

Annual Report

Providing vital community programs
and services for 50 years



Society of
Organized
Services

2017-2018



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.



Table of Contents

Messages from the Board Chair and the Executive Director

4

Celebrating 50 Years

5

Board of Directors & Their Roles

6 & 7

Thrift Shop

8

SOS Building Updates

9

Program Statistics

10-13

Overview of Programs

14

Outreach

15

Financial Information

16 & 17

Staff

18

Volunteers

19

Volunteers' Years of Service & Recognition

20

Program Celebrations

21

Historic Photo Spread

22 & 23

Contact Information and Photos

24

Message from the Chair

The year 2018 is an exciting year for us at SOS, as we celebrate our 50th Anniversary and I, personally, must say what an honour it is to be Chair of the Board of Directors during such an auspicious occasion. For the past few years, we have been planning some celebrations that will take place throughout 2018 and our hope is that you will help us celebrate too!

We will be getting past directors together prior to our AGM to reminisce and share stories. There will be public summer celebrations both in Parksville and Qualicum Beach where we will be celebrating with the community all that we have achieved together.

In November, the month that SOS became a registered Society, there will be a Golden Jubilee event where we will be bringing our volunteers and supporters together to watch a 50th Anniversary video and get a taste of an exciting book we are having written on the



history of SOS.

And, I can not forget about our new Friendship Garden, a gift to you, our community, which will be a place where we can reflect on all of the work we have done in the community for the past 50 years. I welcome you to please join us as we continue celebrating together in 2018.

~Garry Cox

Message from the Executive Director

It is very exciting to see how far we have come in 50 years. As we look back at all we have accomplished, we have a lot to be thankful for.

That includes the work of our Board of Directors. Over the years, our Board members have given up a lot of their time to make this community a better place. They work hard to ensure the best decisions for our community are made, and that our programs and services are relevant. Their time and talents have made a huge contribution to the success of SOS. Read more about our current Board and the roles of our Board members on pages 6 & 7.

We are also extremely fortunate to have such a dedicated team of volunteers. Volunteers have always been the foundation of SOS. When the organization was created, the idea was to create an “organized volunteer service”, seeking those “willing to give of their time and talents”. We now have close to 350 active volunteers, and more than 1,300 members.

Our Founding Members knew we needed a secure funding base to support all of their wonderful ideas, and in 1969 they created



the SOS Thrift Shop. Thanks to community support at our Thrift Shop, we have been able to successfully offer a variety of programs and services for all ages throughout the years. We are proud to show you the upgrades to the Thrift Shop and our Community Services Centre in Parksville completed earlier this year, on page 9.

And finally, we have an amazing team of committed staff who help to ensure our programs and services are making a difference, and keeping up with the needs of the community. Thank you for your ongoing support in making SOS what it is today.

~Susanna Newton

50th Anniversary

It began during a conversation at a kitchen table in Parksville, in 1968. They were ordinary folks, three women, impassioned by what they were seeing in their community. Pauline Touzeau, Edith Chamberlayne and Betty Marocchi knew that children were going without basic necessities to get them through the school day. They also saw that seniors needed assistance in a number of areas. Their conversation that Spring evening sparked the creation of SOS, bringing residents together to volunteer and assist their friends and neighbours. The organization was designed to fill the gaps and help people help themselves.



Edith Chamberlayne



Pauline Touzeau



Betty Marocchi

50 years later, SOS has changed countless lives, pulled people out of dark places, inspired positive change, helped forge the best of friendships, and promoted a strong, healthy community. All of this because a community stepped up 50 years ago, and residents saw the value in continuing this important work throughout the decades.



Board of Directors



Garry Cox - Chair

Born and raised in St. John's NFLD, Garry is a retired police officer, having served 30 years with the RCMP, the last 9 of those in Oceanside. Garry has been volunteering since he was a teenager, and continues that service today.



Martin Fereday First Vice Chair

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



Elaine McKinlay Second Vice Chair

Elaine worked in the telecommunications industry in finance and human resources. She has a great interest in people, finances and gardening.



Bonnie Wallis Secretary Treasurer

Bonnie has an accounting office in Parksville and has enjoyed volunteering with a number of local organizations.



Gordon Ball Director

Gordon is a farm boy from Saskatchewan. He had a 36-year Law practice in Calgary, and now has a part-time local practice.



Don Dempson Director

Don has worked in marketing, sales and communications for major companies. He is an active volunteer in a variety of places.



Joshua Dennis Director

Joshua works as an IT Consultant. He has worked with organizations to bring computer technology to rural areas of the world.



Don Luke Director

Don worked in telecommunications for 40 years. He was presented with the Sovereign's Medal for Volunteers in 2017.



Pamela May-Straka Director

Pam has a background in science, and worked as an exploration geologist. She has now made community service central to her life.



Dr. Jennifer Mullett Director

Jennifer is a psychologist, and adjunct professor, dedicated to creating healthy communities and building capacity for social change.



Paul Ruffell Director

Paul has been a consulting engineer for over 40 years. He has served on several Boards in the private and not-for-profit sectors.

SOS Organizational Chart



SOS Board of Directors

Stewards of the Society

The Board is responsible for the governance of SOS. Board Members are elected by the membership at the Annual General Meeting and serve for a one or two-year term. Directors may be elected for up to eight consecutive years.

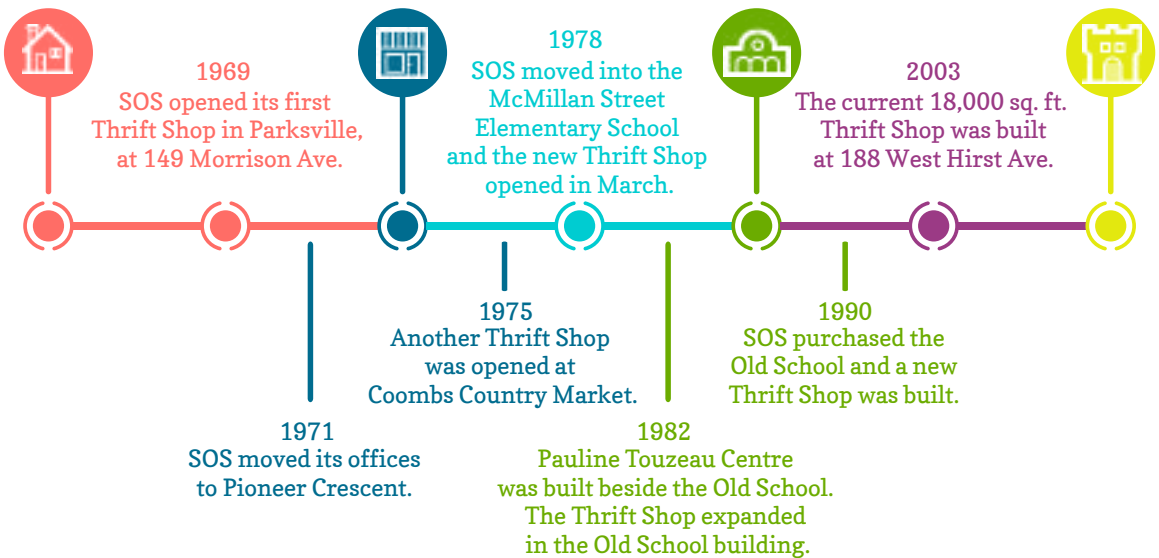
Board roles include:

- Determine the Mission and the Vision
- Develop the Strategic Plan
- Select the Executive Director
- Monitor Programs and Services
- Ensure financial viability
- Approve governance policies
- Inspire community support



Thrift Shop

Main funder of SOS programs and services



SOS Building Updates

SOS Community Services Centre and the SOS Thrift Shop were both painted in late summer 2017 and new signage was applied. An update to the Friendship Garden was completed in April 2018, and includes a marble sculpture of a mother and child donated by local sculptor Mike Rebar, with the marble donated by BC Marble.



From left, Edith Chamberlayne, Kay Burgoyne and Julia McDonald in the Friendship Garden in 1989.



A sod turning event for the new SOS Thrift Shop in 1989 leads a procession past the Friendship Garden.



The Friendship Garden in 2018.



Left photo, SOS Community Services Centre Parksville, right photo, SOS Thrift Shop in 2018.

Program Statistics

April 2017 - March 2018

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: 183 attendancies Qualicum: 165 attendancies
A space for children in grades 4-6 to meet friends, gain confidence and community awareness.	Girl Talk & Guyz Time	Parksville participants: Girls: 30 Guys: 15 Qualicum participants: Girls: 30 Guys: 10
Fun outdoor activities keep children in grades 4-6 active and engaged throughout the summer.	Kids Summer Fun	Parksville: 24 participants Qualicum: 15 participants
A place for youth in grades 7-9 to express themselves, go on outings and develop friendships.	School Nite Out	Parksville: 50 participants
A positive place for teens to connect with friends, play music, create art and receive support.	Teen Programs	Parksville: 56 participants Qualicum: 41 participants
A safe and relaxing place where families can spend quality time together and have dinner prepared.	Family Night	Parksville: 121 participants Qualicum: 77 participants

Program Statistics

April 2017 - March 2018

Community Needs	SOS Program	SOS Impact
Individuals and families need help buying food at Christmas time. Parents and grandparents need assistance buying gifts for children and teens at Christmas.	Caring for Community at Christmas	1,146 adults received grocery store gift cards 1,248 children and teens received gifts 867 households in the district were assisted
Assistance purchasing attractive outfits, shoes and accessories for graduation ceremonies.	Gradwear	25 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 children and youth were assisted with 483 activities that families could otherwise not afford.
Ability to file income taxes without paying fees. Ability to collect benefits based on tax return.	Income Tax	1,513 tax returns filed for 1,354 clients.
Tutoring in Math and English for students in grades 6-12.	Education Assistance	27 students were assisted one-on-one with Math and English at no cost.

Program Statistics

April 2017 - March 2018

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.	Seniors' Advocacy Services	433 Client appointments 117 Vouchers issued for emergencies 1,511 Total client contacts
Weekly social interaction, fun outings and helpful information for seniors to stay healthy and informed.	Seniors Connecting	Attendances: 3,217 Outings: 32
Access to hot, nutritious meals, ability to eat a well-balanced diet, and the ability to remain living at home.	Meals on Wheels	11,120 Healthy meals delivered 62 Average monthly clients
Ability to get to and from medical appointments at no cost.	Medical Appointment Transportation	1,038 Drives 228 Clients assisted 35,441 km driven
Assistance with counselling costs and finding an appropriate counsellor.	Counselling Referral	130 Residents referred to local professionals, and costs subsidized

Program Statistics

April 2017 - March 2018

Community Needs	SOS Program	SOS Impact
<p>Help for seniors such as grocery shopping transportation, non-medical drives, light housekeeping, repairs and yard maintenance.</p>	<p>Oceanside Better at Home Funded by the Government of BC</p>	<p>2,488 Cleaning services 266 Friendly visits 283 Non-medical drives 249 Client grocery shops 161 Yard services</p>
<p>Assistance with essentials like food and medicine. Safety-related repairs on vehicles, and advocacy assistance.</p>	<p>Emergency Assistance & Advocacy</p>	<p>876 Vouchers for essentials 18 Referrals to Kerry's Car & Truck Service 96 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>24 Housing subsidies 35 Clients receiving outreach support 471 Outreach phone calls</p>
<p>Education on matters related to tenancy, including rights and responsibilities, budgeting and living with others.</p>	<p>STAR Program (Supporting Tenancy through Action and Resources)</p>	<p>1 Participant completed the course, and received a certificate.</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>435 Stays overnight 34 Nights at full capacity 118 Crisis calls 754 Non-crisis calls</p>



SOS Programs

Preschool

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

Children & Family

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

Youth

- School Nite Out
- Summer Nite Out
- Teen Nite
- Youth Open Space Qualicum
- Gradwear
- After School Education Assistance

Adults & Seniors

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



Outreach

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



Oceanside Task Force on Homelessness

Working to create Oceanside as a community without homelessness and to improve living conditions for people at-risk of homelessness. The Oceanside Task Force on Homelessness is co-chaired by Violet Hayes (Island Crisis Care Society), Sharon Welch (Forward House Community Society) and Susanna Newton (Society of Organized Services). Task Force members also include representatives from local organizations, as well as government agencies. www.oceansidehomelessness.com

Oceanside Homelessness (Housing) Outreach Support Team = HOST

Part of the Oceanside Task Force on Homelessness, the HOST Team works to better serve our most vulnerable population, who experience homelessness and instability, by helping them to access and maintain housing, and to improve health outcomes.

Oceanside Cold Weather Shelter

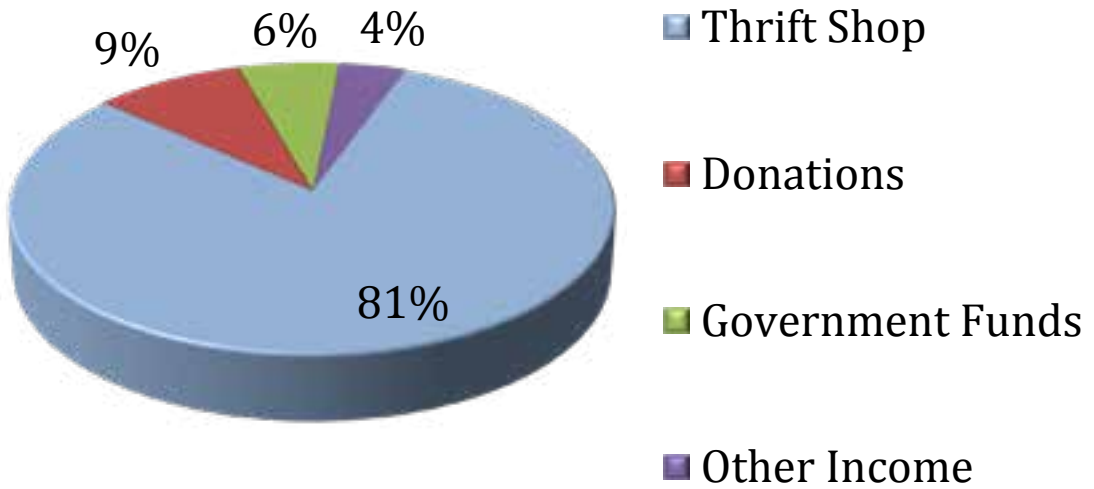
A project of the Task Force and funded by BC Housing, premises leased from Arbutus Grove Church, and administered and operated by Island Crisis Care Society.

Nov. 1, 2017 - March 31, 2018, open nightly from 6 pm - 8 am.

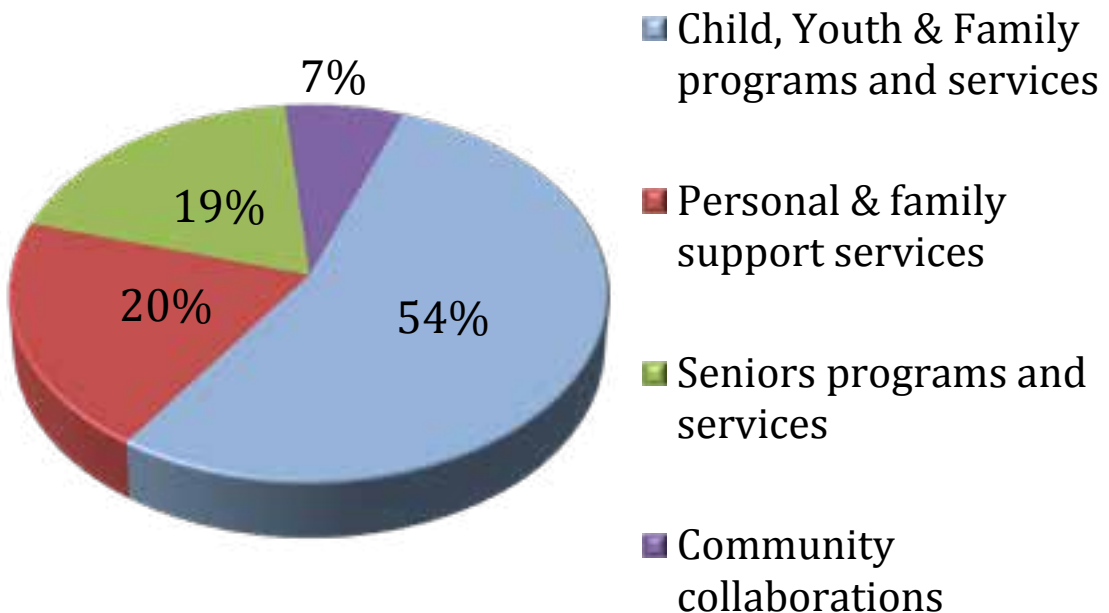
Male attendances: 904 | Female attendances: 73 | Under 19 years attendances: 3

Financial Information

SOS funding sources:



Thrift Shop funds:



Condensed Financial Statements

Statement of Financial Position

Assets:

Current assets	\$315,342	\$248,591
Cash & short term investments - internally restricted	1,115,854	1,421,156
Long term investments - internally restricted	650,000	629,229
Capital assets	<u>2,546,806</u>	<u>2,179,777</u>
	<u>\$4,628,002</u>	<u>\$4,478,753</u>

Liabilities & Net Assets:

Current liabilities	\$189,669	\$175,096
Deferred revenue	57,739	13,471
Deferred capital asset contribution	54,729	62,765
Net assets	<u>4,325,865</u>	<u>4,227,421</u>
	<u>\$4,628,002</u>	<u>\$4,478,753</u>

Statement of Operations

Revenue:

\$3,767,007 \$3,640,292

Expenses:

Management & administration	170,693	140,235
Programming & operations	3,384,194	3,086,033
Amortization & asset losses (gains)	<u>113,676</u>	<u>106,085</u>

Excess of revenue over expenses

\$98,444 **\$307,939**

\$1,000+ Donors and Contributors to SOS

Thank you!

Clark, Walter & Marion
 Duncan, Norman & Diane
 Hagedorn, Brian & Doreen
 Luke, Don
 McLenahan, John & Claudette
 Paul, Kathie
 Rehill, Gregory & Winnifred
 Shove, Helen
 Smith, Barbara
 Cedar Grove Roofing Supply
 Coastal Community Credit Union
 Eaglecrest Golf Club
 Island Radio
 Kerry's Car & Truck Centre
 Knights of Columbus #7991
 Oceanside Newcomers Alumni
 Society
 Parkville Qualicum Beach News
 Parkville Quilt House Quilters
 Guild
 PASS/Woodwinds Alternate School

Qualicum Beach Alumni
 Newcomers Association
 Qualicum Beach & Area
 Newcomers Club



Qualicum Foods
 Quality Foods Parkville
 Royal Bank of Canada/RBC
 Foundation

Rotary Club of Qualicum Beach
 Royal Canadian Legion Br. 76
 Save-On-Foods
 Seaside Cruizers Society
 Silver Spur Riding Club
 Smithers Road Automotive Ltd.
 TD Bank Group
 Thrifty Foods
 Tigh-Na-Mara Seaside Spa
 Resort & Conference Centre
 Waypoint Insurance

40 local businesses that hosted
 Angel Trees at Christmas
 Many local businesses who
 supported SOS in various
 ways throughout the year

**Plus additional donors who
 wish to remain anonymous**

Staff

Thrift Shop
Team



Child, Youth
& Family
Programming
Team



Administration
Team



Staff Years of Service

5 years

Alice Bailey-Tulia, Preschool & Family Coordinator
Ken Stubbs, Thrift Shop Operations Supervisor
Jane Williams, Oceanside Better at Home Coordinator

10 years

Debbie Vallender, Thrift Shop Merchandiser

15 years

Gwen Taylor, Thrift Shop Operations Supervisor

50 Years of Volunteers



“Volunteering to me means being a part of my community; meeting new people; sharing my skills; giving back.”

Active Volunteers
353

“I have volunteered for many years and I am grateful to have met so many wonderful volunteers. My self-esteem and self-worth has increased 100% thanks to SOS.”

“Some of us won the lottery the day we were born, but there are many more who didn't. As a volunteer, I feel privileged to be able to give back to those less fortunate. I've learned to be a happier person and to have a more balanced perspective on life.”



“Socialization; gets me out of the house; sense of purpose; physical activity; make a difference; meet new people; learn new things; keeps my brain active.”

Active Members
1,397

Well-deserved award for SOS Volunteer

It has always been important to John McLenahan to give back to people in his community. He was a teacher, and volunteered as a football and basketball coach for many years in Calgary and in Rocky View, Alberta.

John and his wife Claudette made the move to central Vancouver Island about 25 years ago. John has been volunteering with SOS for 13 years as a driver in the Meals on Wheels program, Medical Appointment

Transportation, Oceanside Better at Home and he delivers stockings to seniors who are shut in at Christmas time. John was awarded

the 2017 Volunteer of the Year Award at the Qualicum Beach Chamber of Commerce's Community Awards in February 2018.



John McLenahan

Volunteers' Years of Service

5 years

From left,
Bert Harding,
Elden Davis,
Marion Macleod,
Shirley Davis and
Louise Coull



15 years

June
Gilbert,
Miriam
Gunn and
Heather
Bradley



20 years

Anne Moore and Lorraine Davis



25 years

Joyce Peeke-Vout, Shirley Gallop and Helen Poste



40 years

Kay Burgoyne



50 years

Verna Jenkins and Edith Chamberlayne

Celebrations during the 50th year

In celebration of the 50th Anniversary, SOS is hosting various events and highlighting different programs each month. Participants of the programs and volunteers are receiving small, celebratory gifts and prizes.

Public events

Parkville Summer Celebration: July 8 from 1 - 4 pm at the SOS Community Services Centre. A Friendship Garden dedication ceremony, reptile shows, balloon animals, melting beads, crafts, live music, food, refreshments, and more.

Qualicum Beach Summer Celebration: July 14 from 12 pm - 2 pm at SOS in Qualicum Commons. '60s themed activities, games for families, live music, food, refreshments and more.

Other events

Directors' Reunion will take place prior to the Annual General Meeting. SOS will also host a Golden Jubilee-Community Celebration for volunteers and supporters in November, the month SOS officially became a Society. A 50th Anniversary video will be revealed at the event in November, as well as an excerpt from a new SOS book. The book is set to be published in 2019 and the video will be shared publicly later this year.



Volunteer Coordinator Renee Caulder (left) and Seniors' Advocacy Services Coordinator Dawn Barry.



Ivy Sterviker and Bailey Kaario.

From left, Renee helps draw names for Seniors' Advocacy Services clients to win Thrift Shop Gift Certificates in February. Right, Volunteer Gradwear models help spread the word about prizes that could be won during the month of May, including outfits and gift cards to local businesses.



Some monthly give away items include local tea for Oceanside Better at Home clients, Income Tax Program Coordinator Elizabeth Nichol shows a tax envelope for Income Tax clients, and Medical Appointment Transportation Service clients receive car magnets and Post-It Notes.

50 Years of Memories



From top to bottom, SOS representatives attending a Tea at Government House in honour of Volunteer Recognition week in 1990. Fred Samuels, Volunteer Superintendant during construction of the new Thrift Shop in 1989; Volunteers gather for a sod turning event in 1989. Left photo, Thrift Shop volunteers Gerrie Watson and Julia Johnson in 1988. Pauline Touzeau sorting Christmas hampers in 1968.



50 Years of Memories



From top to bottom, SOS staff in 1993. A Thrift Shop Fashion show for volunteers in 1993. SOS Office manager Brook Russell, Edith Chamberlayne and Thrift Shop Coordinator Jackie Watson around 1986 (left photo). Sarah Bezusko and her daughter in the TIC TAC program in 2017. Thrift Shop Volunteers and staff in 1984 (left photo), Preschool TOTAMS program in 1991.



Join us for the next 50 years!

be part of our caring community



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