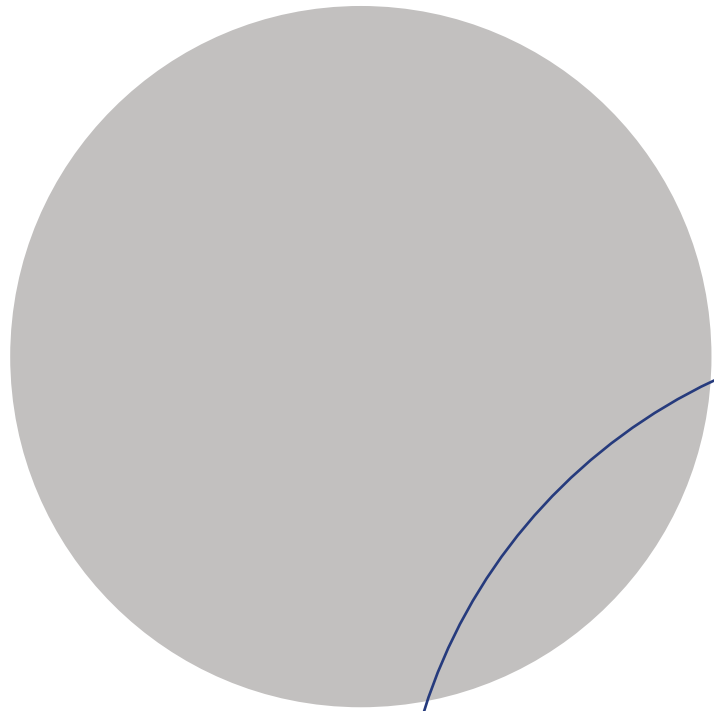


JAMES BAY



COMMUNITY
PROJECT

2021-2022 Annual Report





The James Bay Community Project is a community centre which provides Family, Community and Volunteer Services. Our programs and services seek to enable connections and build resilience through a variety of programs and services for all ages. JBCP provides opportunities for volunteerism and participation in community life, and works in partnership with many other agencies and organizations. JBCP is a non-profit society (James Bay Health and Community Services Society), with a volunteer Board of Directors.

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Chairperson's Report 2021-2022

The James Bay Community Project (JBCP) has had its share of challenges this year. In August 2021 the Board Chair Tim Schober was seriously injured in a cycling accident. As is the case with every challenge that comes his way, Tim has approached his rehabilitation with focus and determination, and we continue to wish him all the very best going forward. Due to this very unfortunate and unanticipated occurrence, JBCP Vice-Chair Mary O'Donoghue took on the role of Acting Chair from August through to December 2021, followed by Lauren Clavora, and I assumed the role last month.

I want to thank Tim for his contribution to JBCP as a Director and as Chair. Despite his very demanding schedule he always made time to bring his sharp thinking and his compassion to bear on issues relating to the governance and work of JBCP. I know that the JBCP directors as well as our Executive Director Kaye Kennish so appreciated his perspective, support and insight. As someone who has a relatively long association with JBCP I also want to thank the compassionate, committed and capable team of staff and volunteers at the Project. Through the pandemic period they have demonstrated the resilience that JBCP seeks to promote for its participants. They have adapted programs and services to keep serving the families, youth, and seniors who rely on JBCP for a variety of resources, transportation, social interaction, support and other assistance.

I thank my fellow board members as well. Although we have only met once or twice in person during the pandemic, the board has been mutually supportive through the vicissitudes of the past year, and someone has always stepped up to do what needed to be done. I would like to welcome new directors Quinn MacTavish, Julia Shaw, Catharine Read, Martin McCann and Rory McAlpine, and thank them for bringing their skills, experience, commitment and community spirit to benefit JBCP and all its stakeholders.

Due to the ongoing need to pivot and respond to the constantly changing health orders and pandemic-related needs, as well as the uncertainty surrounding when in-person services can return to normal levels, strategic planning by the board has not moved forward at its normal rate, but the board continues to work on initiatives to ensure that JBCP remains relevant and engaged in— as our motto says—“Building Community Together.” We are working on getting the message out that JBCP’s scope of operations extends to people beyond James Bay, and we are looking at how we might increase diversity and inclusion, and tap into more sources of funding.

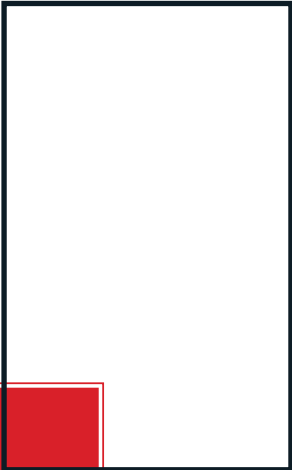
As a non-profit, JBCP continues to run on a tight budget. So I would like to end by recognizing and thanking those who enable JBCP to continue to do its work—the funders and donors. We appreciate the understanding on the part of our major funders of the challenges posed by Covid—the Ministry of Children and Family Development, the Province of BC, the United Way of BC, the United Way of Southern Vancouver Island and Island Health – as well as their ongoing support. I also acknowledge those individuals who donate to JBCP—your generosity is worth so much, not only in financial terms but also as an inspiration to board, staff and volunteers to continue the work of “Building Resilience through Connections.”

It is an honour for me to be working with such a vital group doing such valuable work within the community.

Philip Calvert
Acting Chair

2021-2022 Board of Directors

Lauren Clavora – Member-at-Large; interim Acting Chair, Jan-April 2022
Mary O’Donoghue – Vice Chair; interim Acting Chair, Aug-Dec 2021
Marley Gibbons – Treasurer
Phil Calvert – Acting Chair, April 2022 to present
Colleen Cattell
Simon Gray-Schleihauf
Paul Green
Peter Jong
Quinn MacTavish
Catharine Read
Julia Shaw



2021-2022 Staff

ADMINISTRATION

Kaye Kennish, Executive Director
Brian Vining, Finance Manager
Bob Broughton, Bookkeeper
Geraldine Bulosan, Communications Manager
Wendy Maffia, Board Support Services
Maggie Murphy, Office Assistant

FAMILY SERVICES

Nancy Smith, Family Centre Coordinator
Deb Dosil, Family Resource Worker
Natasha Gold, Child, Youth & Family Outreach Worker
Janessa Serediuk, Child, Youth and Family Outreach Worker

COMMUNITY SERVICES

Olivia Braddock, Community Closet Thrift Store Manager
Sharon Laurie, JBSP Outreach Worker
Kristyn Laver, Coordinator of Volunteers & Community Programs
Zoë Little, Better at Home Coordinator
Joelle Rempel, Capital City Volunteers (CCV) Outreach Worker
Sanni Rosebrock, Coordinator of Volunteers Assistant

WE SAID GOODBYE AND GOOD LUCK TO:

Moira Dann, Communications Manager
Natasha Gold, Child, Youth & Family Outreach Worker
Olivia Tarasewicz, Capital City Volunteers (CCV) Outreach Worker

WE WELCOMED TO THE TEAM:

Geraldine Bulosan, Communications Manager
Megan Edwards, Better at Home Coordinator
Melissa Najafi Child, Youth and Family Outreach Worker
Joelle Rempel, Capital City Volunteers (CCV) Outreach Worker
Val Simpson, Interim Manager of the Community Closet

Programs and 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 temporary hold.

FAMILY & YOUTH SERVICES

Parent education, support groups & programs; family dinners & outreach.

DIRECT VOLUNTEER SERVICES

Transportation, visiting, support with computers, and grocery shopping.

COMMUNITY PROGRAMS

Macular degeneration & low vision support group

COMMUNITY FOOD PROGRAMS

ColdStar, community food donation, Food Rescue Project, Mustard Seed, Farmer's Market Nutrition Coupon Program (FMNCP).

SERVICES FOR SENIORS

Outreach, Seniors Social Connections group, Victoria Better at Home Program, Digital Divide Computer Program.

COMMUNITY CLOSET THRIFT STORE

Quality used clothing for women and men, fashion accessories, footwear.

HOSTED COMMUNITY PROGRAMS

Breast Friends, Canada Revenue Agency community volunteer income tax program.

COMMUNITY PROGRAM PARTNERS

Women in Need (WIN).

COMMUNITY ACCESS PROGRAMS

Times Colonist newspaper, information brochures, James Bay Beacon newspaper.

Tenant Services

ISLAND HEALTH

Provides health services to its patients at the James Bay Urgent and Primary Care Centre .

ESSENTIAL HEALTH CENTRE

Registered massage therapy services.

LIFE LABS

Medical laboratory services provider.

DR. JANICE GRAHAM

Registered clinical counsellor & psychotherapist.

HERWAY HOME

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

EXECUTIVE DIRECTOR ANNUAL REPORT

2021-2022

This is the third Annual Report in which I have been reviewing the work of the James Bay Community Project's programs and services during the Covid pandemic. Like everyone we have been responding to the ebb and flow of needs, requirements and public health orders as the pandemic has waxed and waned and hope and disappointment have alternated.

As I write this in March 2022, I am hopeful that the months ahead will bring increased opportunity for group gatherings and that we can work to fulfil our mission "To Build Resilience Through Connections" through more in-person interactions.

As we start to emerge from the pandemic, some of the accomplishments over the past year that we recognize and celebrate are:

- An increase in food security provided to young families and seniors in the form of grocery cards, takeout Family Dinners, hampers and cooked meals
- The return of group programs in the Family Centre and for Seniors' Social Connections lunch (albeit smaller than pre-Covid)
- The first summer camp for youth offered by JBCP, "Sow the Wild", which helped youth tap into the benefits of the outdoors
- The continued hard work and commitment of the approximately 200 existing volunteers and the recent increase in the number of folks wanting to volunteer at JBCP
- The survival and successful reopening of the Community Closet Thrift Store after its temporary closure and reduced hours, and the fact that it is again providing essential revenue to the Project
- The unwavering flexibility, camaraderie and teamwork demonstrated by JBCP and CCV staff through challenging times.

JBCP has continued to receive funding from our usual much appreciated sources: the Ministry for Children & Family Development, CAP-C, the Province of BC, the United Way of BC and Island Health. We greatly appreciate their understanding of the challenges and changes created by Covid and their continued financial support. For a portion of the past year we continued to benefit from COVID-related benefits provided by our provincial and federal governments, and we will be receiving funds for 2022 through the 2021 Capital Daily Fundraiser, which was organized in partnership with the United Way of Southern Vancouver Island to benefit families served by the Coalition of Neighbourhood Houses, of which JBCP is a member.

JBCP also greatly appreciates the generosity of the many individuals who have donated to us over the past year, some of them long-term donors. We recognize that despite the ongoing stressors and endless changes that a long-term pandemic have brought, these people have looked beyond their own concerns and needs and have made the decision to help improve the quality of life of young families and seniors by supporting the work of JBCP, and I thank them.

In a world which currently seems darker and more threatening than it has for a while, I hope that this Annual Report about good people doing good things to help others for the right reasons will bring a little light to its readers.

Kaye Kennish
EXECUTIVE DIRECTOR

Family Resource Centre Report

The Family Centre has been a neighbourhood gathering place for many years. For these past two, we were challenged to find a way to support our families with young children while ensuring everyone's safety (as much as possible). In the past, the Family Centre was a bustling hive of activity. Our morning drop-in playgroups complemented our afternoon programs for babies and we had a full house every day. We had an army of dedicated volunteers supporting our programs and we had thousands of adults and children's visits to our centre throughout the year. In March 2020, that all came to a sudden halt as we paused our 'in person programs.' We shifted to ZOOM groups and communicating by phone and email through most of 2020.

By April 2021, we were still offering our groups on Zoom but when the weather warmed up, we were able to offer some programs outdoors at the park. Starting in July 2021, we were able to welcome families back to our group space and it was wonderful! Over this past year, we have seen about 100 families who have attended either our Baby Group for new moms, our Parent-Child Mother Goose groups or our morning drop-in programs (or all three). We've offered more than 200 group sessions and had almost a thousand visits across all of our family programs. Several of our wonderful volunteers have returned and we are grateful!

Some of the challenges that our families faced during the year included:

- loneliness and isolation
- challenging behavior in children due to stress, fear, boredom
- lack of access to extended family support
- worry about children's social skills and language development
- financial stresses from lost employment and inflation
- missing social time with friends
- lack of daily routine and/or constant changing schedule juggling work/school/home
- lack of access to activities and celebrations
- sibling or family conflict being together 24/7

Some comments from our families about how our programs helped:

- Made me feel more connected to the community and other parents in the neighborhood.
- We are really happy to receive food from the JBCP. It helped a lot.
- I get lots of activity ideas for my kids. Also how this pandemic affects kids and what to do about it really helped.
- Provided socialization and play opportunities that feel safe and fun for my toddler when little else has been available.
- The facilitators frequently checked in by phone/email and listening to what I need. It was so important to know I am not alone and there are people I can ask for help.

- They provided an outlet to chat with an adult who understands my issues, vent my frustration and sense of isolation.
- Opportunity to model good limit-setting and kindness.
- It's been so wonderful for us. I'm so thankful for the resources provided and the opportunity to socialize my baby. The conversations about parenthood have also been helpful and enjoyable.

Nancy Smith
FAMILY CENTRE COORDINATOR

Deb Dosil
FAMILY CENTRE RESOURCE WORKER

Child, Youth & Family Outreach Report

The Child, Youth and Family Outreach Workers provide information, support, education and mediation to youth and parents. This work occurs in the community as well as through the office. The Outreach Workers connected with 46 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 virtually and in-person. 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 & Refugee Centre. A total of 14 parents participated. We discussed sleep, nutrition, behaviour, childcare, and positive parenting. Food Security: we were able to provide the "Gift of Good Food Box" to 10 families in our community this year. We also helped many families with emergency food. We also participate in the Women In Need Gift Certificate program, which helps families in need by providing second-hand clothes and household items.

Janessa Serediuk
CHILD, YOUTH & FAMILY OUTREACH WORKER

Child, Youth & Family Worker Report

This has certainly been a year requiring grace and flexibility. Though we were still able to accomplish many things, it would be misleading to say the impacts of Covid-19 were not felt. The effects of the pandemic consistently showed up in all areas of our work here, including access to in-person youth programs; an increased need for mental health support; as well as food and housing security for many families. While the effects of Covid-19 continue to ripple consequences throughout our lives, it must be noted that we were able to come together to strengthen the roots of our community. There is something to be said, honoured and acknowledged, about community during these difficult times.

YOUTH PROGRAMMING

Cool Cues

This program is intended for youth ages 8 – 13 in need of extra support regarding social-emotional skills. We use play and art-based activities to practice trust-building and fostering connection. Registration fluctuated with the increase/decrease of Covid-19 cases but I was able to run four sessions, each approximately six weeks, during April – September 2021. Funding was provided by the Ministry of Children and Family Development (MCFD).

this is fine

In November, I partnered with the school counsellor at Willows Elementary school to facilitate a specialized program focusing on developing tools to navigate mental health and anxiety. The ‘this is fine’ program ran for seven weeks and had had eight participants. I used an outdoors, nature-based practice to explore feelings, coping skills and self-awareness through a variety of games. During our time, the group talked about gender identity, anxiety, family dynamics, and ways to be calm and/or present in the body.

Summer camp program for girls

In 2021 I also offered a summer camp specific to female-identified youth. This was the first summer camp run through the Project in recent years. The intention of the camp programming was to provide a space of belonging and safety for feminine folks so they could explore building community with peers; develop strong(er) self-esteem and identity; and (re)connect to the natural world as a healing and grounding place where community and risk-taking are natural.

With the help of the administrative team, the camp was funded through Coast Capital Savings and Credit Union, the United Way of Southern Vancouver Island and Capital Daily News. This funding provided many of the ten youth participants with the ability to access the camp program without the barrier of cost to their families. The program was an immense success, running for two weeks in August and maintaining full attendance almost every session.

FAMILY DINNER PROGRAM

Amidst summer camps and youth programs, I also ran the weekly Family Dinner Program, which offers a free hot meal to families within the community. Furthermore, thanks to the ongoing food donations from the Mustard Seed and Cold Star, families could also pick up supplemental groceries. More than ever, following job and housing insecurities related to the pandemic, this program is crucial to ensuring food security for many people, especially single parent households. The numbers of families served during this past year increased from previous years and the program continues to be actively attended. The outreach program also offers support through grocery gift cards.

IN CONCLUSION...

It has been a busy and full year! The team at JBCP is so committed to their work – each person on the staff has been an example to me in showing up whole-heartedly with each and every client. I have deep gratitude to my own clients for their vulnerability and resiliency, for their own ability to see light in the hard times and to share that with the folks around them. It has been a challenging year but it has not been without play, laughter and commitment to well-being.

Natasha Gold

CHILD, YOUTH & FAMILY
OUTREACH WORKER

Outreach Services for Seniors

Despite being in a pandemic, we have kept our programs and services running. We switched gears many times to adapt so that our outreach workers and direct-service volunteers could continue to provide support to participants. And when it was safe, we opened our doors – our adapted programs restarted and some new programs began. This year has been a challenging yet rewarding year with many achievements to celebrate.

OUTREACH

Since the pandemic started, I have reached out to all our participants to check in with them and support them in whatever way they needed, including:

- Support for their food security by providing meals and groceries; referrals to our internal programs such as Better at Home, digital support programs and our Connections seniors' luncheon; light housekeeping; medical drives and errand drives.

- Supported participants in accessing external programs and services such as: community health teams; social work and case managers; home support; mental health supports; counselling services such as Peer 1 to 1 Support Program; and help with form filling for housing benefits such as SAFER.

- Matched many participants with our volunteers to help them with a range of services such as: friendly visits and walks; a handy person for small jobs; driving to medical appointments or going on an errand drive; completing taxes; dog walking and organizing. At Christmas we delivered hampers and turkey dinners to some of our participants. All the above would not be possible without the support of our volunteers who give of their time to help others.

As a client of [the Project] for some years now, I can in all honesty say that I'd not know what I'd do without the support I've received since I first walked through their door... [including] counseling, food security, home visits & transportation. I am truly grateful for the generosity, kindness & respect I've been shown over the years!

Some notable accomplishments

- Over 500 meals served
- 200 take-out meals served at Seniors' Connections lunch group
- Over 85 active participants linked to the outreach worker
- Volunteer matches 15 participants x 2 hrs weekly x 52 weeks
- 11 participants access regular medical drives through our volunteer drive program

DIGITAL PROGRAMS

Funding was secured for a specialist trainer to support individuals on a one-to-one basis to learn how to use their mobile phone, laptop or tablet. This program was so well received and helped many in a unique way to overcome some of the barriers which were caused by people having to socially isolate throughout the pandemic. This program helped seniors to stay connected with their family, friends, and community, minimizing the effects of social isolation. We have applied for another grant so that we can continue to offer this program.



CONNECTIONS

We were able to reopen our Seniors' Connections luncheon group in July 2021 and have enjoyed welcoming back our participants for in-person social gatherings. We have enjoyed good food made and served by our volunteer team. We have celebrated Halloween, Christmas and more recently we had the privilege of celebrating the 100th birthday of one of our participants.

I am proud to be a part of the James Bay Community Project as well as the local and wider community. We have worked hard to build a resilient community who have supported each other during another difficult year with many positive outcomes for our participants. I look forward to continuing to build on these successes in the year to come.

Sharon Laurie

OUTREACH WORKER

Victoria and Oak Bay Better at Home

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 120 seniors living in Victoria to maintain their independence and to continue living independently in their homes. Also on our behalf, the committed staff and volunteers at Oak Bay Volunteer Services diligently support an

additional 16 participants who are residents of Oak Bay. 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. To assist seniors to continue to play an active role in their 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 supplemental to and work in conjunction

with other services within 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 British Columbia. Although the world still grapples with the Covid-19 pandemic, the Better at Home program has adapted and is largely able to serve its participants as it would have before the pandemic started. We look forward to a time when "Covid 19 Safety Protocols" are no longer part of our daily vernacular.

GROCERY SHOPPING
Our team of volunteers went grocery shopping for participants in the City of Victoria and James Bay areas 200+ times over the past year. This program continues to be an important alternative to Sendial and online grocery shopping, both of which have fees and minimum spends which may be prohibitive to our low-income participants.

LIGHT HOUSEKEEPING SERVICES
In 2021 we transitioned to a different contracted cleaning company. This change was largely seamless, with no loss

of service for our participants. Between the two companies, we provided 1785 hours of housekeeping services in the 2021/22 fiscal year. For 2022, the housekeeping program plans to add 30+ active participants to the housekeeping program and hopefully eliminate its wait list.

TRANSPORTATION TO APPOINTMENTS
This year our volunteer drivers gave 140+ rides, for a total of over 270 hours. This is a huge rebound from last year and shows that people are once again feeling comfortable enough to use these services. These rides

include transportation to and from medical appointments as well as rides for errands.

FRIENDLY VISITING
This program has a range of activities including walks in the park or community, visits in the participant's home, as well as practical supports such as gardening or minor home repairs. Due to Covid-19 some friendly visits took place over the phone, but many people have begun pivoting back to meeting and socializing in person. Over 580 friendly visits were facilitated by the James Bay Community Project in the 2021/22 fiscal year.

Although I have been in my role as Better at Home Coordinator for only a few short weeks, I can sense the pride that my fellow employees have in the work we do at JBSP and I can see the real world effects that we are having on seniors in our community. I am looking forward to the coming year of hard work in this role.

Megan Edwards

VICTORIA & OAK BAY BAH COORDINATOR

Volunteer & Community Programming Report

VOLUNTEER SERVICES PROGRAM

This year at JBCP we have continued to operate a robust and healthy volunteer-based support service. We met the challenges before us every step of the way with expert guidance from our Executive Director and Occupational Health and Safety Committee (OHSC). As well, none of this have been possible without the wit, wisdom, and experience of a diverse staff team that not only supports our participants and volunteers, but each other.

Daily life goes on against the backdrop of a pandemic, climate challenges, local and global events, including the needs of our seniors and families who we aim not only to support, but to build a community with. Volunteers form the pillar of that support for us here at JBCP. Today we have 144 active volunteers in our program, with more due to return as life returns to a more regular pace.

144 people willing to help and support our agency with their time and skills – open to helping wherever it is most needed. These volunteers, diverse in age and stage, have stepped up during the pandemic, looking for ways to lend a helping hand and take care of the more vulnerable in our community.

There is really no program left untouched by their time and energy. From direct one-to-one support for seniors with visits or friendly phone calls to help reduce social isolation, to snack preparation

for our busy toddler groups, volunteers have a hand in it all. The personalities of each volunteer bring life to our community centre and its program participants.

Our onboarding process is robust, and our support for volunteers is organized and skilled. Our volunteers like being with us for this reason, and that greatly contributes to our success as an agency. Working with a diverse range of people of course brings with it many opportunities for learning and connection. Shepherding that process and supporting people in that growth is so very rewarding for all of us here at JBCP. It is a joy to watch community being built and strengthened before our eyes.

COMMUNITY PROGRAMMING

Our responsibilities remain with those we serve: to grow and change in order to meet the current needs, as well as planning for the future we share as a community.

Food security emerged as a priority for people during the pandemic. As we adapted our resources and services to centre on this, we found new ways to connect and check in with our participants during a light lunch, picking up a healthy take-away meal or much-needed groceries.

We have been able to welcome back some of our wellness programming in an adapted fashion and

implement new programs such as our tech support group. This program serves participants with an immediate need and desire to learn and find alternate ways to connect in these times.

Our upcoming goals are to resume more volunteering and community program activities as our resources allow; reintroduce practical training opportunities to further growth and skill development for our volunteers; and to further opportunities to connect in person so we can celebrate all that has been achieved, and fortify us for all that is to come.

Kristyn Laver

COORDINATOR OF VOLUNTEERS
& COMMUNITY PROGRAMMING

Community Closet Thrift Store Report

The Community Closet has had a successful first year after reopening in April 2021. Despite being closed on Mondays and having shorter hours, we have seen a steady increase in sales and new customers over the last year thanks to:

- The return of most of our long-term volunteers
- The addition of new faces to the volunteer team
- Increased use of our social media platforms
- A new 50% off sale day promotion
- Two new consignment donors, The Velvet Crease and Upcycle Clothing, which have helped fill the loss of My Sister's Closet.

Some improvements that were made include:

- a new donation box beside the till
- the purchase of new clothing hangers
- stronger wall rack fixtures

Since the cost of living has increased greatly over the past couple of years for local renters in the James Bay neighborhood, residents have come to value our presence in the community and regularly look forward to our weekly sale days. They find the store to be a safer place for them to shop and find clean, good quality clothing. We look forward to the coming year and the successes it will bring to our little shop.

Val Simpson

JAMES BAY COMMUNITY CLOSET
INTERIM MANAGER

Financial Report

The year ended March 31, 2022 continued to present both opportunities and challenges as our programs adjusted to respond to and recover from 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. However, this funding will be exhausted early in the 2023 fiscal year.

IN SUMMARY

- 2022 total revenue increased by 11.36%, from 2021
- 2022 total expenditure decreased by 3.24%, from 2021

Part of the decline in expenditures was the result of using government and other funding to offset fixed expenses which did not decline because of Covid-19.

Tenant rents for the year increased slightly by 2.8% over 2021.

The Community Closet was open for the full year. Opening hours, however, varied as sales generally increased during the year. Although sales increased dramatically from the previous year, they remained below pre Covid-19 levels.

Donations for the year increased by 19% to \$33,825 mainly due to a substantial estate donation.

Salaries and benefits expenditures decreased by \$45,473 between 2021 and 2022. This was due to a combination of:

- reduced staffing hours
- some delay in filling positions
- federal and other funding for staff impacted by Covid-19

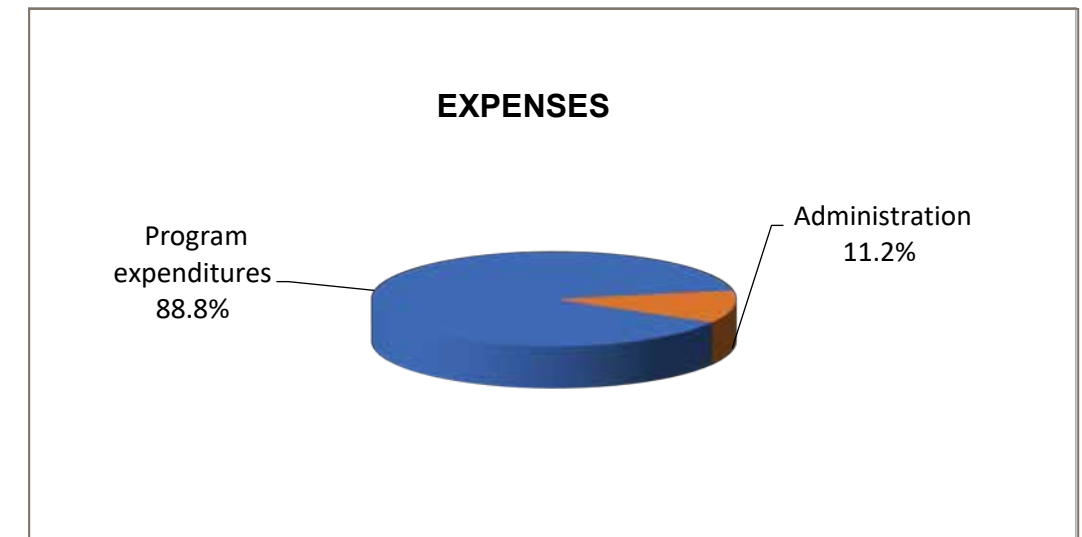
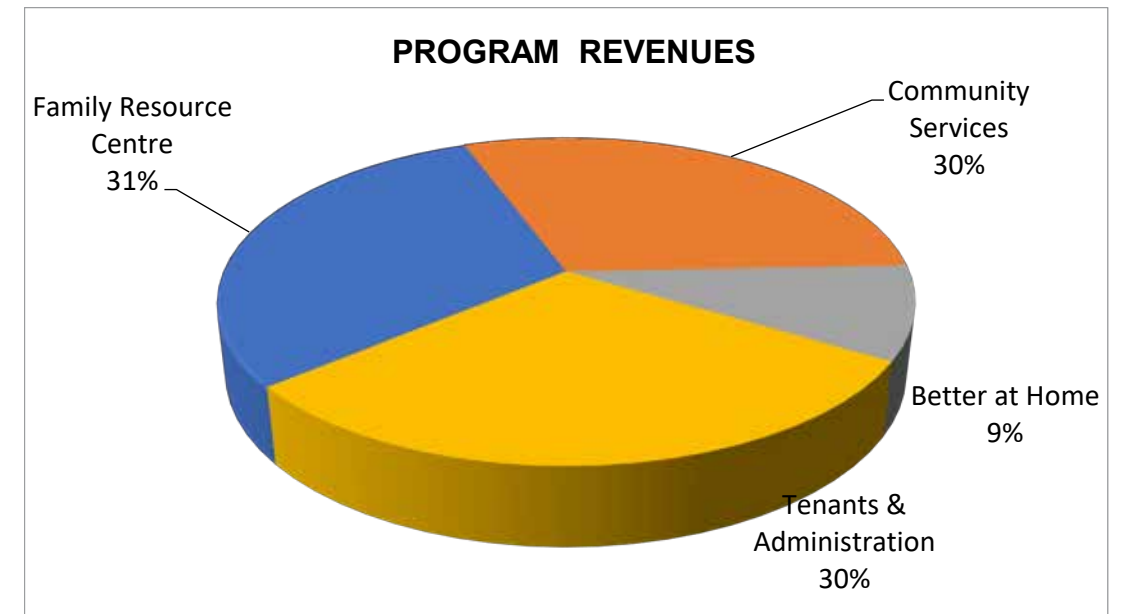
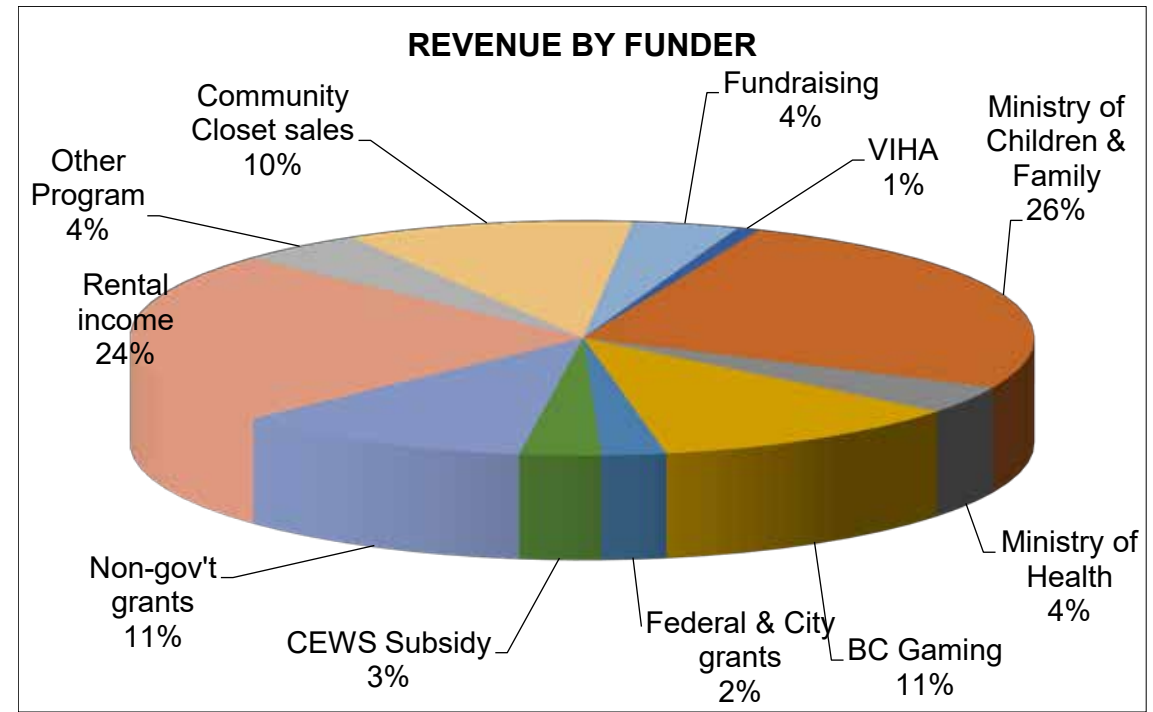
Program delivery through Better at Home continued, although the provision of housekeeping services to clients was maintained at reduced levels for some time. This service disruption allowed for redirection of funding to the provision of groceries and grocery cards to eligible clients.

Building Maintenance expenditures increased substantially for 2022 compared to 2021 due to a number of unexpected costs later in the year (HVAC, landscaping, and window film installation).

During the year ended March 31, 2022, we reduced our mortgage by \$31,698 to \$7,481, while the annual cost of debt finance declined by a further \$1,075.

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 Covid-19 related Federal subsidies and grants.

Brian Vining
FINANCE MANAGER



Funders & Grantors

Province of BC
 United Way of BC
 United Way of Southern Vancouver Island
 Victoria Foundation
 Vancouver Island Health Authority
 Community Action Program for Children
 Industrial Alliance Insurance & Financial Services Inc

Rotary Harbourside
 Second Harvest Emergency Food Security Fund
 BC Housing
 BC Council for Families
 City of Victoria
 Times Colonist Literacy Society



Donors

\$1,000+

George Jamieson
 Marie Louise Logan
 Robert McMillan
 \$500-\$999
 James Barry
 Jim Bekkema
 Philip Calvert
 Lauren Clavora
 Mary O'Donoghue
 Winifred Sewell

ANONYMOUS DONORS

Thank you to our anonymous donors for your generosity! Though unnamed, your kind gifts over this past year have made a huge impact for those in our community.

\$100-\$499

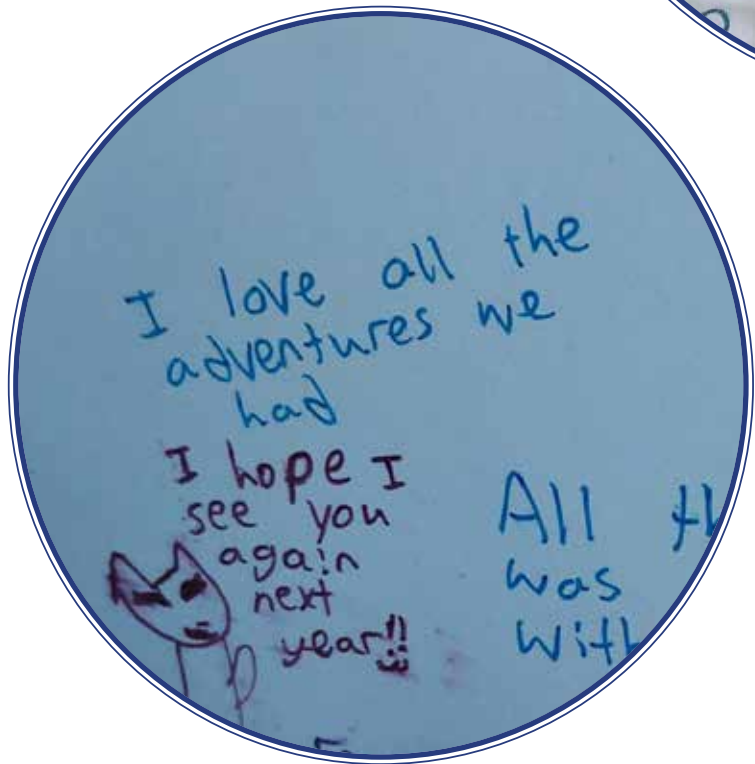
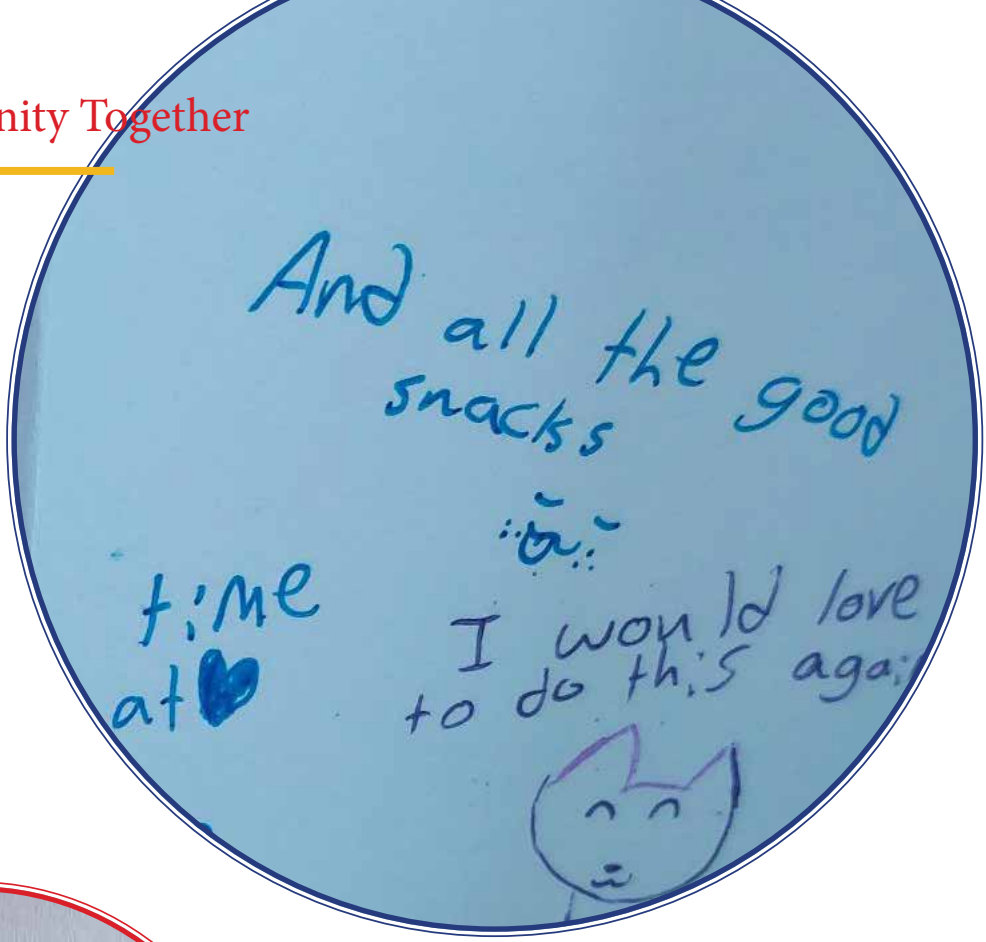
Sylvia Austin
 Elizabeth Brown
 Sharon Buchan
 Robert Carlen
 Colleen Cattell
 Andrew Chong
 Lynda Cronin & Peter Heap
 Malcom Foy
 Peter Jong
 Keith Kroeker
 Jessica Leger
 Donald Mason
 Pauline MacKenzie
 Garth Mayhew
 Susan McPherson
 Mary J. Norton
 Tim Schober
 Catherine van Mossel
 Maria van Sloun
 Arleigh Trail
 Joseph Vroom
 Marjorie Welch
 Sharon Wiener

\$99 and under

Anne Beveridge
 Geraldine Bulosan
 Moira Dann
 Monique Duclos
 Chris Ferguson-Martin
 Tom & Dallas Goodchild
 Sarah Hilliard
 Andrew Johnston
 Barbara Marshall
 John Martyn
 Brent Mason
 Glenys McArthur
 Margaret Murphy
 Pavitra Parikh
 Derek Pym
 Vladimir Raivitch
 Robin & Chris Rohrmoser
 Emily Tarves
 Joanne Thibault
 Helen Tuele
 Ruth Wall

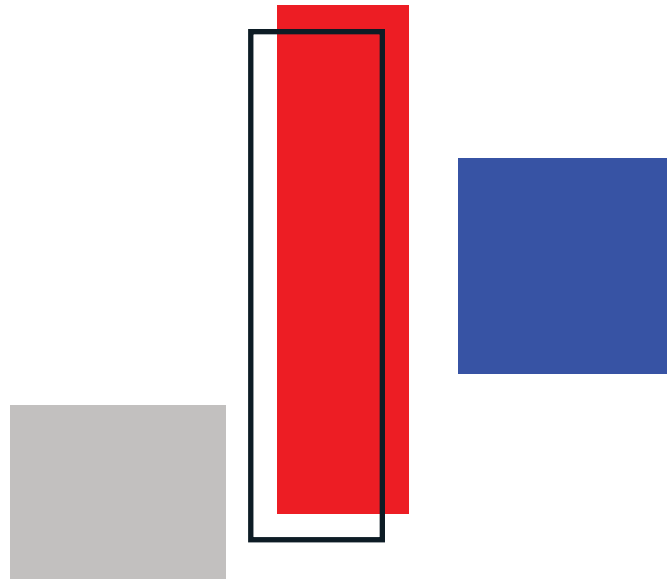
Thank you to all our donors for making it possible for us to build a resilient community together!

Building Community Together



Building Resilience Through Connections

A Community of Connected, Resilient People



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