

**BURNABY
COMMUNITY
CONNECTIONS**



Annual Report 2007

Hard Work, New Initiatives and Heartfelt Thanks

A message from the Chairperson

I am happy to report that 2007 was another successful year for Burnaby Community Connections. I extend a sincere thanks to our staff for their hard work throughout the year. In particular, I would like to recognize Stephen D'Souza for his exemplary leadership at the Executive Director position.

I also thank the volunteers who served on the Board of Directors this year. Your commitment to the community is an integral part of the agency achieving its goals. Due to your hard work and dedication, we have taken on a number of new initiatives towards implementation of the strategic plan. Through a new committee structure, we have held a successful fundraising dinner/auction, hired a consultant to assist with the development of a fundraising strategy, and developed policies focused on the development & growth of staff.

As part of our continuing effort to establish our new brand, I am pleased to announce the launch of www.burnabycommunityconnections.com. This web-site will be an excellent tool to assist community members access much needed services and foster community engagement.



In conclusion, I offer a heartfelt thanks to our sponsors, volunteers and donors, whose support and willing contribution of time and resources are invaluable to the agency.

I look forward to the next year with anticipation. We appreciate your support and look forward to connecting with you in 2008.



Sonya Wachowski

Moving Forward with a Plan

A message from the Executive Director

Burnaby Community Connections continues to demonstrate a commitment to enhancing lives by connecting people to services and fostering connections in our communities. This dedication has been challenging, but has led to incredible accomplishments.

In 2007 we focused on implementing key aspects of our strategic plan to become the agency of choice for people seeking help. We established our new brand, built community partnerships, and significantly invested into our services with our programs and publications being accessed by people 40,253 times over the year.

We intend to continue these strides in 2008 with the launch of a community-driven website and e-newsletters, pilot projects including Burnaby Seniors Link, our move to a more accessible location at the Holdom Resource Center—thanks to the ongoing support of the City of Burnaby—and stewardship of our community stakeholders.



All that we have and will achieve is due to our dedicated staff, caring volunteers and generous contributors. I would like to extend my deepest appreciation to all those that give of themselves to make our community a place to raise a family, live independently and find opportunities to flourish.



Stephen D'Souza

Access Innovation

Connecting People, Services and Community



Success, thanks to Generosity

A message from the Program Manager



Burnaby Community Connections continues to focus on providing high quality, dependable programming and ongoing development of new strategies to better serve our community.

The Burnaby Christmas Bureau program was able to provide our clients with food gift certificates and toys for their children for the holiday season. The Camping Bureau program gave Burnaby children from families with low income the opportunity to enjoy the experience of summer camp. The Burnaby Seniors' Transportation program continues to support Burnaby Seniors by providing safe transportation to medical appointments.

Through the generosity and support of our volunteers, donors and sponsors, our programs are able to accomplish far more for the community than we otherwise would hope to achieve. Whether it is driving a senior, organizing toys in our toy room, or donating funds to our programs, they are an important key to our agency's success.


Sue Spencer

We provide updated information on community resources and human services available in Burnaby and New Westminster. To ensure that everyone has access to this information, we use a range of services

28,800 Estimated times people have been helped through the services.

6,300 Referrals through the 2006-2007 **Directory of Services** distributed to agencies and outreach workers to assist them with referrals. The directory is a complete listing of all the services contained in our databases, cross-referenced by program category and agency name.

500 Referrals made to the general public through our office, either over the phone, in person, or via e-mail.

10,000 2006-2007 **Community Resource Guides**, a summary version of the directory, disseminated through key locations for easy access to information.

12,000 **Ready Set Learn** brochures distributed highlighting programs and services for families with young children (published in partnership with the Burnaby School District).



The **Burnaby Camping Bureau** provides Burnaby children from families of low income with the opportunity to attend the summer camp of their choice.

Children helped	419
Value of subsidies	\$53,599.00
Value of partnerships	\$19,081.00

The **Burnaby Christmas Bureau** strives to ensure that every child has gifts to open and a traditional meal to enjoy by providing Burnaby families of low income with food certificates and toys.

Number of people helped	4,126
Toys distributed including stocking stuffers	11,902
Values of Food Certificates	\$98,490.00
Total Cash Donations	\$164,538.42

Income Verification Services helps clients of low income access the *City of Burnaby's* Recreation Credit Program. Credit from this program can be used at various parks and recreation facilities; such as swimming pools, exercise and art classes.

Number of individuals approved	6,675
Value of Credit approved	\$864,453.75



The **Burnaby Seniors Transportation** service provides round-trip transportation for Burnaby Seniors to their medical appointments. Our dedicated volunteers pick up clients at their residence, transport them to a medical appointment, wait for them, then drive them home again.

Number of Clients	72
Drives	233
Volunteers	6

In 2007, the **Seniors' Enhanced Referral Network** went through the second phase of development. A summer student was hired to develop a process for engaging seniors serving community partners in the program. Information sessions were held and questions and concerns of the potential partners were addressed. The name of the program has been changed to **Burnaby Seniors Link**, to make it more understandable to the general public and better reflect the program. The next step beginning in August, 2008 is to run pilot projects through a secure registration process on our website for both clients and agencies. With the launch of our new website in 2008, this program will be implemented.



Major Contributors

- a** ABC Recycling Ltd.
Argus Technologies Ltd.
Associated Engineering (BC) Ltd.
- b** Bell & Burnaby Funeral Chapel
Bonsor Seniors Society Bears
British Columbia Liberal Party
Burnaby Board of Trade
Burnaby Civic Employees Union
Burnaby Firefighters Charitable Society
Burnaby North Baptist Church
Burnaby North Secondary School - *Christmas Cheer Committee*

Burnaby NOW
Burnaby Parks, Recreation & Cultural Services
Burnaby Village Museum
- c** Canada Place Corporation
Capitol Hill Community Hall Association
CD Nova Ltd.
Cecelia Genovese
Chevron Canada
Choices in the Park Market Ltd.
Chuckwagon 8's Square and Round Dance Club in Burnaby
City of Burnaby
CKNW Orphans' Fund
Coast Mountain Bus Company, *Fleet Overhaul*
Coldwell Banker Westburn Realty
Community of St. John The Divine
CRS Commercial Carpet Maintenance
CUPE Local 379
- d** Desjardins Securite Financiere
Destination Toyota Burnaby
- e** Elcam Auto Recyclers
Empty Stocking Fund
- f** Forest Grove Elementary School
Fotografica Studios Ltd.
- g** Gilmore Community School
Greiner, Bethell & Company – *Barristers and Solicitors*
- h** Harold E. Ballard Foundation
Hawthorne Piggot & Co.
Heights Merchants Association
Hemlock Printers
- j** James D. Custom Floors Ltd.
Janice Brown
John Hardie Mitchell Family Foundation
- k** Kodak Canada Inc.
Kodak Employee Chest & Trust Fund
- l** Laff Riot Comedy
Loyal Protestant Association
- m** Marine Roofing Management Ltd.
- n** Nornan Vosa Lodge #413
- o** Overhead Door Co.
- p** Pacific Blue Cross
- r** Royal Canadian Legion #148
- s** Service Canada
South Burnaby Metro Club
South Burnaby United Church
- t** Tzu Chi Foundation
- u** United Way of the Lower Mainland
- v** VanCity Savings Credit Union - *North Road*
Variety - The Children's Charity
Volvo Penta Canada Inc.
- w** WCG International Consultants Ltd.
Westburne Electric Supply

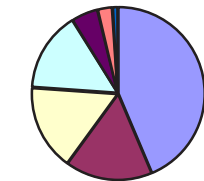
Financials

Message from the Auditor, Cran & Stuart, C.G.A.'s:

In our opinion, the Canadian generally accepted accounting principles have been applied on a basis consistent with that of the preceding year.

- Total assets of the society were \$273,109 at December 31, 2007.
- Revenue for 2007 were \$473,317 while expenses were \$459,150 with a surplus of \$14,167.
- End of year cash and cash equivalents of \$224,587.

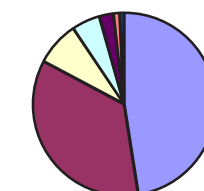
Revenue



- Donations¹ (44%)
- Grants² (16%)
- United Way (16%)
- BC Gaming (15%)
- In kind donations³ (5%)
- Miscellaneous⁴ (3%)
- Hosting Community Tables⁵ (1%)

¹ Includes third party campaigns such as Metropolis at Metrotown's Sanata Castle and the Province's Empty Stocking Fund. It does not include the value of items donated to the Burnaby Christmas Bureau or through the Family Sponsorship Campaign.
² Includes grants from the City of Burnaby, CKNW Orphans' Fund and Service Canada.
³ In-kind Donations represents the value of advertising space donated by the Burnaby Now and a lease grant from the City of Burnaby. It does not include the value of volunteer time.
⁴ Includes revenue from sales of the Directory of Services and Seniors Transportation, and interest.
⁵ Burnaby Community Connections hosted the funding for Vibrant Burnaby: a community tables dedicated to eliminating poverty.

Expenses



- Staff expenses¹ (47%)
- Program expense² (35%)
- Office expenses³ (8%)
- In kind donations (5%)
- Miscellaneous⁴ (3%)
- Fundraising (1%)
- Hosting Community Tables (1%)

¹ Includes wages, benefits and professional development for all employees.
² Includes expenses related to the Burnaby Christmas Bureau, Burnaby Camping Bureau, Burnaby Seniors Transportation, Community Resource Guides and Ready, Set, Learn.
³ Includes rent, telecommunications, lease agreements and other office expenses.
⁴ Includes amortization, insurance and professional fees.

Detailed financial statement for the year ending December 31, 2007, available on our website.

Accountability

Connecting People, Services and Community





List of Personnel

BOARD OF DIRECTORS

Stephen Burchell-Davies
John Chen, *Treasurer*
Darlene Dort, *Secretary*
Janine Nina Eckert
Cynthia Hendrix
Ali Jamal
Julia Kaisla
Janice Moss
Rahim Rajan, *Vice-chairperson*
Sonya Wachowski, *Chairperson*

STAFF (Permanent, Part-time and Seasonal)

Pam Bloom, Christmas Bureau *Toy-Room Coordinator*
Leighton Buntain, *Family Services Coordinator*
Tracy Charleton, *Family Services Coordinator*
Magdalene Chan, *Marketing Assistant/Receptionist*
Stephen D'Souza, *Executive Director*
Anne George, *Income Verification Administrator*
Na Rita Li, *Senior Accountant & Operations Coordinator*
Kristen MacDonald, *Senior's Services Assistant*
Jessica Mak, *Family Services Assistant*
Tejinder Saggu, *Brand Marketing Assistant/Receptionist*
Sue Spencer, *Manager of Volunteers & Program Services*
Yu Ching Lisa Yang, *Marketing & Design Coordinator*

VOLUNTEERS

Burnaby Seniors' Transportation

Eric Pan
Andy Lau
Margaret Griffiths
Joan Celebrini
Richard Stoneman
Alex Turkington
Jordan Fahr

VOLUNTEERS

Burnaby Christmas Bureau

Ben Bloom
Ken Bloom
Nick Bloom
Sarah Bloom
Kevin Gallagher
Leanne Hawkins
Cynthia Hendrix
Linda Horne
Heather Jack
Shaheen Jivral-Sangara
Brian Kennedy
Laura Louthood
Robin MA
Janice Moss
Brian North
Kristen Wambolt
Burnaby Mountain Students
Burnaby North Students
Burnaby Power Squadron
Rockridge Secondary Students
SFU Students
Telus Group
United Church Women's Group

VOLUNTEERS

Office and General help

Cathy Clarke
Kelsey Clarke
John Grange
Telus Group
Jamie Jung
Dave Kettler
Justine Marshall
Ryan Park
Carlyn Spencer

CONTACT

16 -250 Willingdon Avenue, Burnaby BC V5C5E9

Phone: 604.299.5778

www.burnabycommunityconnections.com