



# BURNABY INFORMATION & COMMUNITY SERVICES SOCIETY

## Annual Report 2005

### Chairperson's Report

This has been a very exciting year for Burnaby Information & Community Services Society. We are building a stronger organization as well as focusing on a vision of promoting our growth within the community.

I am extremely pleased to welcome Stephen D'Souza as the new Executive Director. Stephen brings a great set of skills that will enable us to become an even more successful organization. He is in the process of gaining an understanding of our history; evaluating our strengths, weaknesses, opportunities and challenges; and putting his team together so that we are well positioned for the future. Stephen demonstrates vision, innovation and commitment; and has already proven to be an excellent leader.

The Board and staff are working collectively to build organizational capacity in our programs and to ensure our services are delivered effectively. The Board is diligently working on a Strategic Plan, and continues to explore possibilities for collaborations with other Burnaby non-profit organizations. Dialogue with both the public and our stakeholders have shown that many people do not recognize or relate to the letters BICSS; therefore we have initiated a process to update our name and logo.

I want to thank my fellow Board members, our incredibly competent staff, and all the wonderful volunteers. They have shared their insight, guidance, dedication, and support. I would like to extend a special thanks to Heather Jack for all her hard work and going "above and beyond" her duty over the years to maintain the quality of service we have always been known for. My sincere thanks to all of our sponsors and donors—they are vital to our existence. And to all Board members not returning, I would like to acknowledge and thank you for all the time and energy you have given in the past; you will be sorely missed.

In closing, please join with me in welcoming all our new members.

Janice Moss  
Chairperson

#### Board of Directors

Sabrina Barakat  
Bud Black  
Mercedes Calvert  
Mike Ehlers  
Phil Henderson  
Alex Kemp  
Janice Moss  
Terence Tang  
Adrian Tent  
Alex Turkington  
Sonya Wachowski  
Ping Zhang

#### Program Volunteers

Joan Celebrini  
Margaret Griffiths  
Andy Lau  
Sherali Shivji  
Richard Stoneman  
Erik Pan  
Linda Horne  
Cathy Clarke  
Ryan Park  
Wesley Bennett  
Dave Kettler  
Dave Smithson  
Arnold Efting  
Ralph Brown  
John Grange  
Gordon Slark



#### Staff

Amanda Barros, Christmas Bureau Registration Asst.  
Pam Bloom, Christmas Bureau Toy Room Coord.  
Angela Chong, Program Coordinator (Co-op)  
Stephen D'Souza, Executive Director  
Cecelia Fox, Administrative Assistant  
Anne George, Low Income Verification Coord.  
Alex Grammatikos, Program Coordinator (Co-op)  
Heather Jack, Director of Operations  
Jenna Kellett, Christmas Bureau Sponsorship  
Christina Kiassis, Program Coordinator (Co-op)  
Ozra Rahimian, Christmas Bureau Registration Asst.  
Sue Spencer, Program Manager  
Jill Unsworth, Communication & Development

**Information and Referral empowers people to help themselves.**

"I felt lost and didn't no where to start. Burnaby Info showed me that I wasn't alone and that help was there when I wanted it."

-Theresa

Burnaby Information & Community Services Society connects people to the services they need. By maintaining an updated database of local resources in the human service areas, we are able to respond to inquires over the phone, in person, and through e-mail and refer clients to the most appropriate agencies and organizations.

Through our service, the entire community has access to accurate information about the resources that are available here. We have increased our efficiency by distributing our *Directory of Services* to frontline and outreach workers, and disseminating *Community Resource Guides* throughout Burnaby and New Westminster. We have also begun using our database to invest in research on local needs to help community planners and funders.

Total number of Referrals	1263	Directory of Services Distributed	41	Community Resource Guides Disseminated	4,800
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**Celebrating 25 years of making holidays bright!**

The Burnaby Christmas Bureau provides financially disadvantaged Burnaby families with food certificates and toys for the holidays. The Burnaby Christmas Bureau strives to ensure that every child has gifts to open Christmas day and every family can mark the season with a traditional holiday meal.



The Christmas Bureau helps to increase understanding in the community about poverty issues, such as the plight of the working poor, and also increase the number of individuals, service groups and companies working together to alleviate poverty. Through a menu of programs such as family sponsorship, angel walls and other promotional activities, the Bureau leverages community support to make sure every child has fond holiday memories.

Number of people helped	4,945	Number of people sponsored	823	Total Cash Donations	\$175,471
-total families	1,404	-total families	230	Volunteers	210
-total children	2,735	-total children	518	Volunteer hours	1300
Number of toys distributed	10,940				
Value of food certificates	\$ 127,125	Number of Sponsors	172		



*Bringing People and Services Together,*

# Burnaby Camping Bureau

Making futures' bright one summer at a time

The Burnaby Camping Bureau provides financially disadvantaged Burnaby children with the opportunity to attend the summer camp of their choice. For many of the children we have helped over the years, it was the first time they had an opportunity to discover the independence, creativeness, challenges, and friendships that summer camp has to offer.

The subsidies allow families to overcome financial barriers to send their children to a summer camp. The summer camp experience allows a child to discover their strengths and skills, improve their physical health, develop their teamwork and leadership skills, enhance their self-esteem and develop social competence.

This year's program saw the initiation of our camp partnership program. Through this program, we were able to arrange \$13,272 in subsidies from our partner camps, including Jubilee, Potlatch, Sasamat Outdoor Centre, YMCA and Salvation Army camps. This added support, along with the Bureau's \$45,620 in subsidies to 365 children make 2005 a milestone year for the growth of this for this fantastic community-driven program.

## Seniors Transportation: Ensuring Access to Health and Wellness

Seniors Transportation provides 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, stay with them, and return clients home.

Our Seniors Transportation program provides an affordable transportation with added assistance for those with the accessibility challenges such as difficulty walking, getting down stairs and getting out of vehicles. Clients enjoy improved access to services needed to heal and maintain their health. Aside from health benefits, our clients can improve and maintain their well-being through social contact and increased access to resources that help them live securely and independently.

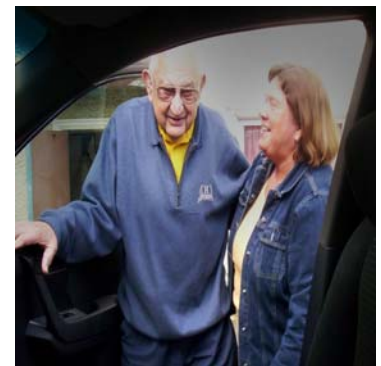
Number of Clients	Number of Drives	Volunteers	Volunteer hours
140	452	6	1,356

**Reaching those in need through Low Income Verification**

In order to ensure that our programs and services help those who need it the most, BICSS has adopted a client-friendly and rigorous low-income verification service. Due to our expertise in this area, while following strict client privacy and confidentiality standards, we continue to process the low-income applications not only for our own programs, but also for the *Recreation Service Credit Program*. This incredible program, offered by the City of Burnaby, allows low-income families to access credits to use various Burnaby Parks, Recreational and Cultural Services and Programs, such as use of the swimming pools, sports programs and art classes.

In 2005, BICSS processed 2,658 applications for the *Recreation Service Credit Program*, approving the distribution of \$857,791 in credits to low-income families.

*"Not only can I get to my Doctor, which I couldn't do without Seniors Transportation, but I also make a new friend every time."*  
 - Astride



# BURNABY INFORMATION & COMMUNITY SERVICES SOCIETY



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604-299-3755

Web-site  
www.burnabyinfo.com



## Major Funders

United Way of the Lower Mainland  
City of Burnaby  
BC Gaming Commission  
HRDC-Summer Career Placement  
Burnaby Now  
Metropolis at Metrotown  
CKNW Orphans Fund  
Burnaby North Christmas Cheer  
Loyal Protestant Association  
Burnaby Firefighters  
Royal Canadian Legion #148  
Province Empty Stocking Fund  
Lower Mainland Christmas Bureau  
Tzu Chi Buddhist Compassion Relief  
Hemlock Printers  
Harold E Ballard Foundation



## Community Supporters

Destinations Toyota Burnaby	CD Nova Ltd
Heavy Fleet MTC Mechanics	Ladies Auxiliary #148
Chevron Canada Limited	R.C.L.
Burnaby Board of Trade	Burnaby Village Museum
IBM Canada Ltd	Desjardin Securite Financiere
Chuck Wagon 8's	Burnaby School District 41
Capitol Hill Community Hall Association	Cansel Survey Equipment
Fotografica Studios Ltd	Variety- the children's charity
South Burnaby United Church	Burnaby Schools
Burnaby Civic Employees Union Local 23	Service Clubs
Overhead Door Company	Unions & Local Businesses
	Donations from the individuals in the Community

## Financial Statements

### Statement of Financial Position As at December 31,2005

<b>Assets</b>	
Cash	\$ 141,271
Short Term Investments	39,452
Prepaid Expenses	2,575
Accounts Receivable	30,102
Taxes Refundable	2,087
Capital Assets	11,519
<b>Total</b>	<b>\$ 227,006</b>

<b>Liabilities</b>	
Accounts Payable & Accrued Liabilities	\$ 6,348
Due to (from) BMW	4,464
Deferred revenue	-
	<b>\$ 10,812</b>

<b>Net Assets</b>	
Invested in Capital Assets	11,519
Unrestricted	131,445
Internally Restricted	70,136
Externally Restricted	3,094
	216,194
<b>Total</b>	<b>\$ 227,006</b>

### Statement of Operations & Changes in Fund Balance For The Year Ended December 31,2005

<b>Revenue</b>	
Directory	1,715
Donations	206,325
Empty Stocking Fund	29,939
Civic Grant	38,000
Career Placement	4,896
CKNW	5,500
Transportation Fees	2,521
Gaming	78,500
Other Grant Revenue	25,105
United Way	49,923
Interest & Miscellaneous	9,415
<b>Total</b>	<b>451,839</b>

<b>Expenses</b>	
Camp Subsidies	45,620
Christmas Program Expenses	141,027
Operating & Administrative Expense	72,178
Seniors Transportation	4,334
Volunteer Recognition	994
Wages , Benefits & Payroll Expenses	154,481
<b>Total</b>	<b>418,634</b>
<b>Excess of Revenue over Expense</b>	<b>33,205</b>
Beginning of Year	182,989
<b>End of Year</b>	<b>\$ 216,194</b>

Financial Auditor: Cran & Stuart CGA's

Additional Information Available on Request

Growing · Community · Together