

2020-2021

## Annual Report



James Bay Community Project

[www.jbcp.bc.ca](http://www.jbcp.bc.ca)

2020-2021



### **CHAIRPERSON'S REPORT 2020-2021**

When Moira reminded me that I should work on this report, I asked her to send me Kaye's report. I said that seeing it would remind me of the detail of the last year for JBCP and help ensure that my report wouldn't repeat too much of Kaye's report. Well, Kaye's report is everything I would have wished to write, and I am tempted to end here, with a terse suggestion to read her report.

Instead, let me first say that I agree with everything Kaye said, and secondly, add a bit from my own perspective.

I will start with staff, volunteers, and Kaye. JBCP is blessed with a compassionate, committed, and capable team. We can add to that list two more qualities – creativeness and resilience. Thank you all. You have faced down each new challenge and done your best to keep serving the families, youth, and seniors who rely on JBCP for food, counselling, transportation, social interaction, and other assistance. It has been a high stakes affair – their needs increased just as we lost the capacity to provide services in person. I am very proud of the ingenuity, perseverance, and effort you used to bridge that gap.

I thank my fellow board members as well. As a relative newcomer to the board, I am grateful for the experience of all the long-time directors, with a special shout-out to Rozlynn Mitchell (past-chairperson) and Phil Calvert (vice-chair). I could not have managed without them and Kaye. Frankly, like an author, I should pass credit for all the good decisions to them. I insisted on their support before accepting the chairperson role, and they certainly provided it. We also appreciated Paul Green's efforts, not just as chair of the Fundraising Committee (in a year in which fund-raising was problematic for everyone) but also for his technical and planning skills, which contributed very much to all our video meetings, and a hybrid (in person and Zoom) board retreat.

I also thank the newer board members. Coming on to a board without the benefit of in-person time is difficult, but everyone stepped up. Lauren Clavora (who has the benefit of experience with JBCP), Marley Gibbons, Mary O'Donoghue, and Simon Gray-Schleihau, were joined by Colleen Cattell, and all have made valuable contributions along the way.

I have a special thanks for the directors who are terming-out this year: Rozlynn and Onkar Heer. Onkar will be missed, particularly with his work as chairperson of the Governance & Nominations Committee.

I also thank our members and the people JBCP serves. You, too, have adapted, shown patience, and availed yourselves of our services. You have exemplified our vision: A Community of Connected, Resilient People. We know that for many of you, the last year has been extremely difficult. Yet, you have adapted too. Your successes fulfill our vision, and your continued engagement with JBCP validates all our work.

Despite everything, the board is working on initiatives to ensure that JBCP remains relevant and serves the community. We are working on getting the message out that JBCP actually serves all of Greater Victoria, and we are working on diversity and inclusion.

This year has been very hard for many of us. I recognize that. Yet, faced with a lot of lemons, JBCP has done an astounding job of making lemonade. Our success now is a strong signal that JBCP will continue to improve and provide more and better services in the future.

I appreciate the honour of working with such a vital group doing such valuable work with the community.

There are two very notable departures to recognize.

First, Barb Anderson has served the families of our community for 32 years. The good she has done cannot be overstated – thank you, Barb, and enjoy a well-earned retirement!

Secondly, Moira Dann has done incredible work raising our profile as our Communications Manager. You haven't retired and we may yet prevail on your good graces. Thank you and best of luck with your studies!

Tim Schober

Board Chair

## **2020/2021 Staff**

### **Administration**

Bob Broughton, Bookkeeper

Moira Dann, Communications Manager

Kaye Kennish, Executive Director

Wendy Maffia, Board Support Services

Brian Vining, Finance Manager

### **Family Services**

Nancy Smith, Family Centre Coordinator

Natasha Gold, Child, Youth & Family Worker

Deb Dosil, Family Resource Worker

### **Community Services**

Kristyn Laver, Coordinator of Volunteers & Community Programs

Olivia Braddock, Community Closet Thrift Store Manager

Joelle Rempel/Olivia Tarasewicz, Capital City Volunteers (CCV) Outreach Worker

Sharon Laurie, JBCP Outreach Worker

Zoë Little, Better at Home Coordinator

Janessa Serediuk, Child, Youth and Family Outreach Worker

### **We said goodbye and good luck to:**

Barb Anderson, Family Development Worker

Marianne Boulton, Receptionist

David Lucas, Building Operations Coordinator

Candis Elliott, Board Support Services

### **We welcomed to the team:**

Natasha Gold, Child, Youth & Family Worker

Maggie Murphy, Receptionist

Wendy Maffia, Board Support Services

## **2020/2021 Board of Directors**

Board of Directors 2019/20

Tim Schober, Chair

Phil Calvert, Vice Chair

Lauren Clavara, Treasurer

Rozlynn Mitchell, Past Chair

Colleen Cattell

Marley Gibbons

Simon Gray-Schlehauf

Paul Green

Onkar Heer

Mary O'Donoghue





## **EXECUTIVE DIRECTOR'S REPORT 2020-2021**

When I wrote my piece for last year's Annual Report the pandemic had been impacting Victoria for about 3 months. I wrote about how we were all looking forward to getting back to gathering in person again and carrying out JBCP's mission "To Build Resilience Through Connections" in traditional, direct ways. Little did I or anyone else realize that a year later we would still not be able to gather or socialize with others in "normal" ways and that the stresses of living and working within a pandemic would be continuing without reprieve.

While the pandemic has been hard on everyone, and I don't want to play down the reality of that fact, in this report I would like to focus on what we at JBCP have gained from the experience of the past year or so. We have gained even more respect and appreciation for each other than we had before as we have witnessed the way everyone has stepped up to deal with unexpected and shifting challenges with calm determination, consideration, and compassion.

Many volunteers continued their duties in adapted ways, such as friendly phone calls instead of friendly visits, or focusing on meeting increased needs like grocery shopping for seniors, and we gained some new volunteers who became more aware of seniors' needs because of the pandemic.

Participants adapted to totally new ways of interacting with staff and each other by, for example, making the most of Family Centre programs via Zoom, or learning how to use the library website via virtual instruction.

The board quickly learned to hold efficient meetings via Zoom instead of in-person and did not slow down on their committee work.

Staff realized how much they rely on each other for a listening ear, support and brainstorming, and the staff team is now stronger and more connected than ever as a result of facing an ongoing major challenge together and pushing through it.

Even as our revenue was reduced by the temporary closure due to COVID of our Community Closet Thrift Store, we benefitted more than usual from the generosity of our community and from COVID-related benefits provided by our provincial and federal governments. We received grants from the Rapid Relief Fund, the Capital Daily fundraiser, Rotary Harbourside, the United Way of Greater Victoria, the Community Recovery Program, iA Financial Group, and Second Harvest Emergency Fund, in addition to our usual funding sources (MCFD (Ministry of Children and Family Development), the Province of BC, the United Way of the Lower Mainland and VIHA).

Along with many other non-profits we have developed the impression during the pandemic that our community and government have acquired an enhanced appreciation of the important role played by community based social services like the JBCP to deliver help quickly, where it is needed most.

We are hopeful that this awareness – and the increased support flowing from it – will outlive this pandemic and will be one of its positive and enduring legacies.

Kaye Kennish

Executive Director



## **JAMES BAY COMMUNITY PROJECT OVERVIEW**

### **PROGRAMS & SERVICES**

COVID-19 required the JBCP team to adapt programs and services to conform to public health requirements. Some were delivered virtually or with adequate social distancing, and some were put on indefinite hold.

*Family & Youth Services* - Parent education and support groups and programs, family dinners and outreach.

*Services for Seniors* - Outreach, Seniors Social Connections group, Victoria Better at Home Program.

*Direct Volunteer Services* such as transportation, visiting, support with computers, and grocery shopping.

*Community Closet Thrift Store* - Quality adult used clothing, accessories, and books.

*Community Programs* -Reiki, blood pressure clinic, meditation and self-knowledge, qi gong, macular degeneration & low vision support group, and postural stretching.

Other Community Program Partners e.g., Mustard Seed, WIN (Women In Need).

*Hosted Community Programs* - Self-management programs of BC, African AIDS Angels, Breast Friends, Canada Revenue Agency community volunteer income tax program, Blood Pressure Clinic.

Rented Community Spaces: Toastmasters, LifeRing support group. Various community groups (non-profits, charities, support groups).

*Community Food Programs* - ColdStar, community food donation, Food Rescue Project, bread programs.

*Community Access Programs* - Times Colonist paper, phone, information brochures and the James Bay Beacon paper.

### **TENANT SERVICES**

*Island Health* is a tenant of JBCP and provides health services to its patients at the James Bay Urgent and Primary Care Centre.

*Essential Health Centre* - Massage & Acupuncture Therapy



*HerWay Home* is a program operated by Island Health which provides nonjudgmental health care and social supports for pregnant and parenting women who are affected by substance use, and who may also be affected by mental health issues and trauma. HWH works with women who are pregnant or whose babies are under six months old at time of contact.

*LifeLabs*- Laboratory testing services



## FAMILY CENTRE

Our Family Centre has welcomed families from the community for more than 30 years. We are a member of the BC Association of Family Resource Programs. Family Resource Programs are based on the belief that consistent positive parenting skills and healthy child-parent relationships are essential to healthy child development. Family Centre staff provide family support, play-based learning activities, parent education, as well as information and referrals to community resources.

The last year in our Family Centre has been markedly different than every other year due to Covid-19. Our usually bustling programs were interrupted in March 2020, and we have made many adaptations in our efforts to serve families since then. The lockdown restrictions issued last spring required us to pivot and figure out how to offer some of our family programs online. We supported families over the phone, by email and offered several Zoom circles every week. Over the summer, we researched and created our Family Centre guidelines for reopening safely and new protocols for sanitizing, hand-washing, and adult mask-wearing. We were also thrilled to see our new playground resurfacing project and sandbox/garden upgrade happen in anticipation of children returning to the Family Centre.



When Covid restrictions eased up a little by September 2020, we shifted again to offer much smaller in-person programming on a preregistered basis. Families were so happy to be back. Unfortunately, these programs were halted again at the end of November 2020, and we have had virtual programs running since then. Much to our delight in March 2021, the easing of *outdoor restrictions* meant that we could offer small, preregistered groups outdoors for parents and babies in our Parent-Child Mother Goose program. These have been extremely well-received.



Program Adaptations in 2020/21:

- Bi-weekly Children's Circle Times on Zoom
- Early Learning Music – Prerecorded videos available for free and accessible on Google Drive  
– More than 50 families took advantage of these wonderful classes.
- Parent-Child Mother Goose – Available on Zoom and a socially-distanced outdoor version in the park.



- Baby Group – Fewer and smaller in-person groups when health orders permitted.
- Parent Support – By phone, email, and individual Zoom calls, and a weekly ‘Parent Chat Time’
- Private Facebook Group called “JBCP Family Centre Friends” – Currently at 85 members.
- Distribution of grocery cards and extra Good Food Bags to support families with food security. thanks to additional Covid-related Rapid Relief Funding and community grants.
- The Child, Youth and Family Outreach Workers provide information, support, education and mediation to youth and parents. This work occurs in community as well as through the office. The Outreach Workers connected with 66 families this year. Participants received support with mental health, housing, food security, harm reduction, substance use, employment, education, parenting, boundaries, communication, and healthy relationships. In the past year we have been supporting many families through phone, e-mail, and video chats as well as in-person.
- Cool Cues is a six-week Social Skills Program for children 8-11 years of age. This program was delivered on a one-on-one basis in 2020, and a total of eight children took part. Topics include introducing yourself, making a friend, establishing and respecting boundaries, respect, listening to others, bullying, and working in cooperation with others.
- Triple P: The Positive Parenting Program is the cognitive behavioral foundation that provides parents with awareness and strategies on the ways thoughts and emotions, that influence parenting behaviour, can change. It also encourages children and youth toward self-regulation in a constructive and respectful manner.
- Nobody’s Perfect is a parenting support group for parents and guardians of children 0 – 5 years old. Topics are adapted to meet the needs and interests of families. A virtual program was delivered this year in partnership with Saanich Neighbourhood Place and Victoria Immigrant and Refugee Centre. A total of 10 parents participated. We discussed sleep, nutrition, behaviour, childcare, and positive parenting. One parent mentioned: “It was really helpful to get some resources and to be able to talk about important subjects.”
- Family Dinner is a weekly program focusing on building the community connection of families. Volunteers cook and serve a delicious meal and there is time for families to access the support of each other and services at the JBCP. Throughout this year, the program was very busy. Since June 2020, we have been offering Family Dinner as a take-out option. We have had 32 families take part this year, with an average of 15 families coming every week.
- Food Security: we were able to provide the “Gift of Good Food Box” to 10 families in our community this year. While the building was shut down, we delivered these to families at home. We also helped many families with emergency food.

**Nancy Smith, Deb Dosil, Janessa Serediuk**  
**Family Resource Centre**

## Youth and Family Outreach Programs

I started in my role as Child, Youth & Family Worker at James Bay Community Project in early March 2021 and have been feeling grateful to be on the receiving end of such a warm welcome. The team here has made it a natural, easy transition and, in doing so, allowed me to hit the ground running in my role as Child and Family Outreach Worker.

The Child and Family Outreach Worker provides information, support, education and mediation to children, youth, and their parents. This work occurs in the community as well as through my office.

In my role, I connected with an increasing number of families this year. I am able to offer families support with mental health, education, parenting, communication, and healthy relationships. During the COVID-19 closure of the building, I have been connecting with families virtually through online portals, phone, and e-mail.

Family Dinner is a weekly program focusing on building the community connection of families. Volunteers cook and serve a delicious meal and there is time for families to access the support of each other and services at the JBCP.

Despite the COVID-19 shutdown, Family Dinner continues to be incredibly busy and well-supported by attendees and (thankfully) volunteers. It is with the support of the volunteers that we have been able to continue to offer this service during these difficult times.

Given the restrictions of Covid-19 policies, we switched our program from a drop-in to a pick-up service and while it may have limited our mingling together, it has still been nice to meet the families and have some quick check-ins about what is going on in their lives. Many have expressed how important this service is, offering mental, emotional, and financial relief, even if for just one meal.

Cool Cues is a six-week Social Skills Program for children 8-11 years of age. Children enjoy themselves, make friends, and have the opportunity to learn. The program is structured to adapt to the needs of the group. Topics include introducing yourself, making a friend, establishing, and respecting boundaries, respect, listening to others, bullying, and working on a project with a partner as well as in a group. We were able to continue Cool Cues virtually during the pandemic.

With PHO restrictions easing, Cool Cues has recently commenced its first in-person, group session since the beginning of the pandemic. The program is running outdoors at Beacon Hill Park and has been a great opportunity for the kids to be outside, playing and moving. And while outdoor programming has certainly been embraced with a push from COVID 19, it is nice to reflect on the ways which nature welcomes us and provides such a beautiful space to experience feelings, play, and comfort in ways that maybe differ from our other practices. We have been listening to the bird songs, identifying trees, and running through the fields of long grass and bluebells. The program ran until the end of May before starting a new session in June (and probably more later).

Finally, Outreach is busy with many folks seeking support, and I am happy to offer it however I can, through food security, check-ins, and connecting parents to different resources.

Seeing how families, children, and youth, continue to adapt to new schedules/rules/expectations is a reminder in the resiliency of the human spirit, and a reminder that we have been under a lot of

strain for more than a year now so it is important to take care and yes, to also escape into whatever small pockets of joy we can give ourselves.

I look forward to summer, hopefully a return to some normalcy and all the things to come in this next year.

**Natasha Gold**

**Child, Youth & Family Worker**



## **OUTREACH SERVICES FOR SENIORS**

As Outreach Workers for the James Bay Community Project and Capital City Volunteers, we serve seniors aged 65 plus, in the geographical area of James Bay and the Municipality of Victoria.

This year due to COVID, we have had to become even more responsive and dynamic in adapting how we work. In March 2020 until July, we quickly adapted from being office-based to working at home. This meant that we had to quickly learn to work remotely to stay connected with our staff, team, and participants. We learned how to use new technology such as Zoom to keep in contact with our team. During this time, we extended the services that we offered participants to include a grocery shopping service and check-in calls.

We were very proactive in reaching out to our participants and hundreds of check-in calls were made to find out if our participants needed any help to get grocery shopping or Mustard Seed food hampers. We and our volunteers delivered food to participants' homes.

Our volunteers also worked so hard during this time to continue to offer support to the participants to whom they were linked by switching to friendly phone calls instead of in-person visits. During this time referrals to other agencies, such as counselling and mental health supports, also increased.

When we started to return to our offices in July 2020, other challenges were presented, such as how to keep everyone safe. Again, we were quick to produce a safety plan and Covid safety protocols which we designed and implemented to keep staff, participants, tenants, and visitors in the building safe. We continue to update these in accordance with current health orders.

### **Activities and events in the past year**

We mailed cards to participants in the summer and autumn to remind them that we were open and thinking about them. We did this by using seasonal photographs one of our participants had taken and we made them into cards. (See image below.) These cards acted as a reminder of the seasons and brightened up everyone's day. These cards were well received by our participants.

The Connections program reopened with a cohort of six people, supported by a small team of volunteers. Lunch was served and we were entertained by musicians. Sadly, we had to stop the program in late November due to the new provincial health orders.

Another social program called Coffee Club also opened for a short time in the fall. This program was well received and attended. We hope to restart Connections and Coffee Club once we are able to do so (while sticking to PHOs).

In December 2020, we worked with many volunteers to deliver Amica holiday hampers and Mustard Seed food boxes to many of our participants. All our participants also received a holiday letter and gift certificate to Heron Rock Bistro.

### **Looking to the future**

The new year brought renewed hope as we learned about the multiple vaccines that were being developed and approved. However, we quickly realized that the vaccine program will take time



to come into effect and that the return to normal will not happen overnight. This realization led us down the path to consider offering online programming to our participants.

As a result, we have forged new partnerships with the Bridging the Digital Divide program at the Sooke Family Resource Society. We are now able to offer one-to-one in-person support for seniors to learn how to use whatever digital device that they have.

We have also started to offer online workshops and presentations. So far, we have offered an “Introduction to Zoom” workshop and a three-part series called “Exploring the Digital Library”. As we look to the future, we hope that these online programs and technology help sessions will help our participants stay connected with their family, friends, and communities.

**Sharon Laurie, JBCP**

**Olivia Tarasewicz, CCV**





## **VICTORIA & OAK BAY *BETTER AT HOME* PROGRAM**

The James Bay Community Project and Capital City Volunteers are pleased to continue delivering the Victoria and Oak Bay *Better at Home* program in the municipalities of Victoria and Oak Bay. Our dedicated team of staff, volunteers, and contractors support more than 150 seniors living in Victoria to maintain their independence and to continue living independently in their homes. Also on our behalf, in the municipality of Oak Bay, the committed staff and volunteers at Oak Bay Volunteers Services diligently support an additional 40 participants each year. The Victoria and Oak Bay *Better at Home* program recognizes that older adults, seniors, and elders are an important and growing part of our community, and their active community involvement enriches everyone's lives. To ensure that seniors continue to play an active part in our communities, we provide a range of services, such as light housekeeping, friendly visiting, grocery shopping, home repairs, group activities, and transportation to appointments. These services are non-medical in nature and are supplemental to existing services and supports available in the community.

The Victoria and Oak Bay *Better at Home* program is funded by the British Columbia Ministry of Health and managed by the United Way of the Lower Mainland.

Due to the COVID-19 Pandemic, the Victoria and Oak Bay *Better at Home* program faced major barriers to providing service to our participants in March of 2020 and throughout the past year. In the early days of the pandemic, we were required to work from home due to the temporary closure of our building and we put an indefinite hold on our face-to-face programming such as light housekeeping, transportation to appointments, and in-person visiting. Fortunately, with the support of the James Bay Community Project Executive Director Kaye Kennish and an amazing team of staff and volunteers, we were able to pivot and have our programs address some of the most pertinent needs of seniors in our community.

As part of the Safe Seniors Strong Communities initiative, the Victoria and Oak Bay *Better at Home* program partnered with the United Way of the Lower Mainland and BC211 to provide seniors 65+ with supports such as grocery shopping and delivery, and friendly telephone visiting. Partnering in this initiative allowed the Victoria and Oak Bay *Better at Home* program to expand its scope, reduce barriers, and continue to support seniors during these difficult times. The Victoria and Oak Bay *Better at Home* program will continue to partner in this initiative throughout 2021.

With thoughtful consideration and a robust health and safety plan, we were able to reinstate many of our needed programs in the latter part of 2020. We had gone back to our offices in July 2020 and saw the restart of our Light Housekeeping program in August and our Volunteer Driving Program in October.

To the best of their abilities our staff, volunteers, and contractors supported seniors last year to live independently in their homes and stay connected to their communities in the following ways:

### **Grocery Shopping:**

Our dedicated volunteers provided 400+ grocery shops for seniors living in the James Bay area and the City of Victoria. We saw growth in this program over the past year as many seniors living in our community were not leaving their homes due to the COVID19 pandemic.

### **Transportation to appointments:**

This year our volunteer drivers gave approximately 70 hours of their time to support participants to get to-and-from medical appointments and to go on drives to do errand. This contrasts with the more than 300 hours that are usually provided in a non-pandemic year. Without these volunteers, many participants would be unable to attend their medical appointments and necessary errand outings.

### **Friendly Visiting:**

This program normally ranges from offering emotional support, such as friendly visits in the participants' home or walking together in the community, to providing more practical supports, such as minor home repairs and gardening assistance. However, throughout the past year our volunteers have supported many of our participants by pivoting their friendly visiting to visits over-the-phone rather than in person and limiting any volunteer activities that require the volunteer to enter a participant's home.

### **Social Connections:**

The Social Connections program runs on Thursday afternoons and is a place where participants connect with peers, enjoy a light meal, and take part in various activities. These activities include but are not limited to, guest speakers, musicians, dancers, and light exercise. Although Social Connections was limited in its scope this past year due to the pandemic, we were able to offer programming prior to our temporary closure and for a brief period in October of 2020. Our dedicated staff member who coordinates this program worked diligently with the support of volunteers to provide approx. 65 meals to our Social Connections group participants before the temporary closure. They also remained engaged with the participants throughout the closure via check-in phone calls and offering additional supports as needed.

### **Light Housekeeping Services:**

As well as working with volunteers, we also partner with a contracted cleaning company that provided more than 1,438 hours of light housekeeping services to our participants in Victoria and Oak Bay. Participants comment that these services play an integral role in assisting them to stay living independently in their homes.

Additionally, in the 2020 holiday season, the Victoria and Oak Bay Better at Home program worked with a local bistro to set up a custom holiday menu that was available via delivery and sent out more than 200 gift certificates for dinner to our Senior's Outreach participants. Knowing that most of our participants live alone and were not going to be seeing family over the holidays this was our way of helping to lift spirits and spread some cheer.

In the coming year, the Victoria and Oak Bay Better at Home program plans to remain responsive to the emerging needs of seniors and to support them to remain engaged and living independently in their communities.

**Zoë Little, Victoria and Oak Bay Better at Home Coordinator**



## **COMMUNITY CLOSET THRIFT STORE**

The Community Closet Thrift Store re-opened in April 2021 after being closed for eight months because of the COVID-19 pandemic. The Closet's presence in the community (as well as the considerable funds it generates for JBCP) were both very much missed, so the Closet's return was much anticipated ... and its first weeks an unimaginable success for a business that had been shuttered for so long. We made more than \$1600.00 our first week back!

The loss of clothing donations from My Sister's Closet made things difficult, but some new donators are now on board: Mona Consignment Boutique on Fort Street and Verve Fashion consignment store on Government Street. We are also looking at new approaches to acquiring clothing donations.

We have had five new volunteers come aboard since we reopened and other people have expressed interest in helping. It's clear there was pent-up demand for what the Community Closet offers the James Bay neighbourhood (and beyond!)

We will continue to do our very best to meet that need.

**Olivia Braddock, Community Closet Thrift Store Manager**



## **VOLUNTEER & COMMUNITY SERVICES**

A year of volunteering and community services interwoven with a pandemic is not something I anticipated, even at this time last year. In my wildest dreams I would not have imagined that we would still be here, living with it, and orchestrating every day with it in mind. But living with it we are, and dare I say, more than surviving. I am so buoyed by all that we have been able to achieve this year as an agency by continuing to offer many of our services to those who are most in need at this time, both by adapting the way in which we deliver our services, and by developing new programming.

Throughout this past year, we have been able to continue to support food security for our participants utilizing our donations and partnerships with the Food Rescue, Mustard Seed, the Good Food Box program, the Farmers' Market Nutrition Coupon Program, the James Bay Market, Red Barn James Bay, the Coalition of Neighbourhood Houses, Community Food Centres Canada, Second Harvest, Amica and ColdStar. This work is largely powered as always, in some way, by volunteers: preparing, cooking, picking-up and delivering. Family Dinner has continued for families throughout the year, as well as meal programming for seniors when appropriate, again using the time and energy made available to us by our wonderful volunteers.

We have also managed to run a very successful tax program once again -- the Community Volunteer Income Tax Program -- preparing taxes for more than 170 members of our community. At this time of financial insecurity for many, this program has been much appreciated.

Our Community Closet has been able to reopen recently after a lengthy closure, thanks to the commitment of a great team of volunteers. We are enjoying being able to offer access to wonderful clothing once again, and in turn having the Closet provide much needed funding to our non-profit agency.

The focus of our direct volunteer services program for participants this year was born of a need to assist those most impacted by the Covid-19 pandemic. Throughout the year we have delivered the United Way and Better at Home Safe Seniors Strong Communities program in response to Covid-19 by offering grocery shopping and friendly phone calls to isolated seniors throughout James Bay and Victoria. In addition, volunteers already with us continued to provide in person visits, phone calls and services to our participants. We thank them all greatly.

As a backdrop to continuing our programming and services, we have had to turn on a dime as a staff to get up to speed quickly with new technology, facilitate the support of participants being able to utilize technology themselves, all while ensuring the health and safety of staff and volunteers in and out of our building, in an ever-changing world. We have worked tirelessly and well together, and we are suitably poised to continue this important work in the months ahead.

We are so fortunate to be able to harness the power of so many in our community and it truly has been very rewarding as a Coordinator to have onboarded so many new volunteers willing to help at this time, and I commend them so much for their efforts and desire to help others weather this difficult period. We are grateful for our longstanding volunteers continuing to help, and for those volunteers on standby due to various circumstances also continuing to support us. Together we

have certainly built resilience, learned a great deal, and perhaps most importantly, been able to appreciate the positives that come in a time of crisis-to witness the growth, adaptability, and kindness of people. May we continue to sow and reap those rewards in the year to come, whatever it brings, and may we experience the laughter and chatter of our community in the building once again -- a key missing ingredient to a successful year under trying times here at JBCP.

**Kristyn Laver, Coordinator of Volunteers and Community Programs**



## **FINANCE REPORT 2021**

The year ended March 31, 2021, continued to present both opportunities and challenges as our programs adjusted to respond to Covid-19. Most of our major funding sources have remained stable, with the continued benefit of the \$150,000 of one-time funding of programs for seniors, from the Ministry of Health. This funding is expected to support programs for the entire 2022 fiscal year.

In Summary:

2021 total revenue decreased by 11.05%, from 2020.

2021 total expenditure decreased by 7.54%, from 2020.

Tenant rents for the year remained stable increasing by less than 1% over 2020.

The Community Closet was closed for nine full months and was partially closed for the remaining three months. Sales therefore declined by 93.10% to \$9,268, while expenses increased by 39.91% to \$59,899.

Donations in total remained stable at \$28,361, virtually unchanged from the previous year.

Salaries and benefits expenditures decreased by \$36,421 between 2020 and 2021. This was partly due to reduced staffing hours for one position and some delay in filling positions vacated by retiring staff.

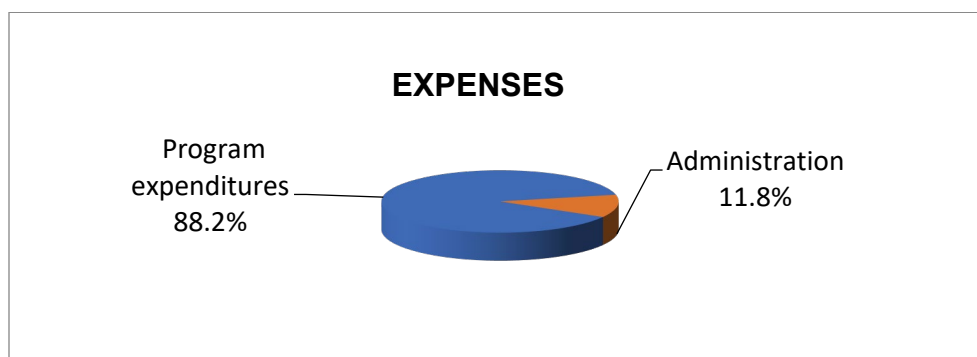
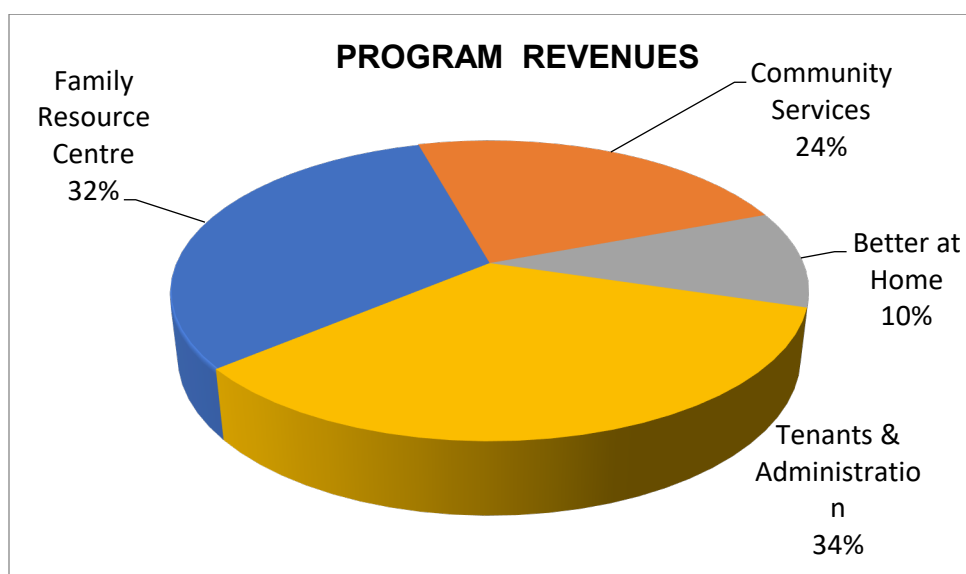
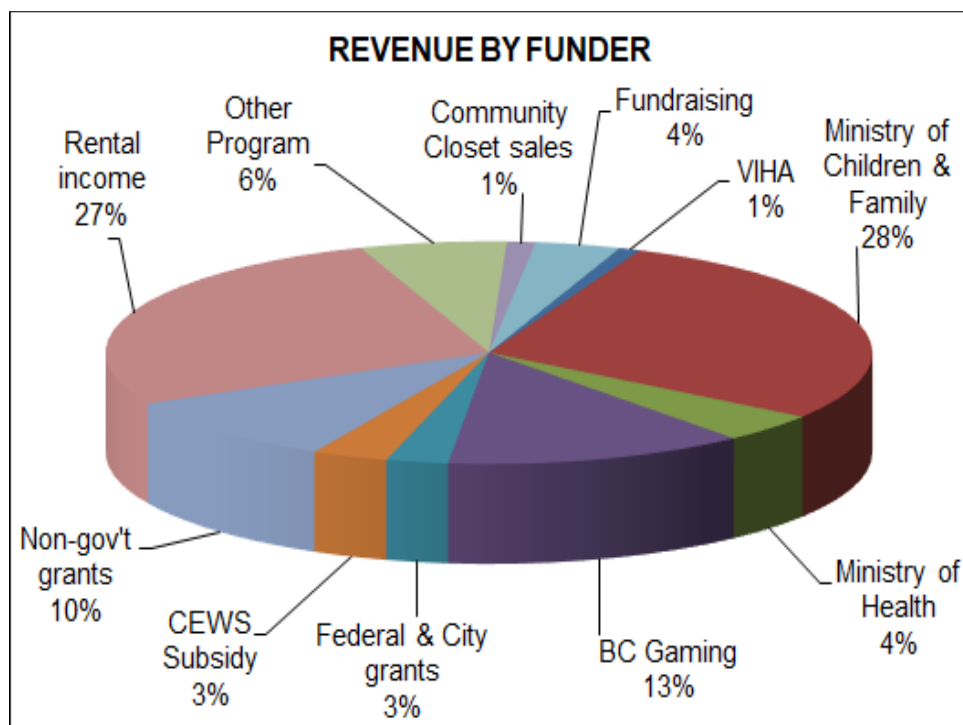
Program delivery through Better at Home continued, although the provision of housekeeping services to clients was suspended for some months. This service reduction allowed for redirection of funding to the provision of groceries and grocery cards to eligible clients.

Building Maintenance expenditures again declined marginally for 2021 compared to 2020.

During the year ended March 31, 2021, we reduced our mortgage by \$30,657 to \$39,189, while the annual cost of debt finance declined by a further \$1,064.

Primary funding for the Project came from the Ministry of Children and Family Development, the Ministry of Health, the Public Health Agency of Canada, the Province of BC (Gaming Policy Branch), United Way of Lower Mainland, United Way of Greater Victoria, Vancouver Island Health Authority, Thrifty Foods Smile Card Program, and our many other funding partners and the community at large. In addition, we have benefitted from some Covid-19 related Federal subsidies and grants.

**Brian Vining, Finance Manager**





## DONOR LIST January 1, 2020- Dec. 31, 2020

### Funders and Grantors 2020

BC Housing	Marie Louise Logan	Marjorie Welch
BC Ministry for Children and Family Development	Mel McDonald	
CAP-C		<b>Donations \$100-\$199</b>
City of Victoria	<b>Donations \$500-\$999</b>	Anonymous
Coast Capital	Dial-a-Geek Consulting Inc.	Phil Calvert
James Bay Farmers Market Nutrition Program	Barbara & Paul Best	Robert Carlen
Island Health Authority	Royal Canadian Legion Branch 127	Marley Gibbons
The Province of BC	Provincial Employees Community Services Fund	Keith Kroeger
Thrifty Foods Smile Card Program	Mary O'Donoghue	Garth Mayhew
Times Colonist Raise-a- Reader Fund	Joseph Vroom	Susan McPherson
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**Thank you to ALL our supporters!**



**At the James Bay Community Project, it is our mission to  
build resilience through connections.**

**We would like to thank the Board of Directors, staff,  
volunteers, donors, and funders for**

**Building Community Together.**



Better at Home is funded by the Government of British Columbia.



James Bay Community Project

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