



Chairperson's Report

In January, I began to think about the content of my letter for this year's Annual Report. My six-year term on the JBCP Board was ending in June – the first three years I served as an executive officer, and the last three years as Board Chair – and I was thinking about all the exciting events over the years and what was yet to come for the organization.

Now, in May, as the report deadline draws near, the JBCP's doors are closed and I write to you from the isolation of my home, like millions of other people around the world. Since March, the coronavirus COVID-19 has taken over our lives here in British Columbia, changing the way we think, the way we live, how we operate, and how we do business.

The pandemic has shown us more than ever before just how much society, in good times and in bad, depends on the programs and services of the not-for-profit sector. Equally important, it has confirmed how society depends on the significant and mostly unsung work of staff and volunteers in those organizations, to support our communities where and when they need it most.

During this time, JBCP's Vision ***"To build a community of connected resilient people"*** has never been clearer to us. While the doors to our building on Michigan Street may be temporarily closed, staff have been busy working hard to provide alternative mechanisms for delivering much needed programs and services, especially to our more vulnerable clients during these unprecedented times. There have been challenges but like always, they are doing a phenomenal job.

The opportunity to serve on the Board has been a privilege, at times challenging but always inspiring. I have been inspired by the insight, humour, wisdom and hard work of my fellow board members. They, like all our volunteers, give their valuable time in addition to maintaining busy lives, professional schedules, and families.

I have been inspired by the dedication, resourcefulness, and compassion of our staff and of our nearly 300 volunteers.

And I have been inspired by our participants, the stories they have to tell and the life lessons they have shared.

I would like to take this opportunity to welcome our most recent tenant, Island Health, to the building. Island Health opened its doors and began operating their new James Bay Urgent/Primary Care Centre in late April of this

year. This centre will be a dramatic step toward meeting a critical need in our community. Together, all our valued tenants provide a dynamic hub of much needed services to the community.

We are losing four amazing board members this year – Barbara Casey, Kelly Gesner, Jane Hurtig and Joshua Lam – four dedicated directors who have each brought their significant skills and talents to the table, contributing tirelessly to the governance and strategic needs of the organization. It has been such a pleasure working with each of them – they will be sorely missed.

While we say a fond farewell to some, we are blessed to welcome five highly skilled new members to the board: Lauren Clavora, Marley Gibbons, Mary O'Donoghue, Simon Gray-Schlehauf, and Tim Schober. Tim will be succeeding me as Chair in the coming year. I am looking forward to working with them and other board members as I serve an additional year as Past Chair.

I am especially grateful for the chance to work with the Project's Executive Director, Kaye Kennish. Kaye is an extremely dedicated and well-respected professional within the not-for-profit sector and we are lucky to have her at the helm of the JBCP. Over the years and many a chai latté, I have gained a deep admiration for Kaye and her approach to leadership and to life – I am also very fond of her crazy sense of humour.

This global pandemic has confirmed to us just how interconnected we all really are and how much we rely on those connections. We are a resilient lot and we will find our way through this and anything else that comes our way down the road. The role that the JBCP plays in the community will continue to be as important in the future as it has been for the past 40-plus years.



Rozlynn Mitchell
Board Chair

2019/2020 STAFF

Administration

Marianne Boulton

Receptionist

Bob Broughton

Bookkeeper

Moira Dann

Communications Manager

Kaye Kennish

Executive Director

David Lucas

Building Operations Coordinator

Candis Elliott

Board Support Services

Brian Vining

Finance Manager

Family Services

Barb Anderson

Family Development Worker

Deb Dosil

Family Centre Facilitator

Janessa Serediuk

Youth and Family Outreach Worker

Nancy Smith

Family Centre Coordinator

Community Services

Olivia Braddock

Community Closet Thrift Store Manager

Sharon Laurie

Outreach Worker

Kristyn Laver

Coordinator of Volunteers & Community Programs

Zoë Little

Better at Home Coordinator

Joelle Rempel

Capital City Volunteers (CCV) Outreach Worker

2019/2020 BOARD OF DIRECTORS

Rozlynn Mitchell

Chair

Phil Calvert

Vice Chair

Onkar Heer

Treasurer

Barbara Casey

Marley Gibbons

Kelly Gesner

Paul Green

Jane Hurtig

Joshua Lam

Tim Schober



We said goodbye and good luck to:

Elizabeth Canjura-Jelks

Outreach Worker

Susanne Dannenberg

Capital City Volunteers

Susan Henderson

Community Closet Thrift Store Manager

We welcomed to the team:

Joelle Rempel

Capital City Volunteers

Olivia Braddock

Community Closet Thrift Store Manager

Zoë Little

Better at Home Program Coordinator

Executive Director's Report

In this time of COVID-19, all groups and individuals (as well as non-profit and for-profit endeavours) are dealing with the challenge of continuing to fulfill their mission and purpose within the unusual constraints imposed by the pandemic. The James Bay Community Project is no exception and continues to do its best to carry out its mission "To build resilience through connections" at a time when social distancing limits in-person contact and shared experiences.

In order to do so, staff have had to quickly become familiar with technologies such as Zoom, which were previously peripheral but have suddenly become central to service delivery. They have also had to get creative and revise how they create and support opportunities for people to interact, overcome isolation, and feel linked to others. Results of this adaptation of services include Family Centre Circle Times and Mother Child Mother Goose sessions via Zoom, a special Facebook page for Family Centre participants, and outreach worker and volunteer "visits" to seniors and parents via phone and Facetime.

We all miss seeing our colleagues and our many participants in person, and during the group activities at JBCP such as Music and Me for families and the weekly Seniors Connections lunch for seniors. We know from our contact with participants that they miss these opportunities for socializing, too, and the friends they usually connect with through these opportunities.

We look forward to the day when we will be able to meet in person again and see children and adults revel in each other's company once more. We know we will appreciate these occasions even more than we have done before and not take them for granted or fail to make the most of them. Absence makes the heart grow fonder and more appreciative, and that awareness is a gift we can take from a challenging time.

During this past year we said a regretful goodbye to JBCP's Outreach Worker for seniors Elizabeth Canjura-Jelks, who was replaced by Sharon Laurie, who moved from her position as Coordinator of the Victoria Better at Home Program (co-run by JBCP and Capital City Volunteers) and was replaced in this position by Zoë Little. We also welcomed Joelle Rempel as the new Outreach Worker for seniors for Capital City Volunteers. We also said goodbye to Susan Henderson, Community Closet Thrift Store Manager and welcomed her replacement, Olivia Braddock.

We continue to be grateful to our donors and grantors, particularly for a grant from the Rapid Relief Fund, channeled through the Victoria Foundation, to assist with food security during the pandemic, and for access to the Homelessness Prevention Fund, also thanks to the Rapid Relief Fund, to assist those facing difficulty paying their rent due to COVID-related layoff.

We have also been able to redirect some Better at Home program funding through the United Way of the Lower Mainland to provide services required by seniors during the crisis, particularly grocery shopping and delivery.

My thanks and appreciation go to JBCP's and CCV's amazing volunteers, long-standing and new, who express their concern and kindness for others by taking action and providing practical help and support to others.

I am sorry to see Rozlynn Mitchell step down as Chair, but I am grateful to her for everything that she has done for JBCP and for the invaluable support she has given to me. It is good to know she is continuing on the board as Past Chair. I have so enjoyed and appreciated working with Rozlynn – we understand each other and have developed a real sense of teamwork – the kind that one remembers fondly for years to come!

I am fortunate to be able to look forward to working with Tim Schober as he takes on the role of Chair, knowing that JBCP continues to have someone highly skilled and with integrity in this leadership role.

Despite the challenges we all face, things look as bright as they can be for JBCP because of people – our participants, volunteers, staff, and board. We keep calm and carry on, and hope, honesty, and hard work conquer all.



Kaye Kennish
Executive Director

JAMES BAY COMMUNITY PROJECT | OVERVIEW

PROGRAMS & SERVICES

Family & Youth Services

Creative Play & Toddler Time drop in, parent education and support groups, baby group, parent /child Mother Goose, Welcome Playgroup, Triple P parenting program, family dinners, Cool Cues, outreach counseling program.

Services for Seniors

Outreach Worker, Seniors Social Connections group, Victoria Better at Home program.

Direct Volunteer Services

Transportation, visiting, walking, reading, games, basic computer lessons, dog walking, yardwork & gardening, light errands, organizing, de-cluttering and minor home repair.

Community Closet Thrift Store

Quality adult used clothing, accessories, and books.

Community Programs

Foot care, reiki, blood pressure clinic, meditation and self-knowledge, qi gong, macular degeneration & low vision support group, and postural stretching.

Other Community Program Partners

Mustard Seed, WIN.

Community Living Agencies

Volunteer Support

Partner Agencies

Garth Homer Society
InclusionWorks! Kardel Consulting, Futures Club, Community Living Victoria – Satellite Program, Society of St. Vincent de Paul – Frederick Ozanam Society.

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 (nonprofits, 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

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

HerWay Home 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, an organization that has more than 200 members in the province. 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.

One of the unique features of JBCP's Family Resource Centre is the opportunity to enrich our programming with the talents and assistance of a diverse group of volunteers who help in a variety of ways. As well as providing practical hands-on assistance in busy groups, families are fortunate to benefit from their nurturing touch and wealth of experience. Our dedicated team of Family Centre volunteers has given more than 1,000 hours of their time to support our many family programs over the past year.

It was a busy year in the Family Centre, but we did see a dip in our numbers throughout February and early March due to the coronavirus. In an effort to support flattening the curve, JBCP and the Family Centre were closed on March 13th. Since that time, the Family Centre has supported families virtually: through a private Facebook page that allows us to share useful resource information and where families can connect with one another; email and phone calls; and with our weekly ZOOM Circle Times and ZOOM Mother Goose. We have also worked to support families with grocery cards and a rental supplement through the Rapid Relief Fund.

Nancy Smith

Family Centre Coordinator

Deb Dosil

Family Centre Facilitator



FAMILY RESOURCE PROGRAMS

BABY GROUP

This program, for new mothers with babies from birth to about seven months, incorporates education topics and discussion time. New parents receive information and support on a wide variety of issues such as infant development, nutrition and breastfeeding, sleep, infant CPF, health and safety and community resources. During the past year, we ran three 10-week groups with 45 women and babies attending.

CREATIVE PLAY AND TODDLER TIME

The 2019/20 year was a very busy and active one in the Family Centre (with a slight tapering off in February 2020 due to the coronavirus). We currently have more than 400 families registered in the Family Centre and there were approximately 3,000 adults' and 4,800 children's visits across our morning programs. Funding for these programs is provided by Public Health Canada (CAPC).

EARLY LEARNING MUSIC

Thanks to a generous grant from the Victoria Foundation, we were able to offer three sessions of Early Learning Music for families with children up to age four. Children and their parents enjoy the welcoming environment, Barb Ruddell's positive energy and lively ukulele, as they sing, clap and dance along. This year, we were able to offer the group to 36 families (with 45 children); more sessions were scheduled to come in 2020.

WELCOME PLAYGROUP

Thanks to funding provided by Public Health Canada (CAPC), the Family Centre has continued to offer our weekly playgroup for newcomer families (fewer than 10 years in Canada). During the past year, we served 75 different families from 17 different countries. This group also accepts referrals from the Intercultural Association of Victoria and Victoria Immigrant and Refugee Centre and Island Health. Families have the opportunity to talk to a public health nurse and a dental hygienist from Island Health once per month. Families can find out about available services, make new friends, share information about resources, find support and connect with other newcomers in the community.

PARENT-CHILD MOTHER GOOSE

This popular program is based on strengthening attachment and enhancing nurturing parent-child relationships through songs, stories, and discussion. Thanks to funding provided by BC's Ministry of Children & Family Development (MCFD), we were able to provide four 10-week sessions of Mother Goose, serving a total of 65 families with babies up to age one. We have really enjoyed welcoming new families and their little ones and hope to continue to see them in the Family Centre as they grow.



YOUTH AND FAMILY OUTREACH PROGRAMS

YOUTH & FAMILY OUTREACH

The Youth and Family Outreach Worker provides information, support, education and mediation to youth and their parents. This work occurs in community as well as through the office. The Youth & Family Outreach Worker connected with 48 families this year. Youth and families receive support with mental health, housing, harm reduction, substance use, employment, education, parenting, communication, and healthy relationships. Since the closure of the building, the Outreach worker has been connecting with families virtually through online portals, phone, and e-mail.

GIRLS GROUP

A group was offered in the Summer 2019 for self-identified girls, including trans girls, aged 10-13. We focused on bringing isolated girls together to build their connections in the community. A total of 17 girls attended.

COOL CUES

Cool Cues is a six-week Social Skills Program for children 8-11 years of age. We were able to offer four sessions of the program this year and a total of 36 children attended. Children enjoyed themselves, made friends and had 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.

FAMILY DINNER

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. Attendance increased this year and most weeks the program is very busy. On average, we have about 35 people attending.

FAMILY DEVELOPMENT PROGRAM

The Family Development Worker (FDW) provides one-on-one consultation, individual parent Triple P education, as well as individual counseling for parents/caregivers with children under 12 years of age.

POSITIVE PARENTING PROGRAM (TRIPLE P)

The Positive Parenting Program is the cognitive behavioural foundation that provides parents with awareness and strategies on the ways our thoughts and emotions, that influence parenting behaviour, can change. It also encourages children and youth toward self-regulation in a constructive and respectful manner.

Janessa Serediuk

Youth and Family Outreach Worker

Barb Anderson

Family Development Worker

Outreach to Seniors

Since Nov. 2019, I have taken up the position of Outreach Worker for James Bay Community Project serving the geographical area of James Bay. We have 156 participants who currently use our outreach services and approximately 20 more participants who actively use our drop-in Seniors Connections group; they meet at the project every Thursday between 1pm and 3 pm.

As Outreach Worker, I am responsible for the following:

- I do intakes, assessing participants' needs and eligibility for service. I refer people to internal programs JBCP offers, such as the Better at Home Programs. BaH programs encompass housekeeping (provided by our contracted cleaning company) and transportation to medical appointments and errand drives (provided by volunteer drivers). We also offer volunteer matching for the following things: Friendly visits, walks, organizing, minor repairs, light errands, income tax, gardening, dog walking and computer instruction.
- I support participants by providing advice and support. I can also help them with referrals to other external agencies such as Island Health, Community Health, BC Housing, and BC Transit (offering help completing applications for bus passes, HandyDART, and the Taxi Saver program) to name but a few.

This year the JBCP seniors team has reviewed and updated our suite of paperwork to allow us to work more efficiently and effectively. This will be less onerous for participants to complete and means we can onboard new participants more quickly than before.

Since March 2020, when our building closed as per government public health guidelines, we have had to be flexible and dynamic in how we continue to support our participants both old and new in response to the COVID-19 pandemic. We

as workers continue to support participants while working remotely.

We also rose to the challenge of contributing toward a brand-new province-wide service funded by the United Way called **Safe Seniors, Strong Communities** (SSSC). This has meant that we now, during the COVID-19 pandemic, offer a shopping service and check-in call. All that participants have to do to access this service is call BC 211 and they will be registered for the program.

We will continue to support our existing participants and new SSSC participants during this difficult and unprecedented time and we will do so in the same caring, patient, and compassionate way as we always have -- with a smile on our face and a sense of humour. And as we have always been about supporting and building on the strengths of our community, together we will get through this.

Sharon Laurie
Outreach Worker



Capital City Volunteers

I joined the Seniors Team as the Capital City Volunteers Outreach Worker in November of 2019. I have been in this role now for six months and have enjoyed the work immensely. The team with which I work, as well as the staff and the leadership at James Bay Community Project, are second to none.

My first month in this job was spent getting to know the structure of this outreach role and the programming offered at JBCP. I was also able to share in the joy of the holiday season by delivering some of the Amica and Mustard Seed Christmas hampers to participants in the CCV catchment area. It was fantastic to meet some of the participants in our programs and help to spread some holiday cheer. Our volunteers and staff did a great deal of work to coordinate the hamper creation and distribution and the feedback from those in receipt of one was that of gratitude and appreciation.

In the New Year, our Seniors Team spent time fine-tuning the program criteria for outreach services as well as our policies and procedures. This took a lot of time, effort and collaboration from our team members and the outcomes were well worth it. It gave our team the chance to share ideas and build a foundation of support and cohesiveness that has continued to flourish.

I also spent time reaching out to CCV catchment area participants and volunteers to introduce myself and initiate communication as the new outreach worker. The main purpose of outreach is to connect participants with the services that allow them to access the support they determine as necessary for their needs. The CCV role has identified approximately 200 participants that it continues to support in a number of ways. Some participants build connections with volunteers, some access Better at Home programming, and some access outreach services to connect with their larger community.

I appreciate greatly that outreach roles are able to meet the participants in the community to make it easier to connect with resources and acquire the information they need.

In March, in response to the COVID-19 pandemic, our team moved from working from the JBCP space to working from our homes. This global health crisis changed the ways in which our agency could deliver services given the severity of the developing situation. We were able to adapt the ways in which we communicate with coworkers, volunteers, and participants to continue to provide support to those connected to our services.

Although our regular programming halted to protect the health and safety of our participants and volunteers, we were able to find ways to reach out and connect with each other. This health crisis provided challenges and the opportunities to work as a team through those moments of struggle.

As I write this summary, our agency has not yet reopened our building and staff continue to conduct work from home with the hopes that we can make our way back to the office sometime soon and as safely as possible.

I also shared the news with staff that I am expecting my first child in July of 2020 and will be commencing my maternity leave as of June 30. I am so grateful to have made the connections thus far with staff, participants and volunteers and look forward to picking up where I left off when I return from leave.

Joelle Rempel

Capital City Volunteers (CCV) 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 125 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.

Our staff, volunteers, and contractors support seniors to live independently in their homes and stay connected to their communities in the following ways:

Transportation to Appointments:

Our volunteer drivers have given more than 300 hours of their time throughout the year to support participants and get them to and from medical appointments, and to go on errand drives. Without these volunteers, many participants would be unable to attend their medical appointments and necessary errand outings.

Friendly Visiting:

Throughout the past year our volunteers have supported many participants in their own homes and in the community to take part in engaging activities. These activities range from offering emotional support such as friendly visits, telephone check ins, or walking together in the community, to providing more practical supports, such as minor home repairs and gardening assistance.

Social Connections:

Our dedicated team of volunteers have provided more than 750 meals to our Social Connections group participants. The group meets on Thursdays between 1pm and 3pm, where they connect with peers, enjoy a light meal, and take part in various activities. These activities include but are not limited to enjoying guest speakers, musicians, dancers, and light exercise.

Light Housekeeping Services:

As well as working with volunteers, we also partner with a contracted cleaning company that provides more than 2,000 hours of light housekeeping services per year to our participants in Victoria and Oak Bay. Participants comment that they find the manager and cleaners very friendly and helpful and that this service allows them to stay living independently in their homes.

In the coming year, the Victoria and Oak Bay Better at Home program plan to continue making each senior's day a little better, one connection at a time.

Zoë Little

Victoria and Oak Bay Better at Home Coordinator

Community Closet Thrift Store

As the new coordinator for the Community Closet, I would like to share my hopes for the future of the Closet. Times right now are changing day by day, and so must the Closet if it is going to adapt to the year ahead.

Part of my plan for this year is to build a stronger social media presence and online visibility, which will be necessary for the Closet's adaptation. One goal is to implement a small online store for in-store pick up of more exclusive items, or possibly a Facebook marketplace store for locals to shop from the safety of their homes.

As public health restrictions ease, the need for affordable summer clothing is going to be one of the great needs for the people of our community. JBCP Executive Director Kaye Kennish and I have been looking at ideas for when we reopen as social distancing requirements are eased. The safety of our invaluable volunteers and of customers will always come first and we will explore ways to have the shop open, such as

limiting the number of shoppers in the store at any given time to get us through the transition period. Adjusting to the evolving new normal and the continuing success of the Community Closet is my top priority this year.

I'm excited to announce that when we reopen, renovations will have been completed and we will unveil our store's new look. These renovations will modernize the look of the store while creating an open, safe, and easy shopping environment for our customers. Also, we will be able to house up to 800-plus items of clothing, allowing increased sales.

As I write this, I look forward to when our existing and new customers can come in and enjoy everything the revamped space can offer. After volunteering at the Closet for almost nine years, I have inside knowledge of both volunteers' and customers' needs. I will continue to work hard to meet these needs, which include creating a more mobility friendly space for our senior volunteers and customers.

Olivia Braddock

Community Closet Thrift Store Manager



Volunteer and Community

For a reporting year that began much like any other, it has certainly ended on an unprecedented note. While the goals remain the same for JBCP as an agency, how we reach them certainly looks very different at the moment, and likely different again as you are reading this. We are an agency that strives to build resilience through community, and we are working harder than ever to make that a reality. We have been tested greatly on this and hope we have managed to succeed. At the very least, we have surely been given an opportunity to learn, grow, and adapt, and that is what resilience is all about.

Volunteering at JBCP has continued to be robust, and indeed, the power behind all we have accomplished. We have had more than 250 volunteers lend thousands of hours of their time to keep our many programs running. At the JBCP centre itself, volunteers have led all manner of activities and programs including Qi Gong, Meditation, Reiki, Footcare, Postural Stretching, Low Vision and Blood Pressure Clinics, and have partnered with community groups like the Breast Friends support group and Aids Angels crafting for charity, as well as Toastmasters and LifeRing. They have all contributed greatly to the health and wellbeing of many and form the backbone of our Community Programming.

Volunteers also made possible our very busy social groups for seniors, young children, and families. They helped make sure that people attending these groups felt a sense of belonging, were welcomed, were well fed and well supported. We have also continued to welcome our Community Living groups and groups from the Frederic Ozanam Centre and Futures. These volunteers make a delightful addition to our community, and we in turn help provide them with important social and skill building opportunities: a win-win. In combination, these volunteer-led community programs and social groups are the heart of the hustle and bustle of our daily life here at JBCP, as evidenced by how much we have missed them this spring! We also continued to benefit from our wonderful reception volunteers, extra cleaning

and organizing helpers, bakers, gardeners, office task helpers, and errand drivers, all working hard to support our building and community. Truly the list is endless...and all their contributions add up to the smooth running of our agency, and ultimately the support felt by our community of staff, participants, board, and fellow volunteers.

Offsite, our thriving Community Closet Thrift Store, powered by another industrious and committed crew of volunteers, is a vibrant pit stop, serving as a wonderful resource for shopping on a budget that also provides substantial funding for our Project. We will appreciate it even more as life returns to normal.

A particularly vital part of our volunteering efforts that also takes place offsite is our Direct Service volunteering. These volunteers work quietly out in the community alleviating the social isolation felt by some of our more vulnerable participants. They help get people to and from medical appointments, provide a friendly ear, and help to accomplish tasks like gardening, computer needs, dog walking, and organizing. They have continued to support many of the participants they were previously visiting with during the pandemic time through phone conversations and/or shopping. It has been a valuable contribution that has assisted vulnerable seniors during a very difficult time.

Our partnership with the Community Volunteer Income Tax Program continued again this year and our tax volunteers have continued to be highly appreciated as they work their way through hundreds of tax filings a season. That is a huge cost savings for low-income individuals and families in Victoria, and one of our most valued services.

Our Food Programming has continued to be an important part of our agency and is a greatly appreciated source of nutritious food for many. We have continued our partnerships with the Mustard Seed, the Coalition of Neighbourhood Houses, Cold Star and the Good Food Box program and Food Rescue, as well as donations through Thrifty Foods, Red Barn James Bay, the Six Mile Bakery, and Level Ground coffee.

We again partnered with the James Bay Market Society and the Farmers Market Association of BC. This program makes possible the purchase of farm-fresh local produce for our low-income senior and family participants and is continuing this year under new guidelines to ensure the health of all who participate.

We have continued to provide access to a free phone and newspapers, free bread and produce, and access to brochures and information both physically and verbally.

In addition, due to the pandemic crisis, we have added a large piece of work in a short period of time, in order to add service through the Safe Seniors Strong Communities initiative of the United Way and BC 211 to help alleviate the emerging effects of isolation of a much greater number of our community seniors. This period saw previously active seniors become unable to engage in the activities that contribute to their everyday wellbeing and safety and highlighted a need that exists for many on an ongoing basis. The program saw us on-board new volunteers to help secure peace of mind for these seniors, as well as food security through contactless grocery shopping, and phone calls. As a staff member, this was particularly challenging to plan, develop and implement while working from home and utilizing new technologies and services.

I am particularly proud of our community and the way in which we have worked together and supported each other -- resilience in action, and a testament to the values we all try to uphold. We hope very much that the effects of this hard work were felt by those in our immediate community and beyond, and that our efforts enabled people to feel supported and connected during this unprecedented time.

In short, what a year! There is strength in numbers, of that I am sure, and the events and efforts of the past year will surely continue to inform the work we all do here at JBCP in the year to come.

Kristyn Laver

Coordinator of Volunteers and Community Programs

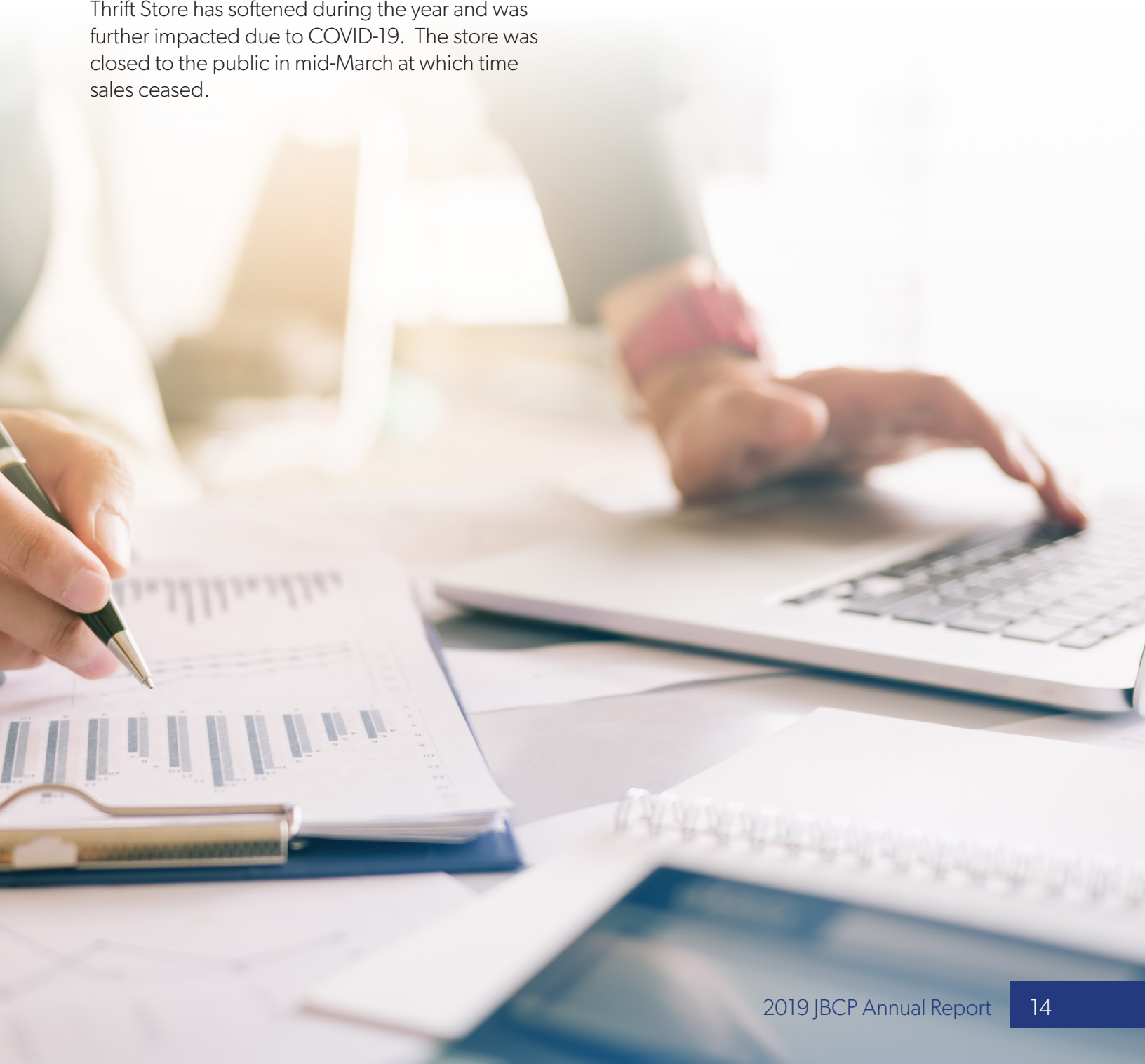
FINANCE REPORT | 2020

The year ended March 31, 2020 continued to present both opportunities and challenges. Most of our major funding sources have remained stable, with the notable addition of \$150,000 of one-time funding of programs for seniors, from the Ministry of Health. This funding is expected to support programs over a three-year period.

The strong growth in sales at the Community Closet Thrift Store has softened during the year and was further impacted due to COVID-19. The store was closed to the public in mid-March at which time sales ceased.

The lease for the health clinic space has been re-negotiated and transferred to Island Health for the new Urgent and Primary Care Centre. This long-term lease will provide increased rental income and improved financial stability in coming years.

Brian Vining
Finance Manager



In Summary:

2020 total revenue increased by 9.7% from 2019
2020 total expenditure increased by 11.8% from 2019

Tenant rents for the year increased by 1.7% over 2019. Legal fees of \$6,250 were incurred, mainly in connection with the negotiations for the new Island Health lease.

Sales at the Community Closet declined by 7.4% to \$134,350, while expenses increased by 24.0% to \$99,700.

Donations, including a substantial estate bequest, increased from 2019 to \$28,800 in 2020.

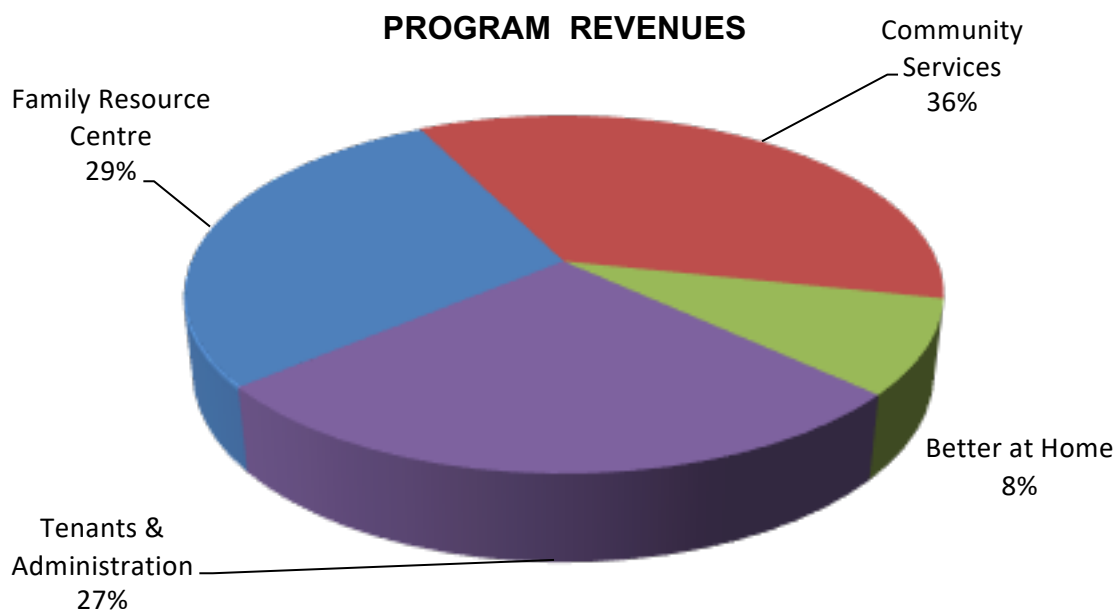
Salaries and benefits expenditures increased by \$85,085 between 2019 and 2020. This was partly due to increased staffing for seniors’ programs, supported by the one-time funding from the BC Ministry of Health. A new pay grid for unionized staff was also implemented.

Program delivery through Better at Home continued to expand at an accelerated pace as more clients were added as service recipients.

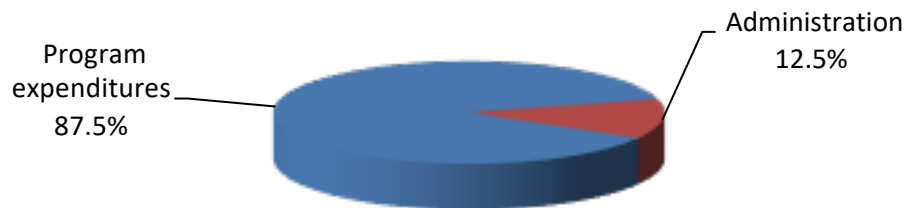
Building Maintenance expenditures declined marginally for 2020 compared to 2019. The age and general condition of the building continues to concern the Board which is actively seeking ways to contain the growth of these costs.

During the year ended March 31, 2020, we reduced our mortgage by \$29,642 to \$69,846, while the annual cost of debt finance declined by a further \$967.

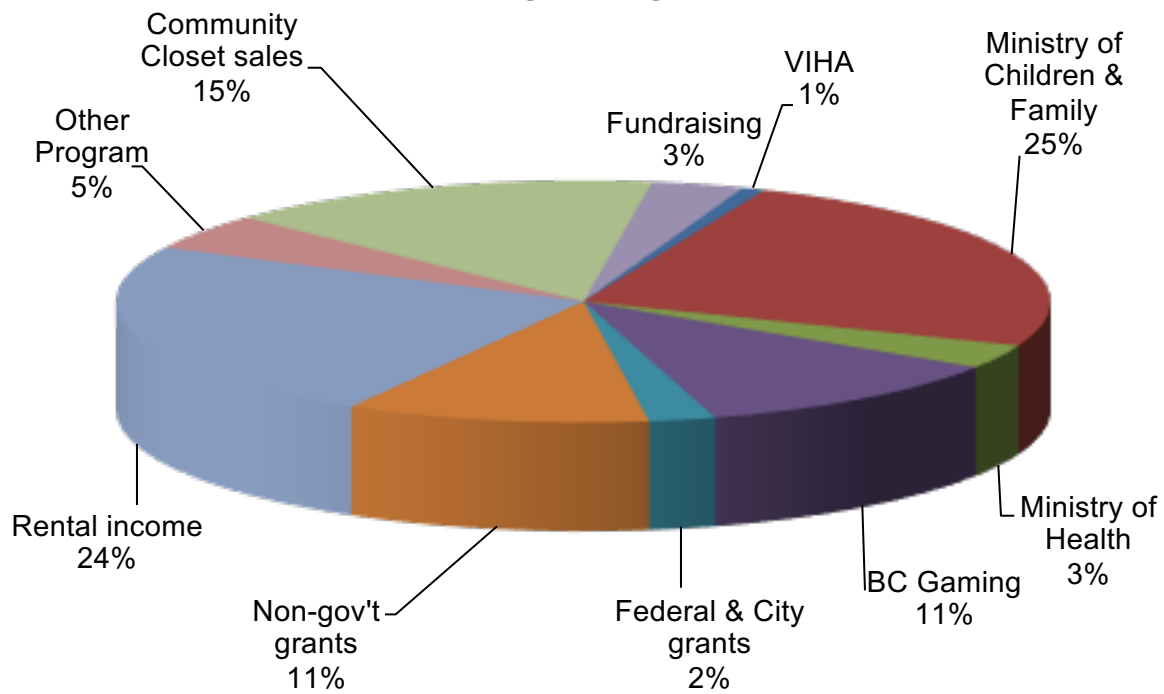
Primary funding for the Project came from the Ministry of Children and Family Development, the Ministry of Health, the Public Health Agency of Canada, the Province of BC (Gaming Policy Branch), United Way of Lower Mainland, United Way of Greater Victoria, Vancouver Island Health Authority, Thrifty Foods Smile Card Program, and our many other funding partners and the community at large.



EXPENSES



REVENUE BY FUNDER



DONOR LIST | JANUARY 1, 2019 – DECEMBER 31, 2019

Funders and Grants 2019

BC Housing
BC Ministry for Children and
Family Development
CAP-C
City of Victoria
Coast Capital
James Bay Farmers Market
Nutrition Program
Island Health Authority
The Province of BC
Thrifty Foods Smile Card
Program
Times Colonist
Raise-a-Reader Fund
United Way of Greater Victoria
Victoria Foundation

Donations \$1,000-\$4,999

Anonymous
George Jamieson
Marie Louise Logan
Mel McDonald

Donations \$500-\$999

Johns, Southward, Glazier,
Walton & Margetts
Lauren Clavara

Donations \$200-\$499

Sylvia Austin
Barbara & Paul Best
Royal Canadian Legion
Branch 127
Lynda Cronin & Peter Heap
Mavis DeGirolamo
Provincial Employees
Community Services Fund
Arleigh Trail
Marjorie Welch

Donations \$100-\$199

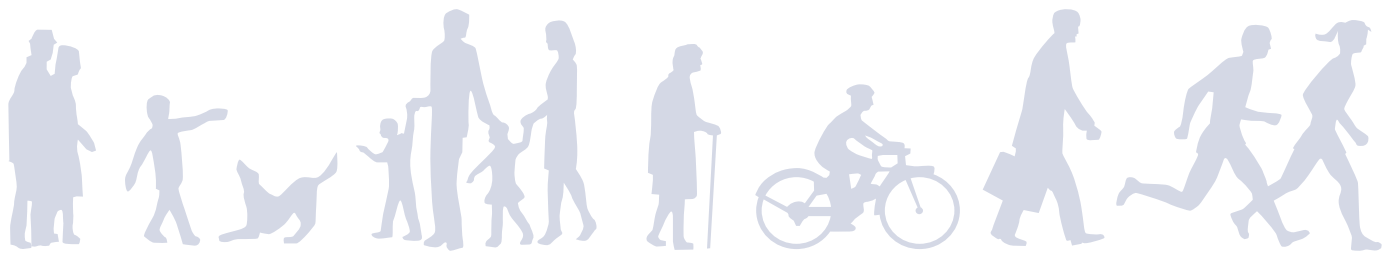
Anonymous
Anonymous
Leonda Adler
Robert Carlen
Yvonne Curry
Pauline MacKenzie
Alan MacLeod
Garth Mayhew
Mary J. Norton
Raku Pope
Jane Taylor
Catherine van Mossel
Maria van Sloun
Julius Wroblewski

Donations \$99 and under

Anonymous
Anonymous
Diane Ball
Valerie Berthiaume
Coral Carter
Joan Cook
Mary Coote
Gertrude Coutts
Jean & Kevin Forrest
Janet Freer
Laura Hawkes
Inger Marit Ihlen
Jacob Jedras
Peggy Jones
James Lucas
Brent Mason
Glenys McArthur
Larissa Myachina
Norma Pelikan
Vladimir Raivitch
Asuncion Rowe
Florence Rusk
Linda Rutherford
Ruth Wallace
Robert Weston

Thank you to 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.*



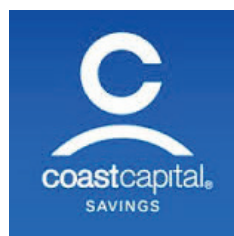
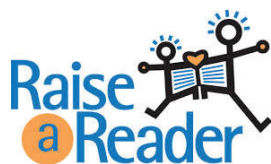
Nutrition Program



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



Canada
Community Action Program
for Children (CAPC)



James Bay Branch



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