



Annual Report 2008



Be the difference

A message from the Chairperson

With 2008 ending with an unprecedented economic slow-down, there was a high level of concern regarding the well-being of our most vulnerable members of society. Thankfully, agencies like Burnaby Community Connections are hard at work ensuring people can access services and providing much needed certainty that support will be there when you need help.

Burnaby Community Connections' services are vital to a vibrant and resilient community. However, without the community taking ownership and action, we are limited in what we can achieve. Burnaby is fortunate to have a wealth of community spirited citizens, businesses, unions, media, government institutions and politicians.

I would like to extend my heartfelt appreciation to a number of key supporters: the Burnaby City Council and our Mayor Derek Corrigan, Brad Alden and all his wonderful staff at the Burnaby Now, Richard T. Lee, MLA and his constituency office staff, Artie Chumpol and her colleagues at Metropolis at Metrotown, Joanne Jamieson and Ray Lord at the Chevron Burnaby Refinery, all of the staff at the United Way of the Lower Mainland, Hemlock Printers, The Province's Empty Stocking Fund, the Vancouver Foundation, The John Hardie Mitchell Family Foundation, The Loyal Protestant Association and the CKNW Orphans' Fund. Their ongoing support, particularly through difficult times, allow us to focus on delivering high quality, much needed services.

I would like to take this opportunity to thank the volunteers who served on the Board of Directors this past year. Your commitment to the community is an integral part of the agency growth and ongoing success. Your dedication is an inspiration and is part of what makes Burnaby such a special community to live and work in.

My final vote of thanks goes to Stephen D'Souza and the entire team at Burnaby Community Connections including an army of volunteers who are as selfless in their service as they are giving of their warmth and support. We have the good fortune of having a dedicated team of staff and volunteers who believe in and live the ethics of generosity, humility, and compassion.

In conclusion, I want to invite everyone to join our movement of community-spirited supporters to look for ways to improve the lives of our neighbours. This recession is a barrier that can be overcome, and how we pull together now as a community will define who we are when the economy has recovered. We can each be the difference in the life of a child that allows them to reach their potential, in helping a senior live independently and with dignity, or in making our community a welcoming place for newcomers. So, be the difference today.

Thank you,

Rahim Rajan

Together, improving each others' lives

A message from the Executive Director

A community is something more... something greater than a collection of people. It embraces everyone and recognizes the unique contributions that each of us give. It inspires us to be selfless—to help one another without expecting anything in return—and comforts us with the knowledge that help will be there when we need it.

Burnaby Community Connections strives to create this greater community. Through an ambitious strategic plan, the Board of Directors challenged our staff, volunteers & supporters to rethink how we relate to one another, what community means, and how community can serve as a catalyst for improving lives.

In 2008 we made great strides in implementing a broad range of initiatives towards this new direction. With investments in new programs, personnel and technology we are redefining our agency and looking towards an expanded role in community service and development. By focusing our efforts on engaging people in community-based action, we are looking to build individual and collective capacity.

In conclusion, I would like to extend my sincere thanks to the staff for all their hard work. We continue to work together to improve access, demonstrate compassion and inclusion, ensure accountability, and strive for innovation. I am proud of our team and inspired by their dedication to our community.

Respectfully,



Stephen D'Souza



Board Roster

John Chen - **Treasurer**
Stephen D'Souza - **(ex-officio, non voting)**
Peter Ferrari
Cynthia Hendrix
Ali Jamal - **Secretary**
Trevor Jones
Rahim Rajan - **Acting-Chair**
Sonya Wachowski - **Chair**

Staff

Permanent
Tracy Charleton
Stephen D'Souza
Anne George
Iris Leung
Na Li
Claudine Souza
Lisa Yang

Seasonal
Pam Bloom
Magdalene Chan
Kanchan Dahan
Marney Godkin
Cherise Louie
Sara Pashan
Joyce Quach
Geraldine Rodriguez



Programs make an impact in the community


A Message from the Family and Seniors Services Manager

Burnaby Community Connections is working to become the agency of choice for people seeking services. Towards this goal, we continue to deepen the impact and broaden the base of clientele of our programs: expanding the Burnaby Christmas Bureau to deliver Burnaby Senior Christmas Hamper and a new publication for families with children 6 -12 years old. These innovations allowed us to increase our provision of service rate by 2,432 compared to last year—providing service 42,495 times through our range of services in 2008.

Our ongoing success in delivering high quality, much needed services is thanks to the generosity and support of our volunteers. In 2008 we had over 1,300 volunteers contribute their time and energy to support our programs. Whether it is driving a senior, organizing gifts in our toy room or delivering hampers, they are an important key to our impact in the community.

Burnaby Community Connections continues to look forward to find innovative and inclusive programming to support community needs.

Sincerely,


Sue Spencer



Through our **Family Services** we provide support to families with low-income. The

Burnaby Camping Bureau provided 382 Burnaby children with opportunities to attend the summer camp of their choice through \$52,333.17 in subsidies. The Burnaby Christmas Bureau helped 4,416 people by distributing 15,350 gifts and \$103,260 in food certificates. Through the Burnaby Income Verification we approved \$1,201,325.00 in credit to be used towards activities at City of Burnaby's Parks, Recreation and Cultural facilities.



Our **Senior Services** help seniors remain healthy, independent and live with dignity. The

Burnaby Senior's Transportation service provided round-trip transportation for 75 seniors to their medical appointments. Our new Burnaby Seniors Christmas Hamper program helped 170 seniors with low-income through hamper sponsorships. The Burnaby Income Verification Services also provides credit to low-income seniors and those in Long-Term Disability and Canadian Pension Plan.



Information Services produced 29,000 publications which were distributed through

the Burnaby School District, Burnaby Public Libraries, the City of Burnaby's Parks, Recreation and Cultural facilities, community partners, government offices, Metropolis at Metrotown and Brentwood Town Centre.



Unexpected kindness

A message from the Community Relations Manager

It always surprises and impresses me how kind our generous donors are. As I receive donations, I recognize your names and share your concern for the issues that matter to you. I appreciate your ongoing support to the Burnaby community—your contributions make a meaningful impact in the lives of children, families and seniors

that are helped through our programs and services. Thank you for your generosity and continually surprising me with your kindness.

Thanks,

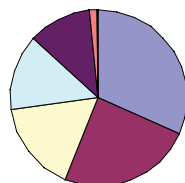
Claudine Souza
Claudine Souza

Donors

A- ABC Recycling Ltd. | Associated Engineering (BC) Limited | **B-** Burnaby Association of School Administrators | B.C. Federation of Labour (C.L.C.) | BCAA | Bell & Burnaby Funeral Chapel | Burnaby Firefighters Charitable Society | Burnaby North Baptist Church | Burnaby North Secondary School - Christmas Cheer Committee | Burnaby Now | Burnaby School District | **C-** Canadian Labour Congress | Capitol Hill Community Hall Association | CAW III Union & Politics | CAW Local 2200 | CD Nova Ltd. | Charlie's Chocolate Factory | Chevron Canada Limited | Chuckwagon 8's Square & Round Dance Club | CUPE Local 23 | CUPE Local 379 | CUPE Local 7000 | **D-** Desjardins Securite Financiere | **E-** Eagle Creek at Burnaby Mountain Golf Course | Empty Stocking Fund | **F-** Face The World Foundation | **G-** Geo Bezdán | **H-** Hawthorne Piggott & Co. | Heights Merchants Association | Hemlock Printers | Hospital Employees' Union | **I-** I.L.W.U. - Local 514 Ship & Dock Foreman | I.U.P.A.T. District Council 28 | **K-** Kensington Square Wines | Key Rigging Equipment Ltd. | **L-** McDonalds Restaurants of Canada Ltd. | **M-** Metro Blasting Inc | Metropolis at Metrotown | M&M Meat Shops: Burnaby-Hastings | **O-** Overhead Door Company | **P-** Petal Pushers Florists | Pharmasave 102 | Please Mum Foundation Fund | **S-** SFU Childcare Society | South Burnaby Lawn Bowling Club | South Burnaby United Church | St. Margaret of Scotland Anglican Church | The Horsemen's Benevolent & Protective Association of BC | **U-** United Steelworkers District 3 Western Provinces & Territories | **V-** Vancouver Local Union No. 170 | Variety - the children's charity

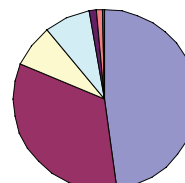
Financial Highlights

- Total assets of the society were \$238,240 as at December 31, 2008.
- Total Revenue for 2008 was \$529,429 while expenses were \$566,463 with a loss of \$37,034.
- End of year cash and cash equivalents of \$175,260.



Revenue

- ¹ Donations include third party campaigns such as Metropolis at Metrotown's Santa 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 Grants Includes grants from the City of Burnaby, CKNW Orphans' Fund and Service Canada.
- ³ 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 the value of volunteer time.
- ⁴ Program fee and miscellaneous include income from Directory of Services, Seniors' Transportation, community room rental, and interest income. Burnaby Community Connections hosted the funding for Voices of Burnaby Seniors.



Expenses

- ⁵ Staff expenses include wages, benefits and professional development for all employees.
- ⁶ Program expenses include expenses related to the Burnaby Christmas Bureau, Burnaby Camping Bureau, Burnaby Seniors Transportation, Community Resource Guides and Ready, Set, Learn.
- ⁷ Office expenses include rent, telecommunications, insurance, amortization, professional fee, lease equipment and other office expenses. Miscellaneous includes agency expenses, due & subscription, bank charges, and board expenses.
- ⁸ Fundraising includes expenses spent for fundraising events.
- ⁹ Host Community Tables include the Voices of Burnaby Seniors Task Force and Vibrant Burnaby