

**A. GETTING STARTED**

1. Are you? ☐ New Applicant ☒ Returning Applicant
2. Select the kind of Community Grant you are applying for: ☐ General Grant (Operating) ☒ General Grant (Programming)  
☐ Recreational Sport Grant ☐ Fee Waiver
3. Amount you are requesting: \$10,000.00 In-Kind (check if applicable)
4. Total cost of the project/event/program etc.: \$116,309.00
5. 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.

The Burnaby Christmas Bureau provides gifts for children of families with low income, as well as hampers for seniors and individuals who are homeless or at risk of homelessness. Due to COVID, the negative impact on our community has been significant and we anticipate many more families, individuals, and seniors will need assistance this Christmas season. We will be doing more than ever this year and we will be recruiting, coordinating, and managing many volunteers to assist us. Your funds will allow us to make a meaningful impact in the lives of Burnaby residents this holiday season.

6. If you are applying for a General Operating Grant, please describe how this grant will be used to offset costs incurred to operate the organization.

**B. GETTING TO KNOW YOU**

1. Applicant Type:

☐ Local Registered Non-Profit Society

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

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

☒ Registered Charity Charitable No: 11882 1628 RR0001 (Society# S0015144)

☐ National/International Non-profit operating locally

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

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

☐ Sport or Recreation Organization

☐ Other Specify: \_\_\_\_\_

2. Organization Name: Burnaby Community Services Society

3. Organization Street Address: 2055 Rosser Avenue, Burnaby, BC, V5C 0H1

4. Website (if applicable): www.bbyservices.ca

5. Grant Application Main Contact Person:

Name: Alex Munroe

Phone: (604) 292-3904

Email: alex@bbyservices.ca

6. Alternative Contact person:

Name: Gindylee Wagar

Phone: (604) 292-3905

Email: [accounting@bbyservices.ca](mailto:accounting@bbyservices.ca)

Applicant for **General Operating Grants** are not required to complete sections **C, D, and E** (marked with an asterisk \*)

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

1. Name of the Project/Event/Program: 39th Annual - Burnaby Christmas Bureau

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

Toy Room Location: Brentwood Mall - 4567 Lougheed Hwy, Burnaby, BC V5C 3Z6

3. Project/Event/Program Start Date: October 1, 2020

4. Project/Event/Program End Date: December 23, 2020

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

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

Our goal is to make the holiday season brighter for struggling, low-income families, individuals, and seniors in Burnaby. We provide hampers to seniors and individuals who are homeless or at-risk of homelessness, and brand new toys and gifts to children of families in need. We bring our community together with our "Angel Project" which is our annual community-wide toy drive that is supported by various organizations, schools, and businesses throughout Burnaby.

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

Commencing in October, our dedicated team spends weeks registering thousands of low-income applicants who wish to be recipients of our Christmas Bureau program. Our Burnaby Christmas Bureau accepts generously donated gifts and toys from the community into our Christmas Toy Room and these many thousands of items are inventoried and shelved by category and age of children, up to 16 years old. In December, we set up appointments for parents to come and pick up these Christmas gifts for their children. This year, due to COVID, we will have different and rigorous in-person processes in place to protect the health and safety of our staff, clients, and volunteers. This will range from having PPEs available for every person entering our Toy Room as well as firm restrictions around the number of people allowed in the space. Faced with these new protocols, and since we are anticipating a greater need this year than ever before, we are planning to extend the days/hours that we will be distributing toys, gifts, and hampers. This will mean having to bring in more staff and volunteers to accommodate the demand of those in need who we are so dedicated to serving.

3. 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?

Last year we helped bring Christmas to over 3,500 low-income and at-risk Burnaby residents. In addition, we brought the community together as nearly 100 companies and 120+ volunteers contributed their time, energy, resources, and compassionate support to our Burnaby Christmas Bureau. Early indicators suggest that this year we will have even more demand and hopefully even more community support.

4. Describe how the project/event/program aligns with one or more of the following ([Official Community Plan](#), [Social Sustainability Strategy](#), [Economic Development Strategy](#), [Environmental Sustainability Strategy](#)):

Our Christmas Bureau aligns with Burnaby's Social Sustainability Strategy by giving our residents a sense of belonging. We are a caring and inclusive community, and Burnaby Community Services wants to ensure no one is left out during the holiday season. The holidays are particularly stressful for families, individuals, and seniors who are having a hard time making ends meet. Our goal is to promote the quality of life and wellness of our Burnaby residents. We not only assist those in need during what can be a very challenging time of year for them, but we bring together community members and create opportunities for connection and participation. We are better together.

5. 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.

City of Burnaby; Burnaby Firefighters Hall #1 through #7; Bonsor 55+; Fraser Health; Senior Services Society; Burnaby Parks, Recreation & Cultural Services; MOSAIC; Brentwood Mall; Metropolis at Metrotown

6. 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?

Your community grant will assist us in covering the additional expenses we anticipate this year due to increased demand and the lengths we will have to go to in order to meet required health and safety regulations. If we do not receive the full grant we will be appealing even further to the generosity of our community in the form of individual and corporate donors, as well as additional volunteers. We have already been reaching out to corporate sponsors and we are pleased to report that we have secured a Toy Room that has ample space to accommodate the extra square footage we will require this year.

## **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)

Our goal is to bring our community together this holiday season and provide every registered, eligible Burnaby resident with a hamper and low-income children with gifts this Christmas. We know we can make a difference. We are planning for high demand this year and will know we've succeeded when we are able to meet the needs of the well-over 3,000 residents we expect to register for our Christmas Bureau program

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

When we register our clients, we verify their financial status to establish their eligibility for our program. In doing so, we learn whether they are a senior or, if they are a family, the number of children and their ages. This helps us establish the need each year as to how many hampers we require, as well as what age demographics we need to accommodate and the number of gifts we need to provide. We are keen to know how our program is being received and we solicit feedback to understand if we are meeting the needs of our community. Our Christmas Bureau clients also tend to be proactive in telling us in-person, by mail, and by phone how appreciative they are of our program and the services we provide. We are always striving to be better and each year we analyze our aggregate, non-personal data to understand the changing needs in our community and what to anticipate to be able to meet our Burnaby residents' needs in the year ahead.

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

## **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...)	25	6
Grants (All federal, provincial, municipal, foundation and gaming grants)	43	39
Donations and Sponsorships (Cash)	22	42
Donations and Sponsorships (In-kind)	2	4
All donations (cash/in-kind) provided by the City of Burnaby	7	9

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.

We are keen to diversify our funding and are pursuing this endeavour in many ways. The Vancouver Law Foundation supported us this year and we have an agreement with them to receive funding for an additional year. We are currently in discussion with the Vancouver Foundation and Hamber Foundation who have both supported us in the past, and we have identified a further 20 foundations and organizations that we are approaching with grant/sponsorship requests. We have been speaking with corporate sponsors and are making arrangements with several companies who want to support us in a greater capacity over the long term. One of these sponsors is Concord Pacific who is eager to support our services and programs in the community and we are currently discussing a 3-year funding plan with them. For the past four years, we have partnered with the Society to End Homelessness to hold the Coldest Night of the Year, a highly successful and inclusive fundraising event to raise money to fight homelessness in Burnaby. Our committee is meeting this week to discuss how this event will be both a carefully planned in-person event, as well as a virtual one, so that the increase in money we've been receiving year over year continues. We made 103% of our fundraising goal this year and we are aiming towards a further increase in donations from both individual and corporate sponsors again this year.

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	\$52912.00	\$53000.00	\$52308.00		\$25000.00
Grant - In-kind	\$3875.00	\$7750.00	\$7750.00		
Permissive Tax Exemption	\$3408.00	\$3022.92	\$2799.36		?
Lease Grant	\$11815.00	\$12059.36	\$12321.52		\$15380.35
Other					



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

Goal 1:

1. Continue to provide exemplary critical services and programs to those in need throughout Burnaby.

Description:

Despite the challenges we are all facing this year due to the COVID-19 pandemic, we are committed now, more than ever, to support those in the community who need us most. We have streamlined our society and are focused on delivering our services, programs, and publications in innovative ways to keep our staff, volunteers, and clients safe.

Goal 2:

Fund development and diversification, brand development.

Description:

While we have had considerable success to date, we are developing an approach to further our fundraising efforts in order to diversify our income sources, increase awareness, and create sustainability. We are leveraging our networks to expand our resources and connections, and we are pursuing more third party fundraising opportunities. We are promoting our brand recognition so that our society is quickly associated with the many valuable services and resources we provide.

Goal 3:

Strategic planning

Description:

We are developing a vision for success and priorities as part of a 3-year strategic plan. Our society is committed to its mission of empowering people in need by providing them with a voice, resources, and opportunities. We have short-term goals in place to address the changing needs of community, and to accommodate the health and safety requirements due to COVID-19. Moving online to provide support exacerbates the digital divide which makes service delivery even more challenging. Our forward-looking plan will provide us with a clear focus and strategic direction in the years ahead.

5. Please complete the following:

	Previous Year	Current Year
Number of volunteers (including Board)	194	153
Volunteer hours per year	5,450	5,260
Number of voting members	214	214

6. 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)

Our many programs and resources reach out and connect with families and individuals throughout the community through schools, recreation centres, outreach centres, shelters, seniors' centres, and through partnerships with like-minded organizations. We compassionately serve new immigrants/refugees, frail seniors, the homeless, and individuals living at risk. We seek to provide a voice and advocate for those who lack the means to help themselves; our advocacy programs include legal advocacy to those with disabilities, seniors and those who can't afford to pay for services. We translate publications into several different languages.

**G. INSURANCE AND ACKNOWLEDGEMENT**

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

2. If yes, what coverage?

Commercial Liability Insurance, Directors and Officers Liability Insurance

3. If awarded a grant, how will your organization acknowledge the contribution from the City of Burnaby?  
(maximum 500 characters)

The City of Burnaby's support of Burnaby Community Services would be profiled through recognition on our website, in promotional material, at our AGM and other public events, on social media, in press releases and other media activity, in brochures and on posters.

## H. OPERATING BUDGET FOR ORGANIZATION or PROJECT/EVENT/PROGRAM\*\*

Please identify if you are providing information for the entire organization or a specific project/event/program	<input type="radio"/> Organization <input checked="" type="radio"/> Project/Event/Program
For the Fiscal Year:	2020
Month Fiscal Year Begins:	January

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. HRDC	3265	3500	Y	Canada Summer Jobs grant
2. New Horizons		0		
3.				
Provincial Government (Specify)				
1. BC Gaming	20000	25000	Y	2020 Program Funding
2. Better At Home			Y	2020 Seniors Transportation funding
3				
Local Government (Specify)				
1.City of Burnaby	5000	10000		PTE, Lease Grant, Program & Op funding
2.				
3.				
Sponsorships (Specify)				
1. Publications				
2. Law Foundation Grant			Y	
3. Vancouver Foundation Grant			Y	
Earned Revenue				
1. Program Fees - Transportation				
2. Rent of Space				
3. Reimbursed Expenses		0		
Fundraising (Net Revenue)	168194	65800		
Individual Donations				
In Kind Sources	7361	11529		
Investment Income				
Other Sources (Specify)				
1. Misc Grants		0		
2.				
3.		0		
<b>Total Revenue</b>	<b>203820</b>	<b>115829</b>		



<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	104144	35578	
Office Supplies & Expenses	13449	7306	
Program & Event Supplies	52527	9428	
Advertising & Promotion	3091	1841	
Travel & Vehicles Expenses	301		
Interest and Bank Charges		424	
Licences, Memberships, & Dues	1651	1379	
Occupancy Costs	11827	30044	
Professional & Consulting Fees	3319	2546	
Capital Purchases & Improvements			
Amortization of Capitalized Assets	581	424	
Donation, Grants, & Scholarship Expense as part of Charitable Activities	7376	11529	
Education and Training for Staff & Volunteers	1213	810	
City Services Expenses (Specify)			
1.			
2.			
3.			
Other Expenses (Specify)			
1.Contract Labour		15000	
2.			
3.			
4.			
5.			
<b>Total Expenditures</b>	199479	116309	
<b>CURRENT SURPLUS (DEFICIT)</b>	-199479	-116309	