

SECTION A: APPLICANT INFORMATION

1. ORGANIZATION NAME Burnaby Seniors Outreach Services Society		
2. ORGANIZATION STREET ADDRESS 2055 Rosser Avenue, Burnaby BC V5C 0H1		
3. WEBSITE (IF APPLICABLE) www.bsoss.org		
4. GRANT APPLICATION MAIN CONTACT PERSON		
NAME Alex Munroe	PHONE (604) 292-3904	EMAIL alex@bbyseniors.ca
5. ALTERNATIVE CONTACT PERSON		
NAME Cindylee Wagar	PHONE (604) 292-3905	EMAIL accounting@bbyservices.ca

6. APPLICANT TYPE		
<input type="radio"/> LOCAL REGISTERED NON-PROFIT SOCIETY	SOCIETY NO	DATE OF INCORPORATION
<input checked="" type="radio"/> REGISTERED CHARITY	CHARITABLE NO 13065 1268RR0001 (Society # S0022454)	
<input type="radio"/> NATIONAL/INTERNATIONAL NON-PROFIT OPERATING LOCALLY	SOCIETY NO	DATE OF INCORPORATION
<input type="radio"/> SPORT OR RECREATION ORGANIZATION		
<input type="radio"/> OTHER	SPECIFY	

SECTION B: GRANT INFORMATION

1. ARE YOU? <input type="radio"/> New Applicant <input checked="" type="radio"/> Returning Applicant	
2. SELECT THE KIND OF COMMUNITY GRANT YOU ARE APPLYING FOR: <input type="radio"/> General Grant (Operating) <input checked="" type="radio"/> General Grant (Programming) <input type="radio"/> Recreational Sport Grant <input type="radio"/> Fee Waiver	
3. AMOUNT YOU ARE REQUESTING: \$ 13,000 <input type="checkbox"/> In-Kind (check if applicable)	
4. TOTAL COST OF THE PROJECT/EVENT/PROGRAM ETC. \$ 203,053	
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. We have not applied for a City of Burnaby Program Grant for two years. Based on the increased need in the community, we have extended the reach of our programs and services. This has included the evolution of our Caregiver Support programs and, in alignment with BC's Dementia Friendly Action Plan to support aging in place, we expanded beyond our successful Dementia Friendly Café and established a Dementia-Friendly, Multicultural, Intergenerational Choir fondly named "The New Dementians". In consideration of the COVID-19 pandemic, our organization has successfully navigated connection through a cloud-based video conferencing tool to enable weekly virtual meetings, workshops, support groups, and choir rehearsals. We are investing in our staff to spend one-on-one time with our seniors to provide guidance and tutelage so they can learn to navigate the online world and continue to participate in our dementia-friendly and caregiver support programs virtually. As COVID vaccinations become more prevalent, and the Public Health Office relaxes restrictions regarding in-person gatherings, we are excited to reconvene with our seniors, outdoors initially if necessary, to provide much needed in-person support for our members. Senior Peer Support Program expansion. We are focused on moving both our training and support groups for our senior peer counsellors online so that we can bring on additional volunteers. These individuals will assist isolated seniors in our community who are going through challenging life transitions and who require coaching and support from trained volunteers.	

6. IF YOU ARE APPLYING FOR A GENERAL OPERATING GRANT, DESCRIBE HOW THIS GRANT WILL BE USED TO OFFSET COSTS INCURRED TO OPERATE THE ORGANIZATION. PLEASE DETAIL THE NATURE OF OPERATING EXPENSES (SALARY, LEASE, UTILITIES, ETC.) AND SPECIFY THE TIME PERIOD DURING WHICH THE GRANT WILL BE USED.

7. IF APPLYING FOR AN **OPERATING GRANT**: DESCRIBE HOW THE ORGANIZATION BENEFITS RESIDENTS OF BURNABY AND APPROXIMATELY HOW MANY BURNABY RESIDENTS BENEFIT FROM THE ORGANIZATIONS INITIATIVES ON AN ANNUAL BASIS?

IF APPLYING FOR A **PROGRAM GRANT**: 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 PROGRAM?"

Our programs benefit Burnaby seniors and their unpaid caregivers, whether these are their family, friends, or neighbours. We provide one-on-one Peer Support Volunteer Counsellors to help seniors in distress set personal goals, as well as to assist them to learn tools and approaches to help them succeed. We offer workshops and regular support groups for caregivers to share resources and knowledge, and to provide emotional support for caregivers to assist them in avoiding burnout. We provide a welcoming space for those with dementia/memory loss and their caregivers to share, support each other, and learn coping strategies. All of these efforts are part of our goal to enhance the quality of life for our Burnaby seniors and to allow aging in place for as many seniors in our community as possible.

In the past year, 78 Burnaby seniors and their caregivers benefited from participating in our Dementia Friendly Café and Choir, 56 caregivers took advantage of our weekly Caregiver Support Groups and Caregiver Wellness Series, and 44 seniors participated in our bi-weekly connection clubs which provide opportunities for connecting, sharing, and companionship. In addition to the 16 clients who are currently receiving longer-term senior peer counselling from our trained volunteers, we also provided support to over 400 Burnaby seniors who phoned us asking for help. The support that has been requested of us this past year has ranged from questions concerning seniors' health and safety, queries as to where to find much needed services during the pandemic, and challenges with seniors accessing technology. We also had many phone calls with seniors who had far more serious concerns related to anxiety, isolation, depression, housing issues, health challenges, and even abuse. Some of these individuals enrolled in our various programs to receive the support they required, and others were referred to agencies who could address their specific concerns.

The seniors population continues to grow in Burnaby and the issues our seniors are facing are more complex than ever before. We are developing and expanding our programs to meet these evolving needs in our community.

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

SECTION C: THE PROJECT/EVENT/PROGRAM*

1. NAME OF THE PROJECT/EVENT/PROGRAM Burnaby Seniors Outreach Services Programs	
2. PROJECT/EVENT/PROGRAM LOCATION (PHYSICAL STREET ADDRESS OR EVENT LOCATION) 2055 Rosser Avenue, Burnaby BC V5C 0H1	
3. PROJECT/EVENT/PROGRAM START DATE 2021-04-01	4. PROJECT/EVENT/PROGRAM END DATE 2022-03-31

SECTION D: PURPOSE OF BENEFIT*

1. DESCRIBE THE PURPOSE OR GOAL OF THE PROJECT/EVENT/PROGRAM
<p>Burnaby Seniors Outreach Services Society (BSOSS) is a charitable society which has had the mission of "seniors helping seniors" since 1987. Currently, our four main program areas are: 1) Senior Peer Counselling; 2) Unpaid Caregiver Support; 3) Our Dementia-Friendly Café, and 4) 'The New Dementians' Choir for those experiencing dementia or memory loss, and their loved ones.</p> <p>BSOSS provides services to seniors who are experiencing anxiety, grief, isolation, frustration, and/or difficulties around life transitions or health changes.</p>

2. DESCRIBE THE PROJECT/EVENT/PROGRAM AND THE ACTIVITIES

- **Senior Peer Support Volunteers** are warm and compassionate seniors who, after over 54 hours of comprehensive training, provide free, confidential, one-on-one counselling services to fellow seniors.
- **Caregiver Support Groups:** This is a safe and confidential space for unpaid caregivers to connect with one another, with the benefit of gaining a sense of empowerment, creating a support network, reducing loneliness, and expanding coping skills. We also provide educational series featuring guest speakers who provide information about varied aspects of caregiving.
- **Dementia Friendly Café for Seniors & Caregivers:** Our café welcomes those struggling with cognitive decline, along with their families and friends who support them. In our sessions, participants engage in facilitated discussions, socializing, and singing. Our activities are led by staff, guest speakers and a certified music therapist.
- **'The New Dementians' Choir:** This is our popular dementia-friendly, multicultural, intergenerational choir. Our choir rehearsals bridge diverse cultural communities and ages, reduce social isolation, support cognitive stimulation, and promote the maintenance of health through the universal language of music. Our choir was created as an expansion of the musical component of our well-established dementia friendly café. A certified music therapist guides participants through stretching, songs, stories, sharing, sorrow, and celebration.

3. 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):

Burnaby Seniors Outreach Services Society programs directly align with the Social Sustainability Strategy.

- We build upon Burnaby's Citizen Support Services (Better At Home) program to increase community outreach to isolated seniors with our Peer Support and Caregiver Support Programs.
- For Burnaby residents with dementia, our Dementia-Friendly Cafe and Choir focus on keeping these seniors both active and connected within the community, while helping maintain wellness for both them and their caregivers.

4. 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, MOSAIC, Burnaby Meals on Wheels, Burnaby Neighbourhood House, Citizen Support Services (Better At Home), Burnaby's Seniors (55+) Centres, Burnaby Hospital, Alzheimer's Society, United Way, and CABHI (the Centre for Aging and Brain Health Innovation).

We are proud to report that CABHI featured our Burnaby Dementia-Friendly Choir ("The New Dementians") in their national summit in March 2021. This 2-day summit had over 800 national and international attendees and we were pleased to be showcased as innovators who support seniors in our Burnaby community.

5. 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?

Burnaby Seniors Outreach Services Society fosters a diversity of funding sources to ensure sustainability. City of Burnaby funding helps provide a solid foundation, ensuring ongoing operations that can be leveraged to attract other donors.

If the City of Burnaby was not able to grant the full amount requested, Burnaby Seniors Outreach Services Society would have to approach individual and/or corporate donors.

SECTION 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)

This past year, COVID-19 has created even more isolation and anxiety for seniors and their caregivers. When health and safety issues arose from the pandemic, we re-directed our programs to an online video-conferencing platform so that we could continue providing our valuable programs and services. Pivoting to a virtual format involved having our staff and volunteers reach out to educate and train our seniors, along with their caregivers, on how to connect and participate in our programs online. We will continue to do this until it is safe to bring our seniors together again in person.

The objective of our programs is to provide support and help seniors develop skills and tools to adapt to life transitions. For seniors who are struggling with health and cognitive decline, the goal posts are constantly adjusting and our evolving programs are aimed at addressing these shifting needs.

Our goal is to continue to develop and expand our programs to accommodate the changing and increasing needs of seniors in our community. We will continue to train additional volunteers in order to provide support and assistance to more seniors every year.

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 as well as monitor change. We complete initial intake forms and conduct regular follow up across our caregiver programs so that we can assess the impact of our programs and services over time on those caring for the elderly. We use surveys to evaluate specific events.

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

SECTION 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?					
SOURCE OF REVENUE	% OF TOTAL REVENUE PREVIOUS YEAR		% OF TOTAL REVENUE CURRENT YEAR		
EARNED REVENUE (ALL TICKET SALES, REGISTRATION FEES, MEMBERSHIPS, ETC...)	0		0		
GRANTS (ALL FEDERAL, PROVINCIAL, MUNICIPAL, FOUNDATION AND GAMING GRANTS)	47		45		
DONATIONS AND SPONSORSHIPS (CASH)	53		55		
DONATIONS AND SPONSORSHIPS (IN-KIND)	0		0		
ALL DONATIONS (CASH/IN-KIND) PROVIDED BY THE CITY OF BURNABY	0		0		

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.

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.

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	8,000	8,000	0		13,000
GRANT - IN-KIND	0	0	0		
PERMISSIVE TAX EXEMPTION	316.18	282.78	569.00	586.00	
LEASE GRANT	1,260.63	1,288.04	5,553.05	5,664.91	
OTHER	0	0	0	0	

4. DESCRIBE THE TOP 3 GOALS FOR THE ORGANIZATION IN THE CURRENT YEAR.

GOAL 1

Continue to grow our Caregiver Support Groups, Workshops, and Programs to assist the increased need in community and to support aging in place.

DESCRIPTION

In August 2020, the Canadian Institute for Health Information indicated 1 in 3 unpaid caregivers in Canada are distressed. A caregiver in distress experiences symptoms such as anger, depression, anxiety, loneliness, and feelings of not being able to continue with caregiving duties. There is an increasing demand for caregiver support in our community, especially due to the pandemic.

Our programs provide support, education, and the unique relationships forged between peers to share experiences and emotions. Burnaby Seniors Outreach Services has been successful in combining information, new skills, knowledge, and emotional support for our caregivers and we will continue to assess all elements of our programs to meet evolving needs.

GOAL 2

We are currently pivoting to provide Senior Peer Counselling Volunteer training online so that we can expand this valuable program.

DESCRIPTION

Our Senior Peer Counselling & Support Program has been fully operating since 1987. We offer free, confidential, one-on-one supportive counselling to seniors facing emotional stress as a result of life changes. We have been offering a 54-hour training course, created with Senior Peer Counselling of BC, to compassionate senior volunteers 55+ years of age. It is not professional counselling nor does it replace it. However, our premise is that seniors are uniquely qualified to provide support, encouragement, and coaching to other seniors who are struggling to cope with significant losses and changes in their lives.

We are currently working with the Burnaby Division of Family Practice and the Primary Care Network who are assisting us to convert our in-person training program to a virtual format, so that we can recruit and train more volunteers to meet the increasing demand.

GOAL 3

Continue to provide our Dementia-Friendly Programs successfully and innovatively via video conference while we continue to navigate through the program constraints brought on by pandemic.

DESCRIPTION

Despite the initial challenges we had to convert our dementia-friendly programs online due to the pandemic, we continue to adapt and find new ways to engage with the seniors in our community to reduce social isolation, anxiety, stress, loneliness and depression. Our programs offer Burnaby residents living with dementia, along with their families and caregivers, a safe place to connect and be supported. We are commencing plans as to how we will safely bring our seniors back to in-person programs again when it is safe to do so. In the meantime, we are committed to making innovative shifts to our existing online programs so as to engage our seniors and keep them interested in returning to an online forum on a regular basis to receive the support they need.

5. PLEASE COMPLETE THE FOLLOWING

	PREVIOUS YEAR	CURRENT YEAR
NUMBER OF VOLUNTEERS (INCLUDING BOARD)	25	63
VOLUNTEER HOURS PER YEAR	836	978
NUMBER OF VOTING MEMBERS	124	124

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.

We welcome staff members, volunteers, and clients who represent our diverse community in Burnaby. Our goal is to improve the quality of life for those seniors in need in our community regardless of their age, ability, socio-economic status, ethnicity, gender, religion, or sexual orientation.

Our staff and volunteers receive training in various important areas such as communication skills, developing self-awareness, dementia education, senior peer counseling, caregiver support, mental health issues, and coping strategies.

We have staff and volunteers who speak multiple languages which allows us to communicate with seniors who struggle with English as a second language. We also distribute information about seniors resources and services in a variety of languages.

SECTION G: INSURANCE AND ACKNOWLEDGEMENT*

1. DOES YOUR ORGANIZATION HAVE GENERAL LIABILITY INSURANCE?

☒ Yes☐ No

2. IF YES, WHAT COVERAGE?

Commercial General Liability Insurance, and Directors & Officers Insurance.

3. IF AWARDED A GRANT, HOW WILL YOUR ORGANIZATION ACKNOWLEDGE THE CONTRIBUTION FROM THE CITY OF BURNABY?

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

SECTION H: OPERATING BUDGET FOR ORGANIZATION or PROJECT/EVENT/PROGRAM**

1. 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
2. FOR THE FISCAL YEAR 2021-2022
3. MONTH FISCAL YEAR BEGINS April 1, 2021

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 CABHI (SPARK) Grant	27247			Dementia Friendly Choir
2				
3				
PROVINCIAL GOVERNMENT (SPECIFY)				
1 Gaming Grant	64000	79000	Y	Program funding
2				
3				
LOCAL GOVERNMENT (SPECIFY)				
1 City of Burnaby		13000	N	
2				
3				
SPONSORSHIP (SPECIFY)				
1 Corporate Donations	352	6700		
2 United Way – Caregiver Support	99324	99239	Y	Family & Friend Caregiver Support
3				
EARNED REVENUE				
1 Program Revenue	250			
2				
3				
FUNDRAISING (NET REVENUE)				
INDIVIDUAL DONATIONS	3644	5000		
IN-KIND SOURCES				
INVESTMENT INCOME	41	175		
OTHER SOURCES (SPECIFY)				
1				
2				
3				
TOTAL REVENUE	194858	203114		

EXPENDITURES	PRIOR YEAR ACTUAL	CURRENT YEAR BUDGET	BRIEF DESCRIPTIONS/ COMMENTS (TYPE OF GRANT AND FUNDING PERIOD)
TOTAL COMPENSATION EXPENSE	122023	175678	
OFFICE SUPPLIES & EXPENSES	4086	3260	
PROGRAM & EVENT SUPPLIES	1129	3600	
ADVERTISING & PROMOTION	1239	1500	
TRAVEL & VEHICLES EXPENSES			
INTEREST AND BANK CHARGES	89	120	
LICENCES, MEMBERSHIPS, & DUES	-221	470	
OCCUPANCY COSTS	16106	16210	
PROFESSIONAL & CONSULTING FEES	21264	2215	
CAPITAL PURCHASES & IMPROVEMENTS			
AMORTIZATION OF CAPITALIZED ASSETS			
DONATION, GRANTS, & SCHOLARSHIP EXPENSE AS PART OF CHARITABLE ACTIVITIES			
EDUCATION AND TRAINING FOR STAFF & VOLUNTEERS			
CITY SERVICES EXPENSES (SPECIFY)			
1			
2			
3			
OTHER EXPENSES (SPECIFY)			
1			
2			
3			
4			
5			
TOTAL EXPENDITURES	165715	203053	
CURRENT SURPLUS (DEFICIT)	29143	61	