

# #19.54. Burnaby Seniors Outreach Services Society

## A. GETTING STARTED

1. Are you? ☐ New Applicant ☒ Returning Applicant
2. Select the kind of Community Grant you are applying for: ☒ General Grant ☐ Recreational Sport Grant
3. Amount you are requesting \$10,000.00
4. Total cost of the project/event/program etc.: \$280,876.00

## B. GETTING TO KNOW YOU

1. What kind of applicant are you?

☐ Local Registered Non-Profit Society

Society No: S22454

Date of Incorporation: 1987-04-01

☒ Registered Charity Charitable No.: 1965 268 RR000 1

☐ National/International Non-profit operating locally

Society No: \_\_\_\_\_

Date of Incorporation: \_\_\_\_\_

☐ Sport or Recreation Organization

☐ Other Specify: \_\_\_\_\_

2. Group/Organization Name: Burnaby Seniors Outreach Services Society

3. Group/Organization Street Address: 205 5 Rosser Avenue

4. Website (if applicable): www.bsoss.org

5. Grant Application Main Contact Person

Name: Dorothy Leclair

Phone: 604-291-2258

Email: dorothy@bbyseniors.ca

6. Contact person #2

Name: Faryar Mohammadi

Phone: 604-291-2258

Email: faryar@bbyseniors.ca

7. Number of Volunteers

Confirmed: 25

Expected: 40

### **C. THE PROJECT/EVENT/PROGRAM**

1. Name of the Project/Event/Program: Burnaby Seniors Outreach programs

2. Project/Event/Program Location (physical street address or event location):

2055 Rosser Avenue

3. Project/Event/Program Start Date: 2019-04-01

4. Project/Event/Program End Date: 2020-03-31

### **D. PURPOSE OR BENEFIT**

1. Describe the purpose or goal of the project/event/program.

Burnaby Seniors Outreach (BSOSS) is a grassroots charity of seniors helping seniors. With three main program areas: Peer Support, Caregiver Support and Dementia-Friendly Cafe, BSOSS provides services to seniors who are experiencing anxiety, grief, frustration or difficulties around life transitions or health changes.

2. Describe the project/event/program, and the activities.

Peer Support Volunteers are warm and compassionate seniors, who, after over 56 hours of training, provide free, confidential, one-to-one counselling services to fellow seniors.

Caregiver Support offers weekly support groups, education series, e-newsletter and an annual expo to unpaid, family and friend caregivers.

Dementia-Friendly Cafe is a monthly casual gathering of those struggling with cognitive decline and their caregivers. The monthly program includes food, learning and music along with social connections.

3. Describe how the project/event/program fits into the chosen grant category.

BSOSS is a Burnaby-based non-profit societies. This operating grant will be used to deliver services to Burnaby seniors and does not exceed 25% of our annual operating budget.

4. Describe how this project/event/program will benefit residents of Burnaby (who will benefit). How many Burnaby residents will be involved with or benefit from the project?

Our programs benefit Burnaby seniors and their caregivers. These benefits range from a one-to-one Peer Support Volunteers who help a senior in distress to set personal goals and provide tools and approaches to help them succeed; sharing of resources, knowledge and emotional support for caregivers to avoid burnout; and a welcoming space for those with dementia and their caregivers to learn coping strategies. From April 2018 to March 19, fifty-five seniors benefited from a Peer Support Volunteer; we held thirty-eight Caregiver Support Groups with a total of seventy-four attendees, one hundred and one attendees came to the Caregiver Education Series, two hundred attendees came to the annual Caregiver Expo, and two-hundred and forty caregivers received the e-newsletters; and the Dementia-Friendly Cafe had 103 participants

5. Describe how the project/event/program aligns with one or more of the following (Social Sustainability Plan, Environmental Sustainability Plan, Official Community Plan):

BSOSS's programs directly align with the Social Sustainability Plan Strategic Priority 2: Celebrating Diversity and Culture, action 37. Build upon the City's Citizen Support Services program to increase community outreach to isolated seniors. Within this action, one of the Possible Partners and their roles are Non-profit agencies and community organizations to provide advice on outreach to seniors.

The Dementia-Friendly Cafe is directly aligned with the City's Dementia-Friendly Community Action Plan. Furthermore, we are starting a new Dementia-Friendly Choir that includes inter-generational participation, aligning with action 38 of the Social Sustainability Plan.

6. Identify your community partners or stakeholders – you may also include letters of support for your project/event/program from these groups as part of the application.

Burnaby Community Services, Burnaby Meals on Wheels, MOSAIC, Burnaby Neighbourhood House, Citizen Support Services, Burnaby's Seniors (55+) Centres, Burnaby Hospital, Alzheimers Society, United Way.

7. If the amount requested from the City of Burnaby is not fully granted, what would you do to make up the difference and/or how would you proceed differently?

BSOSS fosters a diversity of funding sources to ensure sustainability. City of Burnaby funding provides a solid foundation to ensure ongoing operations that can be leveraged to attract other donors.

## E. EVENT OUTCOMES

1. How will you know if your project/event/program reached its goals? (for example, a goal of engaging youth in environmental activities might include reaching a set target of youth participants)

The seniors population in Burnaby is growing. The goal of our programs are to help seniors develop skills and tools to adapt to life transitions. However, for seniors who are struggling with health and cognitive decline, the goal posts can be constantly moving.

2. What data and feedback do you collect from your audience/participants? How do you evaluate your programs and services?

We conduct base-line evaluations of clients and monitor change. Additionally, we use surveys to evaluate specific events.

Applicants for **Recreational Sport Grants** are not required to complete sections F, G, and H (marked by an asterisk \*).

## F. LONG TERM VIABILITY\*

**ATTENTION:** The grant program is intended to support new organizations and encourage organizational self-sufficiency, while creating a framework of financial sustainability rather than using City resources as an indefinite funding source. It is requested that your organization develop a diverse funding income base and seek alternative methods for self-sufficiency to ensure your organization's long-term operational sustainability.

1. What are your sources of revenue? What percentage of total revenue do they each represent?

<u>Source of Revenue</u>	<u>% of Total Revenue Previous Year</u>	<u>% of Total Revenue Current Year</u>
Earned Revenue (All ticket sales, registration fees, memberships, etc...)	0	0
Grants (All federal, provincial, municipal, foundation and gaming grants)	72.7	60
Donations and Sponsorships (Cash)	15.1	27
Donations and Sponsorships (In-kind)	8.8	10
All donations (cash/in-kind) provided by the City of Burnaby	3.4	3

2. What other sources of funding are you currently pursuing? Does the organization have a plan for diversification and increase of revenue over the longer term? If yes, please provide a copy of the plan or describe the primary objectives and strategies.

In addition to funding through Community Gaming and local service clubs (Lions and Elks), we have applied for a SPARK program grant through the Centre for Aging + Brain Health Innovation and for a United Way Community-based Seniors' Service grant.

3. Please identify the cash value (\$) of all City of Burnaby contributions your organization/program/event has received from the City of Burnaby over the past three (3) years. Additionally, please indicate any other City of Burnaby grant opportunities you will be pursuing in the current year. Failure to identify City of Burnaby contributions may affect your eligibility for grants in the present year and in the future.

	3 years ago	2 years ago	1 year ago	Current Year	
				Awarded	Requested
Grant - Cash	\$3000.00	\$3000.00	\$7000.00		\$10000.00
Grant - In-kind					
Permissive Tax Exemption	\$357.00	\$357.00	\$316.00	\$293.00	
Lease Grant	\$1197.00	\$1235.00	\$1273.00	\$1288.00	\$1288.00
Other					

4. If you are a returning applicant and are requesting an increase over your last year grant amount awarded, please provide a rational for the increase.

We have seen a significant growth in seniors trying to access our programs and are working to expand our services to meet the growing demand.  
The growth in demand has come from adapting our programs based on participant feedback. By incorporating seniors and caregivers into program design and redesign, we have attracted new participants who are looking for new approaches to their complex issues.  
While it is encouraging for us to know that we are going in the right direction in program delivery, we need to scale our services to meet the need.

5. Describe the top 3 goals for the organization in the current year.

Goal 1:

Grow the number of Peer Support Volunteers

Description:

We will be offering a range of peer support volunteer options that will attract a broader range of volunteers. These roles will include volunteering during in-house programming (within the Dementia-Friendly Cafe or during a Caregiver Support program) to provide participants with the opportunity to meet one-to-one with a peer support volunteer.

Goal 2:

Evolve the Caregiver Support Program

Description:

Based on our learning from the Dementia-Friendly Cafe, we are looking to evolve our Caregiver Support program to offer more casual events and a focus on personal wellness.

Goal 3:

Further develop the Dementia-Friendly Cafe

Description:

We began the Dementia-Friendly Cafe early in 2018 with the support of the City of Burnaby. We continue to learn for the participants and rapidly adapt the program to meet their needs. In fact, in response to overwhelming response to the music portion of the Cafe, we are starting a Dementia-Friendly choir.

6. Please complete the following:

	Previous Year	Current Year
Number of volunteers (including Board)	25	40
Volunteer hours per year	836	1,000
Number of voting members	124	126

7. How does your organization work to ensure that programs and services are accessible and inclusive for anyone who has an interest regardless of age, ability, orientation, ethnic/cultural background, socio-economic status? Please share examples and success stories of inclusivity and diversity within your organization and programming. (750 Characters Max)

Inclusion is a significant goals of our programs. All of our programs are free to ensure access regardless of socio-economic status. We have several Peer Support Volunteers who speak multiple languages and we look for opportunities to include diverse cultural themes. For example, we hosted a Nowruz (Persian New Year) celebration with program participants helping us with the decorations, food and entertainment.

## **G. INSURANCE AND ACKNOWLEDGEMENT\***

1. Does your organization have general liability insurance? ☒ Yes ☐ No

2. If yes, what coverage?

Property Insurance \$22,000  
Commercial General Liability \$5,000,000  
Non-Owned Automobile \$2,000,000  
Directors' and Officers' and Employment Practices Liability \$2,000,000

3. How will your organization, if granted funds, acknowledge the contribution from the City of Burnaby? (maximum 500 characters)

We will acknowledge the City's contribution in print materials, at appropriate events, on our website and in our Annual Report.

## H. FINANCIAL INFORMATION\*

CITY OF BURNABY COMMUNITY GRANT PROGRAM	
OPERATING BUDGET FOR ORGANIZATION OR PROGRAM	
Name of Organization:	Burnaby Seniors Outreach Services Society
For the Fiscal Year:	April 1st, 2019 - March 31st, 2020
Month Fiscal Year Begins:	April
Please check the appropriate box if you have received a Permissive Tax Exemption and indicate amount:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Amount:	

REVENUES	Prior Year Actual	Current Year Budget	Current Year Confirmed? Y/N	Brief Descriptions/ Comments (type of grant and funding period)
Federal Government (Specify)				
1. New Horizons for Seniors Program	7600	9650	Y	Volunteer Training
2.				
3.				
Provincial Government (Specify)				
1. Community Gaming Grant	64000	64000	Y	Operations and Program funding
2.				
3.				
Local Government (Specify)				
1. City of Burnaby	7000	10000		
2.				
3.				
Sponsorships (Specify)				
1. Service Clubs	1250	2000		Donation
2.				
3.				
Earned Revenue				
1. Caregiver Expo - Exhibitor fees	970	2000	N	In Feb 2020
2. Interest income	119	100	N	
3.				
Fundraising (Net Revenue)				
Individual Donations	6946	10150	N	Upcoming fundraising campaign
In Kind Sources				
Investment Income				
Other Sources (Specify)				
1. SPARK		26606	Y	Dementia-Friendly Choir
2. Hospital Foundation		5000	N	Caregiver Support
3. United Way		24832	Y	Caregiver Support
Total Revenue	87885	154338		

<b>Expenditures</b>	<b>Prior Year Actual</b>	<b>Current Year Budget</b>	<b>Brief Descriptions/ Comments (type of grant and funding period)</b>
Total Compensation Expense	70348	108102	Increase in staff for new programs
Office Supplies & Expenses	6845	5942	
Program & Event Supplies	8188	10874	Includes Caregiver Support Expo
Advertising & Promotion	4511	11775	
Travel & Vehicles Expenses			
Interest and Bank Charges			
Licences, Memberships, & Dues	731	100	BBOT
Occupancy Costs	2855	5947	Brentwood Community Resource Centre
Professional & Consulting Fees	4614	7500	
Capital Purchases & Improvements			
Amortization of Capitalized Assets			
Donation, Grants, & Scholarship Expense as part of Charitable Activities			
Education and Training for Staff & Volunteers		1600	
City Services Expenses			
1.			
2.			
3.			
Other Expenses			
1. Administration	327	219	
2. Insurance	1984	1944	
3. Honorariums		350	
4.			
5.			
<b>Total EXPENDITURES</b>	<b>100403</b>	<b>154353</b>	
Current surplus (deficit)	-12518	-15	