

# Annual Report

Creating a healthy community  
program by program



Society of  
Organized  
Services

2015-2016

# Who We Are



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

**Top photo,** SOS board members and executive staff gather at Milner Gardens for founding member Edith Chamberlayne's 90th birthday in May.

**Right Photo,** A mother hugs her children for a Mother's Day photo at TIC TAC in Parksville. Seconds later they scatter and busy themselves exploring toys and activities with staff and volunteers.



## Our Mission:

To work collaboratively with community stakeholders to identify and ensure the provision of a safety net of select, supplementary social services and resources not adequately available in District 69.

## Our Vision:

Our vision is that all individuals and families in our community have the opportunity to live independent, healthy and productive lives.



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**Girl Talk,** fun with reptiles



**Family Night** in Qualicum



# Message from the President

Another year has passed by quickly it seems and our community's needs appear to be ever-evolving at the same fast pace. This is the reason that the SOS Board works closely with staff to understand the needs of the community and then to set direction based on those requirements. In order to continue meeting our commitments by offering comprehensive and innovative programming, Thrift Shop support remains critical, since it is the key funder of SOS. SOS has been offering quality programs



and services for over a year now at Qualicum Commons, and we are looking to further expand programming for people of all ages in the Qualicum Beach area.

Looking to the future, SOS has already begun planning for our 50th anniversary taking place in 2018. We're very excited to celebrate all the good work SOS has done in our community over these past 50 years. And, we're committed to continuing that work into the future in our efforts to empower vibrant community living. ~Garry Cox

# Message from the Executive Director

SOS prides itself on having the ability to understand and anticipate what our community's needs are, and together with other service providers, we have the capacity to meet those needs.

Following an internal program review, the SOS Family Night was adjusted this year so we could serve more local families. As a result, the program more than doubled.



Another important role SOS plays involves supporting our seniors. Our Seniors' Connection program offers one-on-one assistance addressing a variety of concerns, and this year the number of seniors we assisted grew significantly over last year. Oceanside

Better at Home program now serves over 200 seniors with non-medical supports like light housekeeping, friendly visits, grocery shopping, and yard work.

These examples are indicative of the growing need for SOS programs and services in our community. We're proud of the work we do and we couldn't do it without the support of the communities we serve.

Thanks to donations we receive and the important and irreplaceable help from our volunteers, SOS is able to continue this very important work. We thank them all. Thank you for your interest and continued support of SOS. ~Renate Sutherland

# Board of Directors



**Garry Cox - President**

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



**Janet Smukowich - First Vice President**

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.



**Cory McIntosh - Past President**

Born and raised in Victoria, Cory has been working as an accountant for 17 years.



**Candy Ashbridge - Director**

A retired librarian, Candy has a Master's Degree in Library Science.



**Kay Burgoyne - Director**

Kay worked at SOS from 1978-1994 in the office, and the last 8 years as Executive Director.



**Don Dempson - Director**

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



**Wendy Hill - Director**

Wendy recently retired as Assistant Deputy Minister in BC's Ministry of Health.



**Carol Plaisier - Director**

Carol is a certified financial planner and mortgage professional.



**Elaine McKinley - Director**

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



# Thrift Shop

## Key funder of SOS



The SOS Thrift Shop is the key funder of our organization. Over 80% of SOS funding comes from our Thrift Shop.



Donations and community support for the Thrift Shop are critical in order to make our more than 30 programs and services possible.



Volunteers are essential to the success of the Thrift Shop. These 160+ volunteers have helped make it a viable source of funding and a bustling community hub.

# Taking Care of **All** Ages



TIC TAC



FAMILY  
NIGHT



YOUTH OPEN  
SPACE



STAR  
PROGRAM



SENIORS ARE TALKING

## Preschool Programs

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

## Children & Family Programs

- Move & Groove Dance Class
- Girl Talk & Guyz Time
- Family Night
- Recreation Assistance
- Caring for Kids at Christmas

## Youth Programs

- School Nite Out
- Teen Nite
- Youth Open Space Qualicum
- Teens iN Transition
- Gradwear
- After School Education Assistance
- Babysitting Course

## Adults & Seniors Programs

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



# Child, Youth & Family Centre

## Program Statistics, April 2015 - March 2016

Community Needs	SOS Program	SOS Impact
A warm and creative place for young children to play while caregivers join in, or take a break.	<b>Preschool Programs</b>	<b>Parksville:</b> <b>94</b> attendancies <b>Qualicum:</b> <b>93</b> 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>Parksville participants:</b> Girls: <b>18</b> Guys: <b>17</b> <b>Qualicum participants:</b> Girls: <b>13</b> Guys: <b>5</b>
A place for youth in grades 7-9 to express themselves, go on outings and develop friendships.	<b>School Nite Out</b>	<b>Parksville:</b> <b>21</b> participants
A positive place for teens to connect with friends, play music, create art and receive support.	<b>Teen Nite</b>	<b>Parksville:</b> <b>18</b> participants
A safe and relaxing place where families can spend quality time together and have dinner prepared.	<b>Family Night</b>	<b>Parksville:</b> <b>61</b> participants <b>Qualicum:</b> <b>39</b> participants

# Child, Youth & Family Centre

## Program Statistics, April 2015 - March 2016

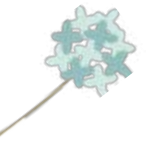
Community Needs	SOS Program	SOS Impact
A free outlet where older youth can get positive support, life skills and resources.	<b>Teens in Transition</b>	<b>Parksville:</b> <b>7</b> Group registrations <b>17</b> drop-ins
Affordable and attractive clothing and accessories to send youth to their grad ceremonies in.	<b>Gradwear</b>	<b>44</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 camps.	<b>Recreation Assistance</b>	<b>347</b> local children were assisted, enabling them to attend programs.
Tutoring in Math and English for students in grades 6-12.	<b>Education Assistance</b>	<b>28</b> students were assisted at no cost.
A free course for children to learn childcare and basic first aid.	<b>St. John Babysitting</b>	<b>12</b> participants completed the course and were certified.
A free dance class for children from low income families.	<b>Move &amp; Groove</b>	<b>13</b> local children got to try ballet, jazz and hip hop.



# Program Statistics

April 2015 - March 2016

Community Needs	SOS Program	SOS Impact
<ul style="list-style-type: none"><li>• Affordable housing</li><li>• Financial aid</li><li>• Medical care</li><li>• Transportation</li><li>• Support</li></ul>	<b>Seniors' Connection</b>	Assisted seniors <b>1,271</b> times, helping find solutions for a variety of concerns Hosted <b>3</b> Service Canada seminars
<ul style="list-style-type: none"><li>• Social interaction</li><li>• Helpful information to stay healthy and informed</li><li>• Camaraderie</li></ul>	<b>Seniors Are Talking</b>	<b>1,911</b> total attendancies at meetings, information sessions and outings <b>28</b> Outings
<ul style="list-style-type: none"><li>• Access to hot, nutritious meals</li><li>• A well-balanced diet</li><li>• Ability to eat at home</li></ul>	<b>Meals on Wheels</b>	<b>9,461</b> healthy meals delivered <b>54</b> Average monthly clients <b>34</b> Volunteers
<ul style="list-style-type: none"><li>• Ability to get to and from medical appointments</li></ul>	<b>Medical Appointment Transportation</b>	<b>795</b> Drives <b>173</b> clients assisted <b>26,534</b> km driven



# Program Statistics

April 2015 - March 2016

Community Needs	SOS Program	SOS Impact
<ul style="list-style-type: none"><li>• Light housekeeping</li><li>• Social interaction</li><li>• Non-medical drives</li><li>• Transportation to grocery stores</li></ul>	<b>Oceanside Better at Home</b>	<b>1,546</b> housekeeping services <b>171</b> Friendly visits <b>209</b> Non-medical drives <b>25</b> Grocery shopping trips
<ul style="list-style-type: none"><li>• Assistance buying food at Christmas</li><li>• Assistance buying children Christmas presents</li></ul>	<b>Caring for Kids at Christmas</b>	Grocery gift cards given to <b>1,184</b> adults <b>1,151</b> children received gifts
<ul style="list-style-type: none"><li>• Ability to file income taxes</li><li>• Taxes filed in order to collect benefits</li></ul>	<b>Income Tax</b>	<b>1,228</b> tax returns filed for <b>1,120</b> clients
<ul style="list-style-type: none"><li>• Need essentials like food, gas and medicine.</li><li>• Safety-related repairs on vehicles</li><li>• Advocacy assistance</li></ul>	<b>Emergency Assistance</b>	<b>1,136</b> vouchers for essentials <b>21</b> parents referred to Kerry's Car & Truck service <b>73</b> advocacy meetings

# Keeping You Connected

**W**e are working hard at keeping our supporters connected to the SOS community.

Our monthly E-Newsletters started in April and share SOS news, opportunities, and some of the stories that reveal the impact we are having in our community. The E-Newsletters are in addition to our Annual Spring and Summer Newsletters.

The SOS Facebook page was launched last Fall and we now have over 200 followers. There, we post SOS images, job opportunities, Thrift Shop sales and more. To follow us, visit [www.facebook.com/sosd69](http://www.facebook.com/sosd69) click on “like” and hover over “liked” to turn on notifications.

The SOS website is getting a face-lift this year. It was time to upgrade our software and bring the site up to date so it is compatible with all the new viewing devices. Our website developers, Geeks on the Beach, are making a sizable donation to help us revamp our homepage and update our event system. By this fall,

our website will be more user-friendly, feature some great new program pictures, and have a fresh and visually appealing look. If you have any feedback or suggested additions once the site is complete, we’d love to hear from you! Please email your comments to [info@sosd69.com](mailto:info@sosd69.com)



## Images:

Screenshots of the SOS Facebook Page, and the May E-Newsletter. Sign up for SOS newsletters through the SOS website: [www.sosd69.com](http://www.sosd69.com)



# Outreach

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



KIDFEST

## Extreme Weather Shelter

Funded by BC Housing,  
Coordinated by OTFH,  
Hosted by Salvation Army,  
Administered by SOS

Nov. 1, 2015 - March 31, 2016

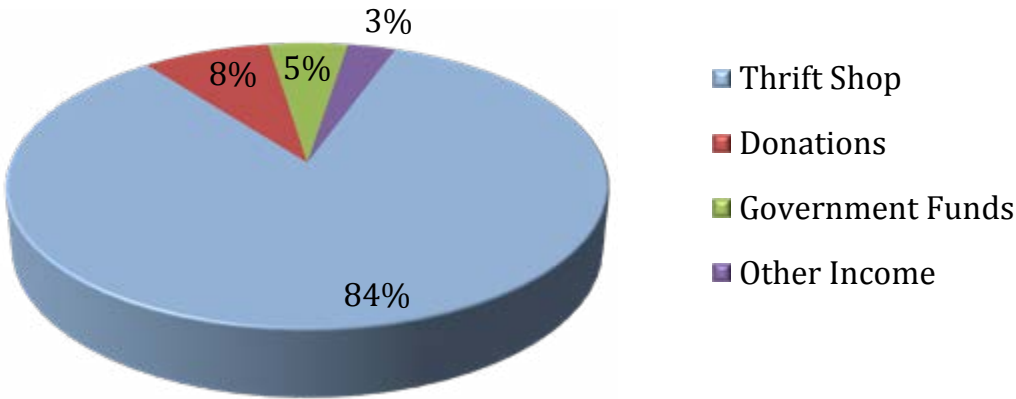
Male attendancies	166
Female attendancies	18
Nights open	63

## SOS Homeless Prevention Program

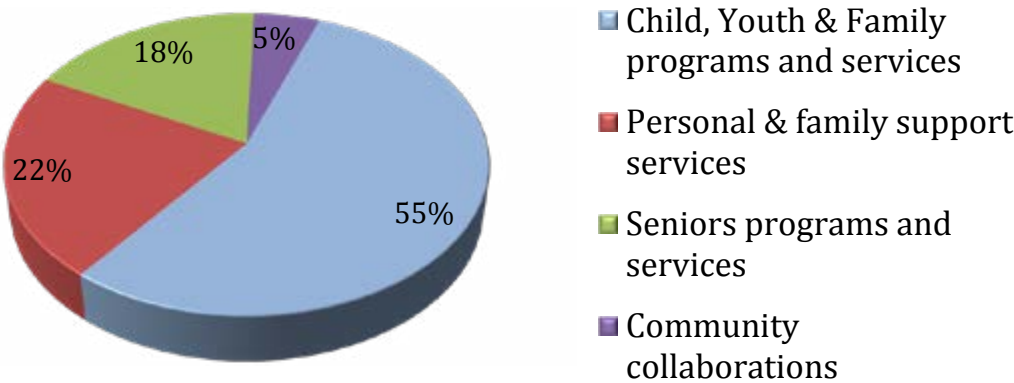
A partnership with BC Housing, this program is focused on providing people in identified at-risk populations with rent subsidies and a support system to prevent homelessness. The program has housed 25 people to date, and 11 are receiving support through the Oceanside HOST team. (More on page 19).

# SOS Financial Information

## Where does SOS funding come from?



## Allocation of Thrift Shop funds



# SOS Condensed Financial Statements

## Statement of Financial Position

	2016	2015
<b>Assets:</b>	\$236,974	\$226,737
Current assets	1,156,700	801,780
Cash & short term investments - internally restricted	540,000	560,000
Long term investments - internally restricted	2,194,773	2,299,120
Capital assets	<b>\$4,128,447</b>	<b>\$3,887,637</b>

## Liabilities & Net Assets:

Current liabilities	\$141,920	\$143,217
Deferred revenue - current	23,801	32,666
Deferred revenue - long term	43,244	45,046
Net assets	<b>3,919,482</b>	<b>3,666,708</b>
	<b>\$4,128,447</b>	<b>\$3,887,637</b>

## Statement of Operations

<b>Revenue:</b>	\$3,416,309	\$3,090,639
<b>Expenses:</b>		
Management & administration	135,353	128,676
Programming & operations	2,911,370	2,775,110
Amortization & asset losses (gains)	116,812	127,645
<b>Excess of revenue over expenses</b>	<b>\$252,774</b>	<b>\$59,208</b>

## \$1,000+ donors and contributors to SOS

Cenovus Employee Foundation	Island Radio	Qualicum Foods
Clark, Walter & Marion	Kerry's Car & Truck Centre	Quality Foods Parksville
Cook, Geraldine	Knights of Columbus #7991	Rotary Club of Qualicum Beach
Duncan, Norman & Diane	Oceanside Newcomers Alumni Society	Rotary Club of Parksville
Fanning, Ken & Phyllis	Parksville Quilt House Quilters Guild	Royal Canadian Legion Br. 76
Lawson, Mike & Carol	Parks West Business Products	Save-On-Foods
Lefaux, Peter	Parksville Lioness Club	Silver Spur Riding Club
Lowen, Kerby & Maeva	Provincial Employees Community Services Fund	Smithers Road Automotive Ltd.
Luke, Don	Qualicum Beach Alumni	Thrifty Foods
McLenahan, John	Newcomers Association	Tigh-Na-Mara Seaside Spa
Paul, Fred	Qualicum Beach & Area Newcomers Club	Resort & Conference Centre
Rehill, Gregory & Winnifred		<b>Plus 15 additional donors who wish to remain anonymous</b>
Parksville Qualicum Beach News + Coins for Kids		
Grumpy Old Men Hockey Team		



# SOS Staff



Administration Team

Child, Youth & Family  
Centre Team



Thrift Shop Team



## Staff Years of Service

23 years, retiring	Mary Sluyter	Financial Administrator
10 years	Tim McArdon Julie Patterson	Shipper/Receiver Coordinator
5 years	Billy Denis Andy Telfer	Shipper/Receiver Coordinator

# SOS Volunteers Years of Service



## 5 years

Back row from left, Margaret Mitchell, Wendy Hill, Marcia Hetherington, Bernadette Hatten, Ruth Stevens, and Audrey Isbell.



## 15 years

Karin Payne and Don Luke.



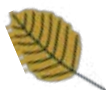
## 10 years

Back row from left, Norma Jean Hesby, Luba Kruz, Eileen Hebert, Sherran West. Front row, Marjorie Wilkie, Larry Newland, Ruth Peters, Myrna Macleod and Sylvie Baigent.



## 20 & 25 years

From left, Jessie Miskovich (25 years), Barbara Bartlett (20 years) and Pat Hislop (20 years).



# SOS Volunteers

Volunteers are the backbone of SOS. Without their support and dedication, SOS would not be able to offer so many vital programs and services to the community. SOS has over 350 volunteers who help in a variety of areas within the organization.

### Meet a few of our volunteers:



Marion:  
Office, Thrift Shop &  
Special Events



Curtis:  
Thrift Shop



Gwen: Christmas Program &  
Friendly Visitor for Oceanside  
Better at Home



Stephanie:  
Child, Youth & Family Centre,  
Youth programs



Sherwood: Medical Appt.  
Transportation, Meals on  
Wheels, Friendly Visitor



Isaiah: Thrift Shop



Calista:  
Child, Youth & Family Centre,  
Preschool programs



Don: Income Tax Program,  
Christmas Program, Thrift Shop  
& Special Events

## Volunteer Areas

## Impact

Thrift Shop	Thrift Shop is our key funder and thanks to volunteer support, funds raised support programming.
Adult & Senior programs	Residents receive support to meet health and wellness, financial and emotional needs.
Child, Youth & Family programs	Programs inspire creativity, new friendships, confidence and community awareness.
Office	Office volunteers act as a resource to residents, and support coordinators in assisting clients.



# Looking Forward

## Gearing up to celebrate 50 years

SOS will be celebrating 50 years of important work in our community in 2018. To mark the occasion, we will have special events and we are creating a 10-minute film.

The video will include interviews, programming footage, important stories from our past and a look at where SOS is heading.

Along those same lines, SOS is creating a book capturing the last 50 years, which will be published in 2019.

SOS is excited to be working with local sculptor Mike Rebar to create a commemorative sculpture for our friendship garden. The garden is being revitalized, and the sculpture will be the focal point.

If you have any memories about



Videographer Denis Falardeau sets up his camera to film Executive Director Renate Sutherland interviewing founding member Edith Chamberlayne.

SOS that you would like to share, please call our Marketing Coordinator at 250-248-2093 ext. 231 or email [info@sosd69.com](mailto:info@sosd69.com).

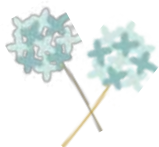
## Homeless endeavours gaining ground

The SOS Homeless Prevention Program continues to make headway in Oceanside.

The program has housed 25 people to date and the Coordinator is actively working with agencies and local government to try and secure support for residents in various stages of need, such

as shelter and supportive housing. The SOS Homelessness Coordinator also works with the Oceanside HOST Team, an inter-agency team of outreach workers focused on breaking the cycle of homelessness, instability and poor health by providing people with financial and personal support.



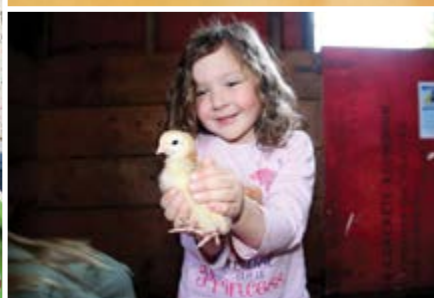


# Join Us

be part of our caring community



**Society of  
Organized  
Services**



## **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

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