



**The Society to End Homelessness In Burnaby
Annual General Meeting Report
September 19, 2019**

Highlights of the Year

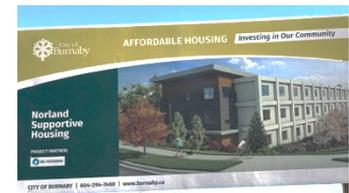
President's Report – Karen O'Shannacery

June 1, 2018 – May 31, 2019

Through many years of ongoing efforts in fostering an understanding of homelessness and priority needs, dialogues with key decision-makers including all levels of government, community awareness building and engagement and collaborative advocacy, this year has seen achievements for the City as well as for the Society and our collaborative planning table, the Burnaby Task Force on Homelessness.

This past winter, for the very first time in Burnaby's history, nightly sheltering facilities were opened for Burnaby's citizens who were experiencing homelessness complementing Burnaby's temperature triggered Extreme Weather Response (EWR) Sheltering site. The intermittent EWR site, operated by Lookout Housing and Health Society, opened 66 nights and provided a whopping 549 bednights of service from October to March 2019! Recognizing the nightly need for shelter, the City of Burnaby opened four new minimal-barrier warming centres to provide safe overnight space to help through the winter season. It was especially timely as Burnaby experienced unusual levels of snow, sleet, ice and extreme cold, including 22 nights below zero in February. This was the coldest February on record in Burnaby since records started in 1937! The warming centres provided 2,575 bednights of service between December 2018 – March 2019¹. While intended to close at the end of March, the City chose to continue to operate one of the warming centres to ensure people in need had continued access to basic shelter, for which we are extremely grateful. Not only, recognizing homelessness is life-threatening, the City worked with BC Housing towards establishing a full-service shelter to meet essential needs. Subsequently, Progressive Housing Society opened a 40-bed, temporary 24/7 shelter in August 2019 at 2294 Douglas.

Another major breakthrough of Society goals has been the development of 52-units of supported self-contained housing also dedicated for people who experience homelessness. City Council rezoned city owned property at 3986 Norland Avenue after a public hearing where no one came to oppose the project. This demonstrates how Burnaby citizens are actively concerned about their vulnerable and homeless neighbours. A partnership between BC Housing, the City and the operator, Progressive Housing Society, these 52 homes are a significant start towards meeting the needs of the estimated 350 – 400 homeless individuals living in Burnaby. Norland is expected to open very soon.



The achievement of a full-service, 24/7 shelter and the dedicated housing for people experiencing homelessness in Burnaby were two of the critical goals establishing the Task Force on Homelessness in 2005. These are milestone accomplishments! We have worked closely with the City, funders, service providers and others to take action and will continue to do so to systemically address Burnaby's homelessness needs. On behalf of the people

¹ City of Burnaby, April 2019

experiencing homelessness, the Society and Task Force applaud the City, BC Housing and Progressive Housing for these significant actions and achievements! This is also due to support from citizens of Burnaby. Thank you all!

Recognizing that health issues including addiction affects disproportionately people experiencing homelessness and the overdose crisis declared by the province in 2016, the Society, working collaboratively with Fraser Health and a diverse table of services, also hosted six community dialogues to increase public understanding around addictions and reduce stigma with the hopes of increasing the safety of people who use in our community. 151 community members attended, including 44 youth along with 10 people with lived/living experience who shared their expertise. We thank the Canadian Institute for Substance Use Research for funding. All six events were successful in deepening understanding and engagement in these issues and led to the Dialogue planning table successfully applying for a grant for next steps. A report is available that details the dialogues and takeaways.



The Society also participated with Lookout's Innovation Lab to identify what actions this community could take to address critical basic needs of people without homes. After many meetings, the goal of creating another 'first touch' service, similar to our current weekly Outreach Resource Centre but in the northern half of the city, was identified as a top priority. The Society is working to find local partners and a location to open such a service.

The backbone of the Society is our incredible volunteers - we thank and honour each of these wonderful 975 people for their dedication and support that carry on the activities of the Society. Volunteers contributed 17,003 hours on tasks that range from the weekly operation of or food service to the Outreach Resource Centre, set up/take down and food service at the Extreme Weather Sheltering site, hosting display tables, picking up donations, representing the Society at various festivals and events to share our knowledge of homelessness – we simply could not be successful without your amazing generosity of time, valued about \$333,765!



We also cannot operate without significant support of our donors and contributors – both the financial support and in-kind contributions enable us to continue our work and assist people who are experiencing homelessness. In-kind donations range from space for our office, resource centre, meeting spaces and storage areas, to clothing and hygiene supplies, gifts and raffle items – everything that sustains the work we do. Many of our supporters are Burnaby's churches and

clubs – your generosity and actions are foundational for us to help people, but also to raise awareness of the needs and solutions to local homelessness. Thank you!



We congratulate Wanda Mulholland, past Coordinator for the Society, on receiving the 2019 George Doering Service Award recognizing her extraordinary contribution to this community, addressing homelessness while working collaboratively with multiple stakeholders! Very well deserved! We are also pleased to share that we also honoured Wanda with a commemorative Citizens' Plaza Paver, installed in September 2018. We are very pleased to have Carol-Ann Flanagan on board as coordinator – she hit the ground running!

Lastly, I would like to thank the members of the Board for their contributions this past year. Special thanks and recognition to Beatrix for her significant time contributions in many areas! For those Board members leaving – thank you so much for the guidance as our Society continues to grow and develop. Stephen, special thanks also to you for your longstanding support and guidance, including hosting the Society's financial affairs prior to our gaining charitable status in 2015! Good luck in your new job!

Highlights of the Year

Coordinator's Report – Carol-Ann Flanagan

June 1, 2018 – May 31, 2019

As this was my first year as coordinator, there have been many firsts for me. I am honored to be working with so many dedicated and passionate core volunteers. The Outreach Resource Centre (ORC) could not run as smoothly as it does without their involvement.

The ORC has served over 500 individuals in the last year, with an average of 100 - 120 guests weekly. We now have 10 clubs and schools and the inter-faith community who donate hot meals and sandwiches for our guests, as well as take-away goodie bags on a rotation every month. The business community donates important items such as socks and toiletries, as well as much needed clothing to help us meet some of the needs of our community. Progressive Housing outreach workers come weekly to the ORC, as well as a poverty advocate from Burnaby Community Services. Others come when they have availability. Purpose Society comes with health supplies at least once per month. The supplies and connections available at the ORC are diverse to best meet needs. As an example, our neighbours look forward to the Burnaby Public Library learning station with books and DVD's.



As good citizens, the ORC recycles everything that we use, and we try to use only compostable items. All our volunteers are now trained in the use of Naloxone and many of the people who rely upon us for assistance. We offer First Aid and FOODSAFE courses thanks to Progressive Housing. I personally have taken Fraser Health's course, Harm Reduction 101, and many of our volunteers have taken First Aid and Food Safe courses, thanks to Progressive Housing. We are looking for more opportunities to offer our regular volunteers these valuable courses. For the 2019-2020 season we are planning on offering haircuts (Sept 2019) and foot care.

It was a very busy year! Our 2018 national Homelessness Action Week started with a Twice Feels Nice clothing drive thanks to Creekside Community Church. Southside Community Church shared a Thanksgiving dinner for around 170 of our neighbours. We also organized a Connect event held at the Royal Oak Ministry Centre to provide much needed services, support as well as comfort kits for all our guests. Serving 200 hot meals for our guests and 78 volunteers takes on a whole new meaning! We had volunteers from both private and public services working alongside our core ORC volunteers. The Burnaby Lions Club made a hot pancake breakfast and St. Nicholas and Dimitrios Greek Orthodox Church fed everyone a hot delicious lunch. The Connect event had 52 service providers alongside our regular Progressive Housing outreach and housing teams. We were able to provide our guest flu shots, the services of a dentist, a hearing loss professional and an optometrist in addition to a variety of social service programs. Along with live music, showers being available, hairdressing services, there were games to be played with prizes to be won. Our neighbours truly enjoyed themselves.



Apart from a few professional services being available, our annual Outreach Christmas was very similar to the Connect event. We had another hot pancake breakfast as well as an incredible turkey lunch. Music, games, prizes and photos taken in the Santa chair. All had a great time. We thank the Royal Oak Ministry and all the wonderful volunteers for making this event happen!

We updated the annual Extreme Weather Community Plan and notification list to prepare for the winter of 2018/19. Lookout opened the annual Extreme Weather shelter, and we have been extremely appreciative that the city opened winter warming centres to provide additional places to keep people safe and in August, Progressive Housing opened the first Burnaby full-service shelter! It is so important for our community to meet the needs of people who are at high health risk, and I share our Society's thanks to everyone who supports these endeavours!

In collaboration with BBY Community Services, the 2019 Coldest Night of the Year (CNOY) was another great success this past year. We had a pre-walk warm up to keep us safe on slippery streets and the North Burnaby Viking Marching Band led us out to start the 2, 5 and 10km walk. The Burnaby Firefighters cooked and served a hot soup as our walkers crossed to the finish line. With 93 volunteers, 40 teams, 285 registered walkers and 639 donors, we raised \$20K more than the previous year!

The Burnaby Firefighters Charitable Foundation has been very generous again this year preparing two BBQ's for our impoverished neighbours as well as their participation in CNOY.



We have been very present this year within the community at special events like Hats Off Day, Alta Vista Picnic, Willingdon Fall Festival, Chinese New Year and Edmonds Show and Shine Day, just to name a few. I have also set up displays at community boards and show cases. I have spoken at local faith community events as well as local business and club luncheons. I am so impressed with the youth of our community. Elementary students in their school's Leadership clubs sold popcorn so that they could donate to the homeless. Youth from Canada Scores made up 50 comfort kits to give out during our summer BBQ. The compassion that I witness in these students gives me hope for our future.

We continue to have ongoing media presence through our social media platforms as well as interviews with the news media.

We have continued to have good relationships with all levels of government. We have provided feedback to Fraser Health redesign of their Primary Care System and participated in their consultations.

As we continue to help our neighbours, we are faced with the challenge of finding space in the priority area of the northern half of Burnaby to open another Outreach Resource Centre. For a variety of reasons many of our homeless neighbours who cannot make it to our location in the city's southeast area. Our hope is to have an ORC in each quadrant of Burnaby with a one-stop-shop of services and care available to our guests.

Society Year-End Financial Report

Beatrix Handlbauer - Treasurer

On behalf of the Board, I am pleased to present the Society's annual Financial Report. This report covers the 2018/2019 year ending May 31, 2019.



While this was our fourth year as a Society, this was our second full year as a charitable organization - we received charitable status in March 2017. We issued 34 tax receipts this fiscal year. Overall donations by individuals and organizations totalled \$20,498. The Society also received various grants to a total of \$28,858.

We raised an awesome amount of money through our two annual fundraisers - Rockin' For Burnaby in October, and Coldest Night of the Year the last Saturday in February. Between them our Society raised a total of \$27,847! Thank you to all the walkers, volunteers and contributors!

As seen on the Balance Sheet, at the end of May we had \$63,603 in cash which includes donations, membership dues, grants from: Vancity, two Tech Coop Grants from Innovate BC and Service Canada to cover expenses of hiring students, as well as the Canadian Institute for Substance Use Research for Burnaby's Opioid Dialogues.

The cash balance is lower than last year primarily as we returned to regular contracted services with our coordinator after the departure of Wanda. In addition, we had students in place for most of the year. This means expenses were up and we used some of the funds carried over from last year.

At the same time, we have seen less expenses for operating the Outreach Resource Centre as well as a reduction of costs for our two big service events – Homeless Connect during Homelessness Action Week and Outreach Christmas. This is because we experienced an increase in in-kind donations on both food and supplies – which is very welcome! Kudo’s to our team of volunteers who run the weekly Outreach Resource Centre, and especially for organizing and coordinating the weekly supplies and tasks.

Under liabilities, dedicated donations are set aside for the shower program (\$3,470) and \$7,000 from Pacific Blue Cross specifically to establish a second Outreach Resource Centre similar to our current operation at Southside Church. The location is planned for the northern half of the City to increase accessibility to those in need in that area.

The Statement of Operations shows the breakdown of grants, donations and fundraisers as well as our expenses.

We continue to be financially stable, thanks to the significant donations we receive. Thank you everyone for supporting the activities of our Society!

In the Board’s opinion, the attached financial statements fairly summarize the complete financial statements of the Society. The statements were reviewed and approved by the Board on September 19, 2019.

The Treasurer moved to accept the Financial Statements of the Society as of May 31, 2019 as presented and reminded that only members in good standing could vote. The motion was seconded and carried.

Beatrix thanked David Kustner, accountant from Kustner & Associates for the external review of the Financial Statements.

We have been working with Kustner & Associates as our external financial reviewer over the last couple of years. They have heavily discounted their fee for us this year, as their contribution. As Treasurer, I recommend continuing working with them as their work is thorough, helpful and affordable to our Society.

The Treasurer moved to appointment Kustner & Associates as the Reviewer/Auditor for our next fiscal year. The motion was seconded and carried.

Please see the donor recognition page at the end of this AGM report.



Society Nominating Committee Report

Shayne Williams – Chair, Nominating Committee



In June the Board struck a nominating committee comprised of Beatrix, Karen and I to fill vacancies and that the Board is presenting a slate to fill vacancies. The eligibility for standing for the Board of Directors:

- a. Must be a member in good standing as of the day prior to the meeting – e.g. signed up and paid dues
- b. Must not be in conflict with any of the Society business – for simplicity sake, this can be defined as no one can make a profit from the Society
- c. Must be willing and able to further the goals of the Society including working towards homeless solutions, fundraising and collaborative goals.

For the upcoming year there are eight vacant positions to be filled by a slate of candidates. Our thanks to those completing their terms: Beatrix Handlbauer, Kathy Hartwig, Cameron Roxburgh, Stephen D’Souza, Rakesh Thobhani, Jaye Treit, Douglas and Shayne Williams.

We are pleased to report four of our current Directors whose terms are concluding today were willing to stand for another two-year term: Beatrix Handlbauer, Cameron Roxburgh, Kathy Hartwig and Jaye Treit.

The Nominations Committee vetted four new candidates and is pleased to recommend Bailey Mumford, Jesse Vis-Dunbar, Teresa Rossiello and Desiree Buller to the Board of Directors.

Therefore, the slate being put forward to vote upon for the Society to End Homelessness in Burnaby Board of Directors 2019-2020:

Beatrix Handlbauer	Cameron Roxburgh
Kathy Hartwig	Jaye Treit
Bailey Mumford	Jesse Vis-Dunbar
Teresa Rossiello	Desiree Buller

If approved, this slate would be added to the three ongoing Directors: Karen O’Shannacery, Norman Oldham and Nadine Loewen making a total board of 11 Directors.

Shayne asked that only Society members in good standing vote on the following motion.

Shayne moved that the slate recommended by the Board of Directors be approved. The motion was seconded and carried.

This completes the Nominating Committee Report.

Respectfully,

Shayne Williams

Chair, Nominating Committee

A huge shout out to all our donors!

Platinum Level

Ionica Inc.

Gold Level

BGH Community Fund	Living Hope Fellowship	Southside Community Church
Burnaby Rotary Club	Maria Tam	Vancity
Deer Lake United Church	RBC Foundation	Windsor Elementary School
	Karen O'Shannacery	

Bronze Level

Abby and the Tunecrunchers	Council of Community Homeless Tables	New Life Community Church
ABC Recycling	Creekside Community Church	New Vista Society
Aboriginal Health	Dave Myles and Luci Baja	North Road BIA
Agropur Cooperative	Dignity Memorial	Our Community Bikes
BC Housing	Dixon House	Parish of St. Timothy
BC SPCA	Dysco Services Ltd.	PODS
Bike Tune Ups	Embers	Polar Bear Ice
Blue Skies Fund	Ethical Bean Coffee	PriceSmart Foods - Station Square
Bosa Properties	Foot Care Specialists	Pro Organics
Burger King	Fraser Health - Aboriginal Health	Progressive Housing Society
Burnaby Alliance Church	Fraser Health - Home Health	Purpose Society
Burnaby Community Services	Fraser Health - Nurse Practitioner	Rackets and Runners
Burnaby Developmental Disabilities Mental Health	Fraser Health - Public Health Services	Rainshadow
Burnaby Edmonds Lions Club	Fraserworks	Registered Massage Therapists
Burnaby Family Life	Future Hair Training	Royal Oak Ministry Centre
Burnaby Firefighters Charitable Society	FYI Doctors	Salvation Army
Burnaby Hospice Society - Thrift Store	G & F Financial	Save-On-Foods HighGate Village
Burnaby Hospital	Gordon Presbyterian Church	Save-On-Foods Willingdon
Burnaby Hospital Foundation	Guru Nanak	Snow Cap Enterprises
Burnaby Intercultural Planning Table	Hairstylists	SPARC BC
Burnaby Lougheed Lions Club	Home Depot	St. Alban's Anglican Church
Burnaby Meals on Wheels	IA Clarington	St. John Ambulance
Burnaby Now	Jason and Grant	St. Nicholas & Dimitrios Greek Orthodox
Burnaby Public Library	JD Project - Jason Methany & Don Doyle	St. Thomas More Collegiate
Burnaby RCMP	Jubilee United Church	Starbucks
Burnaby School District	Legal Services Society	Substance Use Services
Burnaby Square Dental	Lions Kingsway Terrace	Success
Burnaby Youth Hub	Longshore Union	Superstore
By Design Construction	Lookout Housing & Health Society	TD Bank
Capitol Hill Elementary School	MacDonald's	Tian Jin Temple
CDS and Costco	Masjid Al-Salaam	Tim Hortons
Charlford House	Me N Ed's Pizza Parlors	Tommy Douglas Library
Church of Jesus Christ of Latter-Day Saints	Meals on Wheels	Transit Police
CIBC	Metropolis at Metrotown	Twelfth Avenue Elementary School
City Core Catering	MLA Anne Kang	Tzu Chi
City of Burnaby - Office of the Mayor	MLA Janet Routledge	Voices Rising
City of Burnaby - Parks & Recreation	MLA Katrina Chen	Westminster Bible Chapel
City of Burnaby - Planning Department	MLA Raj Chouhan	Willingdon Church
City of Burnaby - Traffic Division	MP Kennedy Stewart	Windsor Neighbourhood Learning Centre
City of Vancouver	MP Peter Julian	Y Young
Coast Capital Savings	MP Terry Beech	Your City Sports
Cobbs Bread	Nelson Avenue Community Church	

the many others too numerous to mention who provide us with sustaining in-kind or cash donations

as well as those who donate anonymously

and all our wonderful volunteers who so generously donate their time!