

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: \$5,000.00 In-Kind (check if applicable)
4. Total cost of the project/event/program etc.: \$87,884.00
5. If you are a returning applicant and are requesting an increase over your last year grant amount awarded, please provide a rationale for the increase.

N/A

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.bbysservices.ca

5. Grant Application Main Contact Person:

Name: Alex MunroePhone: (604) 292-3904Email: alex@bbysservices.ca

6. Alternative Contact person:

Name: Cindylee WagarPhone: (604) 292-3905Email: accounting@bbysservices.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: Seniors Transportation

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

Volunteer drivers accompany seniors to critical medical or dental appointments

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

4. Project/Event/Program End Date: Sept.30, 2021 (ongoing)

D. PURPOSE OR BENEFIT*

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

Getting around can become increasingly difficult with age. Burnaby Seniors Transportation is an affordable, friendly, and convenient service which provides rides for seniors in the community to medical and dental appointments. We provide this service to help Burnaby seniors remain living independently, and we find that there is a significant element of companionship that our volunteers provide, along with the transportation.

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

This transportation services provides an opportunity for seniors living in Burnaby to connect with others, be mobile, and embrace their independence as they age. Our friendly drivers transport seniors to and from their critical medical and dental appointments. Our goal is to make sure that seniors arrive at their destination safely and that they have bit of socializing, too.

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?

In 2019, 57 individuals used our Seniors Transportation services and we provided 436 drives. We had 16 drivers who provided compassionate and dedicated assistance for this program. Our target is to not just meet but exceed these numbers this year.

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 seniors transportation service is about social sustainability. Seniors count on our services to provide safety - all our volunteers are carefully screened, well trained, insured, and wonderful people with big hearts and proven driving skills. Police checks, driving history, and references are all mandatory for our drivers. We provide companionship and a friendly service - our volunteers not only enjoy driving but they also are keen to connect with seniors. They are kind community members who like to chat and give their time to make life easier for seniors in need. We believe in working together to meet the needs of seniors in our community in any way we can.

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.

We partner with Better at Home, Voices of Burnaby Seniors, Seniors Support Services, Nurse Next Door, Fraser Health, Burnaby Parks & Recreation Seniors Services.

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?

We receive funding through a Community Gaming Grant and also rely on support from our generous individual donors as well as passionate corporate sponsors to fund this important program for seniors in our community.

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 seniors drives were reduced earlier this year due to COVID but the number of drives are picking up and we have brought on new volunteer drivers to accommodate the growing need. We have provided 114 rides for 33 seniors this year and the demand is growing. We continue to have safety as our number one priority and our drivers' focus is to ease the anxiety and isolation that so many seniors are currently experiencing.

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

We are regularly in touch with our senior clients to understand if we are meeting their needs. We are cognizant of the fact that seniors are looking for safety, reliability, companionship and affordability. We make regular calls to our clients to check on them, especially during this isolating time. On these phone calls, we ask if we are meeting the targets listed above to ensure that we are delivering quality services to our valuable Burnaby seniors.

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		7
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		0	Y	Canada Summer Jobs grant
2.New Horizon		0		
3.				
Provincial Government (Specify)				
1.BC Gaming	10000	15000	Y	2020 Program Funding
2. Better At Home	20162	25476	Y	2020 Seniors Transportation funding
3				
Local Government (Specify)				
1.City of Burnaby	28860	5000		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	17277	16000		
2.Rent of Space				
3. Reimbursed Expenses		0		
Fundraising (Net Revenue)	21250	20700		
Individual Donations	1200			
In Kind Sources	3799	4400		
Investment Income				
Other Sources (Specify)				
1.Misc Grants		0		
2.				
3.		0		
Total Revenue	102548	86576		

Expenditures	Prior Year Actual	Current Year Budget	Brief Descriptions/ Comments (type of grant and funding period)
Total Compensation Expense	65572	56048	
Office Supplies & Expenses	8468	5721	
Program & Event Supplies	10592	8910	
Advertising & Promotion	1946	724	
Travel & Vehicles Expenses	190		
Interest and Bank Charges		290	
Licences, Memberships, & Dues	1040	942	
Occupancy Costs	7447	8285	
Professional & Consulting Fees	2090	1738	
Capital Purchases & Improvements			
Amortization of Capitalized Assets	366	290	
Donation, Grants, & Scholarship Expense as part of Charitable Activities	4644	4400	
Education and Training for Staff & Volunteers	764	536	
City Services Expenses (Specify)			
1.			
2.			
3.			
Other Expenses (Specify)			
1.Contract Labour			
2.			
3.			
4.			
5.			
Total Expenditures	103119	87884	
CURRENT SURPLUS (DEFICIT)	-103119	-87884	