them to achieve their goals.

For many, it's the difference between success and safety and a hard life on the streets.

HPP and HYP serve people who were recently released from incarceration and youth 24 years and younger, who need stable housing. By providing access to financial, health and community supports, program staff also facilitate clients' positive connections to the community.

During the 2021-22 fiscal year, **HYP staff worked with 40 youth**, helping them access housing, health care and other community resources. Approximately 75% kept that housing; many of the other youth secured other local housing with HYP support or relocated to other communities.

At the same time, **HPP served 65 clients** – 21 of whom accessed long-term subsidies through a targeted Canada Housing Benefit (CHB). Despite a challenging year in the local housing market, there have been a number of successes: 70% of HPP clients had sustained their housing after 3 months and, after a year, 80% of those who received a CHB subsidy had successfully sustained their housing.



Keeping cool

In challenging times, Beacon strives to help. When blistering heat endangered people during the unprecedented heat dome of 2021, Beacon sprang into action to open SHOAL Centre as a cooling centre. Those who needed it found air conditioning, cold water, and a warm welcome.

Offering warmth on the coldest nights of the year

As coordinator of the Out of the Rain seasonal shelter, Beacon provides homeless youth with meals, sound advice, and a warm, safe place to sleep every night from Oct 15-April 15.

This year's program served 90 unique individuals aged 15-25 (a 44% increase over last year). Depending on their need, youth may stay for one or more nights; the shelter opens at 8:30 each night and closes at 7:30 in the morning.

100 generous meal donors provided healthy, nutritious meals this year and many others shared clothing, toiletries and other essential supplies.

Aragon Properties generously donated a new van to support Out of the Rain and other Beacon programs. The vehicle's been a godsend, making it possible to transport youth from the downtown core to the safer shelter environment and to take youth to medical appointments and other important support.



CEO Tricia Gueulette and Jenn Mortimer with the van donated by Aragon Properties



A beacon of possibility

In January 2022, Beacon assumed responsibility for The Lighthouse Project in downtown Victoria. Funded by BC Housing, the supportive transitional housing program is primarily for young adults aged 17-24 who would otherwise be homeless and who may have addictions or other challenges.

To help provide Lighthouse's participants with positive outlets and a healthier foundation for adult life, the Beacon team:

- Created a cooking program in which youth budget, shop, and cook a meal for all participants;
- Installed computers to improve participants' access to important community resources and work or educational opportunities;
- Set up a music room, offering weekly guitar lessons;
- Established policies and procedures that provide clear, consistent guidelines and boundaries for respectful communal living while also recognizing where each youth might be in their personal journeys; and
- Cleaned and renovated the building to create a cozier, safer ambience and the infrastructure needed to support effective programs and services.

A Mental Health Counsellor and Registered Nurse visits once per week. And participants are encouraged to enjoy group outings and other activities.

We celebrated when 2 participants moved into other, appropriate housing.

And we're delighted to hear that those who are still at the Lighthouse report an increased sense of well-being, calmness, and hope – in some cases, even looking at a return to school or work.

Helping families in troubled times

Many people are only a single setback away from being unable to pay their rent or mortgage.

To help, Beacon works with several other community agencies to administer the Homelessness Prevention Fund, offering one-time financial assistance to help prevent eviction.

HPF helped 186 unique people this year. Many said it gave them *extra room to breathe* during the most stressful times of their life.

The fund is about more than financial assistance. It restores people's confidence, proving that they matter to our community. And it ripples across generations.

For example, an elderly gentleman was devastated when his room-mate unexpectedly had to move. He was **profoundly relieved** to have HPF assistance while he looked for work and figured out how to manage the rent and keep a roof over his head.

We worked with a single parent who fled an abusive marriage with young children... and nothing else.

Their 6-year-old was keenly aware of how bleak things were. During a month when the HPF was the only option to cover rent, they asked why anyone would give that kind of help.

When the parent explained the program, the child was blown away and elevated us to hero status, saying *"so, they're kind of like our family now!"*

A small act. But it helped restore a child's belief in the power and value of community.

Beacon suite gave couple a new lease on life



"Maisie" got more than a house key when she moved into a Beacon apartment last fall: she regained the key to her heart.

Maisie lives with disabilities as well as significant health challenges. When her spouse moved to a care home a few years ago, she faced additional expenses, loneliness – and 1-1/2 hours by bus to visit, a debilitating trip neither could manage. Her own health was deteriorating. And spiraling rents meant she had nowhere else to go.

But Maisie's life was transformed when Beacon offered a lovely one-bedroom suite, with rent based on income, in a building much better suited to her medical issues. "My heart is full now," she says about life in her new home and frequent visits to and from her partner, who lives nearby.

Maisie is only one of many whose lives have been transformed by access to our subsidized housing program. In partnership with BC Housing, Beacon provides 57 suites for seniors and people with disabilities in 3 different locations in Saanich, Sidney, and Victoria.

Wheels of love go 'round

Beacon volunteers transport people free of charge to medical appointments and deliver Beacon meals to seniors at home. This year, they clocked more than 148,000 km: equal to driving nearly 20 times across Canada.

Beacon offers mileage reimbursement to help with gas. However, in the 2021-22 fiscal year, drivers donated nearly \$22,000 of those reimbursements right back to Beacon – sharing their mileage/gas and their time to help people in our community.



Grateful client waits for volunteer driver

As a relative newbie to Beacon Community Services, I am surprised at how much enjoyment I get out of volunteering; how fulfilling it is to help out others; but most of all hearing how grateful users of the service are.

Some [clients] try and give me cash, but most are now donating to the Beacon Community Services organization.... It is inspiring to see one person helping another, who then helps others and so on and so on.... On behalf of my drive recipients, thank you.

- A Medical Driver

Shops give on-the-job training

We were delighted to provide hands-on work experience and valuable job skills through a \$50,000 Work Experience Opportunity grant from the Province's COVID Recovery Initiative. The special program ran at our Sidney and Victoria thrift stores, with each participant receiving 240 hours of coaching and

practical training to prepare them for retail work.

We were especially thrilled to welcome 2 program 'graduates' to join our Beacon team. It's been wonderful to see them using their new skills to support our charity's efforts to help people and improve lives.

Record success

Although thrift shop teams continue extra cleaning and other efforts to keep customers, volunteers and staff safe, operations have slowly begun to 'normalize' after 2 years of disruption due to the COVID pandemic. It was a red letter day when stores' change rooms (closed as part of safety and sanitization measures) re-opened!

We also had lots to celebrate in October 2021. After experiencing reduced revenues during the pandemic, we had the second-highest sales month in Beacon's history, and the highest-ever October sales: **fantastic** news, because shops' proceeds help fund important community programs.

Some of our stores also got a 'refresh,' such as paint and new lighting inside the Brentwood Bargains store and beautiful new murals to welcome shoppers and donors to the shop on Quadra Street.

Shops also continued to help those in need, serving up hundreds of loaves of free bread and other items.



Andrea Fritz, of the Lyackson First Nation, created this mural for Beacon as part of the Alter Art Society's Quadra Village project, with funding from Victoria's Great Neighbourhoods grant program



Enhancing seniors' emotional & mental well-being

Reports show that mental health challenges increased around the world over the past year.

At Beacon (as for most local organizations and partners), requests for mental health supports unfortunately continue to exceed the available resources.

Faced with growing need, we welcomed funding from Island Health for a new *Peninsula Seniors Wellness Support Program*.

The free, confidential program started last summer. It offers several group supports to improve mental well-being for people aged 65+ who are diagnosed with depression or anxiety and feel at risk- due to isolation or loneliness.

Additionally (among our many other supports and services), trained Beacon volunteers continued to offer free *Senior Peer 1-1 Support* for people 55+ dealing with loneliness, isolation, grief, or other concerns in Greater Victoria.

Pilot program for children's emotional wellness

Young children are increasingly experiencing anxiety or other emotional unwellness at home, at play, and at school. Beacon therefore piloted a new program to support wellness and healthy transitions for students entering Kindergarten and Grade 1.

Funded through an agreement with the Saanich School District, *Family Resource Coordination & Services* offered 1-1 supports to children at 3 Peninsula schools and linkages for their families. The services augmented children's ability to transition to a place of emotional wellness, actively engage in their learning, and socialize with others. Further to this, linkage to various supports was provided to families to assist with their child's ongoing wellness.

The pilot was deemed a great success by teachers and participating families, and hopes are to continue it.

Feeding the hungry

As the cost of living rises, many struggle to access affordable, healthy food. Beacon and our partners try to help.

- In summer 2021, we partnered with the Peninsula Country Market to support more than 30 registered families through the *BC Farmers Market Nutrition Coupon Program*. Young, low income families and seniors redeemed coupons for fresh market produce -- getting healthy food and supporting local farmers at the same time.
- 110 Beacon clients turned to the Good Food Box program we offer in partnership with the Fernwood Community Association. A bi-weekly "buying club" that gets large quantities at affordable rates, *Good Food Box* offers a mix of good quality, seasonal fruit and veggies (much of it local). Beacon volunteers deliver the produce to SHOAL Centre for clients to pick-up.
- This year, Beacon volunteers continued serving people in need who can't get to the Saanich Peninsula Lions Food Bank. The program started in response to the pandemic. Volunteers are matched with a client, and deliver a food bank grocery pack to them every month.
- In partnership with the Coalition of Neighbourhood Houses and Cold Star Solutions Inc. we provide food to people of all ages, including through snacks, meals and grocery baskets at our licensed child care centres, Young Parents Program, Independent Learning Centre services, and our Peninsula Early Years programs.

The food security initiative also provided another 340 Peninsula families with fresh and frozen food distributed by our Children, Youth and Family department's outreach staff.



This year, Beacon also started a weekly "People's Pantry" for registered WorkBC clients. Clients choose from a wide, ever changing range of donated products.

2021/22 support... by the numbers

Keeping seniors safe, healthy and connected

Beacon's More than Meals program cooks and delivers 3 meals/week for seniors and people with disabilities. Besides bringing healthy meals to reheat, volunteers can serve friendly conversation and social connection.

They also watch for signs that clients may need more support or resources. And when "Vera" suffered a fall, it was her Beacon volunteer who found her days later, in serious condition. Vera got the emergency medical care she needed thanks to the volunteer's swift action.

More than meals, indeed.

With support from the United Way of Southern Vancouver Island and donations from community members, we provided 25,000 meals this year.



North Saanich Rod and Gun Club members kindly sent their Christmas Fund donations to Beacon's More than Meals

Income tax team improves lives

Beacon income tax volunteers are trained by the Canada Revenue Agency to prepare and file taxes. They connect many people with modest incomes with credits and benefits they might not otherwise get.

For example, one of this year's clients lives on about \$10,000 a year and was stunned to learn he had a large tax bill. A Beacon volunteer researched the situation and uncovered thousands of dollars from a past employers' benefit program that he was entitled to: that was news to our client, who previously couldn't afford furniture and had used his walker as a seat for visitors. He planned to celebrate by getting a comfortable chair!

Making spirits merry and bright

This past Christmas, Beacon's Christmas Hamper program helped brighten life for 175 people, primarily on the Saanich Peninsula but also in Victoria, Langford, and Royal Oak.



Thanks to generous donors, hampers included food cards and passes for special experiences that would otherwise be beyond

the reach of many (such as visiting the aquarium or a movie theatre).

Helping resolve challenges

When a torn citizenship card led to his passport application being rejected, "Marcus" asked a Beacon volunteer advocate to help apply online for a new one. Unfortunately, unsure about the process and impatient for government's response, he then sent all his ID to the government office. Ten months later, he returned to us. With no citizenship card, no ID.

After many unsuccessful attempts to get answers for him, we connected Marcus with his MP, helped prepare a letter explaining the situation – and celebrated when his ID was returned, his citizenship card arrived, and we successfully applied for a new passport.

Now, Marcus can visit his family in the States. And he retrieved his beloved dog, whom he'd left for what he thought would be only a short visit.



2,270

volunteer drives



1,100

tax returns



45,550

volunteer hours



25,000

meals to seniors at home



9,000

visits for SHOAL Centre activities



2,500+

referrals to community resources



12,920

professional counselling hours



WorkBC team inspires success

Beacon delivers WorkBC Employment Services, on behalf of the Province, on the Saanich Peninsula and southern Gulf Islands.

“Zenia” is just one of 175 people our WorkBC team served this year (115 found employment).

She was recovering from surgery, struggling with anxiety and depression, had other disabilities, and had been out of work for nearly 9 months.

Career advisors helped develop a customized employment plan and a cover letter and resume for Zenia, and coached and helped manage her journey back to work.

“[Your] staff are amazing and they get stuff done!” says Zenia, now happily employed as a first aid attendant/greeter at a long-term care home.

“You guys helped me get things focused. You even gave me someone to come along with me and help explain my disability to work.

“Before, I had no idea how to explain it. I never imagined I’d be where I am today. You found me the best job. I get to work with so many amazing people.”



Beacon Employment Services staff at Job Fair

Helping young adults build careers

Translating academic experience to ‘front line’ work can be tricky. So Beacon launched SWEET (Skills building Work Experience Employment Training) in November 2021. Designed for people under 30 and funded by the Government of Canada’s Youth Employment and Skills Strategy, the program connects employers with participants who have post-secondary education.

SWEET provides 8 weeks of work experience/wage subsidy. Young adults get experience and connections in their chosen industry and employers get assistance filling labour gaps and training the next generation of skilled employees.

A win-win for everyone!

JETS help at-risk youth jump ahead

JETS stands for Jumpstart Employment Training and Skills. Participants (at-risk 15 to 30-year-olds) earn a minimum wage living allowance for 7-weeks of classroom work. They’re helped to overcome personal barriers and prepare for the world of work with various workshops, certificate courses, and support in searching and applying for jobs. Participants can also receive 8 weeks of wage subsidies, and get additional on-the-job support if needed.

JETS even offers the chance to develop skills by participating in a food security initiative which benefits people in need.

This year, JETS served 95 youth (45 of them people with disabilities.) 9 have returned to school and 51 are now employed.

Now on the right path

Our JETS team met 25-year-old “Jake” in 2021. He’d been unemployed and living at home ever since dropping out of school in Grade 10. Jake and a Beacon team member began meeting for a weekly walk – something Jake characterized as his “biggest responsibility” in 8 years. While the pair walked, they talked. Staff encouraged Jake to dream about his future. To start focusing on being more self-sufficient. Getting an education. Finding work.

It wasn’t easy for him but with Beacon’s support, Jake moved forward. Today, he’s upgrading his Math and English skills at a local college, working to complete Grade 12. And after that? He plans to continue studying for a college diploma.

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
Boys and Girls Club
Bridges for Women Society
Broadmead Care Society
Burnside Gorge Community Centre
Camosun College
Canadian Blood Services
Capital Region Housing Corporation
Care RX
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
Family Caregivers of BC
Fernwood Neighbourhood Resource Group
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
Our Place Society
Pacifica Housing
Pauquachin First Nation

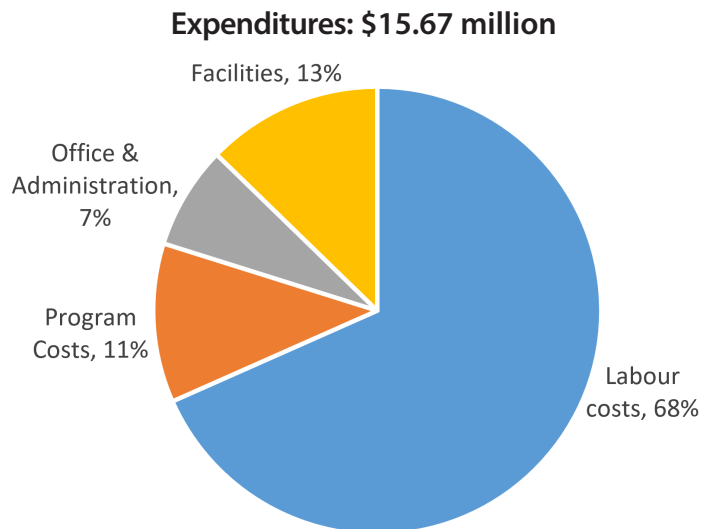
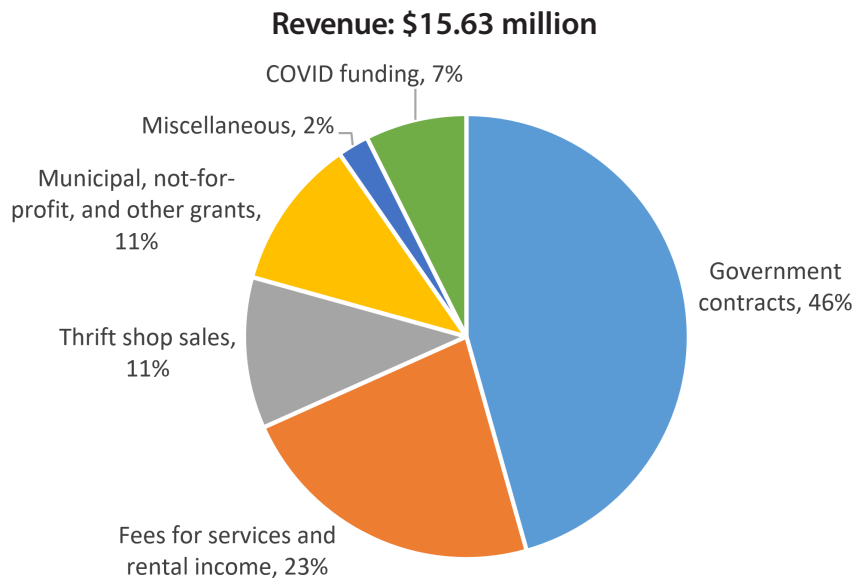
Panorama Recreation Centre
Power to Be
Quadra Village Community Services
Queen Alexandra Foundation
RCMP – Sidney/North Saanich
Reger Group
Regional Out of School Care Operators
Saanich Neighbourhood House
Saanich Peninsula Stroke Recovery
Saanich Volunteer Services Society
School District 62
School District 63
Second Harvest Canada
Service Canada (Employment and Social Development Canada)
Sidney/North Saanich Library
Sidney Volunteer Fire Department
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
Tsayout First Nation
Tseycum First Nation
United Way of BC
United Way of Southern Vancouver Island
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

Association of Service Providers for Employability & Career Training
BC Association of Community Response Networks
BC Association of Family Resource Programs
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
Self Care BC
Salt Spring Island Chamber of Commerce
Sidney by the Sea Rotary
Sidney Kiwanis Club
Sidney Lions Club
Victoria-South Island Long Term Care Initiative
Volunteer Victoria



2021-22 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!

Our 2021-2022 Board of Directors

Volunteers from across the CRD share their expertise and talent to lead and guide our charity. Thank you to:

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

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

Family Caregivers Supports

250-656-5537

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

100% local charity • Serving our community since 1974



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Charitable Registration Number: 12995 1174 RR0001