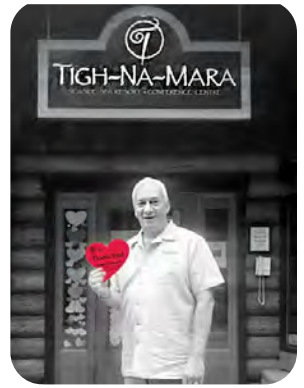


SOS Annual Report



2019-2020

Who We Are



“

The Christmas program gave my kids a wonderful Christmas, complete with a holiday meal. As a low-income, single mother, I am grateful for this service, and all services offered by SOS.

”



SOS is a volunteer-based, non-profit organization meeting the needs and improving the lives of District 69 residents since 1968.

Our Mission:

To improve community through programming and provide a safety net for School District 69 residents.

Our Vision:

A supported and inclusive community.

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Message from the Board Chair

Sometimes life can take unexpected turns and this year we felt that more than ever. SOS has always worked to fill in community gaps, and to that end, we finalized a new strategic plan in early 2020 to address many of the growing needs. Just as staff was set to implement this plan and expand programming, COVID-19 struck and changed everything. We found ourselves quickly changing direction, and meeting new needs. Our Thrift Shop closed and our funding base disappeared. We were forced to go back to

the basics, offering only essential services coordinated by a small team. Fortunately, thanks to terrific community support, we have been able to keep going. We began offering a grocery shopping service to seniors and we phoned all our senior clients to ensure they weren't going without basic necessities. We continued offering Emergency Assistance and Advocacy, Seniors Advocacy, Meals on Wheels, Counseling Referral and the Homeless Prevention Program. As funds have allowed, we have been able to reinstate more pro-



grams. Although the pandemic has made life challenging, it is heartening to know that we have such a supportive community. Thanks to you, SOS continues to achieve its mission to improve lives and provide a safety net for residents. Thank you for your support.
~ Martin Fereday

Message from the Executive Director

Having been with SOS for more than 26 years, I have seen ups and downs, but nothing could have prepared me for the storm that arrived in mid-March. Our world was turned upside down when the pandemic arrived, and every day brought new challenges, from having to cancel programs, to having to lay off staff. And although we had to make some difficult decisions, we focused on the emerging needs and what we as an organization could do to alleviate hardship. We began our Grateful

Hearts fundraising campaign to help us keep our essential services operating, and the community responded. It has been very reassuring to know that our residents are behind us and that together, we can continue to make a positive impact. Now looking forward, we will do our best to forge ahead and meet needs in this new normal. We created a "Take Stock" survey in August to help us reshape and rebuild our programs and services, and we look forward to working with our community part-



ners and our residents on that. In the words of Founding Member Edith Chamberlayne, "there's always going to be need in the community — that's life," but like her, I'm very proud of SOS, and what we've been able to accomplish with your help.
~ Susanna Newton

Board of Directors



Martin Fereday, Chair

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



**Dr. Jennifer Mullett
First Vice Chair**

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



**Bonnie Wallis
Secretary Treasurer**

Bonnie has an accounting office in Parksville and enjoys volunteering.



**Garry Cox
Past Chair**

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



**John Banks
Director**

After a career in law, John moved to the Island. He is now a full time grandfather and volunteer.



**Joshua Dennis
Director**

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



**Jo Dunn
Director**

Jo continues to enjoy volunteering as he did throughout his 35-year career in telecommunications.



**Don Luke
Director**

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



**Paul Ruffell
Director**

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



**Pamela May-Straka
Director**

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



**Anne Thompson
Director**

Anne's career and volunteer work has focused on empowering people to lead independent and healthy lives.

Grateful Hearts help SOS prevail

Karen worked throughout her life, and now that she's retired and living alone, she needs some assistance from time to time filling out paperwork and ensuring all her needs are met. "I find it awfully overwhelming," she said.

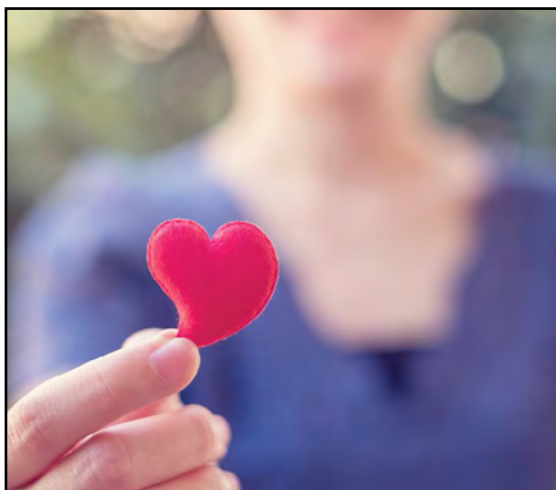
The COVID-19 pandemic exacerbated Karen's worries, and she, like many others, wasn't sure how she was going to keep up with everything.

"I don't have a computer, I don't have email or text, and all of a sudden all these doors are closed," she said, pointing out that her car insurance was expiring and she couldn't get to the bank to pay her bills.

Thanks to community support, SOS was able to continue offering essential services when the country went on lockdown. Although the Thrift Shop closed and SOS lost its main source of funding, a fundraising campaign called Grateful Hearts - SOS COVID-19 Campaign began, and community members of all ages joined in to hold the SOS Grateful Heart, host fundraisers and help spread the word to keep SOS essential services available.

Karen was able to connect with Seniors Advocacy Services Coordinator Dawn Barry over the phone, and get the help she required.

"She's savvy," she said. "I'm getting slow. I haven't got much in life but one



thing I want is my bills attended to. This [service] is a blessing."

Throughout the pandemic, SOS continued providing Meals On Wheels, Emergency Assistance & Advocacy, Counselling Referral (over the phone), Seniors Advocacy Services, Homeless Prevention Program, Grocery Shopping Service and Friendly Phone Visiting (through the

Oceanside Better at Home Program which is funded by the province of BC and administered by the United Way of the Lower Mainland). As funds allowed, SOS also restarted the Income Tax program (over the phone) and Recreation Assistance for Children & Youth.

With community support, SOS will endeavour to restart more priority programs, ensuring needs are met while health and safety remains at the forefront.



SOS Programs

Children & Family

TIC TAC
(Time in Comfort for
Tots and Caregivers)

**Kids
Movement:**
Play, Express & Grow
(For Girls)

**Family
Night**

**Kids
Movement:**
Play, Express & Grow
(For Boys)

**Early
Learners
On the
Move**

Youth & Family

**School
Night Out**

**After
School
Education
Assistance**

Gradwear

Teen Night

**Youth
Open
Space**

Adult & Family

**Recreation
Assistance for
Children &
Youth**

**Caring for
Community
at Christmas**

**Emergency
Assistance
& Advocacy**

**Homeless
Prevention
Program**

**Counselling
Referral**

Adults & Seniors

**Medical
Appointment
Transporation
Service**

**Meals on
Wheels**

**Men's
Personal
Growth**

**Seniors
Connecting**

**Seniors'
Advocacy
Services**

**Income
Tax
Returns**

**Women's
Personal
Growth**

**Oceanside
Better at
Home**

Program Statistics

April 2019 - March 2020

Community Needs	SOS Program	SOS Impact
A welcoming place for young children to play while parent/family caregivers join in, or take a break.	Early Learners Programs	Parkville: 223 attendancies Qualicum: 195 attendancies
Fun activities inspire confidence, friendship and a healthy self-image for children in grades 4-6.	Kids' Movement: Play, Express & Grow	Parkville participants: Girls: 27 Boys: 25 Qualicum participants: Girls: 31 Boys: 21
Outdoor activities keep children in grades 4-6 active and engaged throughout the summer.	Kids Summer Fun	Parkville: 21 participants Qualicum: 20 participants
A place for youth in grades 7-9 to express themselves, go on outings and develop friendships.	School Night Out	Parkville: 54 participants Qualicum: 25 participants
A positive place for teens to connect with friends, play music, create art and receive support.	Teen Programs	Parkville: 25 participants Qualicum: 19 participants
A safe and relaxing place where families can spend quality time together and have dinner prepared.	Family Night <small>Partially funded by Ministry of Children & Family Development</small>	Parkville: 94 participants Qualicum: 114 participants

Program Statistics

April 2019 - March 2020

Community Needs	SOS Program	SOS Impact
Individuals and families need help buying food, and parents and grandparents need assistance with providing gifts for children.	Caring for Community at Christmas	1,342 adults received grocery store gift cards. 1,404 children and teens received gifts.
Help finding attractive and pocket-friendly clothing and accessories for grad ceremonies.	Gradwear	28 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. Assists with applying for provincial sports grants.	Recreation Assistance	180 children from local families were assisted with 277 activities they could otherwise not afford.
Ability to file income taxes without paying fees. Ability to collect benefits based on tax return.	Income Tax	1,541 tax returns filed for 1,339 clients.
Tutoring in Math and English for students in grades 6-12.	Education Assistance	25 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	641 showers were provided to local residents.

Program Statistics

April 2019 - March 2020

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>416 client appointments 115 vouchers issued for emergencies 1,211 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>Parksville attendancies: 2,465 Members: 159 Qualicum attendancies: 1,157 Members: 105</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>12,013 healthy meals delivered 75 average monthly clients</p>
<p>Ability to get to and from medical appointments at no cost.</p>	<p>Medical Appointment Transportation</p>	<p>1,009 drives 51 average monthly clients 28,833 km driven</p>
<p>Assistance with counselling costs and finding an appropriate counsellor.</p>	<p>Counselling Referral Partially funded by Ministry of Children & Family Development</p>	<p>137 residents referred to local professionals, and costs subsidized</p>

Program Statistics

April 2019 - March 2020

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 Funded by the Province of BC, administered by United Way of the Lower Mainland</p>	<p>2,042 cleaning services 208 friendly visits 380 non-medical drives 330 shopping/trips 154 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>548 vouchers for food, gas, propane and prescriptions 91 vouchers for Thrift Shop essentials 17 referrals to Kerry's Car & Truck Service 186 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 Funded by BC Housing</p>	<p>39 housing subsidies 80 clients receiving outreach support 754 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>761 stays overnight 37 nights at full capacity 24 women assisted 20 children assisted</p>

Thrift Shop

April 2019 - March 18, 2020



The Thrift Shop truck completed 1,170 donation pick-ups and made 380 deliveries of furniture.



Every month, an average of 109 volunteers joined our team at the Thrift Shop, volunteering for an average of 400 shifts. That's 1,400 hours per month!



On March 18, The Thrift Shop was closed due to the COVID-19 pandemic. Staff was laid off and volunteers were put on hold.



SOS Thrift Shop staff returned to work after 3 months of closure, and welcomed the community back on June 15.

Community Collaborations



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



Orca Place

SOS Executive Director Susanna Newton is a Co-chair of the Oceanside Task Force on Homelessness (OTFH), and SOS takes care of the Task Force's administrative responsibilities. Orca Place, an initiative of OTFH, opened in Parksville in August, 2019. The 52 unit long-term supportive housing project, located on City of Parksville land, was funded by BC Housing and supported by the Regional District of Nanaimo and Town of Qualicum Beach. The building is staffed 24/7 and operated by Island Crisis Care Society with support from numerous other local organizations. Staff provide support to residents including breakfast and dinner and every unit includes a private bathroom and kitchen. Each resident receives individual case planning to further life and social skills. They also receive employment planning and are assisted in managing the transition to independence and recovery. There is also space for training and social activities.

Cold Weather Shelter

Dec. 19, 2019 - March 17, 2020

An initiative of the Oceanside Task Force on Homelessness since 2011. Funded by BC Housing and operated by the Oceanside Homelessness Ecumenical Advocacy Response Team Society (OHEARTS) in partnership with SOS.

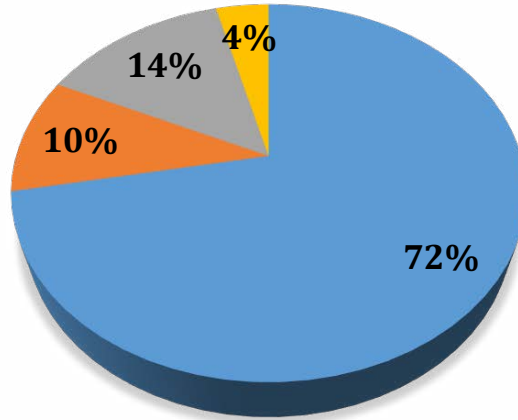
Orca Place was designed to house the region's Cold Weather Shelter, which was slated to open Nov. 1, 2019. However, the City of Parksville secured full control over the use of the property (222 Corfield St.) by purchasing it for \$700,000 and repaying a grant-in-aid to the Regional District of Nanaimo, which had made the shelter beds a requirement of the grant. The City subsequently removed the shelter component. The Task Force scrambled to try to find a solution for local homeless people as the weather turned cold.

OHEARTS formed and began offering the Shelter on a rotating basis beginning Dec. 19 at seven local churches. Very quickly, a decision was made to host the Shelter at St. Anne's Church for the remainder of the winter. On March 17, the shelter had to close due to physical distancing concerns related to the COVID-19 pandemic. At that time, 2 seniors and 6 individuals began 30 days housing at a local hotel through support from BC Housing and Ministry of Social Development and Poverty Reduction.

Total Shelter Guests: 78 | Guest Nights: 920 | Average nightly attendance: 8 to 18

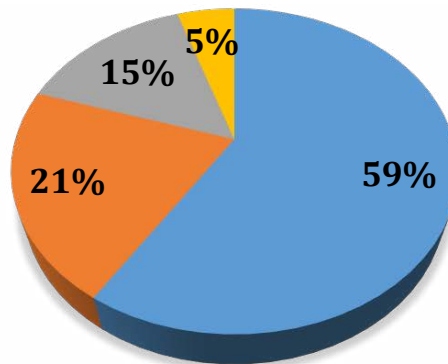
Financial Information

SOS Funding Sources



■ Thrift Shop ■ Donations ■ Government Funds ■ Other Income

Thrift Shop Funds



■ Child, Youth & Family programs and services
■ Seniors programs and services
■ Personal & Family support services
■ Community Collaborations

Condensed Financial Statements

Statement of Financial Position

	2020	2019
Assets:		
Current assets	\$211,951	\$90,304
Cash & short term investments - internally restricted	1,203,255	1,227,050
Long term investments	108,670	235,000
Long term investments - internally restricted	600,000	590,000
Capital assets	<u>2,614,125</u>	<u>2,686,528</u>
	<u>\$4,738,001</u>	<u>\$4,828,882</u>

Liabilities & Net Assets:

Current liabilities	\$154,724	\$185,923
Deferred revenue	107,043	78,491
Deferred capital asset contribution	44,018	48,672
Net assets	<u>4,432,216</u>	<u>4,515,796</u>
	<u>\$4,738,001</u>	<u>\$4,828,882</u>

Statement of Operations

Revenue:	\$4,175,404	\$3,918,601
Expenses:		
Management & administration	190,165	184,753
Programming & operations	3,955,421	3,425,770
Amortization & asset losses (gains)	<u>113,398</u>	<u>118,147</u>
Excess of revenue over expenses	<u>\$(83,580)</u>	<u>\$189,931</u>



Giving Made Easy



Giving back to the community was a priority for Elaine De Rooy, and a decision she made about 5 years ago, enabled her to achieve that objective with ease.

“I was an annual donor and I decided I didn’t want to spend November sitting down and doing my donation things. So I thought, I’m just going to take my amount and divide it by 12 and round it up.”

She did this with all the charities she supports, and said she has saved time and paper, among other things. “It comes out of my account every month and you don’t miss it. It’s not like you have a big chunk of money coming out that you’re saving up for.”

Elaine has volunteered in the Christmas



program since 2006, and said it’s important to her that local families and individuals aren’t going without at that time of year. Now she can be sure that her contribution is making a difference for local residents year-round.

“You’re doing good without realizing it.”

Staff Work Retreat



Every year, on a Sunday in the fall, SOS staff attend a “work retreat.”

The agenda might include an educational presentation, updates on SOS policies, feedback may be requested, and brainstorming sessions may occur.

After lunch, staff take part in a team-building exercise, which this year included the Amazing Race-like activity pictured here.

Staff Years of Service

5 years

Andrew Denneus
Lissa Alexander
Bob Barfoot

Thrift Shop Shipper/Receiver
Marketing Coordinator
Senior Child, Youth & Family Worker

15 years

Diana Gorenko

Thrift Shop Merchandiser

20 years

Peter Wallace
Arthur Adamache

Thrift Shop Shipper/Receiver
Thrift Shop Shipper/Receiver

25 years

Renee Caulder

Coordinator of Volunteer Resources



Book Launch

Sept. 26, 2019



A celebration with friends, supporters and community leaders was held at the McMillan Arts Centre to mark the publication of SOS's 50th Anniversary commemorative book, *Celebrating a Caring Community*. Founding member Edith Chamberlayne was on hand to sign copies of the book, which was published 14 years after the book she produced, called *SOS, The First 25 Years*.

For three years, members of the SOS Book Committee worked on the project, bringing in accomplished local writer Neil Horner, and publishing experts at Behind the Book. The publication tells the remarkable story of SOS, how it began and how it has grown to become the heart of our community. To mark



the occasion, Scott Jesse entertained on piano, Book Committee Member Candy Ashbridge read an excerpt, and attendees enjoyed prosecco and strawberries. The book can be purchased for \$20 at SOS Thrift Shop and SOS Community Services Centres. All proceeds support SOS programs and services.

Volunteering with compassion

Over the 36 years that Rita Paul has volunteered with SOS, she has touched many lives, and she has also gained a great deal.

“It has built up my self esteem and self worth, I’ve learned to communicate with people...it’s overwhelming,” she said. “And it touches the heart.”

Rita began volunteering at an information booth at the old Wembley Mall in French Creek, handing out flyers to inform people about SOS. She also remembers volunteering at the Thrift Shop when it was located in a small space on Pioneer Crescent.

“The old wooden floors were very creaky,” she recalled. “I remember it was dark and dingy in there, there wasn’t very many windows. But I liked it.”

She said it was the “togetherness” with other volunteers that she particularly liked. People were very friendly and she felt part of a big, happy family, she explained. Rita started helping out with the SOS Christmas program about 13 years ago,



Rita Paul has been volunteering with SOS for 36 years.

because “it felt like the right thing to do.” Sharing compassion and understanding with other volunteers, while also connecting with clients are some of the reasons that the program has filled her heart, she said.

Rita said she recommends other people give volunteering a try because in giving, you receive. When asked if she plans to resume volunteering once she’s able to, she replied simply, “I surely do.”



(Left) volunteers helping at the Thrift Shop, and (right) at Seniors Connecting in Qualicum Beach.

SOS in Action



Photo Captions (2019 photos):

1. SOS's Canada Day Parade Entry was SOS City of Superheros.
2. Fun with beading at the SOS tent on Family Day in Qualicum Beach.
3. Picnic time with SOS at Kidfest.
4. Youth Week activities included a friendly Nerf Showdown at Qualicum Commons.
5. School Night Out Participants enjoyed an outing to Top Bridge.

Unity in Community



District 69 Society of Organized Services

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