

BURNABY CITIZEN SUPPORT SERVICES

2021 ANNUAL REPORT



MESSAGE FROM THE ADMINISTRATOR

The past year has been just as trying as the year before, with the pandemic continuing to make things difficult and challenging for many of us. But I am proud to say that 2021 was also a year of caring and giving. From volunteers, community groups, and businesses to City departments and the mayor and council, we have an army of good-hearted people fighting every day to make change happen. All of you together have—as always—been a pillar of strength for our communities.

In 2021, volunteers shared their time with those who needed someone to talk to, and lifted the spirits of isolated seniors by including heartwarming handwritten notes and cards in their grocery bags.

We also continued to meet the diverse needs of our community by partnering with MOSAIC for our Burnaby Better at Home program. MOSAIC provided translation services, helping us serve our non-English speaking seniors better. As part of the program, which is funded through the provincial government and managed by United Way British Columbia, we provided local seniors with over 3,900 light housekeeping services and rides to medical appointments.

It's been an incredible year for volunteering in Burnaby. We're so grateful for your support and encourage you to continue your excellent work. You are one of the reasons why our City is such a great place to live, work and play.

In 2022, I know that we will continue working hard and looking for new ways to make Burnaby a better place. Thank you again. I hope you enjoyed volunteering with us.

Join us this year to give back to your communities. You can explore the many opportunities to volunteer by visiting Burnaby.ca/Volunteer.

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 2021 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

As a result of COVID-19, Citizen Support Services enhanced the 'Phone Buddy' program to help address social isolation. Volunteers conducted wellness check-in calls with seniors, and took grocery orders over the phone.

Over 6,100 volunteer hours were spent providing resources and being a friend over the phone.

DIGITAL CONNECTION

We updated the Citizen Support Services' website to provide Burnaby residents with the opportunity to apply for programs online. It helped those in need to access our services quickly.





PARTNERSHIPS

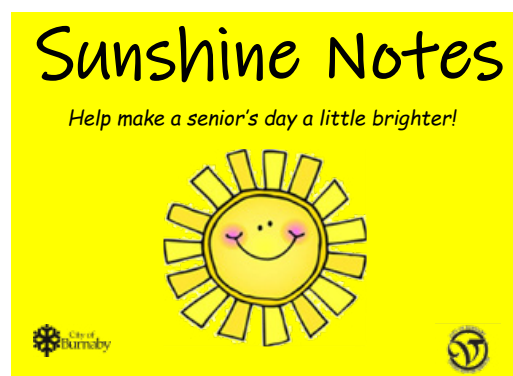
IAK Foundation and Burnaby Schools

Citizen Support Services partnered with the IAK Foundation (Intentional Acts of Kindness) and Burnaby schools to connect students and seniors throughout the City. Teachers worked with the students to create crafts and cards to help lift the spirits of isolated seniors. Citizen Support and the City's Food Services staff collected these notes and included them in the senior's grocery and meal delivery bags. The seniors had the opportunity to write back to the students and share their lives. Staff also collected and distributed the seniors' letters back to the schools.

A total of 1,011 cards and crafts were distributed to Burnaby seniors. Around 30 seniors wrote back in response to students at the schools.

In addition, Burnaby students created Christmas cards and crafts for seniors. Citizen Support delivered these with the seniors' grocery orders and Christmas baskets. They also worked with the IAK Foundation to deliver the remaining cards and crafts to many of Burnaby's Assisted Living and Residential Care facilities.

Approximately 4,000 Christmas cards and crafts were created and delivered.



A HEALTHY COMMUNITY

A HEALTHY LIFE – ENCOURAGE OPPORTUNITIES FOR HEALTHY LIVING AND WELL BEING

SHOP BY PHONE

During the pandemic, seniors struggled to get their groceries, and stores struggled to keep up with the online demand for groceries, unable to make deliveries on time. Citizen Support Services addressed the need by enhancing the existing Shop by Phone Program to provide grocery shopping and free delivery services twice a week throughout Burnaby. Citizen Support volunteers took grocery orders over the phone while our staff and Food Services and Parks and Recreation staff shopped and delivered the orders. We also worked with the City's GIS team to create delivery routes each week.

We shopped over \$222,000 worth of groceries and delivered 3,190 grocery orders to Burnaby seniors.





FROZEN MEALS

Given the pandemic's impact on vulnerable seniors, Burnaby's City Council redirected a percentage of their yearly remuneration to fund the Frozen Meal program from May 2020-May 2021. Thanks to this reallocation and the grants received from United Way British Columbia and the Canadian Medical Association, **Citizen Support Services and the City's Food Services department provided and delivered a total of 23,842 fully funded meals to vulnerable Burnaby seniors during the program, with 7,126 meals delivered between January-May 2021 alone.**



BETTER AT HOME

This program assists seniors to stay at home independently by providing non-medical support. Burnaby Better at Home connects vulnerable seniors with services and resources, providing services like rides to medical appointments and light housekeeping service. Services are provided based on a sliding scale.

We provided Burnaby seniors with 3,915 housekeeping services and 65 rides to medical appointments.



United Way helping seniors remain independent.

AN INCLUSIVE COMMUNITY

CITIZEN SUPPORT SERVICES STRIVES TO MEET THE DIVERSE NEEDS OF OUR COMMUNITY THROUGH OUR PROGRAMS:

Citizen Support Co-Facilitated (for the Lower Mainland) the International 2021 Volunteer Management Hybrid Conference on Diversity, Equity, and Inclusion.

To better serve our non-English speaking seniors, we partnered with MOSAIC to provide translation services and conduct client intake in the seniors' language.



COMMUNITY INVOLVEMENT – ENCOURAGE RESIDENTS AND BUSINESSES TO GIVE BACK TO AND INVEST IN THE COMMUNITY.

CHRISTMAS BASKETS:

Due to the public health orders, we could not host our Annual Gadabouts Christmas luncheon in 2021. Instead, we approached our corporate sponsors to request funding for Christmas baskets as a way to spread holiday cheer among our seniors. **Parkland Burnaby Refinery, PARC Properties** (The Mulberry), **The Keith and Betty Beedie Foundation**, and **CUPE 23** generously supported this initiative. A local small family business created the baskets, which included the Christmas cards that Burnaby elementary and secondary school students lovingly created.

Citizen Support, the City's Food Services staff, CUPE 23 and mayor and council **delivered over 100 Christmas baskets to Burnaby seniors (Gadabouts' clients)**. The baskets were very well received.

POINSETTIA FUNDRAISING CAMPAIGN:

Each year Citizen Support Services sells poinsettias to raise funds to support our Outings for the Elderly. These plants are sold primarily to City employees and various City departments. Citizen Support Services **raised over \$2,700** to help subsidize future bus outings for seniors.



Many of our programs, including Social Lunch, Shopping Buddies, Gadabouts bus outings, Baby Cuddle and others, did not run due to the pandemic. We look forward to resuming these programs and volunteer opportunities.

The following programs and volunteer roles did not run due to the pandemic, so there are no 2021 statistics. We look forward to resuming these programs and volunteer opportunities soon.

- » **SOCIAL LUNCH PROGRAM**
- » **SHOPPING BUDDIES**
- » **GADABOUTS BUS OUTINGS /
WHEELERS OUTINGS**
- » **VOLUNTEER VISITOR**
- » **CHILD IMMUNIZATION CLINIC**
- » **FLU CLINIC**
- » **BABY CUDDLE PROGRAM**



SPECIAL ACKNOWLEDGEMENT & CONGRATULATIONS:

Congratulations to Citizen Support Services volunteer Eric Berkefeld on receiving Burnaby's Local Hero Award 2021.

Eric has been a volunteer driver for Citizen Support Services for over 10 years, transporting Burnaby seniors to and from the weekly Social Lunch Program and monthly Gadabouts bus outings. For years, he has also dedicated his time as a Phone Buddy volunteer, conducting weekly calls to provide companionship and support to isolated Burnaby seniors.

Eric volunteers in other areas of the community as well. He shares his gift of song as a member of the Welshman's Choir and regularly assists at the local food bank.



Eric Berkefeld





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