



Beacon Community Services
Annual Report

vision

MISSION & VALUES

Our Mission

A safe, diverse and healthy community
where people can meet their needs.

Our Vision

Beacon Community Services is a community-based organization of volunteers and staff committed to the efficient and innovative delivery of programs and services focused on promoting and maintaining individual independence.

Our Values

dependability

- do the right thing
- be financially accountable
- think of the longer term future
- ensure client, worker, volunteer safety
- practice prudence

integrity

- ethical actions
- open governance
- trust
- judiciousness
- accreditation

responsiveness

- input from stakeholders
- assess needs
- forward thinking
- consistent and responsive
- innovative
- decisive

volunteerism

- community responsibility
- community engagement
- value of volunteerism to volunteers
- value of volunteerism to community

board

OF DIRECTORS

Bob Cronin, Chair
Penny Thomsen, Vice-Chair
Sue Hodgson, Treasurer
Keith Rolfe, Secretary
Don Laughton, Member-at-Large
Detlef Beck

Ian Boorman
Glenn Gallins
Peter Kappel
Doug Macfarlane
Deborah Shera (*resigned April 2011*)
Sue Wilson

message

FROM LEADERSHIP

From the Chair of the Board

Beacon Community Services continues to make strides in the area of continuous quality improvement. Along with fellow Board members, I was especially pleased this year that, after a rigorous external audit, Beacon was awarded a WorkSafeBC Certificate of Recognition for its occupational health and safety programs – programs that ensure safe working environments for our staff and volunteers and which, by extension, bring safe, quality care and services to our clients.

It was gratifying to see the results of our third-party survey of Beacon's volunteers. The survey was conducted in November and results were reported in the spring. In the survey, volunteers helpfully identified some areas – such as communications with our volunteers – where Beacon will look to improve as we move forward. However, overall results were overwhelmingly positive: more than 93 percent said their needs are met while volunteering with Beacon, and more than 91 percent said we well utilize their skills while they volunteer.

From the CEO

Once again this has been an inspiring and challenging year for Beacon Community Services. We have faced the same challenges that many non profits are facing, with an increasing demand for services and limited resources with which to meet them. However, once again, the volunteers and staff at Beacon, along with our partners and funders, have risen to the challenge. Through the generosity of these many helping hands we have been able to further our mission of efficiently and innovatively delivering programs and services that are focused on promoting and maintaining individual independence.

At any time, Beacon's team members can be found tending to the frail or sick, helping unemployed and less fortunate members of the community find

It was also my pleasure to help recognize long-serving staff at an event in January. 129 people were specially honoured for service ranging from five to 30 years, in a variety of Beacon program areas.

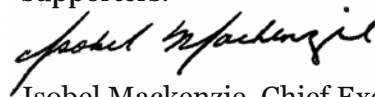
Thousands of people rely on Beacon Community Services to efficiently and compassionately deliver a wide range of services; we take pride in accomplishing this. We also understand that our ongoing success depends on fiscal responsibility, as well as an awareness of the broader community's economic and social uncertainties and changing political realities. This is particularly true in the current climate.

However, thanks to the skills, support and dedication of our staff and volunteer corps, as well as our many partners, I'm confident we are well-positioned to address such challenges. We look forward to building on our successes as we continue working to brighten the lives of those in need.



Bob Cronin, Chair of the Board

success for themselves, or providing families with the supports they need to become stronger. Beacon is a source of assistance, comfort and care -- from the earliest days of one's life to the final moments. This report gives a 'snapshot' of our ongoing programs and services and some highlights from the past year. You will read about the people we help and about the community of staff, volunteers, funders and government partners who come together to ensure our community is enriched. These pages tell the story of how we are "helping people to help themselves." On behalf of the more than 6,000 people whose lives we have touched this past year, thank you to all our supporters.



Isobel Mackenzie, Chief Executive Officer

enhance

CHILDRENS' HEALTH, SAFETY AND LOVE OF LEARNING

We are dedicated to promoting the healthy growth and development of children in our community. Our programs promote healthy pregnancies for healthy babies, foster early learning and literacy, provide safe and educational care for children and support for parents and guardians.



3,000+
books
collected for
the 1000x5
program

160
children in
after school
care

TEAM
cared for 25+
infants &
toddlers

250
families
supported by
the early years
program

Peninsula Best Babies supports women through pregnancy to help them deliver healthy babies. Moms and partners learn about food preparation, budgeting, rest, substance use, exercise and stages of child development.

Mother Goose Rhymes that Bind is a fun program that supports infants and toddlers' language development skills and healthy attachment, and offers social connections for parents and caregivers through rhymes and songs.

Sidney StrongStart provides free, school-based early learning programs for pre-schoolers and their parents or caregivers. Children develop important skills through play, art, stories, songs and learning healthy eating habits.

Teen Education and Motherhood (TEAM I and TEAM II) Centres provide licensed care at Stelly's Secondary School and at the Individual Learning Centre. Both provide a safe, enriching program for children under three while their parents attend school. The program also offers a mentoring program by community parents.

Out-of-School Care provides professional, licensed out-of-school care at two sites on the Peninsula; KELSET CARE is located at KELSET Elementary and Otter Be Fun is located in Brentwood Bay. Both focus on fun, learning and healthy socializing. Snacks are provided and outings are scheduled on a regular basis.

Peninsula Connections for Early Childhood (PCEC) promotes healthy child development through programs like Roots of Empathy, which teaches elementary school children empathy by introducing them to infants in the classroom, and the 1000 x 5 Children's Book Project which works to ensure that all children on the Saanich Peninsula have 1000 stories read to them by the time they are five years old.

Car Seat Safety is promoted through free clinics to learn proper use and maintenance of car seats. We are working to keep children safe by addressing the fact that over 50 percent of care seats are not installed correctly.

Y) nurture

HEALTHY RELATIONSHIPS FOR YOUTH AND FAMILIES

By providing counselling, mediation and respite for youth and families, we promote the development of life skills and healthy relationships. We work to support parents in their efforts to raise healthy, happy productive children.

264
youth stayed
safely at Out of
the Rain Youth
Shelter

300+
supported by
outreach
services

25
youth &
families served
by our FASD
program



Community Action Supporting Youth (CASY) supports teens and families who are experiencing challenges and conflicts in their relationship. The program offers counselling for youth, mediation for the family, and restricted care or respite for those who require separation in order to reconcile.

Family Development Workers works in partnership with the Ministry of Children and Family Development to provide support to families who are in the care of, or are about to come into the care of, the Ministry. The program supports each individual and the family relationship. Referrals to the program are provided by the Ministry.

FLOW Girls' Group encourages girls to get involved in their community, talk about who they are and who they want to be in the world, and to use their creativity for positive change.

Youth and Family Outreach counsellors provide accessible and confidential individual and family support to youth and families who are experiencing challenges related to parenting, behaviour and other related issues.

Parent-Teen Conflict Resolution helps parents and youth live together peacefully and respectfully. Facilitators help identify sources of conflict and help develop effective problem-solving and communication skills.

Fetal Alcohol Spectrum Disorder (FASD) Program provides instrumental services for the community and those affected by FASD. Services include FASD Key Workers and Parenting Programs.

Out of the Rain Youth Shelter provides warm, safe shelter and a hot meal for the homeless youth in Victoria. For kids who have lost their way, this program can be the difference between life on the street and a path back to a place where they can reach their full potential. It provides an opportunity to connect with people and services that can help.

empower

THE UNEMPLOYED WITH LEARNING AND OPPORTUNITIES

We work with those on income assistance, living with a disability, lower skilled workers and at-risk youth to identify and resolve barriers that impact their quality of life and ability to secure and maintain employment. Life skills development and access to volunteer or supported employment helps strengthen connections within their community and increase their levels of self reliance.



657
people served by
Employment
Programs

150
attendees
at Youth Job
Fair

200+
people
served by
YEP students

Started
JobOptions
BC program

100%
Springboard
to Success
targets met

ASPECT Targeted Skills Shortage Pilot Program is a new program that helps small businesses in specific sectors to grow the potential of their lower skilled workers by providing them access to training. *Funded by the Ministry of Jobs, Tourism and Innovation.*

BC Employment Program (BCEP) is offered in partnership with GT Hiring Solutions to clients receiving Provincial Income Assistance who are actively seeking employment. *Funded by the Ministry of Social Development.*

Community Assistance Program (CAP) assists clients receiving Provincial Income Assistance who are isolated within their community to identify and resolve barriers in order to increase their self reliance. *Funded by the Ministry of Social Development.*

JobOptionsBC-Sidney is a 10 week employment program for unemployed individuals who are not EI eligible. It offers life skills, employment readiness skills workshops, and short term certificates, as well as job placement assistance and follow-up. Participants are paid \$250 per week for the first five weeks and can access wage subsidies for work experiences in the remaining five-week period. *Funded by the Ministry of Jobs, Tourism and Innovation.*

Specialized Community Assistance Program (SCAP) promotes self sufficiency by assisting individuals to secure stable housing, access volunteer or supported employment opportunities, and develop life skills such as dealing with addictions and other health issues, improving literacy and language skills, and learning to be a good tenant. *Funded by the Ministry of Social Development.*

Springboard to Success helps at-risk 15- to 30- year-old individuals secure employment, return to school, or start their own business. Participants gain valuable work experience and are paid minimum wage for their participation. *Funded by Service Canada.*

Triumph Vocational Services is offered in partnership with WCG International HR Solutions to support people with disabilities to explore their abilities and develop their vocational potential. *Funded by the Ministry of Social Development.*

Youth Employment Program (YEP) provides 14-18 year olds with paid work, volunteer and training opportunities. Youth gain experience, complete certifications, build their resumes and earn money. YEP students provide affordable help with yard maintenance, computers, cleaning, moving, pet care and more.

encourage

THOSE WHO ARE OVERWHELMED

We promote self-sufficiency through support, counselling and life skills training for those dealing with mental health issues, recovery and unresolved issues in their lives. Our programs provide an environment which enables clients to seek resolve and form new skills, allowing them to live independently and be active and involved in their communities.



55
members visit
Laurel House
daily

500+
families
served by our
programs

150+
clients assisted
through Third
Party Liaison
Program

Adult Counselling provides support for individuals and couples who are experiencing challenges related to relationships, parenting, trauma and unresolved familial issues.

Grief and Loss Counselling is confidential supportive assistance for people who have experienced or are dealing with issues of grief and loss.

Laurel House has been home to programs that support individuals living with mental illness for over 35 years. Beacon Community Services began managing the program in 2007 and continues the program's focus on life skills through member-driven programs. Members enjoy a therapeutic community that includes creative activities, meals and special events.

Adult Mental Health Outreach provides a link for adults who are prohibited from the Ministry of Housing and Social Development due to behaviour-related issues. Most have no fixed address and exhibit chronic health care needs.

Through the **Third Party Administrative Liaison Program** Beacon Community Services works with more than 150 marginalized clients in an effort to support them to find stability and secure housing. Staff distribute cheques to Adult Mental Health Outreach clients and advocate on their behalf with the Ministry.

Never doubt that a small group of thoughtful, committed people can change the world. Indeed, it is the only thing that ever has.

~Margaret Mead

connect

VOLUNTEERS WITH PEOPLE IN NEED

Promoting volunteerism is a foundation of Beacon Community Services' broader community service. We work to raise awareness of the power of community service, encourage people to volunteer, connect volunteers to meaningful opportunities, and recognize the important contributions volunteers make in our community.



Volunteers' generosity and their willingness to make a contribution play a vital role in people's lives: volunteers increase people's ability to live independently and help improve the quality of their lives.

Through Beacon Community Services, more than 450 volunteers selflessly meet needs that would otherwise go unmet, offer solutions to problems that would otherwise be unsolved, and provide practical help and assistance to the people of our community. We are inspired by their commitment and very grateful for their generosity.

The Volunteer Services Program (located at the SHOAL Activity Centre, in Sidney) offers a drop-in source of information on a host of community resources. Single Seniors and Peninsula Crossroads Community Justice Program also fall under our umbrella.

Our volunteer services include:

- Volunteer Medical Drives
- Volunteer Friendly Visits
- Reassurance Phone Calls
- Volunteer Handyperson
- Youth Employment Program
- Senior Peer Counselling
- Thrift Shop Volunteers
- Community Income Tax Program

Hearts of the Community Volunteer Awards

To honour the extraordinary efforts of community volunteers in the place where Beacon began, Beacon Community Services partners with the *Peninsula News Review* to proudly sponsor the Hearts of the Community Volunteer Awards on the Peninsula. Nominations come from members of the community and are reviewed by a panel that includes local mayors and school board representatives. Please

see page 13 for a list of the 2011 Hearts of the Community Award recipients.

Beacon Community Services Volunteers

We also honour Beacon's own volunteers at special appreciation lunches. During National Volunteer Week in April 2011, we recognized 70 volunteers for long service. Eight of our volunteers were honoured for 20 or more years of service to Beacon:

- Joyce Parker (20 years)
- Tony Clarke (25 years)
- Jean Jackson and Lucy Ditlevson (26 years)
- Joan Ethier (27 years)
- Donna Godwin (30 years)
- Edna Laprairie and Rene Laprairie (32 years)

energize

ADULTS AND SENIORS TO STAY SOCIAL, ACTIVE AND HEALTHY

We promote self-sufficiency and wellness by providing a gathering place and programs to help adults and seniors stay active and connected with others in their community.

\$20k
increase in
program revenue
over last fiscal year

6,000
people were
served through
catered events

500
people became
members of
SHOAL
Activity
Centre

100
meals served
every day in the
Tides at SHOAL
Dining Room

1,000
guests participated
in the Evenings at
the SHOAL



SHOAL Activity Centre is located just a few blocks off Beacon Avenue in Sidney (across from the public library) at 10030 Resthaven Drive. The centre utilizes a multi-dimensional approach by combining adult/senior recreation programs, volunteer services, food services and youth employment services. The centre also houses Assisted Living residents.

Within the centre is a dining room, a woodworking shop, a crafts room, a computer lab, a ceramics room, a lapidary and silversmithing room, a billiards/snooker room, two auditoriums, and several multi-purpose activity rooms of all sizes.

SHOAL members enjoy:

- Opportunities to socialize, meet new friends and celebrate birthdays with others born in the same month;
- Participation in special events, free seminars and workshops;
- Reduced rates on a wide range of registered and drop-in instructional classes such as crafts, bridge, fitness, computers and much more;
- Volunteer opportunities at the centre and in the community;
- The monthly *Tidelines* newsletter, which provides information about upcoming events and announcements;
- Discounts on facility rentals; and
- Membership with Beacon Community Services at no extra cost.

SHOAL Activity Centre is the perfect venue for business meetings, memorial teas, receptions, community group meetings and family gatherings. Groups of all sizes can be accommodated and the chef is always happy to assist with menu planning.

*"Happiness adds and multiplies
as we divide it with others."*

~A. Nielsen

comfort

THOSE WHO ARE SICK, FRAIL, DISABLED OR IN NEED

We provide caring support and assistance to those in need of home support so that they can live independently, comfortably and safely in their own home for as long as possible. Maintaining the dignity of each individual is essential to our service.



4,000
hours of home
support service
delivered every
day

2,500
home support
visits every day

240
clients
admitted each
month

Falls
prevention
training provided
to all Community
Health
Workers

Participated
in the Safety
at Home: Pan-
Canadian Home
Care Safety Study
research with
UVic

Beacon Community Services is a fully accredited Home Support agency and is the Vancouver Island Health Authority's sole provider of Home Support Services for the South Island. We also provide services for Veteran's Affairs, the Insurance Corporation of BC, WorkSafe BC, and private-pay clients.

Our staff are required to be certified and registered to provincial standards and receive additional orientation and training, as well as opportunities for further professional development. All Community Health Workers must be registered with the BC Care Aide and Community Health Worker Registry. In addition, all Home Support staff must have a Criminal Record Check at the time of hire and every five years thereafter.

Experienced Registered Nurses and Licensed Practical Nurses provide supervision and support. Approximately 1,100 certified Community Health Workers provide service to over 3,000 clients each month. Our quality care includes assistance with:

- Medications
- Bathing, dressing and grooming
- Activities of daily living
- Dementia care
- Caregiver support and respite
- Chronic disease management and therapy
- End of life care
- Mobility with or without mechanical aids
- Pain and symptom management
- Some meal preparation

- Hazard reduction cleaning and laundry
- Oxygen and ventilator care
- Catheter/Ostomy care
- Changing dressings

We value the feedback we receive from clients. It allows us to keep doing what we do well and to continually improve our service in order to meet their needs. We therefore send a satisfaction survey to our clients on an annual basis. We also encourage clients and their families to share with us their care experiences by email, letter or phone call.

*No act of kindness,
however small,
is ever wasted.
~Aesop*

shelter

YOUTH, SENIORS AND PEOPLE LIVING WITH DEMENTIA

We work to ensure that seniors and people with disabilities have comfortable, affordable living options that allow them to be as independent and self-sufficient as possible. With subsidies from BC Housing and the Vancouver Island Health Authority (VIHA) we are able to provide a variety of living options that focus on each individual's abilities rather than their losses.



Successful
licencing
inspections
completed at
both dementia
houses

Resident
Family
Review Audits
were successful at
Brentwood House,
Sluggett House and
SHOAL Assisted
Living

\$13k

Raised for Out
of the Rain Youth
Shelter at our
October Gala
Event

Planning
began for
Brentwood
House
expansion

834 Johnson Beacon Community Services has arranged to have 12 suites of affordable housing designated for seniors and people with disabilities. Units are designed to meet City of Victoria Accessibility Standards and have easy access to city facilities, bus routes and other amenities. Ground was broken on this project in fall 2010 and completion is planned for the fall of 2011.

Out of the Rain Youth Shelter provides warm, safe shelter and a hot meal for homeless youth in Victoria. For kids who have lost their way, this program can be the difference between life on the street and a path back to a place where they can reach their full potential. It provides an opportunity to connect with people and services that can help.

SHOAL Centre Assisted Living Seniors are supported by personal care services, weekly linen and housekeeping services and two meals each day from our SHOAL Centre kitchen. Suites are designed for safety, with accessible bathrooms, with walk-in showers, and a personal alarm system with 24-hour on-site response. And residents can stay active and connected through recreational programs.

Brentwood House and Sluggett House Dementia Care These small-scale, home-like buildings with private suites are designed specifically for seniors with dementia. Staff provides a compassionate approach to care where residents are able to make choices about activities that reinforce their sense of dignity.

Buildings and grounds are fully secure and monitored to ensure safety.

This year, planning began on an addition of three resident rooms and an extension of dining and outdoor spaces at Brentwood House.

Wakefield Manor and Marguerite Court

These accessible apartments provide affordable housing for seniors and people with disabilities, with rent geared to income. Hospitality support is available for clients who need meals, alarm system, activities, housekeeping and laundry. They include space to socialize and are located close to amenities and bus routes to promote self-sufficiency and independence.

share

QUALITY GOODS TO FUND PROGRAMS AND PROVIDE VOLUNTEER AND TRAINING OPPORTUNITIES

Beacon Thrift Shops do more than provide affordable quality goods to fund essential community programs. While customers are greeted warmly by familiar faces and can find essential items and great treasures at affordable prices, volunteers are gaining social connections and retail skills. And by reusing and recycling goods in our community, we, along with our donors and customers, are diverting tons of landfill waste.



617,174
items sold in
Beacon Thrift
Shops this year

\$1.4m in
sales in all 7 Thrift
Shops combined

38,485
volunteer hours
in Thrift Shops

10th
birthday of
Brentwood Bay
Thrift Shop

Our seven Thrift Shops offer affordable clothing, shoes, accessories, household furnishings, small appliances, jewelry, books, toys, collectables and treasures for the entire family. The community's consistent generosity – from the volunteers who operate the Thrift Shops and donors who supply the stock, to our loyal customer base – has meant the difference to thousands of people in need.

The Beacon Community Services Retail Training Program, funded by the United Way, provides formal customer service and retail skills training to people with diverse abilities. To date, 41 individuals have participated in the six-week program.

Thrift Shop benefits:

- Volunteers' lives are enriched by the opportunity to make new social connections while contributing to the community.
- Volunteers gain job skills and retail experience.
- Retail Training Program offers six-week sessions to provide hands on, relevant, retail training and experience.
- Over 180 volunteers donate more than 38,000 hours of service at our shops.
- 600,000 items donated by the community each year are reused and recycled, benefitting our communities' environments.

Programs and services funded by Thrift Shops:

- Volunteer Services
- Peninsula Babies
- Toddler and Tot Drop-in Playgroups
- 1-2-3 Activities
- Mother Goose Rhymes that Bind
- School District #61 Crossing Guard Program
- Out of the Rain Youth Shelter
- Brentwood and Sluggett House furnishings

Surplus goods are donated to the following charitable programs:

- Compassionate Resource Warehouse
- Sidney Food Bank
- Mustard Seed Co-op
- Other causes as needed

brighten

THE LIVES OF THOSE IN NEED



beacon

to act as a
guide through
difficult territory

a source of light
or inspiration

to illuminate a
safe path

Our name reflects our purpose. Beacon: A source of light or inspiration; to illuminate a safe path; to act as a guide through difficult territory. We empower those in need to navigate to safety.

In addition to the programs and services we provide, we encourage others to share their light in the service of others by honouring volunteers in our community.

Hearts of the Community

Volunteer Awards In February 2011, 22 nominees were honoured and awards were presented to:

- Jack Macaulay
Lifetime Service
- Sally Turner
Overall Service to the Community
- Alli Rickson
Service to Seniors

- Gary Lenz
Service to Families and Children
- St. Andrews “Neighbours”
Service or Project by a Group
- Sam Weber
Outstanding Youth Volunteer

Special thanks to the family of Ardena Simpson, whose donation in her memory ensured that the Outstanding Youth Volunteer received a \$1,000 scholarship to support his education in music.

Youth Community Service Awards

We also encourage youth to get involved in community service by offering the Donna Godwin Humanitarian and Major General Gerry Edwards Awards to graduating students at Peninsula secondary schools. These awards shine a light on the importance of leadership and community service.

Help Us Light the Way for Others

As a registered charity, Beacon Community Services relies on the support of volunteers and a variety of funding sources, including the generosity of our community. Many of our programs were made possible thanks to donations and planned gifts.

Donations are gratefully accepted by cheque payable to Beacon Community Services or by clicking the “Donate Now” link at www.beaconcs.ca. We are also grateful for gently used donations to any of our seven Thrift Shops. Or share your time and talents by contacting our Volunteer Coordinator who will help you find a volunteer opportunity that fits with your time and interests and brings you as much joy as you will bring to others.

funders

AND SUPPORTERS

We are grateful for the funding and support we receive from government, municipalities, charities, organizations and businesses. In addition, each year we are grateful for the hundreds of donations we receive from generous individuals.

Community Partners

Brentwood Bay Rotary
Boys and Girls Club
Camosun College
Central Saanich Fire Department
Central Saanich Police
Child Care Resource and Referral (CCRR)
City of Victoria
Coalition of Young Parent Programs
Coast Capital Savings
Congregation Emanu-El
District of Central Saanich
District of North Saanich
District of Oak Bay
District of Saanich
Downtown YM/YWCA of Greater Victoria
Ecole Macaulay Elementary School PAC
First Metropolitan United Church
Health Promotions Canada
Holy Trinity Church (North Saanich)
Memorial Park Society
Ministry of Community, Aboriginal and Women's Services
Panorama Recreation Centre
Peninsula Crossroads Community Justice
Queen Alexandra Centre for Children's Health
RCMP – Sidney/North Saanich
READ Society
Regional Out of School Care Operators
Saanich Peninsula Arts and Crafts
St. Andrew's Church Sidney
St. Andrew's Presbyterian Church
St. John the Divine Church
St. Paul's United Church
St. Peter's Anglican Church (Victoria)
School District #61
School District #63
Success by Six
Town of Sidney
Town of View Royal

Township of Esquimalt
University of Victoria
Veterans Affairs Canada
Vancouver Foundation
Victoria Cool Aid Society

Memberships and Affiliations

Association of Family Service Agencies
BC Association of Family Resource Programs
BC Council for Families
BC Non Profit Housing Association
Better Business Bureau
Coalition of Neighborhood Houses
Community Social Service Employers Association
Extreme Weather Protocol
Family Caregivers Network
Family Development Response Network
Greater Victoria Chamber of Commerce
Health Employers Association of BC
Saanich Peninsula Chamber of Commerce
Saltspring Island Chamber of Commerce
Seniors Serving Seniors
Sidney Business Association
United Way of Greater Victoria
Vancouver Island Health Authority
Volunteer Victoria

Major Funders

ASPECT
BC Housing
BC Ministry for Children and Family Development
BC Ministry of Employment and Income Assistance
BC Ministry of Housing and Social Development
Capital Regional Housing Corporation
GT Hiring Solutions
Service Canada
United Way of Greater Victoria
Vancouver Island Health Authority
Victoria Foundation
WCG International HR Solutions

financials

REVENUE & EXPENDITURES

at March 31, 2011

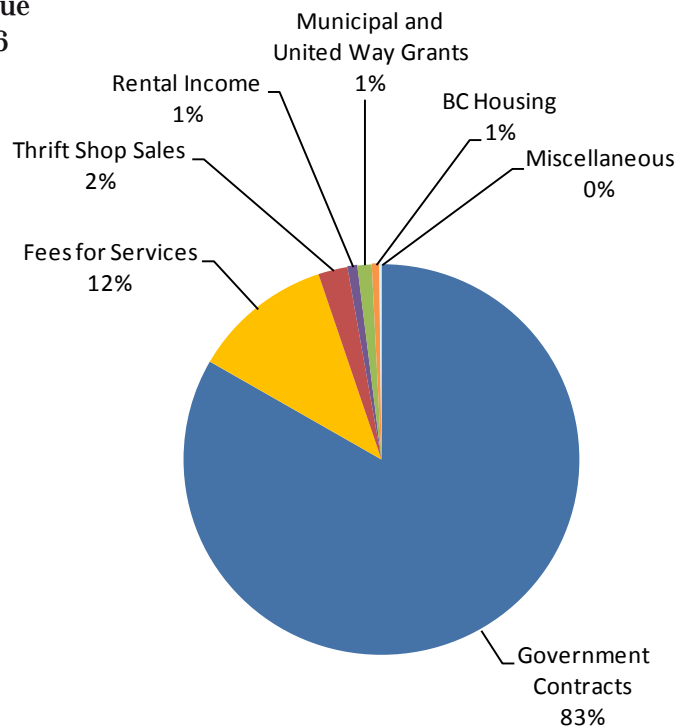
Canadian charitable organizations have continued to face economic uncertainty this past year. Beacon Community Services' Board of Directors, staff and volunteers were hard at work ensuring strategies were in place to continue to support our community.

Through careful planning, the support of our funders and partners, the goodwill of our staff and the generosity of our volunteers and donors, we were able to meet our financial goals while continuing to offer a wide range of services.

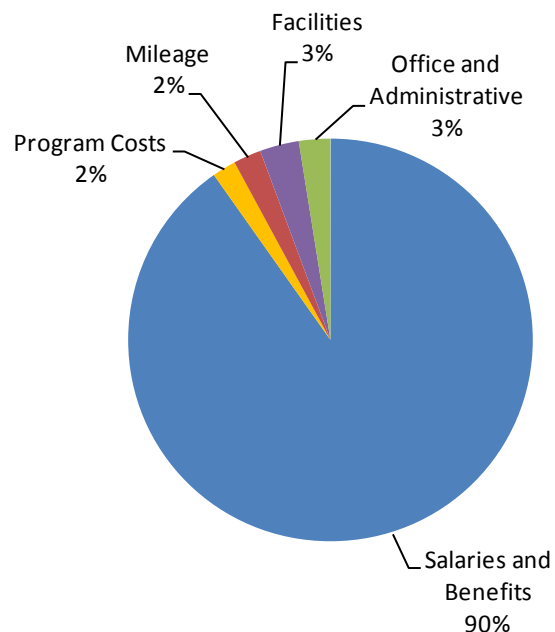
Approximately 90% of all revenues are spent on direct service staffing costs.

As we move forward, we remain committed to working to serve those in need in our community.

Total Revenue
\$58,562,426



Total Expenditures
\$58,070,471



contact

INFORMATION

www.beaconcs.ca

Administration

2723 Quadra Street, Victoria
Ph. 250-658-6407

Finance, Child, Youth and Family Services and Employment Programs

9860 Third Street, Sidney
Ph. 250-656-0134

Home Support

2723 Quadra Street, Victoria
Ph. 250-658-6407

9860 Third Street, Sidney
Ph. 250-656-0134

811-2787 Jacklin Road, Westshore
Ph. 250-658-6003

2-137 Crofton Road, Saltspring
Ph. 250-537-9955

SHOAL Centre

10030 Resthaven Drive, Sidney
Ph. 250-656-5537

Thrift Shops

2723 Quadra Street, Victoria
Ph. 250-479-8849

715 Pandora Avenue, Victoria
Ph. 250-388-3500

9775 Third Street, Sidney
Ph: 250-656-3511

9781 Third Street, Sidney
Ph. 250-655-6416

9760 Fourth Street, Sidney
Ph. 250-656-6828

7105-B West Saanich Road,
Brentwood Bay
Ph. 250-652-0432

7060 West Saanich Road,
Brentwood Bay
Ph. 250-652-6707

Laurel House

1452 Elford Street, Victoria
Ph. 250-595-6626

Marguerite Court

3221 Cedar Hill Road, Saanich
Ph.250-655-5302

Wakefield Manor

9924 Third Street, Sidney
Ph. 250-655-5302

Sluggett House

1336 Marchant Road,
Brentwood Bay

Brentwood House

1167 Stelly's X Road,
Brentwood Bay

CAP and FASD Programs

1450 Elford Street, Victoria
Ph. 250-595-6626

