

# SOS Annual Report

Reaching for the stars  
with your support



2022-2023

# Who We Are



SOS is a volunteer-based, non-profit organization meeting the needs and enriching 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.



# Table of Contents

**4** Messages from the Board Chair and the Executive Director

**5** Board of Directors

**6** Thrift Shop

**7** Fundraising - What Can I do to Support Kids?

**8** Program Information

**Insert:** Financial Information & Condensed Financial Statements

**14** SOS Program Listings

**15** Volunteering with SOS

**16** Supporting Community Together

**17** SOS Staff Teams

**18** SOS Events

**19** 55 Years of SOS

**20** SOS Programs Collage



# Message from the Board Chair

Our theme this year is preparing leaders of future generations and reaching for the stars. Many young people in our community are capable of leadership but who can predict what skills will be needed in the future. This year we lost a great leader, Edith Chamberlayne, the original founder of the SOS. Fifty-five years ago Edith was a teacher who saw children coming to school inadequately clothed and fed. She was determined to do something about this. She and two friends, with a contribution of \$25 each, formed a non-profit society, SOS. It occurred to me as I was planning my remarks for her memorial service that Edith did more than start an organization. Through SOS, she created the opportunity for us to experience the meaning of community. As a leader she gave us three things: the precedent for the idea that others' struggles were everyone's responsibility; evidence that taking

small actions can have significant effects; and, a way of being in the community, a set of practices. While Edith had a forceful and dynamic personality, it all started with the compassion and the love she had for her students. So when we think about the skills needed for the future it is certain that the "soft skills" of compassion and empathy will still be essential to achieve true community. It may be enough preparation if future generations can embrace and embody a quote from the great anthropologist Margaret Mead who said: "Never doubt that a small group of thoughtful, committed citizens can change the world, indeed it is the only thing that ever has." Edith certainly did. ~ Jennifer Mullett



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## Message from the Executive Director

As we look beyond this milestone year, one thing is certain, the future is unpredictable. Life in the region was a lot different when Edith Chamberlayne, Pauline Touzeau and Betty Marocchi first conceived SOS and what it could become. Edith once told us that she initially thought their help would extend for 10 years and then their services would no longer be needed. She later conceded that there will always be a need. In her 96 years (54 with SOS!) she certainly experienced a lot of change and challenges, but her compassion and ambition served her, and SOS, well. We were sad to lose Edith in 2022, but we are very proud of her legacy and the wis-

dom she bestowed upon us. In my 30 years with SOS, I've also seen a lot of change, particularly once the pandemic struck. But one positive repercussion is our increased resiliency. As we look to our future, we revel in the knowledge that whatever comes our way, together with our supporters, we can face it with our heads held high. And it is this resiliency we wish to instill upon our children and youth as we help them reach for the stars. ~ Susanna Newton





# Board of Directors



## **Dr. Jennifer Mullett Board Chair**

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



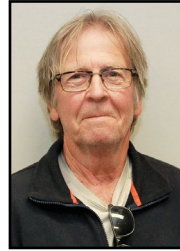
## **Paul Ruffell Vice Chair**

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



## **Brandon Charlesworth Secretary-Treasurer**

Raised in the Comox Valley, Brandon is a Chartered Professional Accountant and a partner at Robbins & Company.



## **Mike Cochrane Director**

Mike works in renovation and home maintenance. His aunt, Edith Chamberlayne, was a founding member of SOS.



## **Karen Corkery Director**

Karen worked in the Finance and Industry departments of the federal government and retired to Qualicum Beach.



## **Sally Hamel Director**

Sally previously worked as a therapist for the Fraser Health Authority and CMHA in mental health and addictions.



## **Dawn House Director**

Dawn practiced law for the Ministry of the Attorney General and now enjoys volunteering.



## **Andrea Manson Director**

Andy operated a private nursing business for 30 years. She believes in the importance of volunteerism.



## **Penny Shantz Director**

Penny had a career with Scotiabank. She won an Olympic gold medal in 1988 with her curling team.



# Thrift Shop

April 2022 - March 2023

## HISTORY

SOS Thrift Shop originally opened in 1969. It moved to its current location at 188 Hirst Ave. W. in 2003, opening for business on Sept. 24. 2023 marks 20 years!

## STAFF

37 Thrift Shop staff work together to make things run smoothly both inside and at the back drop-off zone!

## VOLUNTEERS

We had 62 volunteers help out in the Thrift Shop this year, with an average of 44 per month. We could not have operated without them!

## PICK-UPS

We resumed donation pick-ups in August, after being on hold due to the pandemic. From August until March we went to 166 homes.

## HIGHLIGHTS

A new Teen Shopping event took place in September offering discounts, prizes, live music, activities and more! It was a big success and will now be a regular event!



# What Can I Do to Support Kids?

As she lay on her couch watching the news on TV and suffering from the flu, Olinda Ellasser had an epiphany.

With so much disheartening news about young people killing others, suffering and dying, she wondered where we had failed as a society. She remembered back to when she volunteered to help set up a drug awareness seminar for youth. She thought it would be for high school students, but she found out from the man hosting the event that it was targeted to younger children.

“He told me that the younger you can get to children who are having problems in life, those problems can be solved quicker and easier than later in their life,” she explained. Olinda surmised that we need more supports in our schools, and more free community programs for children and youth. And that’s when it hit her.

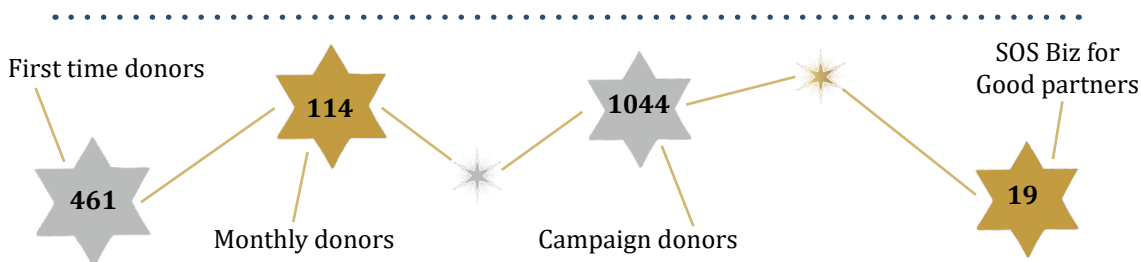
“We have such programs right here with SOS!” Olinda said at that moment, she made a commitment to support SOS programs for children and youth.

She attends the SOS Seniors Connecting program and said she knows that SOS is a well run organization and does an excellent job of programming.



Olinda said food is an important part of children feeling secure, and she likes that SOS supports families in this way. Besides mentoring the kids and offering fun activities and a listening ear, SOS also provides food in programming. Families can also access the SOS Emergency Assistance program if they need help putting food in the cupboards.

Olinda said she used to send donations to international locations, but she feels it’s important to support local children and youth and she hopes seniors agree. “Some of them may not be able to afford it, but if they can, let’s step up here and if you can, make donations to children’s programs instead of just thinking about ourselves,” she said. “Which sometimes as seniors, we do.”



# Program Information

## Children, Youth & Families

April 2022 - March 2023

### Time in Comfort for Tots & Caregivers (TIC TAC)

A welcoming and nurturing environment for children to play and build social and emotional skills while parents and caregivers take a much-needed break.

*"Having social interactions with other parents, and to actually have adult-talk and not kid-talk, with everything that's going on, it's just amazing that we can come here and do this."*

**Total participants:** Parksville: 227 Qualicum: 138

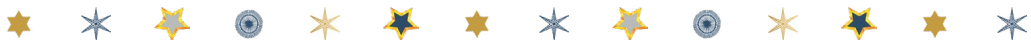


### Kids Movement: Play, Express & Grow

Fun activities inspire confidence, friendships and a healthy self-image. Staff and volunteers provide mentorship and support. SOS provides transportation to the program from all District 69 Elementary Schools.

*"I can't say enough! It has presented so many enriching and diverse opportunities and experiences. As a single working mom, I am so incredibly grateful."*

**Total participants:** Parksville: 39 Qualicum: 27



### Family Night

Families get to spend quality time together while SOS serves a meal and cleans up afterwards. We provide the entertainment such as arts, crafts, games and music.

*"You provide a fun and safe environment. The food is always delicious and the activities are well planned and fun! It's a very special time."*

**Total participants:** Parksville: 121 Qualicum: 79

# Program Information

## Children, Youth & Families

April 2022 - March 2023

### School Night Out

A safe place for youth in grades 7-8 to express themselves, go on outings and connect with their peers. Youth play games and music, and create art and crafts. Staff and volunteers provide mentorship.

*"The people are friendly, the staff are welcoming, there is a lot of joy. SOS really brings the community together in my opinion."*

**Total participants:** Parksville: 42 Qualicum: 13



### Youth Open Space

A positive place for teens in grades 9-12 to connect with others, eat tasty food, play music, create art and receive support from staff.

*"It makes kids who don't really have anywhere to go after school have a place to form memories and bonds with others, make new friends, have fun, do activities, go places."*

**Total participants:** Parksville: 31 Qualicum: 21



### GradWear

Helps local grads look and feel their best for graduation ceremonies, without all the costs. The program provides new and gently used dresses, gowns, tuxes and suits, plus shoes and accessories, for \$5.

*"I thought the outfits were fantastic! I had great help choosing and finding sizes, and it was super affordable for a suit that I really love."*

**Total participants:** 19

# Program Information

## Children, Youth & Families

April 2022 - March 2023

### After School Tutoring Program

After school professional, one-on-one tutoring services assist students in grades 6-12 in Math and English at no cost.

Light snacks are provided to students.

*"This program is consistent and dependable and the fact that it is free is incredible. Help with studying has made a big difference in my test scores."*

**Total participants: 38**



### Caring for Community at Christmas

Provides special gifts to local children and youth in low-income families. Adults receive grocery store gift cards. Christmas stockings are assembled by local Newcomers' Clubs and delivered by SOS volunteers to seniors who are isolated.

*"I am literally floored by the generosity of this community. I am so grateful that you all made Christmas possible for my kids. The biggest thank you to all the staff and volunteers. I left with tears in my eyes and a happy heart."*

**Adults assisted: 1,021 Children and youth who received gifts: 1,041**



### Recreation Assistance for Children & Youth

Low income families receive funds to help register children and youth in recreational activities and summer camps that they would otherwise be unable to afford. The program also assists with applying for provincial sports grants.

*"I can't thank you enough for making this opportunity possible for my girls to play a sport they love, join activities, and go to summer camp. They've both been asking for years, but it was never financially possible."*

**Children & youth assisted: 177 Activities funded: 186**

# Program Information

## Adults & Seniors

April 2022 - March 2023

### Counselling Referral

Provides referrals for short-term counselling to low-income adults, individuals, and couples. Professional counsellors help residents work through challenges and develop strategies to cope, and improve their quality of life.

*"Your incredible services, your prompt responses and professional credentials saved my family. Thank you from the bottom of my heart, you are a dream team."*

**Total referrals: 115**



### Emergency Assistance & Advocacy

Provides help in cases of hardship with essentials like food, medicine, clothing and household items. Advocacy assistance helps residents overcome financial obstacles, and promotes self-sufficiency.

*"I could either eat or pay rent. I didn't have anyone to ask. I went to SOS and was treated with respect. I left there with my chin up and a smile on my face."*

**Essential vouchers issued: 596 Thrift Shop vouchers issued: 135**

**Advocacy meetings: 136 Number of showers provided: 231**



### Homeless Prevention Program

Assists with housing and supports for a targeted group of residents who are homeless or at immediate risk of homelessness. Eligible residents receive rental subsidies, funded by the BC Government.

*"Thank you so much for your support, this move has been a saving grace as I was in quite a deep depression, and it has made me see some light in the shadows."*

**Clients housed: 42 adults + 13 children Ongoing client support: 100**

# Program Information

## Adults & Seniors

April 2022 - March 2023

### Income Tax

Provides assistance for low-income residents to file their taxes at no cost.

Working with the Revenue Canada Community Volunteer Income Tax Program, SOS volunteers receive training and file tax returns electronically.

*"I have appreciated all the help I was given with my tax returns from everyone. I have put away most of the money I received for my only son's wedding."*

**Total participants: 706 Total tax returns filed: 737**



### Medical Appointment Transportation Service

Safe and friendly transportation to and from medical appointments within District 69 by SOS Volunteers. This program restarted in March 2023.

*"Thank you for arranging a drive for a medical appointment. It is comforting to know that a complete stranger will take the time to do this, out of the goodness of their heart."*

**Number of drives: 20 Clients: 23 Kilometers driven: 413**



### Meals On Wheels

This program helps residents maintain health and independence by delivering hot, nutritious meals, three times a week. The food is prepared at Arrowsmith Lodge and delivered by SOS volunteers.

*"I was having trouble getting enough nutrients in my diet. Now, I don't have to worry about that. The soups are excellent, and I like that the food is well balanced."*

**Meals provided: 19,604 Average monthly clients: 115**

# Program Information

## Adults & Seniors

April 2022 - March 2023

### Oceanside Better at Home

Provides a range of non-medical support services to help seniors aged 65+ remain in their own homes. The program is administered by SOS in partnership with the United Way British Columbia and funded by the Government of BC.

*"I used to drive around Parksville and Qualicum. But then my life changed altogether. Now, I look forward to my visits, and I rely on this program."*

**Services: Housekeeping: 1,443 Grocery Shopping: 190**

**Grocery Bus: 177 Yard Work: 165 Friendly Visiting: 360**

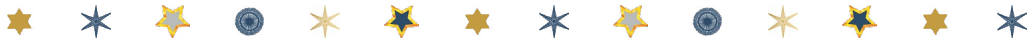


### Seniors Advocacy Services

Assists seniors in finding supports and solutions through SOS programs and other resources. The program provides emergency financial aid for things like food and medicine, helps seniors fill out government forms, provides advocacy and helps seniors work through various concerns.

*"Thank you for your warm smiles, patience, compassion, empathy, love, charity and HOPE. "*

**Client appointments: 1,020 Vouchers issued for emergencies: 486**



### Seniors Connecting

A friendly, comfortable place to meet others and enjoy social interaction. Participants enjoy guest speakers and refreshments. This program was funded in part by the Government of Canada's New Horizons for Seniors Program.

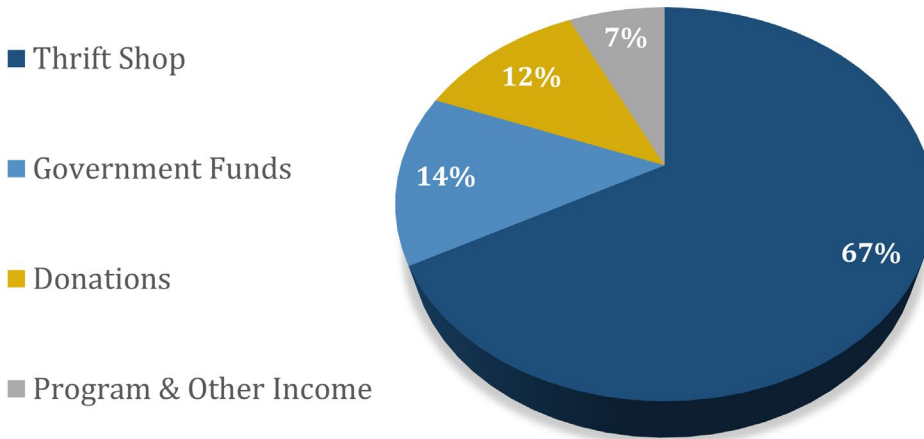
*"We met on the SOS bus on the way to Seniors Connecting in Qualicum and became good friends. We go together, sit together and naturally got to know each other."*

**Parksville attendances: 784 Members: 86**

**Qualicum attendances: 639 Members: 55**

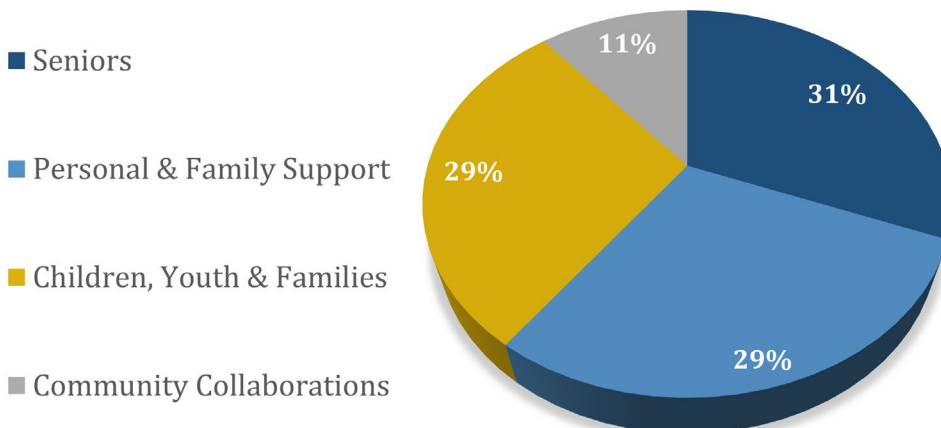
# Financial Information

## Revenue Sources



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## Program Expenses



# Condensed Financial Statements

## Statement of Financial Position

### Assets:

	2023	2022
Current assets	\$467,202	\$1,485,462
Cash & short term investments - internally restricted	1,126,967	1,269,500
Long term investments	846,481	179,974
Long term investments - internally restricted	600,000	600,000
Capital assets	2,531,301	2,502,127
	<b><u>\$5,571,951</u></b>	<b><u>\$6,037,063</u></b>

### Liabilities & Net Assets:

Current liabilities	\$324,362	\$240,265
Deferred revenue	84,570	186,684
Deferred capital asset contribution	34,995	37,421
Net assets	5,128,024	5,572,693
	<b><u>\$5,571,951</u></b>	<b><u>\$6,037,063</u></b>

## Statement of Operations

### Revenue:

	\$4,365,150	\$4,354,759
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### Expenses:

Management & administration	309,166	232,035
Programming & operations	4,389,720	3,543,111
Amortization & asset losses (gains)	110,932	108,625

### Excess of revenue over expenses

	<b><u>\$(444,668)</u></b>	<b><u>\$470,988</u></b>
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## Giving a gift of significance

SOS is grateful to have several forward-thinking donors who not only financially support our programs, but are also making the ultimate gift to their community by including SOS in their estate planning. Take for example long-time residents Adella and Walter.

Through hard work and good money management, they decided to pay it forward through a gift to SOS in their will. Wanting to ensure their bequest would have an enduring impact on their community, Adella and Walter did their homework. When they learned that SOS has an endowment fund through the Parksville Qualicum Community Foundation, they knew that the interest distributed to SOS annually would enable their legacy to live on for future generations.



When asked if they had any advice to share with other residents they said, “SOS provides critical services to residents of District 69, and it’s important that SOS can continue meeting needs of an ever-growing and changing population. We all have an opportunity to make that happen. Please remember SOS in your will.”

# SOS Programs

## Client Services

- Caring for Community at Christmas
- Counselling Referral
- Emergency Assistance & Advocacy
- Homeless Prevention Program
- Income Tax
- Meals on Wheels
- Medical Appointment Transportation Service
- Oceanside Better at Home
- Personal Growth Programs
- Seniors' Advocacy Services
- Seniors Connecting



## Children, Youth & Families

- After School Tutoring Program
- Family Night
- GradWear
- Kids Movement: Play, Express & Grow
- Recreation Assistance for Children & Youth
- School Night Out
- TIC TAC
- Youth Open Space

# Volunteering with SOS

When Gayle Anderson was in her youth, she accessed one of the SOS after school programs. At that time in her life she needed someone to talk to and support her through those complicated teenager years. SOS fulfilled that need for her and now she wants to give back.

"I wanted to volunteer for SOS because I wanted to give back to the organization that has helped me and my family in the past, as well as to fulfill my desire to help others," she said.

It's important to Gayle to be present for the youth, and she enjoys spending time with them. She's also in the process of getting her social services diploma, so the role gives her hands-on experience. Gayle said it's important that people volunteer



for organizations like SOS in order to work collectively for a better future. "It just brings community together and it's less individualistic."

Volunteer numbers are up very slightly over last year and it's been wonderful to welcome new members. SOS is actively recruiting volunteers, to learn more or sign up, visit [sosd69.com](http://sosd69.com) or call 250.248.2093 ext. 230.

Active  
Volunteers  
214



Active  
Members  
1,371



Spring Volunteer Appreciation Event 2023

# Supporting Community Together

SOS collaborates with a number of organizations  
for the betterment of our local residents



# Our SOS Staff Teams



## Staff Years of Service

### 5 years

Cheryl Hogan,  
Thrift Shop Operations  
Supervisor

Jolene Swanson,  
Oceanside Better at Home  
*and* Counselling Referral  
Programs Coordinator

### 10 years

Paulette Harcourt,  
Thrift Shop Operations  
Manager

### 20 years

Gwen Taylor,  
Thrift Shop Supervisor



Thrift Shop Team



Administration Team



Child, Youth & Family Programs Team



# SOS Events



## Learning Series

As our gift to the community for supporting us, we started a free quarterly Learning Series in 2022. Topics have included Legacy Giving, Resiliency, and Recreation for children & Youth. Check our social pages for the next event!



## Teen Shop

This new bi-annual event for ages 12-19 gives youth something exciting to do. They can get great deals and discounts while shopping sustainably at our Thrift Shop. Also includes entertainment, food, activities and prizes.



## Gens XYZ

A new social group was started to engage residents ages 25-55. SOS aims to promote healthy social lives and start meaningful conversations. The first event was a Throwback Thursday Game Night. Visit our website for more info.

## Parades

SOS had a great time participating in the Qualicum Family Day parade and in the activity field, and taking part in the Canada Day Parade! Consider joining us in the future for planning, decorating, handing out swag and having good fun!



# 55 Years of SOS



Society of  
Organized  
Services

Honouring  
55 Years  
of Caring



SOS was started in 1968 by three local women around a kitchen table. They were concerned the needs of local school children were going unmet and that seniors were going without basic necessities. They gathered their friends and neighbours to volunteer and fill the gaps in the community. Those three women were Edith Chamberlayne, Pauline Touzeau and Betty Marocchi. Pauline and Betty passed away many years ago, and we lost Edith in 2022 at the age of 96.

**This excerpt is from Edith's Eulogy written by SOS Board Chair, Jennifer Mullett:**

"Edith did more than establish an organization – she created a community. A community that comes out by the thousands at Christmas to rally around the SOS Christmas program, a community where businesses like Tigh-Na-Mara and others devote time, money and staff to their community. With the establishment of SOS, she created a precedent for the idea that the troubles experienced by some members of our community are the responsibility of all of us and we can take action that has significant effects."



Edith Chamberlayne

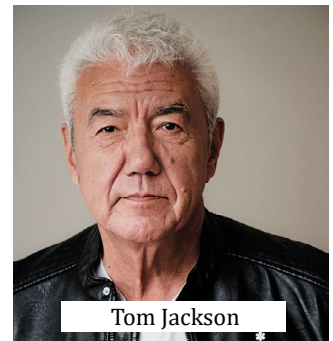
## 55th Anniversary Legacy Celebrations

SOS has partnered with Berwick Parkville Retirement Community to host the Legacy Concert in the Berwick Theatre on June 28, 2023.



Thanks to the presenting sponsor, Raymond James Qualicum Beach Branch, the concert will feature renowned Canadian actor, musi-

cian, activist, and Companion of the Order of Canada, Tom Jackson. SOS has partnered with Robert Held Art Glass to create a 55th Anniversary Legacy Globe. These one-of-a-kind keepsakes are selling for \$100 through the SOS website.



Tom Jackson



**Society of  
Organized  
Services**



### **District 69 Society of Organized Services**

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Charitable Number: 107021537RR0001