

My Home, Our Community

A message from the Chairperson



Annual Report 2009

Despite ongoing global turmoil over the past year, our focus at Burnaby Community Connections remained steadfast on providing high quality programs and serving as a critical partner in our community's ongoing growth and development. This growth during difficult times is only possible because of the contribution of our many donors, volunteers, staff, and the volunteer leadership of our Board of Directors.

Our program delivery rate grew dramatically over the past year. We provided service to 76,204 individuals within our community— an increase of 79% over the previous year. Most notably, through an extensive redesign of the Community Resource Guide, we reached out to 47.6% of households in Burnaby and New Westminster. Additionally, we saw a growth of 27.6% in clientele visiting the Burnaby Christmas Bureau toy room.

I would like to extend my heartfelt appreciation to all of our donors. We were able to meet the increased demand only because of the unwavering and always humbling support from our donor family. Their ongoing investment in community services, particularly through challenging times, allows us to focus on delivering high quality and much needed service to those who need and benefit the most.

I would also like to take this opportunity to thank our volunteers. Without the contribution of thousands of hours of service by hundreds of volunteers, we would not be able to make such a meaningful impact in people's lives. Coupled with our donor

family, our volunteers are the heartbeat of our organization and their ongoing generosity of spirit leaves us all in awe.

I would like to express my appreciation to my colleagues on the Board of Directors of Burnaby Community Connections. Your commitment of time, talent and thoughtfulness make our society an ongoing success.

My final expression of gratitude goes to Stephen D'Souza and the entire staff team at Burnaby Community Connections. We have the good fortune of having a dedicated, creative and hardworking staff that believe in and live out our organization's values of access, accountability, compassion, inclusion and innovation.

In conclusion, I invite you to help us connect people, services and community. Next time you walk down the street, look up and say hello to someone you might have otherwise passed by without a word. Plant some flowers on your front lawn or porch, ask your local merchant about their weekly specials, or volunteer an hour a month and encourage others to do the same. Sit on your front steps at night for twenty minutes with your neighbour, instead of watching TV. Remember, it is the small acts every day which make a community a home.

With my admiration and appreciation,

Rahim Rajan

Making an Impact in the Community

Our team, programs and financials



Board Roster

John Chen - **Treasurer**
Peter Ferrari
Cynthia Hendrix
Ali Jamal
Trevor Jones
Julia Kaisla
David Pereira
Rahim Rajan - **Chairperson**



Staff

Kejo Buchanan
MJ Buck
Stephen D'Souza
Marney Godkin
Kwai Hing Leung - **Temp**
Cherise Louie - **Seasonal**
Na (Rita) Li
Justine Marshall
Claudine Souza
Sue Spencer
Luyi Wang - **Seasonal**



This past year, we engaged the revitalization of **Information and Referral Services** we offer to the communities of Burnaby and New Westminister. Through a new partnership with the *Burnaby Now*, 50,000 copies of our newly redesigned *Community Resource Guide* were distributed door-to-door in select neighbourhoods, and to libraries, schools, recreation facilities, career centers, government and non-profit agencies. With the *Burnaby School District* we updated and published 13,000 *Ready, Set, Learn* brochures, highlighting services for families with young children. New collaborative projects include a *Voices of Burnaby Seniors Resource Card* and work with city staff on a youth website/resource card for at-risk youth.

Volunteers

Through the generosity and support of our volunteers, our programs are able to accomplish far more for the community than we otherwise would hope to achieve. In 2009 we had over 1,300 volunteers contribute their time and energy to support our programs. Whether it is driving a senior, organizing toys in our toy room, delivering hampers, they are an important key to our agency's success.

Burnaby Christmas Bureau

Michelle Beet | Melissa Beet | Sarah Bloom | Ken Bloom | Savanah Cawker | Alison Chuah | Cathy Clarke | Elyse Gawley | Nealan Gerrebos | Terry Godkin | Zara Heydarli | Yolanda Hsiun | Helen Jackson | Lynda Kerr | Rosanna Leighton | Leanne Li | Adam Lunn | Heather Marcotte | Wayne Marshall | Marta McLaughlin | Andrew McQuillan | Janice Moss | Lori North | Brian North | Alex North | Jordan Ou | Janet Parkhurst | Kala Renard | Jesse Sellam | Kristin Smith | Yan Fei Song | Sarah Tanner | Courtney Van Wallegghem | Catherine Wang | Colin Ward | Sue Ellen Xu | Judy Yang | Kelly Yao

Burnaby Seniors Transportation

Margaret Griffith | Eric Pan | Richard Stoneman

Community Events

Pei-Tseng Chao | Aezi Choi | Alisha Hall | Fiona Kwong | Cindy Quach | Sharon Wilson | Winnie Wong | Rachel Wu

Groups

United Church Ladies Group | Burnaby Mountain High School | Creation Technology | Burnaby Express | Burnaby North High School Christmas Cheer Committee | Power Squadron | Cariboo Hill Secondary School | Rockridge Secondary School | Alpha Secondary School | Girl Guide



Through our **Family Services** we provide support to families

with low-income. The Burnaby Camping Bureau provided 389 Burnaby children with opportunities to attend the summer camp of their choice through \$55,756.61 in subsidies. The Burnaby Christmas Bureau helped 4,968 people, including 2,807 children from 1,405 families, by distributing 14,316 gifts and \$124,200.00 in food certificates. Through the Burnaby Recreation Credit program we approved \$1,171,450.00 in credit to be used by 6,694 low-income family members towards activities at Burnaby's Parks, Recreation and Cultural facilities.



Our **Senior Services** help seniors remain healthy and live independently.

Dedicated volunteers with our Burnaby Senior's Transportation program drove 28 senior clients on 109 trips to and from medical appointments. Our Seniors Christmas Hamper program helped 165 low income senior through hamper sponsorships. We approved 555 low income seniors and 69 individuals on Long-Term Disability & Canadian Pension Plan for \$109,200 in Burnaby Recreation Credit. Additionally, Burnaby Community Connections hosts the Voices of Burnaby Seniors task force—a community-based committee comprised of seniors to address senior's issues.

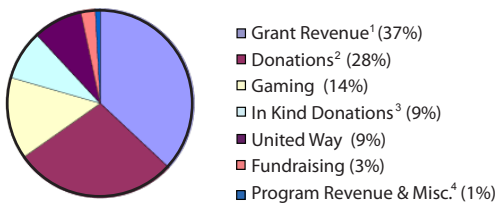
Connecting People, Services, and Community

Financial Highlights

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

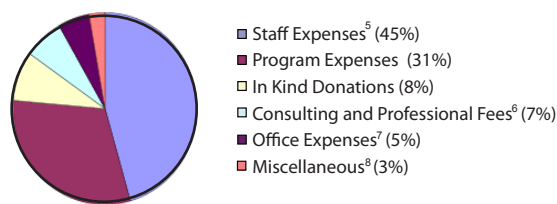
In our opinion, the Canadian generally accepted accounting principles have been applied on a basis consistent with that of the preceding year.

- Total assets of the society were \$274,242 as at December 31, 2009.
- Total Revenue for 2009 was \$522,951 while expenses were \$558,537 with a net loss of \$35,586
- End of year cash and cash equivalents of \$207,587, up \$34,327 since the beginning of the year.



Revenue

Grants include grants from the City of Burnaby, Vancouver Foundation, The Province Empty Stocking Fund, Service Canada, Ministry of Children and Family Development, Tzu Chi Buddhist Compassionate Relief Society, Face the World Foundation, Loyal Protestants Association, and the CKNW Orphans' Fund. Donations include third party campaigns such as Metropolis at Metrotown's Santa Castle. It does not include the value of items donated to the Burnaby Christmas Bureau or through the Family Sponsorship Campaign. In-kind Donations represent the value of advertising space donated by the Burnaby Now, a lease grant from the City of Burnaby, and toys donations to Burnaby Christmas Bureau in which receipts attached. It does not include toy donations without receipts and the value of volunteer time. Program revenue and miscellaneous include income from Directory of Services, Seniors' Transportation, community room rental, and interest income.



Expenses

⁵ Staff expenses include wages, benefits and professional development for all employees.
⁶ Consulting & professional fees includes audit fees and the contract for the coordinator for Voices of Burnaby Seniors Task Force, a community-based committee comprised of over thirty Burnaby seniors.
⁷ Office expenses include rent, telecommunications, insurance, amortization, lease equipment and other office expenses.
⁸ Miscellaneous includes fundraising, agency expenses, due & subscription, bank charges, and board expenses.

Heartfelt Appreciation

Recognition of our supporters' unexpected kindness



Thank you to our loyal donors for stepping up and helping us through this challenging year. Thank you for sharing our vision and making Burnaby a better place for all of us.

Donors & Community Partners



BC Gaming
City of Burnaby
Burnaby Now
Metropolis at Metrotown
United Way of Lower Mainland
Tzu Chi Foundation
Face The World Foundation
John Hardie Mitchell Foundation
Chevron Canada Limited
Hemlock Printers
Burnaby Board of Trade
Burnaby Village Museum
The Province Empty Stocking Fund
Brentwood Town Centre
CKNW Orphan's Fund
CD Nova Ltd.
Key Rigging Equipment Ltd.
Capitol Hill Community Hall Association
ABC Recycling Ltd.
ChuckWagon 8's
Burnaby North Secondary School
McDonald's Restaurants - Capitol Hill and
Brentwood Town Centre
City of Burnaby, Parks, Recreation and Cultural
Services
Hospital Employees Union
Burnaby North Baptist Church
BCAA Road Assistance Employees
CUPE Local 379
Delta Burnaby Hotel
M&M Meat Shops Burnaby Hastings
Consumer Protection BC
Willingdon Heights United Church
Burnaby Civic Employees Union Local 23
United Steelworkers Dist. 3 West. Prov. and
Territories
CUPE Local 7000
Bell & Burnaby Funeral Chapel
Hawthorne Piggott & Co.
Burnaby North Lawn Bowling Club
BCNN Building Social Committee
Royal Canadian Legion Vancouver TV (BC/
Yukon)

Branch 44
Kensingtons Square Wines
Charlie's Chocolate Factory
Eagle Ridge Mechanical Service Ltd.
Ken K. Wong & Associates
Associated Engineering (BC) Limited
Unite Here! Local 40
Canadian Labour Congress
South Burnaby Lawn Bowling Club
Heights Heighbourhood Association
I.L.W.U Local 514 Ship & Dock Foreman
Operating Engineers Local 115
CAW Local 2200
Valley Bakery
Fuller & Lloyd Association
Elcam Auto Recyclers
Tykon Concrete Repair Ltd.
Bakery, Confec. Tobacco Workers and Grain Millers Int.
Union Local 468
South Burnaby Metro Club
St. Margaret of Scoland Anglican Church
CUPE 1816
Burnaby North Stroke Recovery Club
Bonsor Seniors Society Bears
Teltek Services Ltd.
The Coast Cat Clinic
Bistone Holdings Ltd.
Confederation Singers
James D. Custom Floors Ltd.
Wells Can Company Ltd.
Executive Hotel
Training Innovations
Community of St. John the Divine
Alive Walking Club
FBLH Holdings Ltd.
Burnaby School District
Camp Jubilee
Camp Potlatch
Camp Sunrise
Evens Lake
Vancouver Aquarium
YMCA of Greater Vancouver