

# Annual Report

Planting the seeds  
for a healthy community



2016-2017



# Who We Are



SOS is a volunteer-based, non-profit organization caring for people in our community since 1968.



## Our Mission:

Through collaboration with community leaders and organizations, deliver a sustainable, creative, relevant and compassionate prevention and safety net for School District 69 residents in need.

## Our Vision:

To make our district a secure, supported and inclusive community.



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# Message from the Chair

At SOS, we continue to work hard to keep up with our community's needs. The SOS Child, Youth and Family Centre this year has experienced a considerable increase in participants wishing to access our programs. For instance, youth attending our Teen Nite program in Parksville has nearly tripled, from 18 to 52. This program provides a safe and comfortable place for teenagers to connect with others, create art, play music, and go on outings. These teens also report a strong connection with our staff who they feel they can confide in about any troubles they may be experiencing.

Our programs at Qualicum Commons also

continue to grow as word spreads to our surrounding communities that they can access important programs and resources in Qualicum at no cost.

I want to thank you for your continued support and all of us at SOS look forward to connecting with many of you next year during our 50th Anniversary celebrations (read more on this on page 19).

~Garry Cox



# Message from the Executive Director

Society of Organized Services is a unique, multi-faceted organization providing social service type programs and services to our area for nearly 50 years, and I have had the honor of leading this team of volunteers and staff for almost 10 years now.

Working with an organization that has such a strong and favourable reputation has made it easy to make positive changes. Having the support, wisdom, and expertise that we have available at SOS has allowed us to be creative in reaching attainable solutions that effectively support our communities.

Because of our strong reputation and unique expertise, we have been asked to facilitate such vital programs as Oceanside Better At Home and the Homeless Prevention Program.

We continue to play an integral role in the operation of the Extreme Weather Shelter and work together with other community organi-

zations to ensure our most vulnerable residents are supported.

I will complete my work with SOS in January, but I'm confident that when I'm retired, SOS will continue to do amazing work, supported by caring community members such as you.

Thank you for your support and the opportunity to lead this great organization; it has been the highlight of my career. I leave coming full circle - I started my career at SOS in 1992 and am leaving my career at SOS - I will watch from a distance and delight in our organization's future accomplishments.

~Renate Sutherland



# Board of Directors



**Garry Cox - Chair**

A retired police officer, Garry served 30 years with the RCMP, the last 9 in Oceanside.



**Janet Smukowich - First Vice Chair**

Janet worked for 10 years in banking, 8 in real estate, and 12 managing a food franchise.



**Barbara Price - Secretary Treasurer**

Barb grew up on a farm in southern Alberta. She works as a Chartered Accountant.



**Elaine McKinlay - Second Vice Chair**

Elaine worked for 32 years in the telecommunications industry in finance and human resources.



**Don Dempson - Director**

Don has worked in marketing, communications and sales for major companies.



**Martin Fereday - Director**

A retired engineer and land developer, Martin now volunteers for several agencies.



**Pamela May-Straka - Director**

After retiring from a career in exploration geology, Pam is dedicated to community service.



**Dr. Jennifer Mullett - Director**

Jennifer is a psychologist and adjunct professor dedicated to creating healthy communities.



**Wendy Hill - Director**

Wendy retired as Assistant Deputy Minister in the B.C. Ministry of Health Services.



**Gordon Ball - Director**

Originally a farm boy from Saskatchewan, Gordon was also a Calgary Lawyer for 36 years.



# Thrift Shop

## Key funder of SOS



Thrift Shop truck purchase deliveries last year: 385

Average number of Thrift Shop Volunteers per month: 100

Volunteers are critical to the success of the Thrift Shop

The funding enables SOS to offer high quality programs and services to residents

The funds from purchased items provide SOS with over 80% of its funding

They tag items, work as cashiers, and help stock 18,000 sq. feet of floor space

Thrift Shop donation pickups last year: 1,234



## SOS at Qualicum Commons

SOS started offering programs from Qualicum Commons in 2015. When the former Elementary School closed, SOS saw a wonderful opportunity to help create a community hub in downtown Qualicum Beach, and offered to lease a large area of what is now Qualicum Commons. SOS now provides programs for children, families, youth, adults and seniors at the facility.

thrilled to see so many happy faces enjoying our programming in Qualicum Beach,” said Renate Sutherland. “This location has enabled SOS to be more accessible to people in Qualicum Beach and the surrounding areas, and an increasing number of people are experiencing the benefits that these free programs can bring to their lives.”

“ We’re thrilled to see so many happy faces enjoying our programming in Qualicum Beach ”

*Renate Sutherland, SOS Executive Director*

# Program Statistics

April 2016 - March 2017

Community Needs	SOS Program	SOS Impact
A welcoming place for young children to play while parent/family caregivers join in, or take a break.	<b>Preschool Programs</b>	<b>Parkville:</b> 150 attendancies <b>Qualicum:</b> 178 attendancies
A space for children in grades 4-6 to meet friends and gain confidence and community awareness.	<b>Girl Talk &amp; Guyz Time</b>	<b>Parkville participants:</b> Girls: 38 Guys: 10 <b>Qualicum participants:</b> Girls: 12 Guys: 6
Fun outdoor activities keep children in grades 4-6 active and engaged throughout the summer.	<b>Kids Summer Fun</b>	<b>Parkville:</b> 17 participants <b>Qualicum:</b> 13 participants
A place for youth in grades 7-9 to express themselves, go on outings and develop friendships.	<b>School Nite Out</b>	<b>Parkville:</b> 48 participants
A positive place for teens to connect with friends, play music, create art and receive support.	<b>Teen Programs</b>	<b>Parkville:</b> 57 participants <b>Qualicum:</b> 15 participants
A safe and relaxing place where families can spend quality time together and have dinner prepared.	<b>Family Night</b>	<b>Parkville:</b> 92 participants <b>Qualicum:</b> 30 participants

# Program Statistics

April 2016 - March 2017

Community Needs	SOS Program	SOS Impact
Assistance buying food for individuals and families at Christmas. Assistance buying gifts for children and teens at Christmas.	<b>Caring for Kids at Christmas</b>	<b>Parkville:</b> 1,199 adults received grocery store gift cards <b>1,217</b> children and teens received gifts
Help finding attractive and pocket-friendly clothing and accessories for grad ceremonies.	<b>Gradwear</b>	<b>24</b> youth selected a gently used or new outfit, along with shoes and accessories, for \$5.
Funds to help register children and youth in sports and summer camps. Assistance applying for provincial sports grants.	<b>Recreation Assistance</b>	<b>389</b> local children were assisted, enabling them to attend programs and camps they could otherwise not afford.
Ability to file income taxes without paying fees. Ability to collect benefits based on tax return.	<b>Income Tax</b>	<b>1,722</b> tax returns filed for <b>1,573</b> clients.
Tutoring in Math and English for students in grades 6-12.	<b>Education Assistance</b>	<b>28</b> students were assisted one-on-one with Math and English at no cost.
A free course for youth ages 11-15 to learn childcare and basic first aid.	<b>St. John Babysitting</b>	<b>24</b> participants completed the course and were certified.

# Program Statistics

April 2016 - March 2017

Community Needs	SOS Program	SOS Impact
Help finding solutions to issues such as affordable housing, financial aid, medical care and transportation. Assistance with advocacy and emergencies.	<b>Seniors' Connection</b>	<b>22</b> average clients per month <b>123</b> vouchers issued for emergencies such as lack of food <b>1,951</b> total client contacts
Social interaction, fun outings and helpful information for seniors to stay healthy and informed.	<b>Seniors Are Talking</b>	<b>Parksville attendancies: 2291</b> , outings: <b>32</b> <b>Qualicum attendancies: 466</b> , outings: <b>32</b>
Access to hot, nutritious meals, ability to eat a well-balanced diet, and the ability to remain living at home.	<b>Meals on Wheels</b>	<b>9,143</b> healthy meals delivered <b>55</b> average monthly clients
Ability to get to and from medical appointments at no cost.	<b>Medical Appointment Transportation</b>	<b>803</b> drives <b>185</b> clients assisted <b>28,337</b> km driven
Assistance with counselling costs and finding an appropriate counsellor.	<b>Counselling Referral</b>	<b>120</b> residents referred to local professionals, and costs subsidized

# Program Statistics

April 2016 - March 2017

Community Needs	SOS Program	SOS Impact
Help for seniors such as grocery shopping transportation, non-medical drives, light housekeeping, repairs and yard maintenance.	<b>Oceanside Better at Home</b>	<b>2,397</b> Cleaning services <b>264</b> Friendly visits <b>240</b> Non-medical drives <b>24</b> Grocery shopping trips
Assistance with essentials like food and medicine. Safety-related repairs on vehicles, and advocacy assistance.	<b>Emergency Assistance &amp; Advocacy</b>	<b>803</b> vouchers for essentials <b>27</b> referrals to Kerry's Car & Truck Service <b>73</b> advocacy meetings
Housing and support for a targeted group of residents who are homeless or at immediate risk of homelessness.	<b>Homeless Prevention Program</b>	<b>34</b> housing subsidies <b>47</b> clients receiving outreach support <b>312</b> outreach calls
Education on matters related to tenancy, including rights and responsibilities, budgeting and living with others.	<b>STAR Program (Supporting Tenancy through Action and Resources)</b>	<b>5</b> participants completed the course, and received a certificate.
A safe, temporary home for women and children fleeing abuse in our area. This home is a collaboration with the Haven Society.	<b>Parksville Qualicum Haven House</b>	<b>828</b> stays overnight <b>53</b> nights at full capacity <b>390</b> crisis calls <b>970</b> calls in total

# SOS Programs



## Preschool

- Time in Comfort for Tots and Caregivers (TIC TAC)
- Preschoolers on the Move

- After School Education Assistance
- Babysitting Courses

## Children & Family

- Girl Talk & Guyz Time
- Kids Summer Fun
- Family Night
- Recreation Assistance
- Caring for Kids at Christmas

## Adults & Seniors

- Income Tax Returns
- Emergency Assistance & Advocacy
- STAR Program
- Homeless Prevention Program
- Women's Personal Growth
- Men's Personal Growth
- Counselling Referral
- Seniors' Connection
- Seniors Are Talking
- Oceanside Better at Home
- Medical Appointment Transportation
- Meals on Wheel

## Youth

- School Nite Out
- Summer Nite Out
- Teen Nite
- Youth Open Space Qualicum
- Gradwear

# Outreach

SOS works with and supports a number of local organizations for the betterment of our community



SOS participants have been learning more about First Nations culture and the services offered by the Qualicum First Nation. Members of the band have visited SOS to teach participants how to make Medicine Wheels, Dream Catchers, Bannock and more. Our Girl Talk and Guyz Time programs have also participated in a traditional cedar canoe paddle.

## Extreme Weather Shelter Nov. 1, 2016 - March 31, 2017

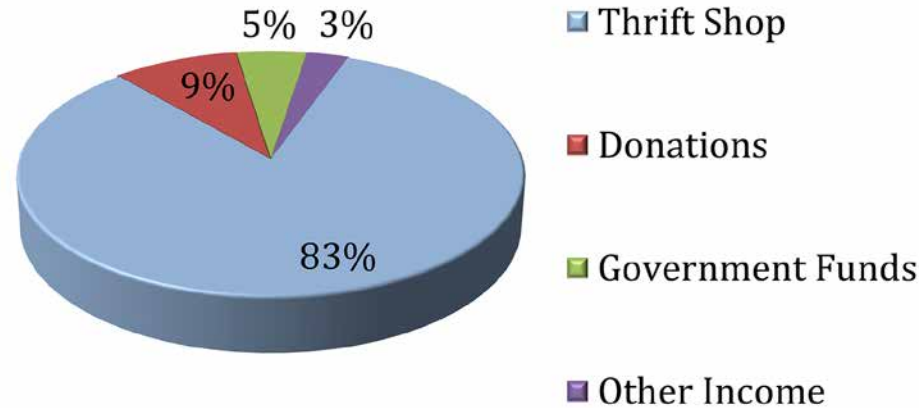
Funded by BC Housing, Premises provided by Vancouver Island University, Operated by Island Crisis Care Society, Administered by SOS

Male attendancies: 865. Under 19 years: 23

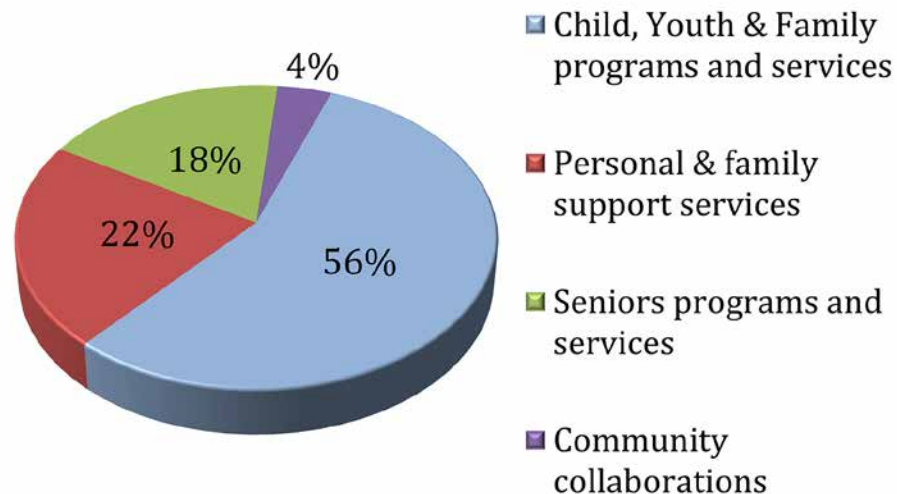
Female attendancies: 157. Nights open: 115

# Financial Information

## Where does SOS funding come from?



## Allocation of Thrift Shop funds



# Condensed Financial Statements

## Statement of Financial Position

### Assets:

	2017	2016
Current assets	\$248,591	\$236,974
Cash & short term investments - internally restricted	1,421,156	1,156,700
Long term investments - internally restricted	629,229	540,000
Capital assets	<u>2,179,777</u>	<u>2,194,773</u>
	<b>\$4,478,753</b>	<b>\$4,128,447</b>

### Liabilities & Net Assets:

Current liabilities	\$175,096	\$141,920
Deferred revenue	13,471	23,801
Deferred capital asset contribution	62,765	43,244
Net assets	<u>4,227,421</u>	<u>3,919,482</u>
	<b>\$4,478,753</b>	<b>\$4,128,447</b>

## Statement of Operations

### Revenue:

### Expenses:

	\$3,640,292	\$3,416,309
Management & administration	140,235	135,353
Programming & operations	3,086,033	2,911,370
Amortization & asset losses (gains)	<u>106,085</u>	<u>116,812</u>
Excess of revenue over expenses	<b>\$307,939</b>	<b>\$252,774</b>

## \$1,000+ Donors and Contributors to SOS

Clark, Walter & Marion	Island Radio	Rotary Club of Qualicum Beach
Duncan, Norman & Diane	Kerry's Car & Truck Centre	Rotary Club of Parksville
Fanning, Ken & Phyllis	Knights of Columbus #7991	Royal Canadian Legion Br. 76
Hagedorn, Brian & Doreen	Oceanside Newcomers Alumni Society	Save-On-Foods
Lawson, Mike & Carol	Parksville Quilt House Quilters Guild	Seaside Cruisers Society
Lowen, Kerby & Maeva	Parksville Lioness Club	Silver Spur Riding Club
Luke, Don	Qualicum Beach Alumni Newcomers Association	Smithers Road Automotive Ltd.
McLenahan, John & Claudette	Qualicum Beach & Area Newcomers Club	Thrifty Foods
McLeod, Patricia	Qualicum Foods	Tigh-Na-Mara Seaside Spa Resort & Conference Centre
Rehill, Gregory & Winnifred	Quality Foods Parksville	40 local businesses that hosted Angel Trees at Christmas
Vogel, Steve		<b>Plus 22 donors who wish to remain anonymous</b>
Parksville Qualicum Beach News + Coins for Kids		
Grumpy Old Men Hockey Team		







# Staff

Child, Youth  
and Family  
Centre Team



Administration  
Team



Thrift Shop  
Team



## Staff Years of Service

**5 years**

Paulette Harcourt  
Melanie Stokes

CYFC Manager  
Merchandiser

**10 years**

Jim Husband  
Rodger Sefton  
Lyla Forrest  
Jessica King  
Dawn Kristjanson

Custodian  
Shipper/Receiver  
Admin Asst./Merchandiser  
Merchandiser  
Merchandiser

# Volunteers Years of Service



**5 years**

From left, Gerry James,  
Nancy Watt, Erin  
Holmes, Helen Tamblyn,  
Shirley Thome and  
Mary MacKenzie



**10 years**

From left,  
Daniel Whiting,  
Tralia Green and  
Emmanuel Hack.



**15 years**

Marjorie Gueho



**20 & 35 years**

From left, Julie Bronson and  
Carol Strynadka





# Volunteers

Volunteers make a world of difference at SOS. They come to us at all ages, with big hearts, a variety of skills and passions, and set to work strengthening our community. Our vital community programs would not be possible without them.

**Meet some of our current volunteers. These are areas where we are often in need of more volunteers. Consider joining us!**



Robin Ellens supports young children during creative play in the TIC TAC program.



Jose Yelamo engages youth in fun activities in our School Nite Out program.



Beverly Fox helps pack healthy meals ready for delivery by Volunteer Meals on Wheels drivers.



Anne Mocock helps tag items and stock shelves at the SOS Thrift Shop.



Diane Noble is a friendly visitor to a senior in the Oceanside Better at Home program.



David Swinnard drives residents to their Medical Appointments.

## Don Luke



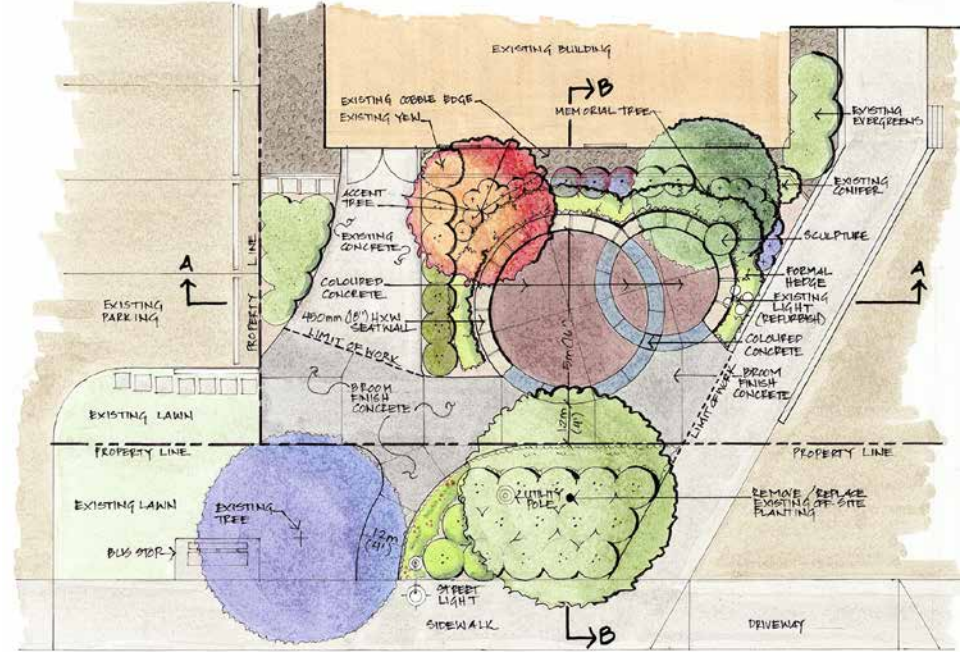
Don Luke was presented with the Sovereign's Medal for Volunteers from the Lieutenant Governor of British Columbia this year, in recognition of his contributions to our community. Don has been with SOS for over 15 years, assisting low income residents with filing their income tax returns. Don is also a Rotarian, where he has traveled abroad to assist with immunizations, building and upgrading schools, and more. Congratulations Don!

## John McLenahan



John is a dedicated community volunteer who was nominated for the Volunteer Award at the Qualicum Beach Chamber of Commerce Community Awards this year. At SOS, John drives people to their medical appointments, he delivers meals for Meals on Wheels, he drives clients to non-medical appointments for Oceanside Better at Home and he delivers stockings to shut-in residents at Christmas time. Our community is very lucky to have people like John.

# Looking Forward



A conceptual plan rendering of the new friendship garden to be constructed at SOS in Parksville in 2018. Rendering created by MacDonald Gray Consultants.

# 50th Anniversary Approaches

SOS staff and volunteers have been busy planning for SOS' 50th year, which begins this November, 2017. The Christmas program was the first program launched by SOS in 1968, and this marks the 50th year of that program. In March 2018, work will begin on a new Friendship Garden, which will replace the existing garden in front of the Pauline Touzeau Centre. There are two summer celebrations planned for residents to enjoy in July 2018, one at SOS in Parksville and one in Qualicum Beach, dates still to be confirmed. Both will have plenty

of activities for families, as well as food and refreshments. The official 50th Anniversary celebration will take place on Nov. 4, 2018 from 1-4 pm at the Parksville Community and Conference Centre. At that event, there will be a guest speaker, a 50th Anniversary Video, and we will serve cupcakes and refreshments. There will also be smaller program celebrations throughout the year. To stay connected, follow us on Facebook, visit our website to check out our latest blog posts, and sign up for our E-newsletter. [www.sosd69.com](http://www.sosd69.com)

# Join Us

be part of our caring community



Society of  
Organized  
Services



## District 69 Society of Organized Services

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