

**BURNABY
COMMUNITY
CONNECTIONS**



BICSS Annual Report



Building For The Future

A message from the Chairperson

Burnaby Information & Community Services had a tremendous year in 2006. One of the reasons for this success is the ongoing development of an ambitious strategic plan by the Board of Directors that focuses on continued growth and innovation.

As this plan is implemented we are building on our prestigious history and reputation to expand existing and develop new, much-needed services. Originally founded in 1971 as an information and referral service, the society has grown considerably over the years and has been redefined on numerous occasions in reaction to changing local needs. Today we are focused on connecting people to community resources and fostering connections through community-driven services. Therefore, the Board of Directors has been working with our Executive Director, Stephen D'Souza, to revitalizing the agency to better reflect our activities and our impact on the communities we serve.

Another key piece of the plan is a transition of the Board of Directors towards a governance model, allowing this volunteer body to be more effective in providing leadership through planning, policy development

and oversight. The success of this ongoing transition is largely due to the high caliber of individuals serving as members.

Accordingly, I would like to thank all of the current and past Board members. They have taken on some large projects this year and have performed their responsibilities

with diligence and care. Similarly, I want to personally thank Stephen for his leadership, dedication, enthusiasm, vision, guidance, mentorship, humour and, above all, his patience. He has been instrumental in putting together

the strong, unified and dynamic Board we have today. Last but not least, the Board of Directors joins me in a sincere thanks to all our partners, sponsors and donors – they are crucial to our existence and success.

As I step down, after three years as Chairperson, I feel very privileged to have had this opportunity and take immense pride in being part of this benevolent organization. I am confident that this agency will continue to focus on connecting our communities and remain the agency of choice for people seeking help.

Janice Moss



Access Innovation





Together, We Can Help

A message from the Executive Director

“Community” is a relationship between people connected by compassion, understanding and respect. It is a common interest in shared prosperity and mutual wellbeing.

As we raise children, try to live independently as a senior, immigrate to a strange new home, or face the broad range of challenges that seem insurmountable, it is important that we maintain and expand our communities. Each of us has, is or will need help at some point in our lives. Knowing that our community will be there for us, without judgement, condescension or expectations can be the difference between remaining lost or finding our way.

Fostering this spirit of community has been the unspoken driving force and inspiration for Burnaby Information and Community Services since its inception. We focus on both helping people access community services; and creating opportunities for individuals, businesses, unions and government to directly help those in need.

In recognition of our contribution to the community, we were awarded a 2006 *Business Excellence Award*. This honour is the direct result of our many dedicated and hard-working personnel—both paid and voluntary—and our many community supporters. I would like to thank all of them for the time, energy and kindness they share to make our community stronger.

In conclusion, I would like to extend my personal gratitude to our outgoing chairperson. Janice Moss has generously and enthusiastically donated her life for the past three years to see our agency thrive and move forward. Thanks to the incredible commitment of volunteers like Janice, we are able to continually respond to the needs within our communities.

Stephen D’Souza



Connecting People, Services and Community



Our Successes: Thanks To Our Supporters And Volunteers

A message from the Program Manager

We have had another successful year, with our services being accessed 35,000 times. This increase in the number of people served is due to our focus on high-quality, dependable programming; and the on-going development of new strategies to better serve our community.

Through the support and generosity of our Sponsors and Donors we have been able to enhance our services. We were able to provide our clients with additional funds to buy food for their families for the holiday season and

gave more low-income Burnaby children the opportunity to experience summer camp this year. Our volunteers this year did an incredible job. I would like to specifically thank our Senior Transportation volunteer drivers who went above and beyond in making sure that our clients had access to their medical needs. This core group of dedicated volunteers are stretched to their limit and, with seniors population expected to double in the next few years, we will be working to increase our team of drivers.

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:

Numbers

22,000 Estimated times people have been helped through the services.

79 2005 - 2006 **Directory of Services** distributed to fellow 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.

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

5,000 2005 - 2006 **Community Resource Guides**, a summary version of the directory, disseminated through key locations for easy access to information.

10,000 **Ready Set Learn** brochures disseminated, highlighting programs and services for families with young children (published in partnership with the Burnaby School District).

Compassion Inclusion



The **Burnaby Camping Bureau** provides financially disadvantaged Burnaby children with opportunities to attend the summer camp of their choice.

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| Children helped | 450 |
| Value of subsidies | \$57,310.00 |
| Value of partnerships | \$18,505.00 |

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

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| Number of people | 4,200 |
| Toys distributed <i>including stocking stuffers</i> | 10,158 |
| Value of Food Certificates | \$98,610.00 |
| Total Cash Donations | \$169,928.73 |

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

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| Number of people | 7,657 |
| Value of credit approved | \$962,043 |

The **Burnaby Seniors Transportation** service provides round-trip transportation for Burnaby Seniors who are unable to take public transportation to their medical appointments. Our dedicated volunteers pick up clients at their residence, transport them to a medical appointment, and stay until they drive them home.

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| Number of clients | 159 |
| Drives | 317 |
| Volunteers | 9 |

In 2006, we received funding from the *United Way of the Lower Mainland* to develop a **Seniors Enhanced Referral Network**. This network of senior serving agencies will work together to ensure that all seniors have access to the services they need. We will be the central agency in this program, but it will depend heavily on the full participation of the senior serving agencies to make it work. The service will be fully operational by 2008.

Connecting People, Services and Community



Community Supporters

a A.L.I.V.E. Club, ABC Recycling Ltd., Analytic Systems, Associated Engineering (BC) Limited, **b** BC Gaming Policy Enforcement Branch, BCAA Executive Support Team, Senior Management, and Corporate Communications, Bell & Burnaby Funeral Chapel, BMO-Bank of Montreal, Willingdon and Hastings Branch, Bonsor Recreation Complex - Administration Office, Boys and Girls Club, Camp Potlatch, Brad Cassiey and Ronaye Matthew, Brentwood Town Centre, Burnaby Board of Trade, Burnaby Civic Employees Union CUPE 23, Burnaby Emergency Department, Burnaby Fire Department A Shift Officers, Burnaby, Fire Fighters Association, Burnaby Hospital ICU, Burnaby North Secondary School - Christmas Cheer Committee, Burnaby NOW (The), Burnaby Village Museum, **c** Camp Jubilee, Canada Place Corporation, Capitol Hill Elementary School, CD Nova Ltd., Chevron Canada Limited, Choices in the park market Ltd, Chuck Wagon 8's, CIBC Customers and Employees, City of Burnaby, CKNW Orphans Fund, Coldwell Banker Westburn Realty, Colin and Peggy Snell, Confederation Singers, CRS Commercial Carpet Maintenance, CUPE Local 379, **d** D. Eden, Dale Lawrence, Desjardins Financial Security, Destination Toyota Burnaby, Employees of Canada Post, **e** Employees of Coast Mountain Bus Company Fleet Overhaul, Burnaby, Eric and Cindi Ee, Evans Lake Forest Education Society, **f** Forest Grove Childcare Centre, **g** Gilmore Community School-Student Leadership Council, Harold Ballard Foundation, **h** Harry Bloy, MLA Burquitlam, Heights Neighbourhood Association, Hemlock Printers Ltd., HSBC Bank Canada, Human Resources and Social Development Canada, **i** Illahie Rebekah Lodge No. 30, **j** Jean Waite (In Memorial), John and Edith Kolt, John Hardie Mitchell Foundation, **l** Laff Riot Comedy, Lower Mainland Christmas Bureau, Loyal Protestant Foundation, **m** M.E. Clouston, Metropolis at Metrotown, Metrotower Office Complex, **n** Nornan Vosa Lodge #413, **p** PMC-Sierra, Province Empty Stocking Fund (The), **r** Romanoff's Restaurant, Rosemary Hanna, ArtEco Design Art, Royal Bank of Canada and Customers, Royal Canadian Legion, Branch 148, **s** Salvation Army, Camp Sunrise, Sasamat Outdoor Centre, Scotiabank, Parkcrest Plaza Branch, Scotiabank, The Heights Branch, Sears Canada INC, Brentwood, Specialty Building Products, **t** Telus, TP Systems Ltd. And Staff, Tzu Chi Foundation of Canada, **u** United Way of the Lower Mainland (The), **v** Vancity - Brentwood Community Branch, Vancity Savings Credit Union - Branch 16, Variety - the children's charity, VECO Canada Ltd. And Commonwealth Construction, **w** Westridge Elementary School, Willingdon Community Centre Playgroup, **y** YMCA Camping

Accountability

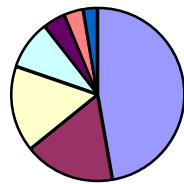


Financials

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

- The statement of operations shows a \$12,978 surplus for the year compared to a \$33,205 surplus for 2005.
- 2006 revenue showed an increase of about \$47,000 which includes in-hand donations of \$21,259.
- Total net assets of the organization are \$229,172.

Revenue

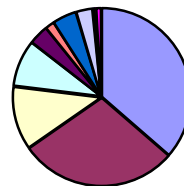


■ Donations¹ (47%)
 ■ BC Gaming (17%)
 ■ Grants² (16%)
 ■ United Way³ (9%)

■ In kind donations⁴ (4%)
 ■ Miscellaneous⁵ (3%)
 ■ Vibrant Burnaby (3%)

- ¹ Includes third party campaigns such as the Province's Empty Stocking Fund, Metropolis at Metrotown's Santa's Castle and the Romanoff's event
² Includes grants from the City of Burnaby, CKNW Orphans' Fund and Service Canada.
³ Includes member grant and community innovation grant.
⁴ 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 or the value of items donated to the Burnaby Christmas Bureau.
⁵ Includes revenue from Directory of Services, Seniors Transportation and interest.

Expenses



■ Staff expenses¹ (38%)
 ■ Christmas program expenses (29%)
 ■ Camp subsidies (12%)
 ■ Office expenses (9%)
 ■ Printing and postage² (4%)

■ Miscellaneous³ (5%)
 ■ In kind donations (4%)
 ■ Vibrant Burnaby (3%)
 ■ Seniors Transportation (1%)
 ■ Fundraising⁴ (1%)

- ¹ Includes wages, benefits and development for all employees.
² Includes printing of Directory of Services.
³ Includes amortization, dues and subscriptions, insurance, and volunteer recognition.
⁴ Romanoff's event

Detailed financial statement for the year ending December 31, 2006, available upon request.

Connecting People, Services and Community





List of Personnel

BOARD OF DIRECTORS

Stephen Burchell-Davies, *Secretary*
 Mercedes Calvert
 John Chen, *Treasurer*
 Darlene Dort
 Phil Henderson
 Cynthia Hendrix
 Janice Moss, *Chairperson*
 Rahim Rajan
 Sonya Wachowski, *Vice-chairperson*
 Ping Zhang

STAFF (Permanent, Part-time and Seasonal)

Pam Bloom, *Christmas Bureau Toy-room Coordinator*
 Leighton Buntain, *Children & Family Services Coord.*
 Stephen D'Souza, *Executive Director*
 Anne George, *Income Verification Administrator*
 Heather Jack, *Finance and Operations Manager*
 Diana Kidd, *Information Services Assistant*
 Na Rita Li, *Finance and Operations Assistant*
 Sue Malcolm, *Christmas Bureau Sponsorship Assistant*
 Ozra Rahimian, *Christmas Bureau Registration Assistant*
 Sue Spencer, *Program Manager*
 Ivy Star, *Christmas Bureau Registration Assistant*
 Yu Ching Lisa Yang, *Information Services Assistant*

VOLUNTEERS

| | |
|-----------------|--------------------|
| Anca Aroneanu | Sandi Cuncliffe |
| Laura Beada | Don Cuncliffe |
| Eric Berard | Natasha D'Silva |
| Neville Berard | Cathy Dalcanale |
| Sophie Beriault | Brenna Ellis |
| Yoko Beriault | Betty Ewasiuk |
| Ben Bloom | Richard Feenstra |
| Nick Bloom | Cole Finnbogason |
| Sarah Bloom | Daniel Fiss |
| Spencer Britton | Patrik Florencio |
| Ralph Brown | Anthony Fong |
| Joan Celebrini | Arlene Gallagher |
| Elaine Chan | Kevin Gallagher |
| Robert Chan | Tim Goodsell |
| Jacqueline Chiu | John Grange |
| Karina Chiu | Margaret Griffiths |
| Elisa Cho | Jeremy Gritten |
| Maggie Chuang | Eva Habib |
| Janelle Chung | Leanna Hawkins |
| Roma Circo | Jean Hazemi |
| Cathy Clarke | Chris Ho |
| Fiorian Claur | Dave Holbrook |

VOLUNTEERS

| | |
|------------------------|------------------|
| Sinikka Holbrook | Brian North |
| Linda Horne | Lori North |
| Chris Jacques | Darcy O'Shea |
| Nory Johrden | Ian O'Shea |
| Brian Kennedy | Eric Pan |
| Georgia Kennedy | Amanda Park |
| Shaheen Jivrai-Sangara | Ryan Park |
| Dave Kettler | Sam Penledl |
| Ann Kingsley | Janice Pin |
| Anna Kutkina | Smita Ramphul |
| Anne Laco | Valarie Raymond |
| Shari Laco | Lorne Reisor |
| Steven Langois | Alexa Roach |
| Andy Lau | David Rogers |
| Amy Le | Marlene Rogerson |
| Daniel Lebaron | Carolyn Rush |
| Evelyn Lee | Sumedha Sharma |
| Timothy Lee | Sherali Shivji |
| Scott Leitch | Esther Song |
| Tracy Lim | Sydney Sproal |
| Kelvin Louie | Linda Stadey |
| Laura Louthood | Hillary Steffler |
| Melanie Lowe | Margaret Stevens |
| Jenny Lum | Richar Stoneman |
| Robin Ma | Laina Tanahara |
| Lisa MacNeil | Geoff Taylor |
| Emily Mathias | Robyn Temple |
| Ramit Mathur | Bev Thacker |
| Rohan Matts | Barb Tunncliffe |
| Karen May | Alec Turkington |
| Shelia McCall | Jack Wainwright |
| Heather McGregor | Natalie Walters |
| Manka McKenzie | Susan Wilks |
| Anna Mckilligan | Danny Wood |
| Thomas McLaughlin | Janet Woron |
| Ale' Mclean | Janet Woron |
| Igor Melekhin | Roberta Worrall |
| John Miles | Lucy Yang |
| Martina Monro | Ava Yazclani |
| Shayne Mullholland | Ying Yeun |
| Ekin Nalbantaglu | Laura Zilosky |
| Pinar Nalbantoglu | |

CONTACT

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