

Annual Report

Supporting community
beyond 50 years



2018-2019

Who We Are



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

SOS Board of Directors and our Executive Director at the 50th Anniversary Golden Jubilee event.



Our Mission:

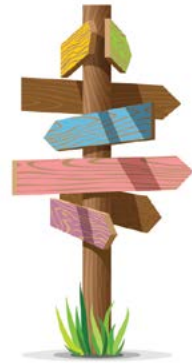
Through collaboration with community leaders and organizations, deliver a sustainable, creative, relevant and compassionate prevention and safety net for School District 69 residents in need.

Our Vision:

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

Table of Contents

- 4 Messages from the Chair and the Executive Director
- 5 Board of Directors
- 6 Thrift Shop
- 7 Community Supporting Community
- 8-11 Program Statistics
- 12 SOS Programs
- 13 Community Collaborations
- 14-15 Financial Information & Condensed Financial Statements
- 16 Staff
- 17 Volunteers
- 18 Volunteers' Years of Service
- 19 50 Years of Stories
- 20 50th Anniversary Celebrations



Message from the Chair

For the past three years we have been interviewing community members who have had some connection to our organization. Whether it be people who have assisted SOS over the years or, the many who have benefitted from our services, we listened intently to their responses.

Also we've been poring over our history books reflecting on our past, all to create a commemorative 50th Anniversary book.

We are excited to say that our book is now complete. It reveals how we got started, how

we evolved over the years, and how we became the successful organization we are today. This book shares a piece of our community's history. We are very proud of it and hope you enjoy reading it, whether you buy a copy from SOS (which will support local programs and services) or get a copy from one of the local libraries. Read more about our book on page 19.

I'm also happy to share that the Board of Directors has been working on a strategic plan and we have identified three key areas of priority: Seniors,



Homelessness, and Children & Youth. We are also in the early stages of creating a long-term funding plan, identifying the next steps needed to support us into the future, beyond our first 50 years. Thank you for your support and happy reading! ~ Garry Cox

Message from the Executive Director

It was a historic 2018, and I was honoured to be part of the celebrations marking 50 years of SOS.

Throughout the year, we celebrated each of our programs, giving away small gifts to program participants, and raising awareness about these programs in the local media. We held a compelling stories contest and heard wonderful stories about the impact SOS has had on residents' lives.

We held four 50th Anniversary celebrations: Former and current Board members enjoyed a Directors' Reunion prior to

our AGM. Child, Youth & Family programs were celebrated with two summer events, one in Parksville and one in Qualicum Beach. And finally on November 4, the month we became a registered Society, we held a Golden Jubilee Tea with volunteers, supporters and dignitaries. We received a congratulatory letter from the Premier, and a letter from Queen Elizabeth II sending her "warm good wishes".

We have now entered into our 51st year, and we continue to keep a finger on the pulse of our community,



monitoring our programs to make sure we stay relevant and meet community needs. SOS has always been dependent on community support, and we thank you for your ongoing support in helping us create a strong and healthy community. ~ Susanna Newton

Board of Directors



Garry Cox
Chair

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



Martin Fereday
First Vice Chair

A retired engineer and land developer, Martin now spends his time volunteering and with family.



Elaine McKinlay
Second Vice Chair

After working for 32 years in telecommunications, Elaine now enjoys people and gardening.



Bonnie Wallis
Secretary Treasurer

Bonnie has an accounting office in Parksville and enjoys volunteering.



Gordon Ball
Director

Gordon came from a Saskatchewan farm, he practiced law in Calgary, and now has a local practice.



Joshua Dennis
Director

An IT consultant, Joshua has worked to bring computer technology to rural areas globally.



Don Luke
Director

Don worked in telecommunications for 40 years and now keeps busy volunteering.



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.



Paul Ruffell
Director

A consulting engineer for 40 years, Paul has volunteered on several private and non-profit Boards.

Thrift Shop

April 2018 - March 2019

Donations

Thrift Shop staff picked up donations at 1,100 homes and many more donations were dropped off by generous community members.

Benefits

Thanks to support at the Thrift Shop from volunteers, donors and shoppers, SOS is able to provide a range of vital community programs and services.

Shopping

Thrift Shop is 18,000 square feet of donated treasures.



Funding

Around 95 cents on every dollar collected at the Thrift Shop goes back into the community.

Purchases

Thrift Shop staff made 334 deliveries, and thousands of people made purchases in-store.

Volunteers

Thrift Shop averaged 110 volunteers per month, who worked a total of 410 shifts per month (average). Thrift Shop is dependent on volunteer support.

Recycling, Reducing, Reusing

Thrift Shop has a partnership with PASS-Woodwinds Alternate School, where students take unsaleable cotton material from the Thrift Shop and cut it into rags. The rags are then sold in the Thrift Shop and the funds go to PASS-Woodwinds to help pay for field trips. Thrift Shop only accepts items that it can sell, and when metal, electrical, paper and fabric items are not selling, they are recycled.

Community Supporting Community

1. Programs and Services

SOS offers a variety of programs and services to residents of District 69. These range from meeting basic, vital needs to providing an outlet for social interaction and camaraderie while improving quality of life.



3. Thrift Shop and donations

Thrift Shop provides SOS with almost 80% of its funding. Community support at the Thrift Shop, as well as monetary donations, are critical to providing quality programs and services.



2. Volunteers

Volunteers are the backbone of SOS, supporting the programs and services and bringing wisdom, enthusiasm and compassion.

Program Statistics

April 2018 - March 2019

Community Needs	SOS Program	SOS Impact
A welcoming place for young children to play while parent/family caregivers join in, or take a break.	Preschool Programs	Parksville: 189 attendancies Qualicum: 158 attendancies
Fun activities inspire confidence, friendship and a healthy self-image for children in grades 4-6.	Kids' Movement: Play, Express & Grow	Parksville participants: Girls: 25 Guys: 20 Qualicum participants: Girls: 39 Guys: 16
Outdoor activities keep children in grades 4-6 active and engaged throughout the summer.	Kids Summer Fun	Parksville: 23 participants Qualicum: 20 participants
A place for youth in grades 7-9 to express themselves, go on outings and develop friendships.	School Nite Out	Parksville: 57 participants
A positive place for teens to connect with friends, play music, create art and receive support.	Teen Programs	Parksville: 44 participants Qualicum: 42 participants
A safe and relaxing place where families can spend quality time together and have dinner prepared.	Family Night	Parksville: 111 participants Qualicum: 94 participants

Program Statistics

April 2018 - March 2019

Community Needs	SOS Program	SOS Impact
Individuals and families need help buying food, and parents and grandparents need assistance buying gifts for children.	Caring for Community at Christmas	1,231 adults received grocery store gift cards 1,257 children and teens received gifts
Help finding attractive and pocket-friendly clothing and accessories for grad ceremonies.	Gradwear	16 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.	Recreation Assistance	Local families were assisted 355 times with 464 activities they could otherwise not afford.
Ability to file income taxes without paying fees. Ability to collect benefits based on tax return.	Income Tax	1,450 tax returns filed for 1,324 clients.
Tutoring in Math and English for students in grades 6-12.	Education Assistance	24 students were assisted one-on-one with Math and English at no cost.
Access to a hot shower, a towel and toiletries at no cost	Shower Program	704 showers were provided to local residents.

Program Statistics

April 2018 - March 2019

Community Needs	SOS Program	SOS Impact
<p>Help finding solutions to issues such as affordable housing, financial aid, medical care and transportation. Assistance with advocacy and emergencies.</p>	<p>Seniors' Advocacy Services</p>	<p>476 client appointments 111 vouchers issued for emergencies 1,336 total client contacts</p>
<p>Social interaction, fun outings and helpful information for seniors to stay healthy and informed.</p>	<p>Seniors Connecting</p>	<p>Parkville attendancies: 2,408 Members: 130 Qualicum attendancies: 386 Members: 97</p>
<p>Access to hot, nutritious meals, ability to eat a well-balanced diet, and the ability to remain living at home.</p>	<p>Meals on Wheels</p>	<p>11,041 healthy meals delivered 69 average monthly clients</p>
<p>Ability to get to and from medical appointments at no cost.</p>	<p>Medical Appointment Transportation</p>	<p>1,217 drives 262 clients assisted 34,757 km driven</p>
<p>Assistance with counselling costs and finding an appropriate counsellor.</p>	<p>Counselling Referral</p>	<p>140 residents referred to local professionals, and costs subsidized</p>

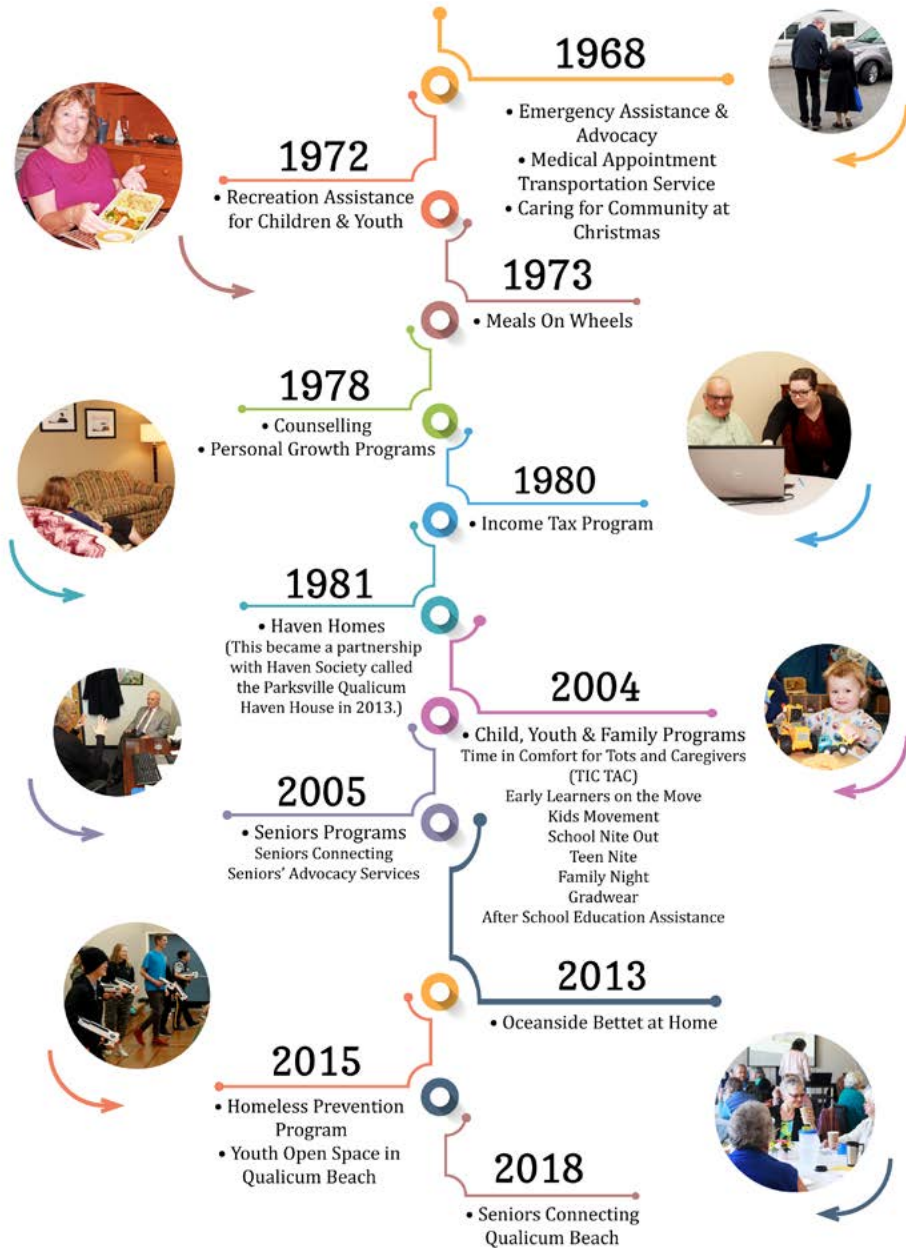
Program Statistics

April 2018 - March 2019

Community Needs	SOS Program	SOS Impact
<p>Help for seniors such as grocery shopping, non-medical drives, light housekeeping, and yard maintenance.</p>	<p>Oceanside Better at Home</p>	<p>2,166 cleaning services 261 friendly visits 376 non-medical drives 205 grocery shopping trips 157 yard services</p>
<p>Emergency assistance with essentials like food, medicine, clothing and household items. Safety-related repairs on vehicles, and advocacy assistance.</p>	<p>Emergency Assistance & Advocacy</p>	<p>792 vouchers for food, gas, propane and prescriptions 60 vouchers for Thrift Shop essentials 14 referrals to Kerry's Car & Truck Service 140 advocacy meetings</p>
<p>Housing and support for a targeted group of residents who are homeless or at immediate risk of homelessness.</p>	<p>Homeless Prevention Program</p>	<p>33 housing subsidies 68 clients receiving outreach support 473 outreach calls</p>
<p>A safe, temporary home for women and children fleeing abuse in our area. This home is a collaboration with the Haven Society.</p>	<p>Parksville Qualicum Haven House</p>	<p>514 stays overnight 89 nights at full capacity 27 women assisted 11 children assisted</p>

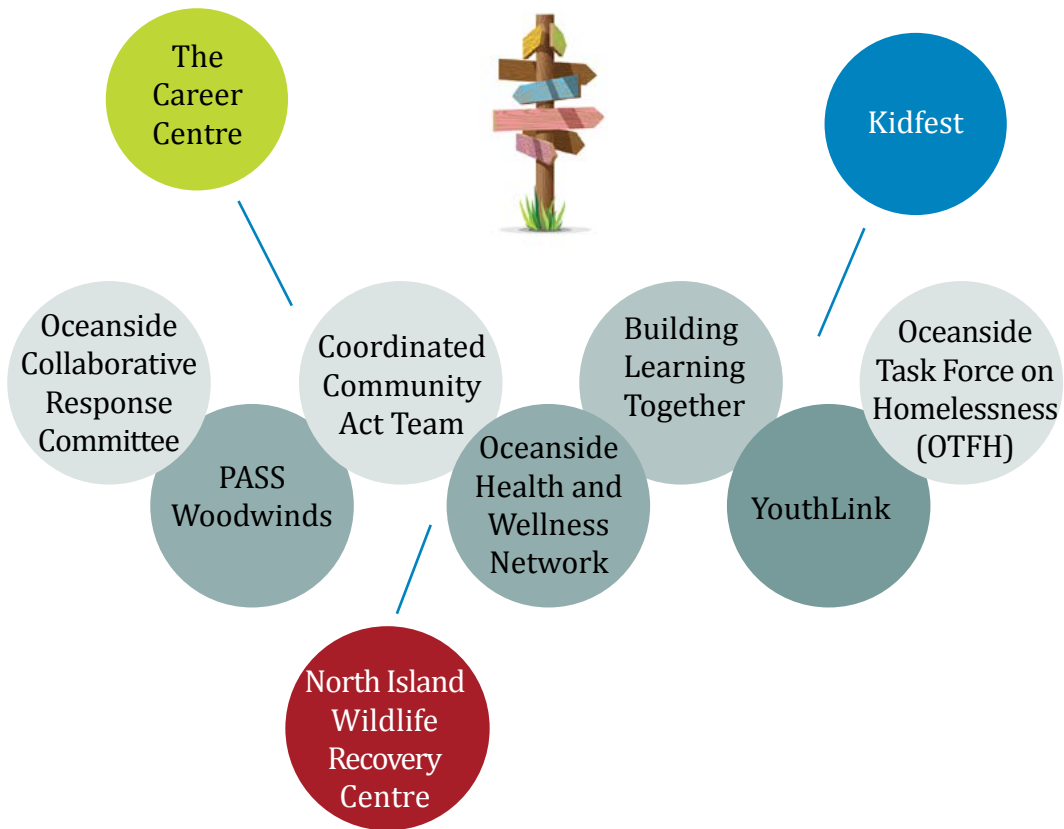
SOS Programs

All of these programs, some of which have changed names over the years, are currently being offered at SOS.



Community Collaborations

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



Cold Weather Shelter

Nov. 1, 2018 - March 31, 2019

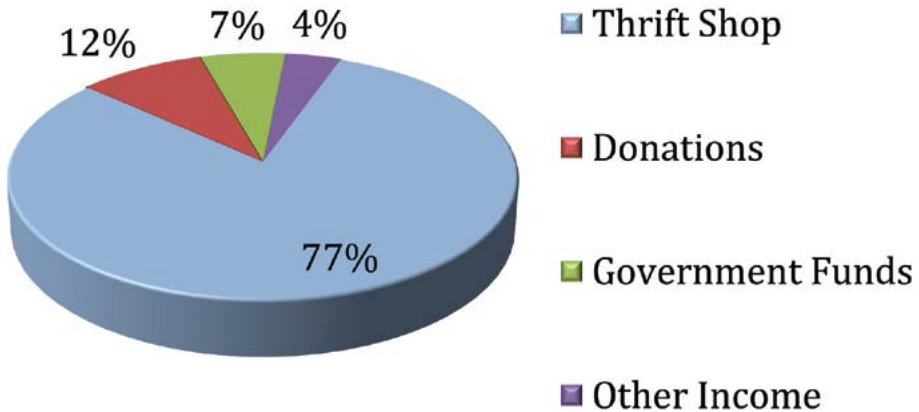
An initiative of the Oceanside Task Force on Homelessness since 2011. Funded by BC Housing, premises leased from Arbutus Grove Church, and administered and operated by Island Crisis Care Society.

Male attendancies: 84 | Female attendancies: 24

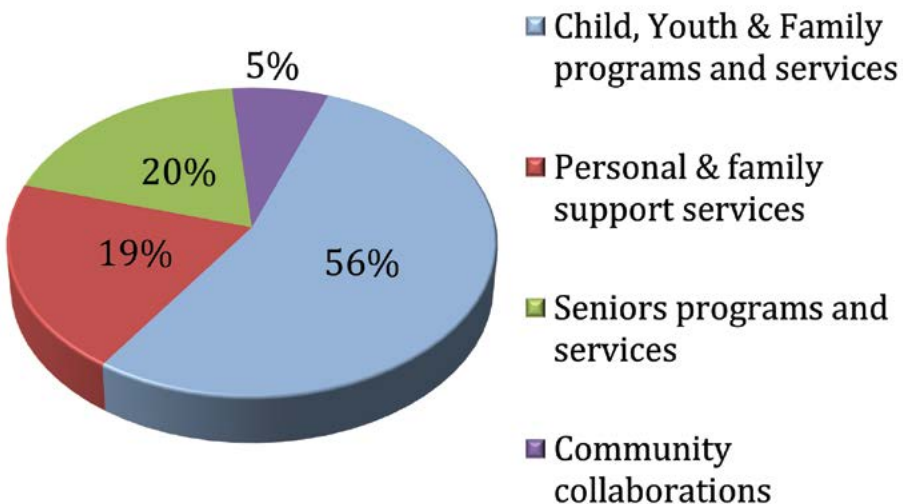
Total number of bed nights: 874

Financial Information

SOS funding sources:



Thrift Shop funds:



Condensed Financial Statements

Statement of Financial Position

	2019	2018
Assets:		
Current assets	\$90,304	\$315,342
Cash & short term investments - internally restricted	1,227,050	1,115,854
Long term investments	235,000	
Long term investments - internally restricted	590,000	650,000
Capital assets	<u>2,686,528</u>	<u>2,546,806</u>
	<u>\$4,828,882</u>	<u>\$4,628,002</u>
Liabilities & Net Assets:		
Current liabilities	\$185,923	\$189,669
Deferred revenue	78,491	57,739
Deferred capital asset contribution	48,672	54,729
Net assets	<u>4,515,796</u>	<u>4,325,865</u>
	<u>\$4,828,882</u>	<u>\$4,628,002</u>

Statement of Operations

Revenue:	\$3,918,601	\$3,767,007
Expenses:		
Management & administration	184,753	170,693
Programming & operations	3,425,770	3,384,194
Amortization & asset losses (gains)	<u>118,147</u>	<u>113,676</u>
Excess of revenue over expenses	<u>\$189,931</u>	<u>\$98,444</u>



\$1,000+ Donors and Contributors to SOS

Clark, Walter & Marion	Tony MacAulay)	Quality Foods Parksville
Duncan, Diane	Island Radio	Red Apple
Hagedorn, Brian & Doreen	Kerry's Car & Truck Centre	Royal Bank of Canada -
Hiebert, John & Karen	Knights of Columbus #7991	Parksville Branch
Luke, Don	Knox United Church	Rotary Club of Qualicum Beach
Martin, Steve & Jacek, Kathe	Oceanside Newcomers Alumni	Royal Canadian Legion Br. 76
Nixdorf, Sylvia	Society	Save-On-Foods
Paul, Kathie	Parksville Bottle & Recycling	Seaside Cruizers Society
Rehill, Gregory & Winnifred	Depot Ltd.	Silver Spur Riding Club
Vogel, Steve	Parksville Lioness Club	Thrifty Foods
Aqua Terra Triathlon	Parksville Qualicum Beach	Tigh-Na-Mara Seaside Spa
BC Transit	News	Resort & Conference Centre
Cedar Grove Roofing Supply	Parksville Tattoo	Waypoint Insurance
Coastal Community Credit	Qualicum Beach Alumni	40 local businesses that hosted
Union	Newcomers Association	Angel Trees at Christmas
Comfort Quilts Group	Qualicum Beach & Area	Plus additional donors who
Community Toy Drive & Skate	Newcomers Club	wish to remain anonymous
(Todd Sjogren &	Qualicum Foods	



Staff



Thrift Shop Team



Administration Team



Child, Youth and Family Team

Staff Years of Service

5 years

Darren Paquette
Rob Taylor
Dawn Barry

Custodian
Thrift Shop Shipper/Receiver
Seniors Coordinator

10 years

Sherry Thorpe

Financial Controller

15 years

Jackie Brice

Thrift Shop Operations Supervisor

25 years

Kevin Newton
Susanna Newton

Thrift Shop Operations Manager
Executive Director



Volunteers

TIME – the most sought after commodity by any volunteer organization. I have had the pleasure of meeting the most generous, enthusiastic, caring and giving individuals in my quest for volunteers who are willing to part with their TIME. For 50 years, SOS volunteers have been reaping the benefits of becoming socially engaged with others, leading to great friendships and community awareness. Volunteering has helped keep

people’s minds sharp and their bodies active, and has allowed people to use existing skills in new ways. Volunteering gives people purpose, a sense of belonging, and for the communities they impact, their TIME is invaluable. Please consider these benefiting factors of volunteering, and if you, or someone you know has the TIME, my door is always open! ~Renee Caulder, Coordinator of Volunteer Resources



SOS Golden Jubilee event, Nov. 8, 2018. Volunteers, SOS supporters and dignitaries celebrated 50 years of SOS.

Ron Jarrett wins Volunteer of the Year

Ron Jarret enjoys giving people a hand and making their lives easier. “It’s good to be able to give back and help,” he said. “I’ve always been part of volunteering for something.” Ron is a volunteer driver for the Medical Appointment Transportation Service, he also drives people to non-medical appointments like the hair dresser or the bank with the Oceanside Better at Home (OBAH) program. He transports people to Seniors Connecting get-togethers and

helps with set up and take down. He assists with setting up the Toy Shop in the Christmas program, and transports gifts and other items. He has also spent time as a Friendly Visitor in the OBAH program. Ron won Volunteer of the Year at the Qualicum Beach Chamber of Commerce Community Awards dinner in February, 2019.



Volunteers' Years of Service



5 Years - From left, Sal Olsen, Sharon Sansbury, Bernadette Phillips, Carolyn Grinder, Lynton Erskine, Christine Brown, Josephine Koblentz-Scott and James Scott.



10 Years - From left, Paulette Huntley, Jackie Zavaglia, Allen Brown, Barrie Bonfield, Janet Smukowich and Nancy Bonfield. Right photo, Franklin Haylock (middle) with Board Chair Garry Cox and Executive Director Susanna Newton.



15 years



40 years

35 years



20 years

15 Years - From left, Beverley Cattley and Judy Goss. **20 Years** - From left, Philip St. Luke and Alan Moore. **35 years** - Rita Paul. **40 years** - Irene Lambert.

Sharing 50 Years of Stories



A 50th Anniversary Book

After three years of collecting stories, reviewing our history and working with a professional writer and publishing company, we have released our commemorative 50th Anniversary Book. Here, members of the 50th Anniversary “Book Club”, who spent many enjoyable hours bringing the book to fruition, stand with the finished product. From left, Executive Director

Susanna Newton, Director Pam May-Straka, Marketing Coordinator Lissa Alexander, Former Director and SOS’ second Executive Director Kay Burgoyne, and Former Director and Volunteer Candy Ashbridge. Books are available at the SOS Thrift Shop, both Community Services Centres, and Mulberry Bush Bookstores. They can also be found at the local libraries.

A visual story marking 50 years

A high quality 15-minute video begins with Edith Chamberlayne, our last surviving founding member, and delves into the story of SOS. The video follows volunteers and staff doing important day-to-day work, it gives a look inside programming in Parksville and Qualicum Beach, and takes us inside the Thrift Shop, the main funder for the organization. View the video online on the SOS website by clicking on the “About” tab.



50th Anniversary Celebrations



District 69 Society of Organized Services

245 West Hirst Avenue | PO Box 898 Parksville BC V9P 2G9 | 250-248-2093

744 Primrose Street | Qualicum Beach BC | 250-752-2040

sos@sosd69.com | www.sosd69.com | www.facebook.com/sosd69