



Together We Can...Together We Will

A Message From The Chairperson



At Burnaby Community Connections, we believe every individual deserves to feel welcomed into our community with dignity and warmth and be presented with choices on how to better their lives. While the ongoing economic turmoil that exists today may present some challenges to our belief, it ultimately makes us even more determined to realize our vision.

Our volunteers and donors see and feel the importance of being involved, share our vision of a better tomorrow and are the unwavering catalyst of change in our community.

My fellow directors on the Board have been a guiding force through this year. They have provided insight, expertise and leadership. I want to extend my heartfelt appreciation for their passion and hard-work.



Our resolve is bolstered by the increasing demand for our programs. Over the past year, we provided service to 92,819 individuals — a 22% increase over the previous year. Unfortunately, as program demands increased, revenues remained flat. Dedicated to keeping our commitment to service delivery, we found ourselves in a challenging financial position.

Our staff has remained committed, impassioned and inspired through the challenges of the past year and has provided a consistency and quality in purpose and action in their daily work forward for Burnaby Community Connections. On behalf of the Board of Directors, I would like to thank each and every staff member for their hard work and dedication.

Annual Report 2010

We begin this year with a new strategic plan, focusing our program delivery on community awareness, engagement and development. While remaining ambitious in our goals, we have been pragmatic in our expectations, and adapted to a new fiscal reality.

Today we see opportunity and we are excited to act upon it. An opportunity to reach-out, innovate, and invest in delivering services that strengthen our community and foster inclusion. I want to thank you all once again for your support and generosity. Together we can, and together we will.

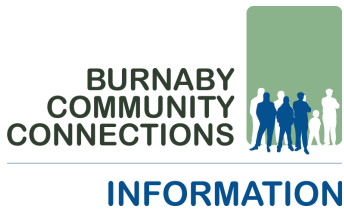
The backbone of our organization remains strong and inspirational. Our volunteers and donors have been steadfast in their commitment to helping us move towards our vision. We are humbled by the contribution so many make of their time, knowledge and financial resources.

With my admiration and appreciation,

Rahim Rajan

Making An Impact In The Community

Our programs, team, and financials



We continue to revitalize the information and referral services we offer to the communities of Burnaby and New Westminster. This year we published 80,586 guides, brochures and cards.

Through our ongoing partnership with the Burnaby Now, we distributed 45,000 **Community Resource Guides** door-to-door in select neighbourhoods, and another 15,000 to libraries, schools, recreation facilities, career centers, government and non-profit agencies.

We completely redesigned the **Ready, Set, Learn** and **Middle Childhood Matters** brochures. Each was previously a series of four brochures, one per quadrant. This year we brought the quadrants together for single brochures while retaining the maps. 13,000 Ready, Set, Learn brochures, printed in collaboration with the Burnaby School District and available in eleven other languages on our website, highlight services for families with young children. Middle Childhood Matters, available only on-line, is a listing of services for Burnaby families with children between the ages of 6 to 12 years.

In 2010 we published two new resources. We printed 7,000 **Voices of Burnaby Seniors Resource Card** as part of a seniors outreach project in partnership with South Burnaby Neighbourhood House and Burnaby Seniors Outreach Services Society. The **Community Outreach Resources Card**, printed on-demand and distributed in partnership with Progress Housing, provides a weather-resistant resource for those who are homeless or at risk of homelessness.



Through our Family Services we provide support to families with low-income. The **Burnaby Camping Bureau** provided 402 Burnaby children with opportunities to attend the summer camp of their choice through \$62,982.62 in

subsidies. The **Burnaby Christmas Bureau** helped 5,268 people, including 2,739 children from 1,502 families, by distributing 16,829 gifts and \$93,360 in food certificates. Through the **Burnaby Recreation Credit** program we approved \$910,922 in credit to be used by 5,810 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 66 senior clients on 105 trips to and from medical appointments. Our

Seniors Christmas Hamper program helped 167 low income senior through hamper sponsorships. We approved 481 low income seniors and 77 individuals on Long-Term Disability & Canadian Pension Plan for \$86,748 in Burnaby Recreation Credit.

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

Board Roster

Jas Bates
 John Chen — **Treasurer**
 Diane Gillis
 Cynthia Hendrix — **Vice Chairperson**
 Trevor Jones
 Julia Kaisla
 Beth Miller
 David Pereira
 Rahim Rajan — **Chairperson**
 Frances Tang-Graham

Staff

Pam Bloom — **Contractor**
 MJ Buck
 Stephen D’Souza
 Marney Godkin
 Joyce Jones
 Na (Rita) Li
 Teresa Li — **Seasonal**
 Justine Marshall
 Claudine Souza
 Sue Spencer
 Elizabeth The — **Seasonal**

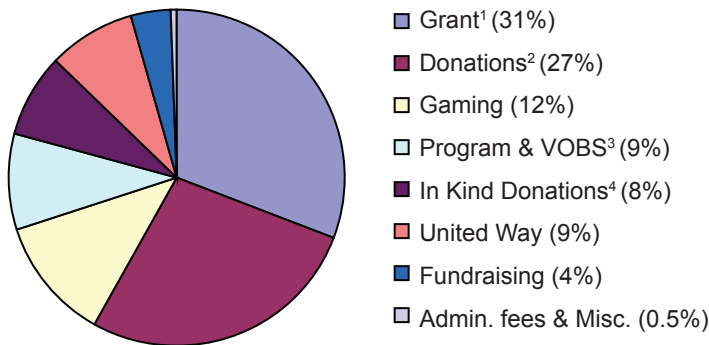
Volunteers

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 2010 we had over 1,450 volunteers contribute their time and energy to support our programs. Whether it is driving a senior, organizing toys in our toy room, or delivering hampers, volunteers are an important key to our agency’s success.

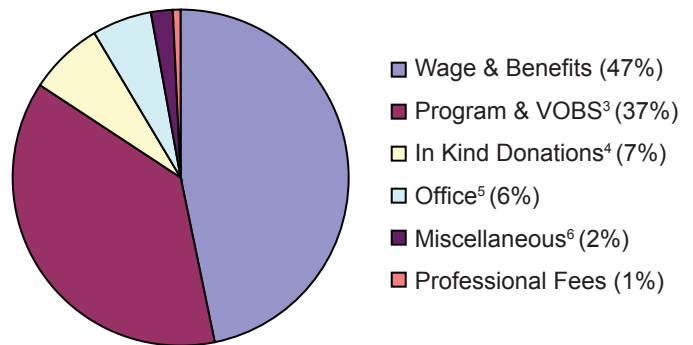
Financial Highlights

- Total assets of the society were \$154,804 as of December 31, 2010, compared to \$274,242 in 2009.
- Total Revenue for 2010 was \$529,654 while expenses were \$587,403 with a net deficit of \$57,749, compared to a deficit of \$35,585 in 2009.
- End of the year cash was \$103,762, down from \$209,587 at the beginning of the year.

Revenue



Expenses



1 Grant Revenue include grants from the City of Burnaby, the Province Empty Stocking Fund, Vancouver Foundation, Service Canada, Tzu Chi Buddhist Compassionate Relief Society, Face the World, Loyal Protestant Association, John Hardie Michell and the CKNW Orphans’ Fund.
 2 Donations include third party campaigns such as Metropolis at Metrotown’s Santa Castle. It does not include the value of matching funds provided by Burnaby Camping Bureau partners nor items donated to the Burnaby Christmas Bureau, Sponsorship or Seniors Hampers.
 3 Program Revenue include fees collected through the Burnaby Seniors Transportation program. Voices of Burnaby Seniors (VOBS) is a community table hosted by Burnaby Community Connections.
 4 In-Kind Donations represent the value of advertising space donated by the Burnaby Now, food and goods for the Burnaby Seniors’ Hampers, receipted toys for the Burnaby Christmas Bureau and a lease grant for the City of Burnaby.
 5 Office Expenses include administration, rent, insurance, and amortization.
 6 Miscellaneous includes fundraising, agency expenses, dues & subscriptions, bank & credit card charges, and board development.

This information is a summary only and unaudited. For a complete set of financial statements readers should refer to the Audited Financial Statements prepared by Cran & Stuart, CGAs, for the year ended December 31st, 2010. Copies are available upon request.



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

ABC Recycling Ltd.
Agriculture Union Local 20060
Bakery, Confec., Tobacco Workers and Grain Millers Int. Local 468
BCAA Road Assistance
Bell & Burnaby Funeral Chapel
Bistone Holdings Ltd
Brentwood Town Centre
Burnaby Board of Trade
Burnaby Civic Employees Union Local 23
Burnaby Firefighters Charitable Society
Burnaby North Baptist Church
Burnaby North Secondary School
Burnaby North Stroke Recovery Club
Burnaby Now
Burnaby School District
Burnaby Village Museum
Camp Artaban
Camp Jubilee
Camp Potlatch (Boys and Girls Clubs of Greater Vancouver)
Camp Qwanoes
Camp Squeah
Camp Sunrise (The Salvation Army)
Canadian Labour Congress
Charlie's Chocolate Factory
Chevron Canada Limited
Chuck Wagon 8's
City of Burnaby
City of Burnaby, Parks, Recreation and Cultural Services
Community Centred College For The Retired
CUPE BC
CUPE Local 379
CUPE Local 7000
Desjardins Financial Security
Edmonds Appliance Centre
Eureka Camp Society
Face the World Foundation
G. Trasolini Business Products
Garden Works
Gateway Casinos & Entertainment Inc. - Head Office
Hart House Restaurant
Hemlock Canada
Hospital Employees Union
I.L.W.U. Local 514
IUOE Local 115
John Hardie Mitchell Foundation
Keats Camps
Key Rigging Equipment Ltd.
Loonie Plus Brentwood
Loyal Protestant Association
Lower Mainland Christmas Bureau
M&M Meat Shops
McDonald's Restaurants
(Capitol Hill and Brentwood Town Centre)
Metropolis at Metrotown
Northburn Prescriptions
Okanagan Spring Brewery
Ongking 2001 Family
Pacific Blue Cross
Pacific Breeze Winery
Petal Pushers Florist
Pharmasave 102
Polar Batteries Inc
Province Empty Stocking Fund
Province of British Columbia
Royal Canadian Legion, Branch 44
Sasamat Outdoor Centre
(Association of Neighbourhood Houses of British Columbia)
South Burnaby Metro Club
South Burnaby Neighbourhood House Society
Teamsters Union Local 31
Telus Charitable Giving Program
Tourism Burnaby
Tzu Chi Compassionate Relief Society
U.F.C.W. Local 1518
United Way of the Lower Mainland
Valley Bakery
Vancity Telus Community Branch
YMCA of Greater Vancouver

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