

# Annual Report 2018/19



*Building Community Together*

# Chairperson's Report



Rozlynn Mitchell, **Board Chair**

Over the past year, despite some challenges, the James Bay Community Project continued to make significant progress in responding to the needs of our clients and the amazing communities we support.

Our vision -- to build a community of connected resilient people -- has never been more clear. It is this vision that is at the core of every decision that we make and every program and service that is offered. Our Board focuses on actions that will have the biggest impact on the achievement of this vision. To that end, we continue to move forward on the strategic priorities set by the Board a few short years ago: organizational relevance, fiscal sustainability, a solid infrastructure and operating base, and quality programming.

In the pages of this report, you will learn more about the quality programs offered here at the Project, programs that together effectively help our members to meet our vision of building a community of resilient, connected people. Our Family Centre programs are extremely well-attended and running smoothly. They provide a safe place for children and for

their parents to play, network, and learn. Our counsellors and social workers are busy helping participants and connecting them with programs and services to support them in their everyday lives.

Our Better At Home Program is very well utilized, providing important support and assistance to our more vulnerable seniors, enabling them to continue to live in their homes.

Our youth outreach targets teenagers who need mentoring and support. We have foot-care programs, Reiki, Meditation, Blood Pressure Clinics, Tax Clinics and Chronic Pain Self Management programs. We have home-made soup, food hampers, family dinners and many more programs and services than I have room to mention here.

Our commercial tenants provide an even wider holistic hub of health care services – Whiteye Health Centre, Life Labs, and Essential Health (massage and acupuncture practitioners). We also have the Pharmasave Wellness Centre, which we are so pleased to have operating out of one of our main floor spaces. I am sure many of you are also familiar with the wonderful fashions available from the Community Closet, our amazing thrift shop, located up the street at James Bay Square, on the lower level.

There are many organizations and people who contributed over the past year and continue to contribute every day to make our organization work, our programs avail-

able, and to help keep our lights on. I want to thank our donors, sponsors, and especially our awesome volunteers – without your generous support and tireless efforts we would not be able to do what we do. As the current Chair of the Board, I want to remind you of how important it is to volunteer, to help shape and implement the programs and initiatives at the Project, and to help make a lasting impact in the lives of so many in your community.

A lot of effort has been made again this year by the Project to initiate new relationships in the community and to nourish those already established. We are part of the James Bay Round Table, a recently formed group of merchants, artists, civic and social agencies, churches, and James Bay residents working toward a common goal – to strengthen our community through friendship. We undertook an Emergency Preparedness workshop for staff offered by the city, which we are now offering to volunteers. We started a friendly relationship with One Yoga on Menzies, when they designated JBCP their Karma Yoga charity for last September. We've met with the executive of the James Bay Neighbourhood Association and attend their public meetings regularly; we also support a connection with our neighbourhood representative on Victoria City Council -- Laurel Collins. We have maintained a connection with the new branch of the Greater Victoria Public Library after it took over from our little community library last year. We have reinforced our connection to the Victoria Police

# Staff and Board of Directors

Department, both with VicPD visits to our staff meetings, and through the James Bay Round Table. These relationships continue to be nurtured by our staff, our participants, our volunteers, and by our Board members.

Speaking of the JBCP Board, I also wish to specifically thank our dedicated board members for their tremendous effort and support. One of our board directors, Mavis DeGirolamo, will be stepping down at the end of her term this June. Mavis has been a very active volunteer and board member and she will be sorely missed.

We also have Loraine Lee and Kathy St. John stepping down, and we want to thank them all for their support and hard work for JBCP during their time on the board. We continue to actively recruit talented members of the community for the board, based on a match of their skill sets and experience with the organization's corporate needs.

An enormous thank you goes out to our amazing staff together with our amazing Executive Director Kaye Kennish -- thank you for your inspired, passionate and innovative approaches to our organization's work.

While there remains much to do and I am sure there will be many challenges ahead, we end the 2018/19 fiscal year strong and excited about the work that we do, the organization we represent, and the pathway forward.

## *Staff and Board of Directors*

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

Hyeyoung Jeon, Assistant Coordinator, Volunteer Services & Community Programs

Noriko Oka, Outreach Worker

Jennifer Walton, Better At Home

Helen Tuele, Board Support Services

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

Elizabeth Canjura-Jelks, Outreach Worker

Sharon Laurie, Better At Home Coordinator

Sanni Rosebrock, Assistant Coordinator, Volunteer Services & Community Programs

Candis Elliott, Board Support Services

## **Staff 2018/19**

### *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 & Community Services*

Barb Anderson, Family Development Worker

Deb Dosil, Family Centre Facilitator

Kristyn Laver, Coordinator of Volunteers & Community Programs

Susan Henderson, Community Closet Thrift Store Manager

Susanne Dannenberg, Capital City Volunteers (CCV) Outreach Worker

Elizabeth Canjura-Jelks, Outreach Worker

Janessa Serediuk, Youth and Family Outreach Worker

Nancy Smith, Family Centre Coordinator

Sharon Laurie, Better at Home Coordinator

## **Board of Directors 2018/19**

Rozlynn Mitchell, Chair

Onkar Heer, Vice Chair

Phil Calvert, Member-at-large

Loraine Lee, Secretary/ Treasurer

Mavis DeGirolamo

Kelly Gesner

Paul Green

Jane Hurtig

Joshua Lam

Kathy St. John

# Executive Director's Report



Kaye Kennish, **Executive Director**

The James Bay Community Project's mission statement is: "To build resilience through connections."

In a world where "connections" are increasingly made virtually and electronically rather than directly and in person, JBCP's mission, values and services are increasingly valued by participants, volunteers and the community in general.

Our drop-in programs in the family centre, including our weekly Family Dinner, are full to overflowing with people seeking to meet other parents with whom to share a chat and some food, and to provide the same direct social connections for their children.

The buzz, laughter and engagement evident in the Family Centre every day, as well as parent comments on evaluation forms, speak to how helpful and restorative participants find these facilitated opportunities to bond

directly in a supportive and encouraging environment with others who are at a similar stage of life.

Our weekly Social Connections lunch for seniors brings together people who otherwise have difficulty getting out and connecting with others.

Comments from participants such as: "The group is family to me" and "I like getting dressed up and meeting people, as I have a lonely life" clearly demonstrate the importance of the role JBCP plays in helping to "build resilience through connections."

This year we have seen the popularity and success of our "Music and Me" program reach new heights as it assists parents and children bond and connect through the power of music, while some of our nearly 300 volunteers visit and assist seniors in their homes and help them stay connected to their community.

I continue to be endlessly impressed by and grateful for the continued hard work, commitment and compassion of our staff as they support and facilitate connections between people in so many different ways.

We have a magnificent team,

which now includes Elizabeth Canjura-Jelks who took over from Noriko Oka as JBCP's outreach worker to seniors and adults with disabilities, and Sanni Rosebrock who assists the coordinator of volunteers and provides on-call coverage in different areas.

Sharon Laurie joined the Victoria Better at Home Program (co-run by JBCP and Capital City Volunteers) as coordinator of the program.

Our staff team now includes people who originate from England, Scotland, Australia, Germany and El Salvador in addition to Canada -- another way of connecting diverse people!

We continue to be grateful to our donors and grantors, including the Victoria Foundation (for funding Music and Me for two years) and the United Way of Greater Victoria (who again funded us to increase the capacity of our volunteer program).

My thanks and appreciation again go to our wonderful board and incredible Chair Rozlyne Mitchell whose commitment of time, effort, determination and caring knows no bounds!

# Family Resource Programs

## Family Resource Programs

### Family Centre

Nancy Smith & Deb Dosil

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 which 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 have given more than 1,100 hours of their time to support our many family programs over the past year.

### Baby Group

This program, for new mothers with babies from birth to about 7 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 CPR, health and safety and community resources. During the past year, we ran three 10-week groups with 45 women and babies attending.

### 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 Successby6, we were able to provide five 10-week sessions of Mother Goose, serving a total of 80 families with babies up to age one. Two of our PCMG programs this year will have been collaborations with the Infant Development Program at

the Queen Alexandra Centre for Children's Health. 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.

### Creative Play and Toddler Time

The 2018/19 year was a very busy and active one in the Family Centre. We currently have more than 500 families registered in the Family Centre and there were more than 4,000 adults' and almost 4,800 children's visits across our morning programs. Funding for these programs is provided by the Ministry of Children and Families and Public Health Canada (CAPC).

### 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 80 different families from 15 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.

# Child, Family & Youth Services

## Early Learning Music

Thanks to a generous grant from the Victoria Foundation, we were able to offer two sessions of Early Learning Music for families with children up to age 4. Children and their parents enjoy the welcoming environment, Barb Ruddell's positive energy and lively ukulele playing, as they sing, clap and dance along. This winter, we were able to offer the group to 22 families (with 30 children) with more sessions scheduled throughout 2019 and 2020.

## Cool Cues

During the past year, we had a change of staff to this social skills program for children ages 8-11 years. We offered five 6-week groups with a total of 25 children registered. Children enjoyed themselves, made friends and had the opportunity to learn about communication skills, friends and feelings.

Child, Family, & Youth Services

Child and Family Development & Youth and Family Outreach

Barbara Anderson & Janessa Serediuk

**Family Development Program and Positive Parenting Program (Triple P)**

The Family Development Worker (FDW) offers one-on-one consultation, individual parent education, and outreach counselling/support for families with children/youth, ages two to 10 years.

Individual Triple P is a cognitive-behavioral-based approach to parenting that is both straightforward and positive. Individual Triple P aims to promote children's development through encouragement



in a constructive and positive manner.

In addition, two advanced seminars are offered to parents/caregivers: Pathways and Family Transitions.

The Pathways program uses the same cognitive-behavioral facilitation as Triple P, designed to provide parent education and support for parents in managing their own emotions, such as anger, anxiety, and fear. The Pathways program is offered to parents on an individual/ couple basis.

Family Transitions is also a cognitive-behavioral program designed for families dealing with separation and divorce. Family Transitions is offered to parents/caregiver on an individual/ couple basis.

Barbara Anderson  
Family Counsellor

**Youth and Family Outreach**

The Youth and Family Outreach Worker provides information, support, education, media-

# Child, Family & Youth Services

tion and referrals for youth (ages 13-19 years) and their families, on an individual basis. This work can occur in the home, office, or at locations in the community.

Cool Cues is a social skills program for 8 – 10-year-olds; it runs several times per year at the Project. Children explore ways of interacting with others through a variety of fun activities. When asked what they learned in this program, one child said: “how to respect other people.”

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.

Janessa Serediuk

Outreach Worker

**Outreach Seniors and Adults with Disabilities**

**Elizabeth Canjura-Jelks**

I am new to the role of Outreach Worker at the James Bay Community Project; at this writing, I have been doing it for close to three months. So far, I have gotten to



know numerous amazing people, beginning with my co-workers, as they have been welcoming, encouraging, and so patient with me. I continue to meet with our volunteers and our participants, who have also been both welcoming and informative. In this role, I serve mostly seniors and adults with disabilities. Seeing participants in their homes has been humbling for me; this has given me the opportunity to

get to know the population that makes up the community of James Bay. I get a true sense of community where people are welcoming and helpful to their neighbor.

I have the opportunity to build a relationship with each individual, and to function as their advocate. So far, I have had the opportunity to welcome three new participants to JBCP, bringing my client case load to 169.

# Outreach, Seniors and Adults with Disabilities

I work to make appropriate participant/volunteer matches, arrange home visits, answer phone enquiries, and meet with walk-ins to assess and assist participants with access and referrals to community resources, such as SAFER, HandyDart, Sendial, and the library delivery program.

I've also helped participants communicate with community health in order to request additional supports at home and/or safety assessments.

Also, to date, I've received six grateful phone calls from participants, saying "Thank you" for birthdays cards they have received from JBCP!

The James Bay Community Project is part of a network of six agencies in Greater Victoria that provide one-to-one direct volunteer services. Our dedicated volunteers offer support, in their homes, to low-income seniors and adults with disabilities.

These services include visits, gardening, light errands, dog walking, organizing, income tax preparation, computer instruction, reading/writing, minor home repair, assisted drives (medical and shopping).

I look forward to deepening my relationships with colleagues, volunteers, and participants as my ongoing work at JBCP helps seniors and adults with disabilities in James Bay live their best possible lives.



## Capital City Volunteers

### Susanne Dannenberg, RSW

Capital City Volunteers (CCV), in collaboration with the James Bay Community Project (JBCP) and the Better At Home Program (BAH), has had a productive year. Together, we have completed the merger of our three previously separate data bases; have streamlined our eligibility criteria for outreach and volunteer services, as well as created written internal policies on our mandate and parameters of services offered to seniors and adults with disabilities.

All this was done in the spirit of team work and with the intention to make our programs more efficient and effective, while providing increased continuity of our

services across the two outreach programs (CCV & JBCP) with clear boundaries about what we can and cannot offer under our current contracts and funding.

At this time, CCV Outreach does not have a wait list and our annual statistics for the reporting period 2018/19 show that we have provided services to 209 participants, which is down from last year and at a sustainable number for a part-time outreach worker.

During the reporting period, the CCV Outreach Worker (OW) closed and inactivated 62 participant files and took on 24 new program participants. The oldest participant was 108 (and just turned 109 years old!) and the youngest 27 years old, living with a debilitating long-term illness.

# Outreach, Seniors and Adults with Disabilities

In addition to providing outreach to these participants (which involves information and referral sharing; matching, follow-up and support of volunteers with participants; facilitation of access to community, health and other resources; liaison and transition planning, as well as advocacy), CCV provided a total of 572 volunteer jobs with 1,003 volunteer hours.

The majority of volunteer jobs were (and continue to be) visiting with participants in their own homes (248 visits) and driving individuals to medical appointments (91 drives), with the latter being organized by the BAH Coordinator. The oldest volunteer serving our CCV community is 82 and the youngest 21 years old.

During this reporting period, the JBCP Volunteer Coordinator recruited 27 new volunteers for CCV, and closed or inactivated 28 volunteer files, mostly as part of our database clean-up.

This gave us access to about the same number of total volunteers (56) for this reporting year as the last. In addition to visits and drives, these generous volunteers have offered their time for dog walking, reading and writing help, gardening, organizing and minor repairs or as outing companions, for all of which our participants are very grateful.

This year again, CCV and JBCP co-facilitated, with the help of volunteer cooks and drivers, the delivery of Amica Christmas Hampers and turkey dinners to close to 20 CCV participants. Some of our participants also access the very popular weekly seniors' luncheon with guest speakers called "Connections" (a group that was facilitated by this OW for four months); the bi-weekly Farmers Market Coupons Program during the summer; a monthly Mustard Seed food hamper delivered by our volunteer drivers; the low cost in-house foot care program, and free or subsidized light house-keeping through the Better At Home Program, contracted with an external cleaning business that serviced 62 CCV participants.

As part of last year's goal, which was to encourage increased collaboration between us and other health care providers, especially Island Health (IH), we have presented our new eligibility criteria to a large group of IH nurses, case managers, and social workers. Since then, we have received fewer and more appropriate referrals from IH

staff, and we also have been able to collaborate more effectively on integrated in-home service delivery and transition planning for our joint clients.

The main goal for the CCV Outreach Program this coming year is to go steady without too many 'distractions' and hence no wait list, if at all possible.

## Victoria Better at Home

### Sharon Laurie, Victoria Better at Home Coordinator

The James Bay Community Project and Capital City Volunteers continue to deliver the Victoria Better at Home program to support seniors who live in the City of Victoria and Oak Bay to maintain their independence and to continue to live in their own homes.

Victoria Better at Home is funded by the Ministry of Health and managed by the United Way of the Lower Mainland. The Better at Home program recog-



# Community & Volunteer

nizes that seniors and elders are an important and growing part of our community, and their active involvement enriches everyone's lives.

We have a dedicated team of staff and volunteers based in the James Bay Community Project who support hundreds of participants. Also on our behalf in the municipality of Oak Bay, 40 participants are supported by Oak Bay Volunteer services.

We provide a range of services from housekeeping, friendly visiting, grocery shopping, transport to appointments, home repairs and group activities. The volunteers give of their time to help in the following ways:

## **Assistance to medical appointments**

Our volunteer drivers have given

hundreds of hours of their time to help participants get to and from their medical appointments and to go on errand drives. Without them, many people would be unable to attend their appointments.

## **Support in your own home**

We have supported many participants in their own homes to take part in activities, ranging from offering emotional support (by providing a friendly visit to prevent participants feeling isolated), to providing more practical support (such as carrying out home repairs and gardening).

## **Connections**

Our dedicated teams of volunteers have provided almost 750 meals to our Connections group participants. The group meets on a Thursday between 1pm and 3pm to connect with others, to

enjoy a meal and to take part in the various activities that range from guest speakers to musicians, dancers and movement therapists. A good time is had by all, and we hope people leave feeling connected to a few new friends.

## **Housekeeping services**

We also work with a contracted cleaning company that provides about 2,000 hours of housekeeping services per year to our participants in James Bay, Victoria and Oak Bay. Clients comment how this service helps them to stay at home and that they find the manager and cleaners so helpful.

In the coming year, Victoria and Oak Bay Better at Home hopes to continue to make each senior's day a little better.

## **Volunteer and Community**

### **Kristyn Laver**

### **Coordinator of Volunteers and Community Programs**

The James Bay Community Project continues to be a hive of activity and a wealth of resources to our community. This community comprises many volunteers, participants and staff (across three agencies -- JBCP, CCV and BAH) all coming together to create a special, varied and unique environment in which to help build and sustain the lives of participants.

It is a fact that many of our programs would not run at all if it were not for the dedication, thought and effort of our volunteers.



# Community & Volunteer Services

This year we have had close to 300 volunteers offer about 16,000 hours of their time to support our many programs, as well as assist participants in their own homes.

Volunteers arrive at the centre each day to help with a wide variety of tasks, from help in the family centre with snacks, toy-washing and support, to cooking, baking and cleaning. Some of these volunteers join us from our partnerships with community living groups including Futures, Ozanam and the Garth Homer Centre.

We offer a senior's social program – Connections -- where the majority of the cooking, set-up, serving and cleanup is done by volunteers ... not to mention the social support and the friendly faces that keep seniors returning.



These same volunteer efforts help to feed young families in the community through our Family Dinner program -- a busy evening of food and socializing and friendly connection each week.

While this energy is being devoted to our actual centre, at the same time out in the community volunteers are also providing support to many participants in their homes. Help is offered in gardening, wrangling computers, reading, writing, doing errands, socializing and more.

A particularly valued program is our drive program, in which participants are able to book drives to and from medical appointments and shopping errands -- all powered by volunteer drivers.

This year, through additional funding by the United Way of Greater Victoria, we have been able to focus on providing excellent training to volunteers in Boundaries and Sensitivity, First-Aid, Driver Education, and Elder Abuse by partnering with experts in the community. This resulted in 70 instances of volunteer training this year. We will continue to work hard at offering this valuable training to support our volunteers and in turn offer the best possible support for participants.

We also recognize our volunteers yearly at our AGM and host volunteer gatherings throughout the year.

## Community Programs

Our wide range of volunteer-led programs continues to enrich

those who live nearby and farther afield. It is wonderful to have volunteers who are willing to offer classes in Postural Stretching, Qi Gong, Reiki, Meditation, and Yoga and more wonderful still to see so many participants enjoying them. Volunteers also provide health programs such as Footcare, Low-vision Support and the Blood Pressure Clinic.

We also partner with community groups to provide access to programs like Breast Friends, Aids Angels, LifeRing and Toastmasters.

We have also partnered with Island Health this year to bring the popular Boost Your Brain Power workshop to JBCP.

Including our social meal programs, we see about 300-plus individuals accessing these programs, totalling more than 4,000 visits to the centre for our community programming each year.

## Community Food

Our food security programs are robust and much appreciated. We partner with Mustard Seed, Cold Star, the Good Food Box program and the Food Rescue program in order to bring food to those in the community who need a hand. We also receive weekly donations from Thrifty Foods and the Six-Mile bakery to offer free bread on Tuesdays and Thursdays.

We also facilitate the Farmer's Market Nutrition Coupon Program to provide coupons for seniors and families in our Outreach programs.

# Community Closet

## Community Resources

We maintain an extensive number of brochures and resource materials, as well as free telephone use and daily newspapers.

## Tax Preparation

Our Tax Preparation Clinic sees volunteers complete simple tax returns for low income individuals and families each tax season. This year we completed more than 400 tax returns for community members.

In short, our days are busy and diverse -- we harness the abilities and power of individuals who combine together to truly make a positive difference in the community we serve.

## Community Closet Thrift Store

### Susan Henderson

The Community Closet continues its strong (and growing stronger every month) contribution to the James Bay Community Project.

Year over year, we generated a roughly 10% increase in sales between April 1, 2018 and March 31, 2019.

Our annual report for 2018/2019 will show sales of approximately \$144,500.00! In 2017, The Closet brought in \$133,500.00

Improvement will continue in the Closet to increase a portion of the total sales amount. We know we have to work hard to improve

upon these numbers, but with the award we received in 2016 still available to make improvements, we feel confident and excited.

The award was part of seCatalyst (social enterprise Catalyst) contest and the Community Closet finished in second place. The original idea was to seek out a bigger, better James Bay location for the Closet but that location has proven to be elusive, so instead it was decided to seek out in-kind expertise in retail store design to help us make the best of what we currently have, and to reach out to suppliers who can help us improve the overall look of the store.

We will use the \$9,000.00 we won to do the required renovations, the plans for which are in their final stages. It's exciting!

The Community Closet's success owes a great debt to

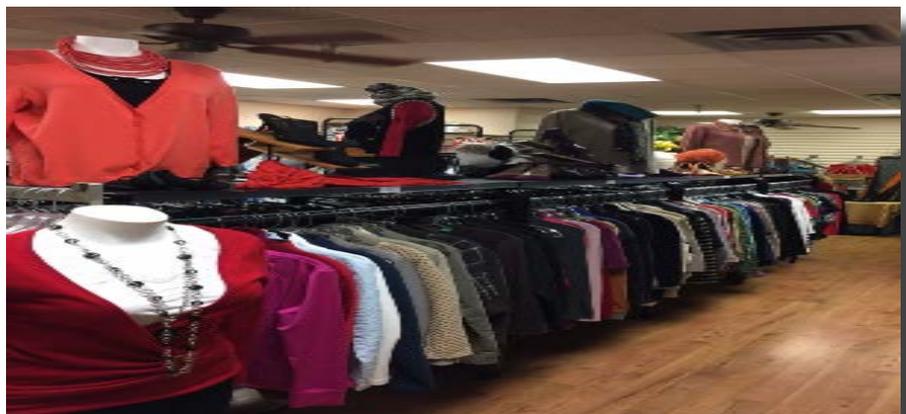
volunteers. In addition to looking after our customers, our volunteers sort, price, press, steam, and hang the inventory we need.

We rely on two kinds of volunteers: those who give of their time, and the individuals and consignment stores who donate our inventory. Without them and our volunteers the Community Closet would be very different.

And we also owe our success to the shoppers who love The Community Closet for its variety, selection, and extremely reasonable prices. One of our regular customers once took me aside, outside of the store, and told me we should really increase our prices!

As I see it, a key role for The Community Closet is to offer the best selection of men's and ladies' adult clothing and accessories at the best price, in a space that feels comfortable and with which shoppers can identify. It is their store

Yours too! Check out the Closet!



# Finance Report 2018/19

## Brian Vining, Finance Manager

The year ended March 31, 2019 proved more stable than the previous year but continued to be challenging.

Most of our major funding sources have remained stable but some grant funding for small projects has declined. Our major tenancies have been stable but potential changes increase uncertainty for future years. Donations continue to be a concern, although revenue was only slightly less than the previous year. Sales at the Community Closet, however, continued to remain strong throughout most of the year, although expenses also increased.

### In Summary:

2019 total revenue increased by 6.9% from 2018

2019 total expenditure increased by 6.2% from 2018

Much of these increases related to the new tenancies and the switch to triple-net tenancies from pure rental in previous years. Tenant rents are inflated by triple-net contributions which are then offset by the triple-net expenses.

Sales at the Community Closet rose 7.8% to \$144,500, while expenses increased by 4.9% to \$93,500. Donations declined slightly from 2018 to \$26,000 in 2019.

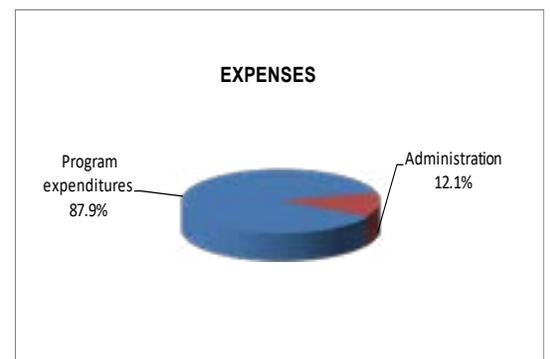
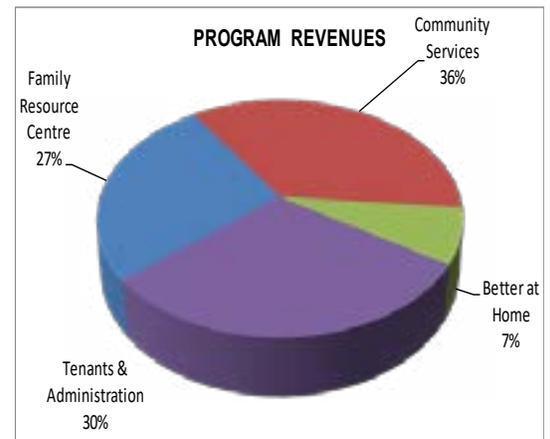
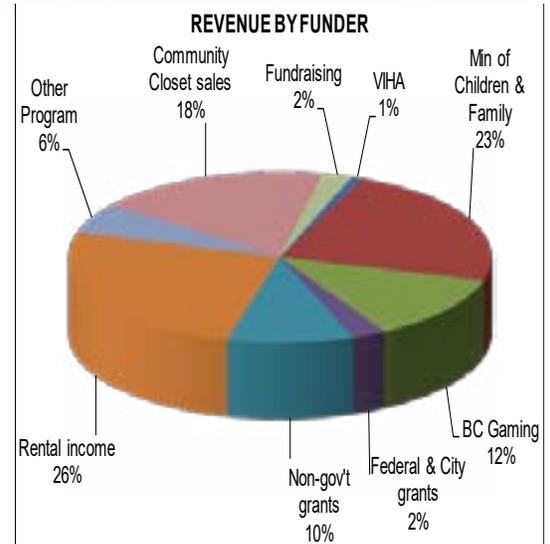
Rental Income increased by \$30,200 but this was partly offset by increased property taxes resulting from a reduction in the property tax exemption. These changes reflect the change of tenancies in the last quarter of the 2018 fiscal year.

Salaries and benefits expenditures increased by \$37,300 between 2018 and 2019. This was partly due to increased staffing supported by project funding and partly due to the \$13,300 increase in the cost of staff benefits. Program delivery through Better at Home continued to expand at a modest pace.

Building Maintenance expenditures increased by \$6,500 for 2019 compared to 2018, This was a slightly lower expenditure than the previous year, but 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, 2018, we reduced our mortgage by \$28,676 to \$99,488, while the annual cost of debt finance declined by a further \$950.

Primary funding for the Project came from the Ministry of Children and Family Development, 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.



# Thank You to our Supporters!

January 1, 2018- December 31, 2018

## Funders and Grants 2018

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  
Success By 6  
The Province of BC  
Thrifty Foods Smile Card Program  
Times Colonist Raise-a-Reader Fund  
United Way of Greater Victoria  
Victoria Foundation

## Donations \$5,000 and over

Maria van Sloun

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

Anonymous  
Mel McDonald  
Provincial Employees Community Services Fund  
Pest Scene Investigations  
Pharmasave James Bay

## Donations \$500-\$999

Michael Carson

William Corbin  
Greater Vancouver Harbour Authority  
George Jamieson  
Strata 1374

## Donations \$200-\$499

Anonymous  
Anonymous  
Barbara & Paul Best  
Margaret Doyle  
Church of Truth, Community of Conscious Living  
Coast Capital Insurance Services  
Lynda Cronin and Peter Heap  
Irene Magill  
Mary Norton  
Royal Canadian Legion Branch 127  
Marjorie Welch

## Donations \$100-\$199

Leonda Adler  
Richard Almond  
John Ammerlaan  
Sylvia Austin  
Sharon Buchan  
Robert Carlen  
Marsha Carters

Gertrude Coutts  
Yvonne Curry  
John Hall  
Debra Higgins  
Carole James  
Keith Kroeker  
Grenada Kuipers-Witten  
Roberta Little  
Patricia McGuire  
Pauline MacKenzie  
Alan MacLeod  
Susan McPherson  
Brent Mason  
Patricia McGuire  
Rozlynn Mitchell  
Margaret Rice  
Winifred Sewell  
TELUS  
Norah Thomas  
Arleigh Trail  
Catherine van Mossel

## Donations \$99 and under

Anonymous  
Anonymous  
Anonymous  
Anonymous  
Anonymous

# Thank You to our Supporters!

January 1, 2018 - December 31, 2018

Anonymous  
Anonymous  
Diane Ball  
Lyndsi Dawe  
Jill Dol  
Sheila Grigg  
Evlyn Henderson  
Joan E. Hougan  
Peggy Jones  
Stephen Lamb  
Inger Marit Ihlen  
Barbara Marshall  
Ernest Marza  
Brent Mason  
Garth Mayhew  
Michael McClimon  
Glenys McArthur  
Vladimir Raivitch  
Chris & Robin Rohrmoser  
Florence Rusk  
Linda Rutherford  
Hilda Scheid  
Shaiu Sheppard  
Ruth Waldick  
Barrie Webster  
Mark Weston  
Kathleen Whiting

## Gifts in Kind

**January 1, 2018 to December 31, 2018**

Amica - Douglas  
Amica – at Somerset  
Anna Munoz  
Aria Condo Group  
Arleigh Trail  
Church of Truth, Community of Conscious Living  
Coast Capital Savings  
Cold Star Freight Systems  
Co-Op Health Clinic  
Darlene Nolan  
Ron Dallinger, Vandalay Industries  
Enid Wade  
Gladys Colson  
Good Things  
Heron Rock Bistro  
James O'Brian  
Janie Hutchison  
John Southward Glazier, Walton & Margetts, LLP  
Level Ground Coffee  
Marie Louise Logan  
Mavis DeGirolamo  
Mustard Seed  
Pharmasave

Phyllis Anderson  
My Sister's Closet  
Dr. Barbara Robach  
Royal Bank of Canada  
Aria Building/Richard Almond  
Six Mile Bakery  
Sharon Russell  
Super Chance Consignment  
Thrifty Foods  
Total Support Solutions  
Turnabout Luxury Retail  
Twice as Nice  
V-Force  
Women In Need



# James Bay Community Project

## Programs & Services

### Family & Youth Services

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

Services for Seniors and Adults living with disabilities.

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, decluttering 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, 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, AfricanAIDS Angels, Breast Friends, Community Kitchens, Food Skills for Families, Canada Revenue Agency community volunteer income tax program, Blood Pressure Clinic.

### Rented Community Spaces

Toastmasters, LifeRing support group.

Various community groups (non-profits, charities, festivals, 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

James Bay Pharmasave Community Wellness Centre

Whiteye Community HealthCare Centre.

Whiteye is a tenant of JBCP and provides health services to its patients.

### Essential Health Centre

### Massage & Acupuncture Therapy

### HerWay Home

HerWay Home provides non-judgmental 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.

We work with women who are pregnant or whose babies are under six months old at time of contact.

LifeLabs. Laboratory testing services.

# James Bay Community Project

Thank you to the Board of Directors, staff, volunteers, donors and funders for  
**Building Community Together**



James Bay Branch



## Our Mission

To build resilience through connections

## How to Contact Us

James Bay Community Project  
547 Michigan Street, Victoria BC V8V 1S5  
Telephone: 250-388-7844  
Fax: 250-388-7856  
Email: askus@jbcp.bc.ca

## Find us online

[www.jbcp.bc.ca](http://www.jbcp.bc.ca)  
Like us on **Facebook!**  
Follow us @jamesbaycp