

Beacon



COMMUNITY  
SERVICES

2024/2025  
Annual  
Report



## **Beacon Community Services**

### **Administration**

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### **Charitable Registration Number**

12995 1174 RR0001

[beaconcs.ca](http://beaconcs.ca)





# Land Acknowledgement

Beacon Community Services respectfully acknowledges that we live, work and serve on the traditional and unceded territories of many Indigenous Nations, including the W̱SÁNEĆ people and the ləkʷəŋən-speaking peoples of the Songhees and Kosapsum First Nations. Beacon Community Services' longstanding commitment to those we serve, including our staff and volunteers, is to work in partnership with Indigenous peoples and cultures to better understand how we can strengthen relationships and move forward together with care, love and respect.





Beacon



COMMUNITY  
SERVICES

LIGHTING THE WAY SINCE 1974.

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## A message from the Board Chair

As Beacon enters its 51st year of community service, I am privileged to express on behalf of the Board of Directors, our commitment to and pride in the work of Beacon, its leadership team, its committed and hardworking staff and our amazing group of more than 500 volunteers.

The 2024/25 year has been an exciting one for Beacon, as we celebrated many accomplishments and thoughtfully explored future directions. Beacon's foundation is strong because of its historical roots and its determination to innovatively address community needs in a caring and meaningful way. Recent changes included the creation of a new and different partnership with Island Health taking on the operations of Brentwood and Sluggett House while renting both facilities from Beacon. This significantly improved Beacon's long term financial position while also ensuring that the residents of both facilities continue to receive excellent care. During the year the Beacon team also worked hard to implement its exciting fundraising strategies and increase community understanding of the work we do. These efforts will create an even stronger foundation for Beacon's next 50 years.

Beacon's range of services continues to be broad and meaningful for all age groups. This annual report describes those services in more detail but from oldest to youngest a few examples are the SHOAL Centre in Sidney with its seniors focus, youth and adult employment training programs, the Mirrors on Meares facility that provides supportive housing for young adults, and a range of early years services including child care spaces. We cannot forget our wonderful Thrift Shops and the work they do to support Beacon's programming.



Going forward Beacon continues to look for opportunities to leverage its real estate assets and implement its strategy in a planned and fiscally responsible way. Addressing community housing deficits continues to be the goal, with the first project under consideration being seniors' housing. While it is early in the process it is an exciting opportunity and a new direction for Beacon.

Many thanks to my hardworking colleagues on the Board, the Beacon team led so capably by CEO Tricia Gueulette, and our volunteers and community partners for making our 51st anniversary year so memorable. Beacon looks forward to its next 50 years of community service.

Sincerely,

**Joan Easton** Chair, Board of Directors,  
Beacon Community Services



## A Message from the Chief Executive Officer

It's an honor to reflect on Beacon's past year of serving our community. I'm constantly inspired by our teams' accomplishments and the impact they make as we continue to live out our mission, vision, and values: Helping people, Improving lives.

This year, we were fortunate to roll out two significant new programs in our community. The first is BEAMS (Beacon's Empathetic and Aspirational Method of Service), a unique pilot project designed to assist eligible British Columbia residents who may be facing employment challenges due to mental health concerns, unstable housing, or substance use. Since its launch in September, BEAMS has connected with over 170 individuals – including those who dropped in for brief support, engaged with outreach staff, or had meaningful conversations with our team without formally registering. Of those, 96 became registered clients who received regular, ongoing support through the project.

Our second new initiative is the Child Care Resource and Referral Centre, located on the Saanich Peninsula and Gulf Islands. This center has been instrumental in supporting access to resources and inclusive, high-quality, and affordable childcare for families in the region.

Alongside the incredible work we do to provide housing, connection, wellbeing, employment and health services, we've navigated many challenges this year. We have been challenged by the ending of funding for our More than Meals Program serving Seniors on the Saanich Peninsula but have continued to financially support it regardless as the need for food security has never been greater. We have been challenged to find enough staff to support the ongoing demand for daycare and build the



capacity required to meet the need throughout the community. And we have made difficult decisions to move some programming back to the Children's Health Foundation and Island Health, where they will be better supported financially. These decisions are never easy, but in the end allow us to better meet our mission and vision.

I want to extend my sincere gratitude to everyone who supported us this year. We are deeply thankful to our funders for entrusting us with their support. To our 200+ staff and 500+ volunteers – you are truly the heart and soul of Beacon. I also want to thank our Board of Directors, whose passion for our work and dedication have helped set Beacon's strategic direction for the next five years.

As we look ahead, I'm excited about the possibilities and confident in what we can achieve together. Thank you for being part of this incredible journey.

Sincerely,

**Tricia Gueulette** CEO, Beacon Community Services





## Beacon's Mission, Vision, and Values

In 2024/2025, Beacon Community Services remained committed to our mission of delivering compassionate, innovative community services that foster self-sufficiency, volunteerism, and well-being. Guided by our C.A.R.E. values: Compassion, Accountability, Responsiveness, and Excellence. We continued to support individuals and families across the South Island and Gulf Islands, adapting our programs to meet evolving needs and strengthen the communities we serve.

Our work this year has helped people at every stage of life – from children and youth to families and seniors, build resilience, access vital resources, and create opportunities for growth and connection. By providing inclusive, high-quality services with empathy and respect, we've supported people through challenges while helping them move forward with dignity and confidence.

As we look to the future, Beacon remains a trusted partner and advocate, dedicated to improving lives and creating a more caring and connected community. Our staff, volunteers, and partners are the heart of this work, and together, we will continue lighting the way toward a thriving, resilient region where everyone has the opportunity to reach their full potential.



### **Mission:**

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

### **Vision:**

Helping people. Empowering communities. Improving lives.

### **Values:**

Compassion,  
Accountability,  
Responsiveness,  
Excellence



## Highlights and Achievements 2024-2025

95 individuals received rental supplements and wraparound support through our Homelessness Prevention Department, helping prevent and reduce housing insecurity across our region.



299 individuals and families were supported in maintaining housing stability during times of financial crisis, demonstrating our continued commitment to accessible, responsive community care.



Our volunteers contributed an incredible 114,400+ hours across Beacon programs and services, with over 500 dedicated individuals giving their time and care to support others in the community.

177 clients received a total of 12,831 meals through our More Than Meals Delivery and Social Meals programs, fostering nutritional well-being and social connection among vulnerable seniors.



644,009 items were sold through our thrift shops this year, promoting environmental sustainability and contributing to a more circular, community-based economy.



A BC Housing grant of \$77,500 was secured to support technology upgrades and a tablet pilot project, helping to bridge digital divides and improve service delivery for clients.



A major energy retrofit at Wakefield Manor advanced our environmental sustainability goals, helping reduce long-term operating costs and contributing to climate-conscious operations.

Since its launch in September 2024, BEAMS (Beacon's Empathetic and Aspirational Method of Service) has supported 96 registered clients and connected with over 170 individuals through drop-ins, outreach, and brief supports — delivering tailored mental health and wellness services.



...and so much more!





## Licensed Childcare

### THE RAIN GARDEN TEA

In our licensed childcare, our philosophy lives in daily practice. It breathes through the environments we cultivate, the questions we nurture, and the relationships we build with children, families, and the natural world.

One story that illustrates this unfolded after a year of visits to our Rain Garden – a space intentionally designed with Indigenous plants that promote healing and serve as a living classroom.

Through every season, rain or shine, the preschool ventured into the garden. One damp afternoon as winter gave way to spring, the scent of soil filled the air. The children wandered, observing with wonder.

“Look at those big berries,” one said, pointing to a bush. “Can we eat them?” asked another, gently touching a rosehip. Together, they harvested rosehips and mint, engaging in a quiet, respectful dialogue with the garden. They explored scents, describing them as “fresh” and “minty,” then ground the herbs for tea. As the tea steeped, they watched the color shift and offered thanks as they sipped—warm mugs in hand, sharing a moment of connection.

This experience shows how our nature-based philosophy is woven into everyday moments. Children became capable, thoughtful learners through ethical harvesting, sensory exploration, and collaborative inquiry. The garden was a co-teacher, and pedagogical narration brought their thinking to life – fostering identity, connection, and pride.

Through intentional environments and deep listening, we support child-led learning that nurtures environmental stewardship, emotional wellbeing, and respect for the natural world.

As we reflect on the year, moments like Rain Garden Tea remind us that learning often happens quietly, steeped gently over time, much like tea. This is how we live our philosophy: one small, powerful moment at a time.





# Homelessness Prevention & Shelter Services

Beacon's Homelessness Prevention & Shelter Services provide a multi-faceted approach to addressing and preventing homelessness across the CRD. In 2024-25, Out of the Rain Youth Shelter operated year-round for the first time, offering consistent shelter, meals, and supportive relationships that helped 20 youth transition to more stable living situations. Meanwhile, Homelessness Prevention Programs offered rental subsidies and wraparound support to individuals, to help them secure and maintain housing. The Homelessness Prevention Fund delivered urgent financial assistance to nearly 300 people, preventing eviction and housing instability. With increased staffing capacity and strong community partnerships, Beacon has taken a leadership role in directly administering these programs, improving access and outcomes for those in need.



## OUT OF THE RAIN YOUTH SHELTER

First full year of year-round operation after 25+ years.

Funded by BC Housing: safe overnight shelter for homeless youth.

66 unique youth served, totaling 1,839 overnight stays and ~4,000 meals.

20 youth transitioned into stable housing or reunited with family.

## HOMELESSNESS PREVENTION PROGRAMS



Supported 95 unique clients with rental supplements and wraparound services.



Aimed at youth under 24 and individuals exiting systems (e.g., corrections, hospitals).



Provided financial relief to prevent eviction and housing loss, through a \$24,000 monthly budget for direct support.



Helped 299 individuals and families maintain housing stability during financial crises.

## MIRRORS SUPPORTIVE TRANSITIONAL HOUSING PROGRAM

The Mirrors Supportive Transitional Housing Program provides vital, individualized support to a diverse group of young adults. Nearly half of them identify as Indigenous, through 48 units of supportive housing and expanded wraparound services made possible by strong partnerships with the Ministry of Social Development and Poverty Reduction, Island Health and Foundry Victoria. The majority of participants in this program, strongly agree their general life improved after joining Mirrors.

self-confidence

hope for the future

physical and mental health

sense of belonging

sleep

food intake





"I just received word from BC Housing re SAFER. I got approved and will start getting my payments at the end of the month. So, I am letting you know I no longer need payments from you. My time with you has been outstanding. Both my workers were a great help to me. Your service has helped me greatly when I needed help most. Very professional and kind. Thank you for all your help."

**- Participant, after transitioning to the SAFER (Shelter Aid for Elderly Renters).**



"Rental assistance funds have been very helpful to my family during our difficult times. I am pregnant and have two children and without the funds, we would have been evicted and homeless. I believe more people who are struggling like us will 100% benefit from this fund without a doubt and hope that this fund continues to help people during their rough times, especially the ones with children."

**- Family of four, mother is currently pregnant.**

"I still have housing, thank goodness. The panic involved with being a single woman is so scary and having your (HPF) assistance was lifesaving for my mental health. Thank you so so much."

**- Participant of the Homelessness Prevention Fund.**



## SHOAL Centre & Senior Services

### A VIBRANT COMMUNITY

Beacon Community Services at SHOAL Centre serves as a vibrant community hub where seniors can stay active, have fun, and connect with others. It offers peer support to help navigate life's challenges and transitions, along with practical assistance such as non-medical home services and transportation to medical appointments, making aging in place more manageable. With over 1,000 members and 1,500 clients, the Centre is a lively and essential part of the community.

When you visit the Centre, it's a warm and welcoming Beacon Volunteer who greets you, ready to answer questions and connect you with the services or activities you're looking for. Volunteers are the heart of SHOAL, playing a crucial role in delivering our services both onsite and throughout the community. With over 250 dedicated volunteers at the Centre, they act as our eyes and ears, ensuring seniors receive the support they need.

There's no one-size-fits-all when it comes to seniors. We support a diverse community with a wide range of needs, which is reflected in our variety of offerings. From high-energy senior boot camps to gentle chair fitness and balance classes, there's something for everyone. Our goal is to create inclusive opportunities that support healthy aging for all.



“ I moved to Sidney...and soon fell into a deep depression. I became involved in SHOAL ceramics, exercises, crafts, speaker presentations, movie nights and the Wednesday night sing-a-long all while working in the community. I eventually retired, somewhat reluctantly and called SHOAL “I can't cope"! Deb Greenway came, talked to me and comforted me. She set me up with a social worker and Better at Home services.

Today, as a result of Tuesday and Thursday exercise classes at SHOAL I have a group of lady friends who partake of lunch in the Tides dining room afterwards; and also outside of SHOAL activities – all thanks to SHOAL. There is no place like it anywhere! ”





# Senior Support Services: HIGHLIGHTS AND ACHIEVEMENTS

## 01

### Better at Home

Celebrating 10 years of partnership with United Way BC for the Better at Home Program dedicated to helping seniors manage day-to-day tasks, enabling them to maintain their independence at home, age in place while staying closely connected to their communities.

## 02

### Project Red Thread

Project Red Thread conducted an operational review of the SHOAL Centre that led to the purchase of Amilia Smart Rec, a software for community centers that will help us better manage our data and provide online registration for our clients and members.

## 03

### Mental Health and More

A program participant donated \$10,000 in gratitude for the life-changing support received: \$6,000 supported the Mental Health Support Group led by Anna Hudson, and \$4,000 went to our workshop program, helping sustain both for another year.

## 04

### Day to Day

1,700 Income Tax returns filed by 22 Beacon volunteers and housekeepers delivered 4,418 hours of light housekeeping by Beacon housekeepers.

## 05

### Nutrition

177 clients received 12,831 meals in our More Than Meals Delivery and Social Meals programs.

## 06

### Transportation

We distributed 1,760 Disability Parking Permits and Beacon volunteer drivers drove 109,224 km's supporting clients access to medical appointments.

Fun fact: Our drivers covered enough kms to circle the globe 2.7 times!





# Employment Services

## BEAMS

BEAMS – Beacon’s Empathetic & Aspirational Method of Service – opened its drop-in centre at 1452 Elford Street in Victoria on September 3rd, 2024. In just seven months, it has made a powerful impact, supporting individuals facing barriers such as substance use, mental or physical health challenges, and housing instability.

As part of the Community-Based Employment Services (CBES) initiative, BEAMS is the only project in B.C. offering a flexible, drop-in, client-led model. Participants access a wide range of supports, including paid work experiences, certifications, life skills workshops, peer support, and inclusive activities like cooking, art, Indigenous cultural support, and time in nature.

The response has been remarkable: over 70% of participants were referred by other agencies, nearly half earned certifications, 40% joined paid work placements, and almost 20% found employment by March 2025.

With a \$50,000 grant from Island Savings and growing community support, BEAMS is entering Year 2 with big goals. Every client success is a testament to the power of empathy, flexibility, and community-driven service.



96 people were served since BEAMS program started in September 2024, and over 170 individuals connected through drop-in sessions.



With no current waitlist, the team was able to serve all participants to date and meet the community’s growing needs.



## VINNY'S STORY

“My name is Vinny\*, a first-generation immigrant in my early thirties. After moving to Victoria, I was homeless, unemployed, battling depression, and coping with a chronic injury that impaired my memory. I felt stuck in a hopeless cycle. That changed when I heard about the BEAMS project. Despite some hesitation, I reached out and received a kind, prompt response. The intake process was welcoming and respectful. For the first time in a long while, I felt seen.

BEAMS looked at my full situation. They helped me access career coaching, job prep, and funded certifications like First Aid and Serving It Right. I also received nutritious meals, bus passes, and steady encouragement. One staff member even paused their busy day to help me prep for an interview. That moment mattered. Today, I have a full-time job I enjoy, income stability, and real progress with my injury and mental health. Thanks to BEAMS, I’m building a future and now helping others do the same. ”

\*name changed for privacy



## WorkBC

As of March 31, 2025, WorkBC completed Year 5 of its seven-year contract. This past year, Beacon continued to strengthen services for job seekers across the Saanich and Peninsula Gulf Islands region, with a focus on supporting those facing significant employment barriers.

Our team expanded its capacity through specialized training, including Customized Employment Development, which equips staff to better serve clients with physical, cognitive, or developmental disabilities. Our dedicated wage subsidy team also played a key role supporting over 21 clients in securing employment by helping local employers offset hiring and training costs.

In 2024/2025, WorkBC served a total of 216 clients. Of the 173 case-managed clients, 63% successfully gained employment, with others engaged in long-term interventions or training.



## ERIK'S STORY

Working with Erik, a 19-year-old CED client, has been incredibly inspiring. Despite facing personal and family challenges from a young age, Erik has remained focused on his dream of becoming a helicopter pilot.

His passion for aviation was clear from day one. Determined to get into BCIT's competitive Rotary Airline & Flight Operations – Commercial Pilot Program, Erik faced a major hurdle: the interview process. While his technical knowledge was outstanding, he struggled with anxiety, small talk, and assertiveness.

We practiced weekly interviews, explored different career paths, and even visited the Aviation Museum, where his knowledge truly shone. Over time, his confidence grew, and so did his communication skills.

After the interview, Erik wrote, "I have finished my interview... now waiting in anticipation." Then, the news we hoped for:  
"I GOT IN!!!!!!!!!!!!!!!!!!!!!!!"

Now preparing to move to Vancouver, Erik is organizing funding and registering for disability supports. His journey is a powerful reminder that with resilience, support, and determination, dreams are within reach.



173 Case Managed Clients Served



109 Clients Employed (63%)



23 Clients in long-term interventions



43 Self-Serve Clients Registered



216 Total Clients Served





## Child, Youth, and Family Services (CYF)

Beacon's emotional wellness programs for children, youth, and families are delivered through a long-standing partnership with the Ministry of Children and Families, School District 63, and Public Health Nursing. These services foster emotional well-being, learning, and development at all ages while supporting parents and caregivers in building strong, healthy families.

We offer counselling, mediation, outreach, and wraparound supports tailored to individual and family needs. Services include Youth Programs, FAS Keyworker Services, Early Years programming, and Family Preservation – delivered in flexible, client-centered ways across the region. FAS Keyworker supports span from Sooke to Salt Spring and the Gulf Islands, while other services focus on the Saanich Peninsula.

Thanks to a long-standing partnership with School District 63, Beacon also offers school-based supports, including StrongStart at Sidney Elementary and Friday Family & Friends at the Early Years Centre in Saanichton. Youth mental health counselling is provided at both Saanichton and Broadmead Individual Learning Centre (ILC) campuses, supporting students in alternative learning environments. In June 2025, over 50 students will graduate with the support of these vital services.

***"I felt seen for the first time, like someone understood the chaos and helped me through it."***

## A PARENT'S STRUGGLE

A parent referred to Beacon's Child, Youth & Family Services was facing housing instability and the effects of intimate partner violence. With support from the CYF team, they developed a safety plan, accessed counselling, and rebuilt daily routines to meet their family's needs. The team also helped the parent strengthen advocacy skills for their child's complex health needs and improve co-parenting communication.

As a result, the child returned to school and rejoined community activities. In the parent's words: "I felt seen for the first time, like someone understood the chaos and helped me through it." Their story is a powerful reminder of the resilience families show when given the right support at the right time.

## SUPPORTING YOUTH

Thanks to a generous donation from the Quail Rock Foundation, Beacon's CYF team partnered with SD 63 ILC and Power To Be to launch a monthly nature-based program for youth facing emotional overwhelm and school disengagement.

The program supports ten students in reconnecting with themselves, their peers, and their culture through outdoor activities that build confidence, identity, and resilience. Many have stepped out of their comfort zones, forming meaningful relationships and preparing for a return to school in fall 2025.

As one counsellor shared, "Students return from each trip smiling and energized – it's clear how much they've grown." This partnership is creating a powerful path for healing, belonging, and hope.



## CHILD CARE RESOURCES AND REFERRAL SERVICES (CCRR)

CCRR Saanich Peninsula and Southern Gulf Islands – Region 23 is funded by the Ministry of Education, Beacon's CCRR program supports both childcare providers and families, offering resources, training, and direct assistance.

Families receive help navigating licensed childcare options, accessing funding like the Affordable Childcare Benefit, and using on-site tools such as computers, printers, and phones. Families can access free programming that focuses on inquiry and exploration as well as programs like Peninsula Mother Goose. Aside from the CCRR lending library, there are free craft supplies and books for families to access

and are kept stocked by Beacon Thrift Stores, Community Partners and One Thousand by five.

With locations in Brentwood Bay and Salt Spring Island, CCRR provides a place of connection and support for childcare providers, from newcomers to experienced professionals. Services include personalized mentorship, professional development, and mobile, virtual, or in-person guidance.

This past year, we have strengthened partnerships and hosted two Communities of Practice, working alongside early years professionals to build capacity across our communities.

"The resources are incredible. I shared them with some children and they were very excited and eager to learn more. ...thank you for being there as a source of information and support for myself and the team!" – Childcare provider

"Thanks a million for all your feedback and willingness and support today . We so appreciate it." – ECE student practicum

"I just wanted to thank both of you for all the help and support so far. I am feeling like I have a clear plan of action" – Parent





# Volunteer Services

## VOLUNTEERS MAKE WAVES

Every day, volunteers bring energy, compassion, and a deep commitment to the people and communities we serve. Whether supporting programs for youth and families, assisting seniors, or staffing our 7 thrift stores, their impact is far-reaching and essential to Beacon's mission.

With over 500 dedicated individuals contributing their time and talents this past year, our volunteer team logged more than 114,000 hours of service, the equivalent of 59 full-time staff roles. These contributions make a tangible difference across our programs and services, helping us extend our reach and enhance our capacity to respond to local needs.

We recognize and celebrate volunteers through a variety of appreciation efforts throughout the year, including two formal recognition events. These occasions offer a moment to pause, reflect, and honour the generosity and spirit of those who give so much of themselves in service to others.

To every volunteer: thank you. Your dedication creates waves of positive change and strengthens the fabric of our community.



Our longest-serving volunteers of 30+ years, Jill Harrison and Margaret Frew, with MP Elizabeth May and CEO Tricia Gueulette.



Tsawout Elder Earl Claxton speaking, photo credit, Bob Orchard



Elizabeth May, MP, addresses the volunteers

**558**  
active  
volunteers

**114,400**  
hours donated

**59**  
Full Time equivalent  
positions for volunteer  
involvement



## CREATIVITY AND CONNECTION AT PARRY PLACE

St. Michael's University School student Mira Wirk has been volunteering at Parry Place for nearly two years, leading weekly art sessions with residents. Her passion for creativity inspired an art show and fundraiser featuring resident artwork, held in June 2024. With support from Parry Place staff, her family, and local businesses, Mira brought joy and connection through art while gaining valuable event planning experience. Her dedication continues to inspire both residents and the Beacon community.

## HONOURING 50 YEARS OF BEACON'S LEGACY

Volunteer Maureen Dale has been leading a remarkable project to document Beacon's 50-year history. Beginning with boxes of archived material, Maureen conducted interviews with key figures, uncovered stories from across decades, and curated a rich narrative of Beacon's evolution. Her work not only preserved our past but highlighted the deep impact Beacon has had on individuals and communities, a legacy that continues to guide our future.





# Thrift Shops

## PANDORA THRIFT

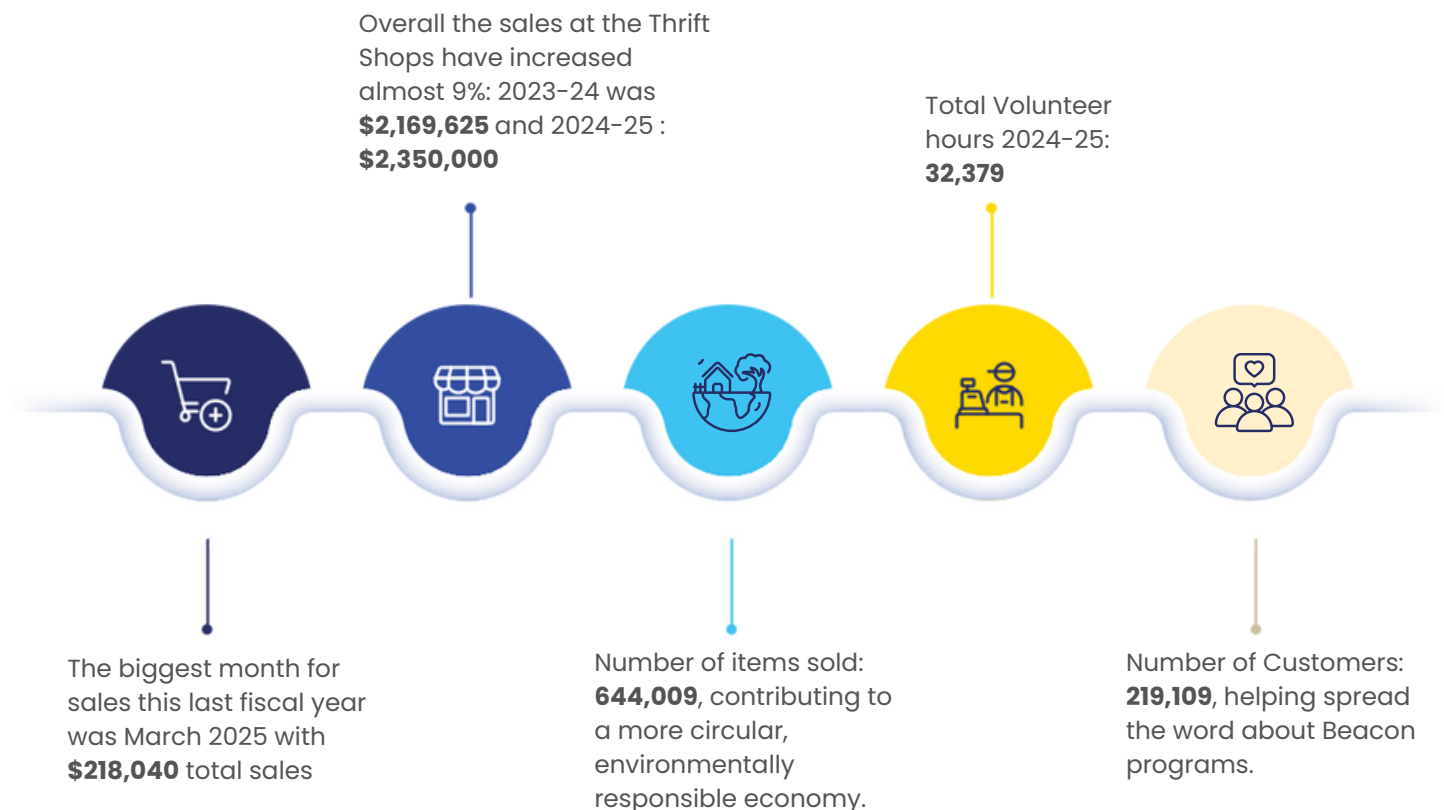
Beacon's thrift shops continue to be vibrant hubs of community connection, purpose, and sustainability. In 2024-25, our stores collectively generated \$2.35 million in sales, welcomed over 219,000 customers, and sold 644,009 unique items; each one contributing to a more circular, environmentally responsible economy. Through reuse and resale, our thrift operations play a vital role in reducing landfill waste and promoting sustainable consumption on Southern Vancouver Island.

Beyond numbers, our impact is deeply human. With over 32,000 volunteer hours donated this year, our shops offer inclusive opportunities for meaningful engagement, connection, and skill-building. At our Pandora location, the value of diversity, equity, and inclusion is woven into everything we do.

Whether it's welcoming daily visits from community elders, hosting tourists and local workers, or supporting individuals living in nearby housing, we strive to ensure everyone feels seen, respected, and welcomed.

This spirit is especially evident in our cashier training program, which partners with Networks, BEAMS, Community Living, The Foundry, and Camosun College's Employment Training Program. Participants gain hands-on experience and confidence in a supportive retail setting, creating employment pathways and affirming that success belongs to everyone.

At Beacon, our thrift shops are more than storefronts: they are spaces of dignity, opportunity, and connection for all.







## BUILDING THE NEXT GENERATION OF VOLUNTEERS

It's a quiet Saturday morning at our Flagship Thrift Store on Third Street in Sidney. After a chaotic and busy Friday, the shelves are a little untidy and supplies a bit mixed up - until Caroline arrives.

At just twelve years old, Caroline is one of our youngest volunteers. Accompanied by her mom, she eagerly gets to work, tidying shelves, organizing craft and sewing supplies, and restoring order with care and precision. Her eye for detail and enthusiasm for helping bring a fresh energy to the store.

What may seem like a simple act of tidying is something far greater: it's the spark of community service, responsibility, and pride taking root at a young age.

Our Thrift Shops provide meaningful opportunities for youth like Caroline to learn, contribute, and thrive. We listen to where they'd like to help and ensure they feel supported and valued. These early volunteer experiences help build confidence, life skills, and a strong sense of purpose, and often lead to lasting commitments to service.

Many young volunteers go on to use their time with us as a stepping stone into the workforce, with hands-on experience that's especially valuable in customer-facing roles.

We're proud to support Caroline and so many others as they grow, contributing to our community while building the foundations for their futures, one shift at a time.







# Beacon Residential Properties

As housing needs grow more complex, we're seeing more tenants arrive with layered challenges - mental health concerns, disabilities, and other health issues. These trends reflect broader gaps in support systems and highlight the importance of our work on the ground.

This year, Beacon Community Services improved sustainability, accessibility, and the overall tenant experience across our housing portfolio.

## Sustainability:

We completed a full energy retrofit at Wakefield Manor, upgrading all lighting to high-efficiency models. Led by BCNPHA and funded by BC Housing and BC Hydro, this project will lower energy costs and support our environmental goals.

## Tenant Experience:

A new Tenant Support email now streamlines non-emergency maintenance requests. For residents without internet, physical forms and drop boxes were installed, improving access and reducing call volume.

## Accessibility:

We upgraded lobby mailbox areas to better support residents with limited vision. These initiatives reflect our CARE values - Compassion, Accountability, Responsiveness, and Excellence, and our commitment to stable, inclusive housing. Through wraparound supports like counselling, youth homelessness prevention, and employment programs, we help residents not only find a home, but the tools to thrive.

## HOUSING IMPACTS HIGHLIGHTS



Growing Tenant Needs: Underscores the need for stronger health and social supports



Sustainable Living at Wakefield Manor: Energy retrofit project reduces costs & supports environmental goals



Improved Tenant Support Experience: New tenant support email streamlines non-emergency maintenance requests



Accessibility Enhancements: Upgrades to lobby mailboxes for residents with low vision





# Information Technology (IT) Program Updates

This year, our IT team made strategic advancements to improve how we work, communicate, and protect our systems. From boosting cybersecurity to modernizing infrastructure and launching a centralized IT Hub, their efforts have laid the groundwork for a more connected and secure organization.

A major milestone was the launch of a new IT Hub on our SharePoint site, giving staff easy access to training materials, tech updates, and support resources. To further safeguard our systems, the team implemented cybersecurity training for all employees and successfully rolled out multi-factor authentication (MFA) organization-wide, an essential layer of protection in today's digital landscape.

In collaboration with the Privacy Officer, the IT department developed and implemented an AI Policy to guide the ethical and secure use of emerging technologies. At the same time, we advanced our data systems with the rollout of ShareVision, our new client management platform, and welcomed a Data Systems Specialist to lead ongoing implementation and support data governance across departments.

A key highlight this year was securing a \$77,500 grant from BC Housing, enabling significant upgrades to the SHOAL Centre's network infrastructure – the first in over 20 years. This investment will improve Wi-Fi reliability, network security, and overall service delivery.

## 01

**IT Hub Launched:** Centralized resource on SharePoint providing staff with tools, tech support, and training content.

## 02

**Cybersecurity Training Rolled Out:** Onboarding and refresher training now standard for all staff.

## 03

**MFA Fully Implemented:** Multi-factor authentication now required across all staff accounts, enhancing security.

## 04

**Artificial Intelligence (AI) Policy Introduced:** Ensures ethical, secure, and compliant use of AI tools organization-wide.

## 05

**BC Housing Grant Secured:** \$77,500 awarded to support technology upgrades and a tablet pilot project.

## 06

**SHOAL Centre Modernization:** Major network and infrastructure upgrades in progress after more than 20 years.





## 2024-2025 SUPPORTERS

As we reflect on the past year, we are filled with gratitude for the generosity and commitment of our donors. Every program we launched, every life we touched, and every milestone we achieved was made possible because of you. Thank you for standing with us—we're proud to recognize those individuals and corporations who gave so generously this fiscal year.

### \$100 - \$249

Adriana Hatton	Diana Life	Joe Savoy	Patricia Jones
Aline Fowlow	Diane Porter	John Bollen	Patricia Stevens
Andrea Prevost	Dom Piluso	John Burkard	Patrick Verriour
Andrew Langley	Don Landels	John Costello	Paul Dexter
Angela Webster	Doreen Causton	Joyce Bielby	Paul Jarbeau
Angeline Vollenhoven	Dorothy Chapple	Joyce Chipping	Peter Hughes
Anita Jones	Dr. Thomas William Noseworthy	Jude Batstone	Philip Schwartz
Ann Drew	Edward Minnis	Juhli Farrell	Richard Chambers
Ann Rogers	Elaine Juriet	Karen Crowley	Rob Whitehead
Anne Laws	Elizabeth Frick	Kathleen McCutcheon	Rod Farquhar
Anne Therese Czap	Erik Solbakken	Kay Henry	Rosalind Shera
Antony Merry	Erika Gothe	Keith Taylor	Ross Holloway
Barbara Hunter	Esther Farr	Kenneth Kowal	Roy Millar
Barbara Imlach	Evelyn Matthews	Kerrilee Jones	Sally Palmer
Becky Sigmon	Evelyn Richards	Kim Laidman	Sarah Tutton Frost
Beth McDonald	Fiona Sudbury	Kyla Kaufmann	Sharon Malcolm
Bill Judge	Gail Cann	Linda MacGowan	Sharon Weber
Billy-Joe Checko	Gary Baker	Lise Jorgensen	Shirley Payne
Brenda Harfield	Gerald James McQuade	Lloyd Morin	Stella Moffatt
Brentwood Community Club	Gillian Else	Lorraine Fontaine	Stephen McLeod
Brian & Carolyn Chandler	Glenda McDougall	M. Louise Hatch	Stu Orlickas
Bruce Atwell	Hanne Hindle	Magda Van Zyl	Susan Enefer
Carol Duval	Hans Bauer	Malin Thompson	Sylvia Besier
Carolyn Hole	Harry Moore	Margo Rush	Sylvia Fehr
Chantal Blanchard	Heather Chubb-Way	Marguerite Gussman	Trent Edwards
Chris Geoghegan	Holly Baker	Marian Marsh	Tricia Gueulette
Chris Pengilly	Howard Brunt	Mark Jeffers	Trish Rankin
Chris Yue	Ian Lightbody	Marsha Dillon	Valerie Curr
Christine Bradley	Ina Timmer	Mary Clark	Vicki Davis
Cindy Pollard	Irene Booth	Maureen Russell	William Derrick Webster
Colleen Kerr	J and J Coastal Creations	Merrie Houghton	William Duke
Connie Downey	Jack Cronkhite	Michael Martin	William Nelson
Damian Gilchrist	Jack McClintock	Mira Frankl	Yvonne Nelson
Dan Horth	Jae Ranschaert	Muriel Arnott	
Daphne Ahara	Jane McIntosh	Nancy Williams	
Darlene Bailey	Janice Cook	Neville Winters	
Darrylyn Child	Janice Hoffman	Nicola Sharp	
David Curr	Jean Male	Nicole Claire & Stuart Wylie	
David Lindsay	Jeremy Daly	Nicole Violette	
Debbie Kerr	Jerry Hannis	Nigel Scott	
Debbie Sargent	Jessie Kelly	Nora Silzer	
Dennis Gordon	Jim Hume	Octavio Cruz	
Dennis Watts	Joan Easton	Pamela Preece	
Diana Chown	Joan Nicholls	Patricia Coverdale	



**\$250 - \$499**

Alan Case  
Alexander Lompart  
Anne Garnier  
Cal Davis  
CCM Construction Ltd.  
Dave Metcalf  
Doreen Johnson  
Eileen Burdon-Murphy

Gail Latta  
Glenn Heagle  
Helena de Amaral  
Jack Schenk  
Jean Weller  
Karen Hipwell  
Karla Laing  
Kathy Ironmonger

Kim Pirie  
Louise Jovanovic  
Marjorie Daniels  
Mary May  
Pat Messenger  
Patricia Ruth  
Patrick Bryson  
Robert Duquette

Robert McMurtry  
Ruth Fowler  
Sherrill Burns  
Susan Rand  
Therese White  
William Way

**\$500 - \$999**

Canadian Western Bank (CWB)  
Central Walk Mayfair Shopping Centre  
Charitable Impact Foundation  
Chris Jones & Catherine Wright  
Chris Whelan  
Colwood Womens Institute  
Dawn Folliott  
Diane Walton  
Dr. Stephen Taylor  
Elaine Venables  
Helen Evans  
Hub International Insurance  
Jack McCaffrey  
James Perry

Jasmine Rayburn  
Jenny Taylor  
John Patrick Orme  
Josephine Woods  
Kenneth Jackman  
Kevin Sterne  
Kirk Robinson  
Lindsay Sabourin  
Machinists, Fitters & Helpers  
Industrial Union Local No. 3  
Mary June Love  
Marybeth Oostenbrink  
Mayfair Optometric Clinic  
- Dr. Stephen Taylor

Mimi Donald  
Pat Roosa  
PayPal Giving Fund  
Randall Cunningham  
Rosemary Bingham  
Rotary Club of Sidney  
Shirley Peek  
Sidney Lions Club  
Sue Cross  
Tyrel Riegert  
W. Bruce Shore

**\$1,000 - \$4,999**

Ancient and Accepted Scottish Rite  
of Freemasonry  
Anne Finneran  
Anonymous donor  
Anthonie den Boef  
Barbara Smith  
Catherine Slood  
Charles Hurst  
Cheerful Robots Inc. c/o Bruce Ravelli  
David Topping  
David Trottier  
Diana McBratney

Douglas Storey  
Gudrun Meynert  
Hannah Rabinovitch  
James Joyce  
JB Sheet Metal Ltd.  
Jenn Clary  
Jill Roberts  
Jim Parker  
Linda Adams  
Linda Horne  
Linda MacArthur  
Lorne Avery

M3 Development Management Ltd.  
Pat Vickers  
Peter Miller  
Peter Ryding  
Provincial Employees Community Services Fund  
Royal Canadian Legion - Britannia Branch  
Tayler Jernslet  
Tecnec Canada Inc.  
Vic Staffing Solutions Ltd.  
Victoria HarbourCats Baseball Club  
William Smith

**\$5,000+**

Anonymous donors  
Beacon Staff Lottery  
Coralie Phillips

Estate of Mildred Laura Lou Carberry  
Gift Funds Canada  
Lawrence Michael Graham

Rebecca Grant & David McCutcheon  
The Quail Rock Foundation  
Victoria Foundation



## Beacon Partners & Supporters

### THANK YOU TO OUR PARTNERS AND STAKEHOLDERS



**BC HOUSING**



Making a difference...together



**CRHC**

Capital Region Housing Corporation



**Central  
Saanich**



**CITY OF  
VICTORIA**



**Family Caregivers  
of British Columbia**

**· F O U N D R Y ·**



**Inter-Cultural  
Association  
of Greater Victoria**



**island health**



**BRITISH  
COLUMBIA**

Ministry of  
Children and Family  
Development



**BRITISH  
COLUMBIA**

Ministry of  
Social Development  
and Poverty Reduction



**Town of  
Sidney**



**United Way**  
British Columbia



**VICTORIA  
FOUNDATION**



**Victoria Native  
Friendship Centre**

# Beacon Partners & Supporters

## THANK YOU TO ALL OF OUR PARTNERS AND STAKEHOLDERS

BC Association of Family Resource Programs  
BC Care Providers Association  
BC Council for Families  
BC Housing  
BC Non Profit Housing Association  
Boys and Girls Club  
Burnside Gorge Community Centre  
Capital Region Housing Corporation  
Care RX – BBH/SLU  
Central Saanich Fire Department  
Central Saanich Police  
Central Saanich Seniors Centre  
Child Care Resource and Referral Victoria  
Children's Health Foundation of Vancouver Island  
City of Victoria  
Coalition of Neighbourhood Houses  
Coalition of Young Parent Programs  
Community Social Service Employers Association  
Cool Aid Society  
Direct Volunteer Services Committee of Greater Victoria  
District of Central Saanich  
District of North Saanich  
Eldercare Foundation  
Esquimalt Neighbourhood House  
Family Caregivers of BC  
Fernwood Neighbourhood Resource Group  
Foundry Victoria  
Greater Victoria Chamber of Commerce  
Greater Victoria Coalition to End Homelessness  
Inter-Cultural Association of Greater Victoria  
Island Deaf and Hard of Hearing Centre  
Island Health  
James Bay New Horizons  
Ministry of Children and Family Development  
Ministry of Social Development and Poverty Reduction  
Mustard Seed  
Oasis Society  
Our Place Society  
Pacifica Housing  
Pauquachin First Nation  
Peers Victoria Resources Society  
Power to Be  
QomQem Coastal Connections

Quadra Village Community Services  
Queen Alexandra Foundation  
Reaching Home CRD  
Regional Out of School Care Operators  
Rotary Sidney Kiwanis Club  
RCMP – Sidney/North Saanich  
Saanich Neighbourhood House  
Saanich Peninsula Chamber of Commerce  
Saanich Peninsula Stroke Recovery  
Saanich Volunteer Services Society  
Safe Care BC  
Salt Spring Island Chamber of Commerce  
School District 62  
School District 63  
Sidney by the Sea  
Sidney Lions Club  
Sidney Volunteer Fire Department  
Sidney/North Saanich Library  
Society of Saint Vincent de Paul  
Sooke Family Resource Society  
Sooke Shelter Society  
Southern Gulf Island Community Resource Centre Society  
St. Andrew's Church (Sidney)  
St. John the Divine Church  
Together Against Poverty Society  
Town of Sidney  
Tsartlip First Nation  
Tsawout First Nation  
Tseycum First Nation  
Umbrella Society  
United Way of BC  
United Way of Southern Vancouver Island  
University of Victoria  
Victoria Disability Resource Centre  
Victoria Foundation  
Victoria Immigrant and Refugee Centre Society  
Victoria Police  
Victoria Women's Transition House  
Victoria-South Island Long Term Care Initiative  
Volunteer Victoria  
WorkLink Employment Society  
YM/YWCA of Greater Victoria and Canada  
Employability & Career Training

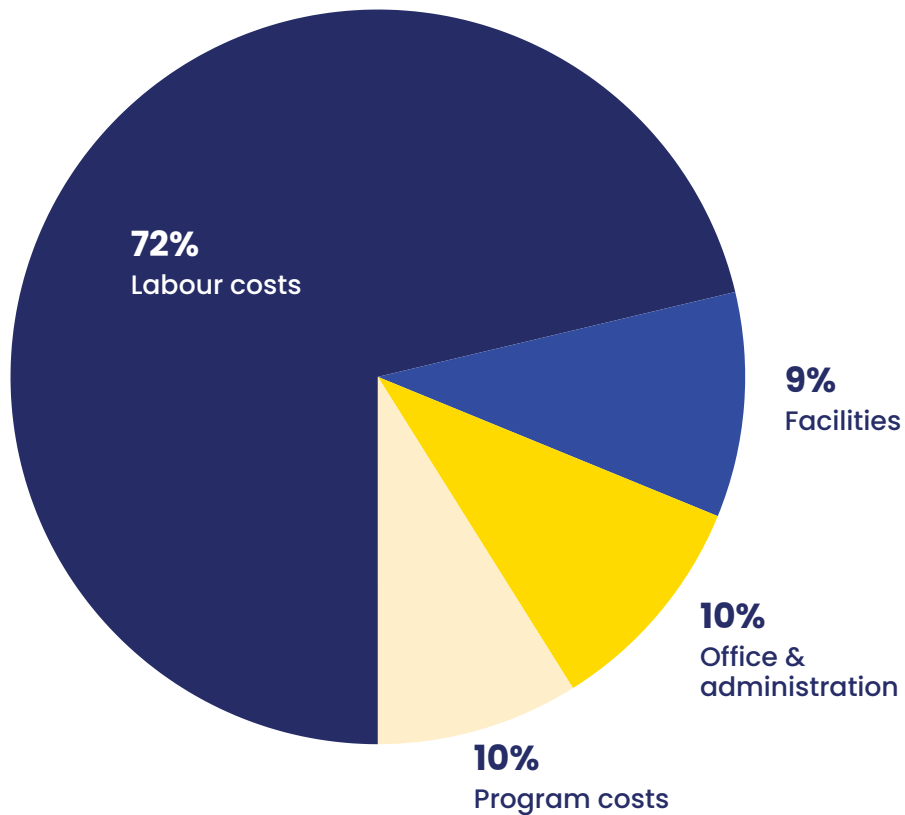
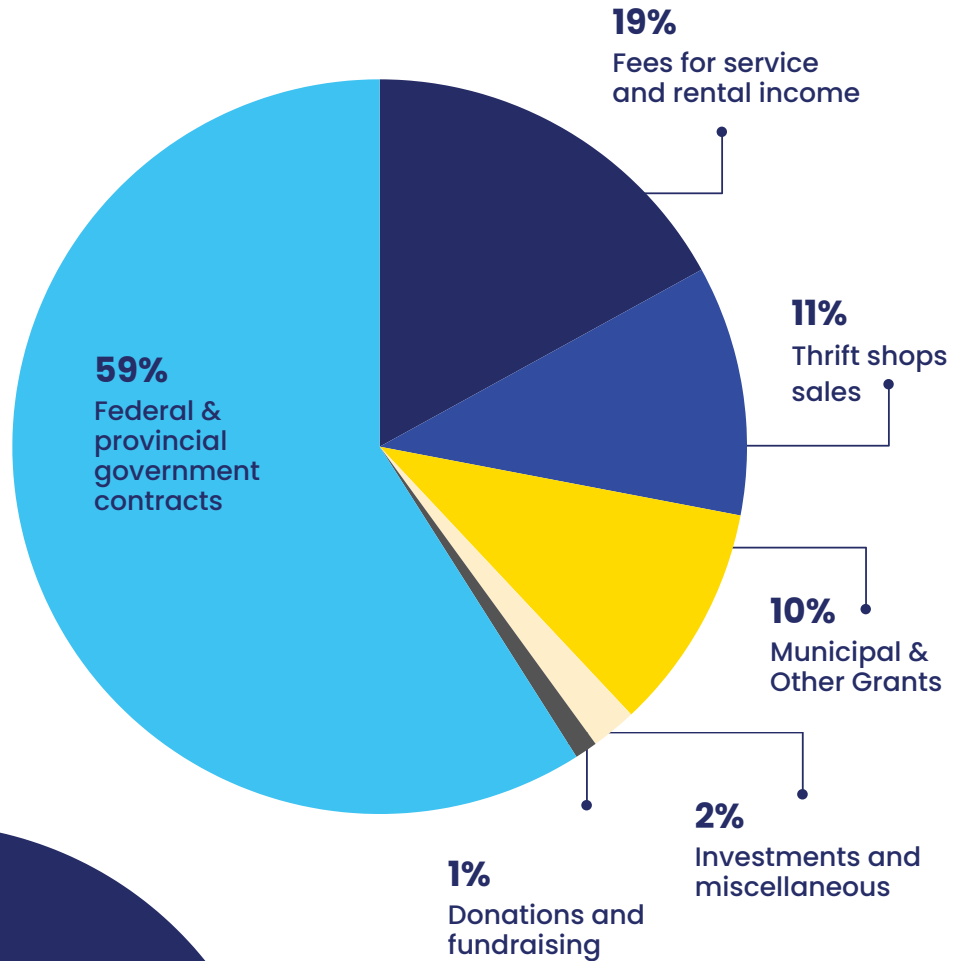




# Financial Overview

FISCAL YEAR APRIL 1, 2024 – MARCH 31, 2025

**REVENUE:**  
**\$22.3 MILLION**



**EXPENDITURES:**  
**\$22.9 MILLION**



## How you can help

Beacon Community Services supports people at every stage of life, from children and youth to families and seniors. If you're looking for ways to give back and help build a stronger, healthier community, there are many ways to get involved:

### Donate Online

Visit [beaconcs.ca/donate](https://beaconcs.ca/donate) to make a one-time or monthly contribution.

### By Mail

Beacon Community Services  
2723 Quadra Street  
Victoria, BC V8T 4E5

### Sponsor an Event

Support Beacon's work by becoming a sponsor for one of our fundraising or community events. Your sponsorship not only helps fund essential programs but also shows your commitment to local well-being.

If you have questions about making a donation or sponsoring an event, or would like to direct your gift toward a specific program area, please contact our Director of Development, Shaun Cerisano at [scerisano@beaconcs.ca](mailto:scerisano@beaconcs.ca) or call 236-638-6867

### Invite a Speaker

Interested in learning more about Beacon's programs and impact? We can speak to your workplace, school, service club, or community group.

To learn more and schedule a speaker, connect with our Manager of Communications, Mabel Marin at [mmarin@beaconcs.ca](mailto:mmarin@beaconcs.ca) or call 236-638-9257.

### Volunteer

Volunteers are at the heart of Beacon's work. Whether you want to support seniors, work in our thrift shops, help at community events, or contribute behind the scenes, there's a role for you.

To learn more about current opportunities, email [volunteer@beaconcs.ca](mailto:volunteer@beaconcs.ca) or visit [beaconcs.ca/volunteer](https://beaconcs.ca/volunteer).

### Donate to our Thrift Shops

Have gently used clothing, household goods, or furniture to give a second life? Beacon's thrift shops turn your donations into vital funding for local programs that support seniors, youth, families, and more.

To find donation guidelines and a shop near you, visit [beaconcs.ca/thrift](https://beaconcs.ca/thrift).



# 2024/2025 Annual Report

