

BURNABY CITIZEN SUPPORT SERVICES

2019 ANNUAL REPORT



MESSAGE FROM THE ADMINISTRATOR

Citizen Support Services manages over 220 volunteers in a variety of free and affordable programs that help support our community in health and independent living.

In 2019, our volunteers provided over 15,000 hours of community service. Volunteers helped keep our community healthy by shopping grocery orders for housebound seniors, assisting mothers and their infants through the Baby Cuddle Program and by volunteering at the Child Immunization and Flu clinics held throughout the City. Our volunteers aided in addressing loneliness by offering daily phone calls to seniors, or by visiting our elders in their home. We worked together to reduce social isolation by connecting seniors to one another and to their community through weekly social luncheons at Confederation Centre, on monthly bus and wheelchair outings, and on weekly shopping trips.

Our creative partnerships enabled us to extend our community reach through the Burnaby Better at Home program. Better at Home is a program that is funded through the provincial Government and is managed by the United Way of the Lower Mainland. As the designated lead agency for Burnaby, we are pleased to have been able to provide local seniors with over 7,000 light housekeeping services and rides to medical appointments this year alone.

It is amazing what can be accomplished by a small department of passionate employees and a host of dedicated volunteers! My sincere gratitude to entire Citizen Support Service's team – staff and volunteers alike. Thank you for your unwavering commitment to creating and sustaining the best quality of life for our citizens.

Join us in making a difference, sign up to volunteer today!

Michele Wilson

Administrator, Citizen Support Services

CITY OF BURNABY

OUR VISION

A world-class city committed to creating and sustaining the best quality of life for our entire community.

OUR CORE VALUES

We embrace community, integrity, respect, innovation and passion as our core values and principles that guide our actions and decisions.

OUR GOALS

The City of Burnaby's Corporate Strategic Plan outlines six goals which describe the key focus areas of our work, and which help us prioritize our efforts and resources. Citizen Support Services aligns with each of the six goals in the City's Corporate Strategic Plan.

- » A connected community
- » A healthy community
- » An inclusive community
- » A safe community
- » A dynamic community
- » A thriving organization

The citizen support services 2019 annual report presents an overview of our programs and services as well as achievements and highlights over the past year, and their alignment with the city's important goals for the community.



A CONNECTED COMMUNITY

SOCIAL CONNECTION THROUGH PROGRAMS:

Citizen Support Services provides a variety of programs that encourage social connection



VOLUNTEER VISITOR

One-on-one visiting in the clients' home is organized on a weekly basis to provide companionship. A volunteer might accompany a senior for a walk, read mail, write letters or just share life experiences.

Our volunteers spent over 4,848 hours visiting lonely and isolated seniors.

SHOPPING BUDDY

Once a month, housebound seniors can go to a local mall for personal shopping. HandyDart is arranged by our office and once at the mall, the client has a one-on-one volunteer to assist them. This program is provided twice a week at three malls in Burnaby.

Our volunteers spent over 1,200 hours escorting and assisting seniors shopping at local malls.

PHONE BUDDY

A housebound senior can enjoy a friendly call from a phone buddy volunteer once or several times a week. We recruit volunteers that speak a variety of languages to better assist with clients whose first language is not English.

Our Phone Buddy Volunteers made 1,014 friendly calls and spent 676 hours being a friend over the phone to isolated seniors.





LUNCH BUNCH

This program provides seniors with a healthy meal and an opportunity to get out of their homes and make social connections. Once a week, volunteer drivers bring seniors to Confederation Centre for lunch. A volunteer host sits and socializes with the senior during lunch and the volunteer driver takes them home again.

Our volunteers spent 2,425 hours booking clients, hosting and transporting seniors to and from the lunch program. We served 1,478 lunches and provided over 2,000 rides.

BABY CUDDLE PROGRAM

This program is designed for new mothers who are experiencing challenges after the birth of a child. Volunteers provide the mother with gentle guidance, emotional support and a helping hand in the care of their newborn. Volunteers visit the mother and baby once a week for 2-4 hours.

Our volunteers spent 741 hours cuddling and caring for newborns in the community





(ABOVE) THE SHOP BY PHONE SQUAD

A HEALTHY COMMUNITY

Citizen Support Services provides a variety of programs to support our community in health and independence.

SHOP BY PHONE (GROCERY)

Everyone needs food. Housebound seniors are able to place their grocery orders over the phone with assistance from a volunteer. Volunteers place the order and Safeway delivers to their home three weeks out of every month.

Our volunteers spent over 3,745 hours volunteering with the Shop by Phone program. Volunteers shopped 1,517 grocery orders totalling over \$120,000

BURNABY BETTER AT HOME

This program assists seniors to stay living at home independently by providing non-medical support. The Burnaby Better at Home program offers rides to medical appointments and provides light housekeeping service. Services are provided based on a sliding scale.

We provided Burnaby seniors with 7,054 housekeeping services and 473 rides to medical appointments

CHILDREN'S IMMUNIZATION CLINICS

Clinics are held in various locations throughout Burnaby and are staffed by nurses who counsel parents and administer vaccines. Volunteers assist the nursing staff with arranging appointments, weighing and measuring infants, set up and take down of the clinic, and assisting the parents.

Our volunteers spent 1,050 hours assisting with approximately 5,220 babies and children at the clinics.



THE SHOP BY PHONE SQUAD

THE SHOP BY PHONE SQUAD



AN INCLUSIVE COMMUNITY

Citizen Support Services strives to meet the diverse needs of our community through our programs.

BETTER AT HOME PROGRAM

Burnaby Better at Home aims to connect vulnerable seniors with services and resources. To better serve our non-English speaking seniors, we partnered with MOSAIC to provide translation services and conduct client intake in the seniors' language. Burnaby Better at Home is also partnered with the Western Institute for the Deaf and Hard of Hearing in order to assist those clients that are hard of hearing or deaf.

We provided a total of 7,527 services for Burnaby Seniors.



GADABOUTS BUS TRIP OUTINGS



(ABOVE) GADABOUTS BUS TRIP OUTINGS

GADABOUTS BUS TRIP OUTINGS

These outings for the elderly are offered monthly for housebound seniors. We visit local places of interest, have lunches out, and enjoy scenic drives. This program is heavily subsidized through fundraising and donations. Volunteers assist and socialize with the clients. Caregivers are welcome to join us as well!

493 seniors participated in the monthly Gadabouts Bus Outings. Gadabouts Volunteer Drivers and Assistants spent 741 hours assisting Burnaby seniors on monthly bus outings.

GADABOUTS WHEELERS

Gadabout Wheelers is designed for housebound seniors in wheelchairs or scooters. We use HandyDart to transport the wheelers for an outing. We visit local places of interest, enjoy lunch out and take in local events like the PNE. Volunteers accompany the clients to provide support and friendship. Caregivers are welcome to come along as well!

Wheelers volunteers spent 112 hours assisting 59 wheelchair-bound clients on our Wheelers outings.

A SAFE COMMUNITY

Citizen Support Services strives to meet the diverse needs of our community through our programs through education.

WORKSHOPS AND PRESENTATIONS

Along with community partners and other city departments, Citizen Support Services put on community educational presentations and workshops such as:

“Elder Abuse – What We Need to Know” and a **“Housing Forum for Seniors and Caregivers.”** In conjunction with ICBC, Citizen Support provided a **Volunteer Drivers workshop**

A THRIVING ORGANIZATION

Citizen Support Services ensures that the City of Burnaby’s core values are reflected in the policies that govern us and in the programs and services we deliver. Our department practices open and transparent communication among our staff, volunteers, City departments, contractors, partners and the community.



ADVANCE CARE PLANNING WORKSHOP — MAY 2019



A DYNAMIC COMMUNITY

Citizen Support Services works to enhance our community's development by creating welcoming programs and places to gather. Citizens can feel a sense of belonging and connectedness through volunteering or by accessing services as a client.

2019 FACTS & HIGHLIGHTS

SENIORS PROGRAMS

SHOP BY PHONE

Our volunteers spent over 3,745 hours volunteering with the Shop by Phone program. Volunteers shopped 1,517 grocery orders totalling over \$120,000.

Total orders shopped	1,517
Total number of shops	38
Total dollars spent	\$120,338.79
Total number phone volunteers	50
Total number of phone volunteer hours	2,086
Total Number of shopping volunteers	34
Total Number of shopping volunteer hours	1,659
Total clients	98



LUNCH PROGRAM

Our volunteers spent 2,425 hours booking clients, hosting and transporting clients to and from the lunch program. Our volunteer drivers provided over 2,000 rides and our clients enjoyed 1,478 lunches served.

Total number of lunches served	1,478
Number of phone volunteers	9
Total number of phone volunteer hours	150
Total number of hosts/hostess	13
Total number of host/hostess hours	973
Total number of volunteer drivers	18
Total number of volunteer driver hours	1,302

SHOPPING BUDDIES

Shopping buddy volunteers spent over 1,200 hours escorting and assisting in 312 seniors around Burnaby shopping malls.

Number of trips clients booked	312
Number of volunteers	22
Number of volunteer hours	1,225

VOLUNTEER VISITORS

On a weekly basis our 48 volunteer visitors spent 4,848 hours with lonely isolated seniors.

Total number of volunteers matched with clients	48
Total number of volunteer hours	4,848

PHONE BUDDY

Our phone buddy volunteers made 1,014 friendly calls and spent 676 hours being a friend over the phone to isolated seniors.

Total number of clients with phone buddies.....	39
Number of calls made.....	1,014
Total number of volunteer hours.....	676

GADABOUTS (OUTINGS FOR THE ELDERLY)

Gadabouts volunteer drivers and assistants donated 741 hours assisting Burnaby seniors on monthly bus outings. 493 seniors enjoyed monthly bus outings

Total number of outings.....	11
Total number of seats filled.....	493
Total number of volunteer drivers.....	34
Total number of volunteer assistants.....	15

GADABOUTS WHEELERS

Wheelers volunteers spent 112 hours assisting 59 wheelchair-bound clients on our Wheelers outings.

Total number of outings.....	10
Total number of client seats filled.....	59
Total number of volunteer assistants.....	18

BETTER AT HOME

Burnaby Better at Home helped to keep seniors living independently in our community.

Total number of active clients.....	418
Total number of service moments.....	7,527
Total number of housekeeping services.....	7,054
Total number of medical transportation services.....	473

CHILDRENS PROGRAMS

CUDDLE PROGRAM

Our volunteers spent 741 hours cuddling and caring for newborns in the community.

Total number of clients.....	18
Total number of volunteers.....	21

CHILDREN'S IMMUNIZATION CLINICS

Our volunteers spent 1,050 hours assisting with approximately 5,220 babies and children in the child immunization clinics.

Total number of clinics.....	265
Total number of client visits.....	5,220
Total number of volunteers.....	55

FLU CLINICS

Flu Clinic volunteers spent 80 hours assisting 1,800 clients

Total number family and mass clinics.....	25
Number of clients.....	1,800
Number of volunteers.....	12



FUNDRAISING INITIATIVES

WITH THANKS TO OUR CORPORATE SPONSORS...

Citizen Support Services provided three free annual events this year: Volunteer Appreciation Luncheon, Gadabouts & Wheelers Summer BBQ and Christmas Luncheon. Much of this would not be possible if it were not for the generous sponsorship of our corporate donors.

Our Annual Volunteer Appreciation event was **sponsored by the City of Burnaby, Burnaby Parkland Refinery Inc., the Keith and Betty Beedie Foundation, and Mulberry PARC.**

Our Annual Gadabouts & Wheelers Summer Picnic was sponsored by the City of Burnaby and Cupe Local 23.

Our Gadabouts Christmas Luncheon was sponsored by the **City of Burnaby, Burnaby Parkland Refinery Inc., the Keith and Betty Beedie Foundation, the Burnaby Firefighters Charity, Cupe Local 23, and Mulberry PARC.** Nurse Next Door assisted with driving clients, as did **Mulberry PARC** with the use of their bus and driver. **Tom Young of TY Impressions** took photographs of the event and our **Citizens of the Year, Jim and Lindy McQueen** were Mr. and Mrs. Clause. **The Deer Lake School Choir** performed a lovely array of carols, which the seniors thoroughly enjoyed.



WITH THANKS TO OUR CORPORATE DONORS...

Citizen Support Services sincerely thanks and appreciates the following groups and organizations that helped to make our community events and programs possible. Thank you to the following for their generous support:

BC Lions Football Club Inc.

Bella Idea Gift & Furniture Inc.

Burnaby Parks & Recreation

Burnaby Village Museum

Delta Hotel & Conference Centre (Burnaby)

Capilano Suspension Bridge Cioffi's Meat Market

De Benedetto Imported Foods

Floriea Design Studio

Harrison Hot Springs Resort

Muckabout Gift Gallery

Nails by Antonella

Ruth Gautschi (Volunteer)

Starbucks (Brentwood)

Shadbolt Centre for the Arts

Vancouver Aquarium

Vancouver Canadians

Vancouver TheatreSports League

Vancouver Whitecaps FC

Vandusen Botanical Garden

White Spot Ltd

MANY THANKS TO OUR CLIENTS FOR THEIR DONATIONS

It is humbling to see so many clients that we support, donate to give back. Their gifts help ensure we can continue to subsidize the Outings for the Elderly and keep housebound seniors socially connected. With much appreciation to:

Alfons Franken	Jane Lee
Anna Picicci	Lindy Arnison
Avelino Castelino	Margarete Prosch
Bhajan Bhabra	Mona Springford
Bonita Kidd	Nancy Ostrander
Carol Farquharson	Norman Clark
Carol Roycroft	Olga Screpnec
Donna Calocero	Pauline Sather
Eftihia Kuikka	Phyllis Karcha
Elizabeth Smith	Pinder Grewall
Elsie Elgie	Po Zay Wong
Hugh Murray	Ralph Lomas
Ilgia Goldmanis	Rick Rex
Irene Mullen	Ruth Gaustschi
Irene Goodman	Salvatore Passriello
Isobel Ashleigh	Silvana Trotter
Jack Wong	Sylvia Bezjak
Jackie Hall	Usha Walter

SPECIAL ACKNOWLEDGEMENT & CONGRATULATIONS

Citizen Support Services would like to acknowledge and congratulate our volunteer on her outstanding achievement....



DONNA SHORT

Recipient of
Burnaby's 2019
Local Hero Award

SOCIAL CONNECTIONS THROUGH COMMUNITY EDUCATIONAL, SOCIAL & PROMOTIONAL EVENTS:

Citizen Support Services connected at the following events:

- » Annual Volunteer Appreciation Events and Socials
- » National Volunteer Week
- » National Volunteer Managers Day
- » Volunteer Drivers Workshop
- » Allies in Aging series
- » Professional Development with the City of Burnaby, VMPC, Better at Home
- » Resilience, Social Connection and Community Organization Forum
- » Community presentations to: BSRS, Derby Manor, Burnaby Community Connections, Fraser Health – Home Health & Public Health, Filipino Seniors of BC President and Board of Directors
- » Better at Home Provincial Meet Up
- » Provincial Summit on Aging
- » Local Hero Awards
- » Lochdale Community School Seniors Tea
- » Volunteer Burnaby AGM
- » International Volunteer Managers Day Event
- » Volunteer Management Hybrid Conference
- » Hats Off Day, Mayor's Tree Lighting event at Edmonds, Civic Square Community Event
- » Better Impact Advanced Administrator Workshop
- » SFU Volunteer Fair
- » New Westminster Volunteer Fair
- » Bonsor Seniors Expo
- » Burnaby Community Based Seniors Services (CBSS Network)
- » Tri-Cities Volunteer Fair
- » Surrey Festival of Volunteers
- » Seniors Connect Fair – MOSAIC
- » Caregivers Fair – Metrotown
- » Aging Seniors Fair - Burnaby
- » Voices of Burnaby workshop series
- » Primary Care Network – Building wellness in Burnaby
- » Better at Home CoP
- » VMPC Regional Meetings – Hosted By Citizen Support Regional Reps.
- » Inter-Municipality Volunteer Management Meetings



burnaby.ca/citizensupportservices | volunteers@burnaby.ca
Phone: 604-294-7980 | 111-4940 Canada Way, Burnaby, BC, V5G 4K6