



2010/2011

annual report to the community

50th Anniversary Edition



St. James
Community Service Society

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welcome to our annual report to the community

We hope the cover of this report caught your eye. Perhaps you recognized the mural because you have seen it in person on the side of our building at the corner of Powell and Gore. Maybe your eye was drawn by the beautiful colour palette of corals and greens. Maybe an image spoke to you: the baseball in Oppenheimer Park that refers to all the great games played here during the Japan Town era before World War II, or the eagle that symbolizes the Aboriginal heritage of this area that pre-dates any settlers.

We at St. James are incredibly proud of the mural not only because of its beauty, but also because it is a celebration of our 50th anniversary. Like a birthday party that invites friends into the fun, the mural is a gift to our community of the Downtown Eastside. Our clients and colleagues can share in the gift that marks our half century of serving vulnerable people in this neighbourhood and across Vancouver.

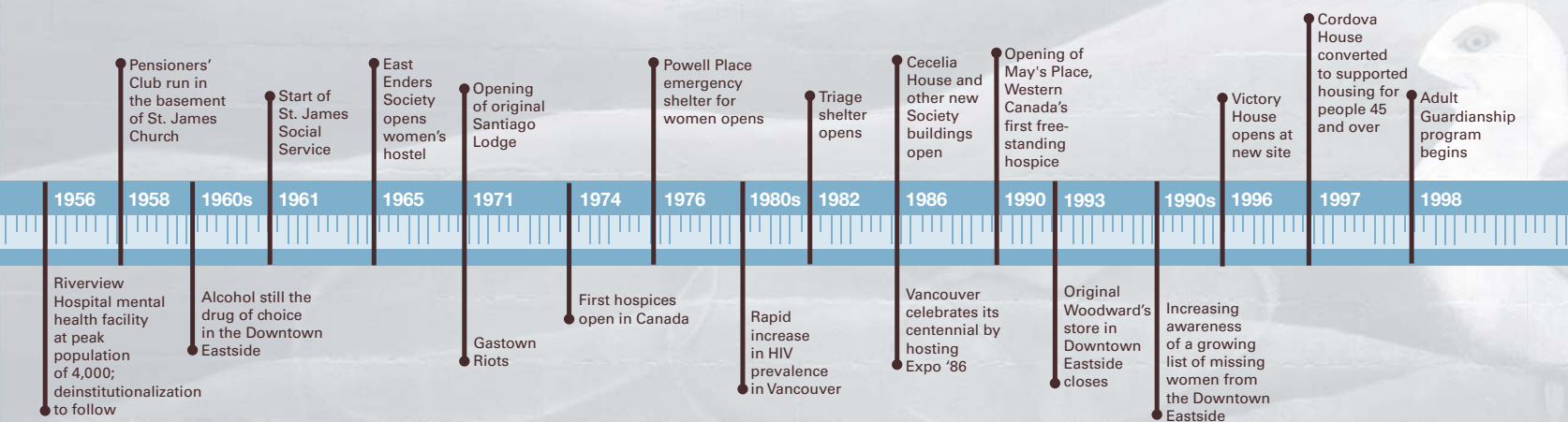
While the mural honours the history of the community before St. James was here, it also celebrates our half century of service. Thousands of lives have been improved over the years because of hard work, compassion and generosity, as well as an unwavering dedication to a mission

that began with founder May Gutteridge. We remain committed to a simple essence: making life better for those who are most vulnerable. We help those who are homeless, or who live with the complications of mental illness, addictions, poverty, terminal illness or the challenges of aging. We do so with respect and compassion, working to strengthen communities.

It is a special birthday gift to our community of the Downtown Eastside. Thank you for participating in our journey.



The 300-block of Powell Street in 1942



the beginning

St. James Community Service Society has a long legacy of caring for Vancouver's most vulnerable citizens. The Society was founded in 1961 by volunteers from St. James Anglican Church, located at the corner of Gore and Cordova, who wanted to actively address the social issues in their neighbourhood.

For many people, May Gutteridge is synonymous with the early days of the Society. The feisty leader of the St. James Pensioners' Club, May took it upon herself to address needs she saw around her in what is now referred to as Vancouver's Downtown Eastside. The club, which had 700 members by 1960, started in the church basement in 1958 by a group of volunteers. They looked after the military pensions of veterans whose alcoholism often made them unable to properly manage their income. The Pensioners' Club was renamed the St. James Social Service in 1961.

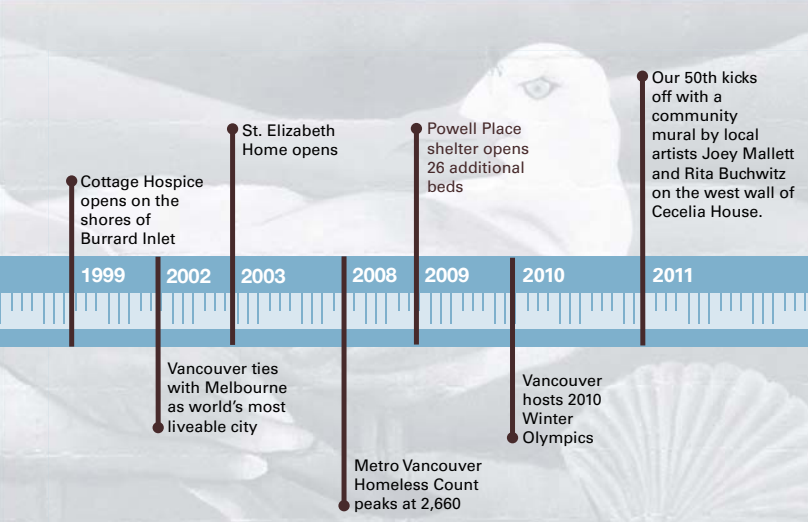
In the 1960s, May recognized the needs of Aboriginal women who at that time did not qualify for social income assistance. With no income and complex challenges that often stemmed from being raised in residential schools, many women became ensnared in a cycle of abuse, addiction and crime. A new group, the East Enders Society, was formed and opened a women's hostel in a rented house on the 800 block of East Hastings.

expanding services

More need was recognized in the greater community, and St. James Social Service expanded its services in the 1970s and 1980s. The Society began work such as home help, which would assist local hotel residents stay healthy and cared for in their rented accommodation. Counselling and cheque administration services as well as legal aid were added. The Gastown Workshop opened a craft production workshop centre, helping clients develop self-esteem and valuable job skills.

The original Santiago Lodge was opened in 1971 as the first supported housing facility run by the Society, and remains a core service today. The Victory Hotel, later renamed Victory House, was opened in 1975 as a second residence. In 1972, the Society moved its home to the 300 block of Powell, where it still has its offices today. As well as the workshop, the Society operated a cafeteria, thrift shop, laundry, and shower and bathroom facilities in the same block. In late 1976, Powell Place opened as the organization continued to recognize the need for emergency housing for women and children in crisis.

Much later, in 2003, St. Elizabeth's in Mount Pleasant opened as an alternative emergency shelter for women and their children outside the Downtown Eastside. The facility also included longer-term housing units for families, another first for the Society. In 1982, the Society opened another shelter, this time mixed-gender. The Triage Shelter, as it was known, eventually became independent as the forerunner of today's Raincity Housing & Support Society.



May Gutteridge

As part of a large redevelopment of Society buildings on Powell Street, Cecelia House opened in 1986, extending the continuum of care for people with mental health issues. Low-cost supported housing for older adults and seniors came with the opening of the Cordova House program in 1997, followed by Somerville Place, an initiative that added affordable housing for low-income residents of the Downtown Eastside.

The Society continued its financial administration operations, offering sometimes daily support to hundreds of low-income Downtown Eastside residents. 1998 saw the addition of the Adult Guardianship service, which administers the incomes of people, mostly low-income seniors, who are vulnerable to financial abuse or who are no longer able to care for their own finances.

caring for the terminally ill

St. James opened Western Canada's first free-standing hospice for terminally ill patients in 1990 in response to the rise of AIDS. May's Place was and still is a six-bed hospice that opened in the renovated building in the 300 block of Powell Street. A second hospice, with ten beds, St. James Cottage Hospice opened in 1999 overlooking Burrard Inlet. The renovation of Cottage Hospice was made possible by the success of the Society's first public capital campaign, generously supported by, amongst others, actress Elizabeth Taylor.

May's legacy

Through the years, May was recognized by various levels of government and social service agencies as a leader and agent of positive change for Vancouver's most vulnerable. She received the prestigious YWCA Woman of Distinction Award in 1980 and 1990, was given the Order of Canada in 1981. She retired in 1990 and passed away in 2002. Her true legacy, and our continued inspiration, was her compassion, generosity and determination.

St. James now and into the future

While St. James Community Service Society today continues its vital work independent of St. James Anglican Church, we still deliver services that enable people with complex needs to live their lives as fully as possible and on their own terms. Our work is based on professional practices and standards, with the range and flexibility to address individual needs.

In the last few years, the Society has responded to the increasingly complex social environment by working more closely with other organizations, gradually narrowing the focus of our service portfolio to where we can make the greatest impact.

The innovation continues today with several new developments in the pipeline (see page 12). Throughout our journey, we have retained the essence and spirit of our founder's vision as we continue to work to transform communities for the future. For 50 years, with your help, we have been making a difference in the lives of people in Vancouver's Downtown Eastside, throughout the city, and across the Lower Mainland, and we will continue to do so as long as there is need.



our community

making sure ends meet

Managing personal finances is not easy for many of us. For those struggling with dementia, mental illness or addictions, it can be an impossible task. St. James Adult Guardianship (AG) is a unique program to help vulnerable people manage their money. Qualified staff members create budgets, pay bills and dispense cash to eliminate the worry of money management and protect clients from financial abuse.

With your help, we have been able to support 575 people this year. AG enables clients—mostly very low-income seniors—to continue to live as independently as possible. Four out of 10 people we work with have been certified incapable of managing their finances and have been referred to us by other health or social care professionals. We work to maintain stability in clients’ lives by paying their rent and bills on time, and keeping them out of debt and in their own homes. We make sure people have enough money day to day so that they do not need to use food banks or meal programs, and even maintain some savings for long-term needs.

There are nearly 600,000 seniors in Metro Vancouver, a number expected to double in the next 20 years. One in 12 is estimated to suffer abuse or neglect. The need for this program will increase steadily as our population ages. Thanks to you, we will be able to meet the challenge.

Adult Guardianship touches lives

“It is clear to me what you did for my mother—everything! You took guardianship, which made it so much easier on me and Mom. You managed her money so she didn’t want for anything. You paid all her bills; you did everything, including dropping by for the visits she loved so much. You were her friend, her only friend in Vancouver. Without you, Mom wouldn’t have lasted as long as she did. You were my long distance partner that I could talk to and get to the root of any problems that came up. Thank you.”

*Laurie, * daughter of AG client*

*Name and details have been changed to protect privacy.

Adult Guardianship statistics

Number of clients	575
Geographical area	Greater Vancouver
Average age of clients	71

“The St. James Adult Guardianship program has been very beneficial to me and my son’s mother by managing the way in which his finances are administered. The program allows you to take charge of how his income is spent. As parents, we did not have this authority because of his adult age but his disability made it impossible for him to manage his own finances in a responsible manner.

“I am very grateful to your organization for the work that you are doing to help my son and other individuals in the same situation. I have chosen to leave a bequest to the St. James Adult Guardianship program to allow you to continue this good work.”

*John, * father of AG client*



staying safe on the streets

Many women in the Downtown Eastside and across Vancouver have to make the difficult decision between sleeping rough on the streets, and staying in inadequate or makeshift circumstances. These choices may come with the risk of violence, intimidation or abuse. It's a choice no one should face, especially for women with children. Every night at St. James, we shelter women who have nowhere else to go.

Powell Place is critically important for some of the most marginalized and vulnerable women in the Downtown Eastside. With space for 52 residents in single or double rooms, we support women in an open, respectful and non-judgmental way.

St. Elizabeth's, our family shelter for women and their children in the Mount Pleasant neighbourhood, has individual family rooms for 32 women and children as well as ten units of transitional housing (rental apartments available for up to two years). We offer a safe and child-friendly environment for families while they address housing and other barriers they face to remaining together.

Both shelters are open 24/7, and women can stay for extended periods, not just one night. When women and families stay with us, our case managers work with them to find permanent, safe housing. Last year, more than 500 women and children used the shelters, and nearly 50 percent were assisted to find stable, permanent housing or enter treatment programs. That's 245 women and children who are no longer homeless.

In the last year, much media and political attention has been focused on the dangers faced by women who are homeless. Our shelters are frequently lifesavers in the immediate term as well as part of the longer-term solution to homelessness.

St. James emergency housing for women and children

Number of clients served	532
Annual occupancy rate	98 percent
Housing / treatment program placements	245

St. James transitional housing for women and children

Number of families housed	20
Proportion of exiting families moving to permanent housing	85 percent

Susan's story

Susan* came to Powell Place's temporary shelter when her boyfriend disappeared, leaving her with an apartment she couldn't afford on her own. Originally from a small town in the interior of BC, Susan found her way to the Downtown Eastside where she slipped back into the addictions she had previously fought, living on the street. A community support worker helped her find Powell Place, which she now says saved her life.

Powell Place staff listen when she wants to talk, she says, and she can come and go without a curfew. "They don't judge me here," she says. Little things like access to good food when she's hungry and being able to have a hot shower whenever she wants make Powell Place a comfortable place to be.

Susan's next goal is to work with staff to find permanent housing where her teenage son can join her to live. "Being able to get him back again means so much to me," she says. "I want to be a family again."

*Name and details have been changed to protect privacy.

a place to call home

Accessible and affordable housing for all is one of the cornerstones of a healthy community, yet the shortage of both in Vancouver is severe. Responding to this crisis requires many different approaches, especially for those who face multiple barriers to stable housing.

As part of this community effort, St. James continues to provide permanent housing for 183 people living with chronic mental health and/or addictions concerns, at risk of homelessness, and on fixed or low incomes. Not only do we provide a roof over someone's head, but we also offer the possibility of a home for as long as they want it. Some move between facilities as their needs change and others stay with us throughout their lives.

We encourage people to live as fully and independently as possible. We provide a range of housing options to meet various support and care needs. Whatever their level of ability, we nurture people's strengths, sense of self-worth and empowerment, and sense of meaning in the context of supportive relationships in a safe and stable environment.

- Victory House – 24-hour care for residents with chronic mental health concerns, including medical and mental health support, an activity program, and meals.
- Santiago Lodge, Santiago Extension and Cecelia House – Support for residents with mental health concerns who are able to live independently and who may benefit from medication administration and some structured activities.
- Cordova House – Supportive housing and meals for adults over 45 years of age who may have mental health and addictions concerns who can live semi-independently with supports from the community.
- Somerville House – Independent suites for residents on fixed or low incomes who are at risk of homelessness.

into the future

St. James recognizes the need for more stable housing for people on low incomes not just in the Downtown Eastside but throughout Vancouver's entire downtown area. To address this issue, we are slated to provide support services for residents in a housing development due to begin construction in 2012. The Circle is an 89-unit building for seniors that will be built by our partners, the 127 Society for Housing.



Michael's story

Michael* lives in a St. James residence. After tragically losing his family, Michael began a downward spiral that had him living rough in local parks and addicted to crack cocaine. His addiction was compounded by serious health issues that were left untreated until he found his way to St. James five years ago.

"The way they treat me here, I'm just getting stronger and stronger all the time, both mentally and physically. St. James saved my life. I'm off the rock now," he says.

"Here, people treat me well. All the staff, they look out for us. I feel safe and this is my home now. I love every one of them. They treat me with respect and I treat them with respect."

*Name and details have been changed to protect privacy.

*Geraldine Kennedy with
grandsons Elliot and Brennan*



living each day to the full

St. James is a pioneer of hospice care in BC. Twenty years ago, May's Place Hospice opened in the Downtown Eastside as the first free-standing residential hospice for terminally ill adults in the province.

May's Place has six beds and serves the most vulnerable in our community, including many living in the Downtown Eastside in poverty and isolation, and individuals struggling with chronic mental illness and/or addictions as well as terminal illness. May's Place is an oasis in the bustle of the Downtown Eastside, and patients find safety and comfort in the restful, supportive atmosphere with its open fire and library area.

Cottage Hospice in Burrard View Park in East Vancouver has ten beds and serves people from right across Vancouver. It's a peaceful and beautiful place with views of the North Shore Mountains and gardens filled with flowers.

Our staff team affirms life and sees dying as a normal process. It neither hastens nor postpones death but cares for the whole person—physically, mentally, spiritually and socially. The hospices are as home-like as possible and support both patients and their families so that they can enjoy their final days and live each day to the full.

Our nurses, physicians, social worker and other staff seek to understand what is important to people in their final days: some wish to reconnect with old friends or family, some need to get their affairs in order, while most just want to be as comfortable and pain-free as possible.

Our hospices are very special places and are an essential part of our community. A special thank you to all the volunteers and donors who help us keep this program running.

Last year, 148 patients stayed at our hospices.

The average length of stay at our hospices is 30-60 days.

Geraldine's story

My long-time partner Norma was a courageous, strong woman. When she was diagnosed with cancer, we went through the usual shock and eventual acceptance of the diagnosis. Her life was extended with chemotherapy but when she weakened considerably and needed end-of-life care, we chose Cottage Hospice. Norma wanted to look at the outdoors, to be surrounded by green and growing things, and we both wanted to spend that last precious time in a relaxed and supported atmosphere.

Most of all, Norma wanted to know that her illness was not taking a toll on me and her family. I had been looking after her myself at home but I was getting tired.

Cottage gave us the experience of the flow of unconditional love. All the simple things were looked after for us—wonderful comfort food, eating together in the dining room, a warm and congenial space, beautiful surroundings within the garden and the park, and staff that looked after our every need. There were so many elements of our stay at Cottage that gave us peace.

At the end, Norma died suddenly. Many, many of our friends and family came to Cottage to be with us. I will always be grateful for the way that Cottage staff welcomed all of us and allowed us to move through those last days with such respect and thoughtfulness.

Cottage was perfect for us. Ten beds means individualized care. We always felt honoured, not lost in a system. If there is a theme to the care given at Cottage, it is respect for the individual and their family.

"For me, the hospice was a blessing. I think I would have struggled with anxiety and agitation without the hospice and instead I was able to be present, engaged and full of love, even while I felt such grief. The staff were so supportive, attentive and kind to Norma and our family. Their care allowed us to be with Norma, to relinquish any other task than that of sitting with our cousin, our dear dear friend and letting her know that we were there and that she was loved. I feel profoundly grateful for the support and guidance we were given by the hospice staff."

Geraldine Kennedy

our progress

strategic goals 2010–2013

St. James has made significant strides over the last year in meeting its strategic goals. We continue to strengthen the quality and sustainability of our operations and are moving forward on key service development projects. We are confident that in today's social, fiscal and political environment, our success lies in our ability to juggle all these elements.

service development

We are tremendously excited that after three long years of planning, construction on the 89-unit Expo Boulevard supported housing project should begin in early 2012. With our partners, the 127 Society for Housing, we've re-worked and refined the design of the building to meet all the challenges of a unique and high-profile urban development site. The final six-storey wood-frame building that will house older adults and seniors at risk of homelessness will be a wonderful asset to the Yaletown/False Creek community.



We are much closer to an announcement regarding the renovation of the Powell Place women's shelter, which will create a permanent home for this critical program. This renovation will double the capacity of the permanent Powell Place shelter, for a total of 52 beds. Extraordinary challenges and threats that face homeless women in Downtown Eastside have been repeatedly referred to recently in both the

political and media arenas, and this expansion of one of the most respected emergency shelter services in the community will be a huge step in addressing the issue. We hope to start construction in 2012.

Looking ahead, we are formulating a development process to find a new Downtown Eastside home for May's Place Hospice. The unit requires a purpose-designed facility that can also offer respite and daycare services, as well as access to other local community health programs in order to offer the best in palliative care for vulnerable patients in the local community and for those with mental illness and/or addictions.

quality improvement and organizational sustainability

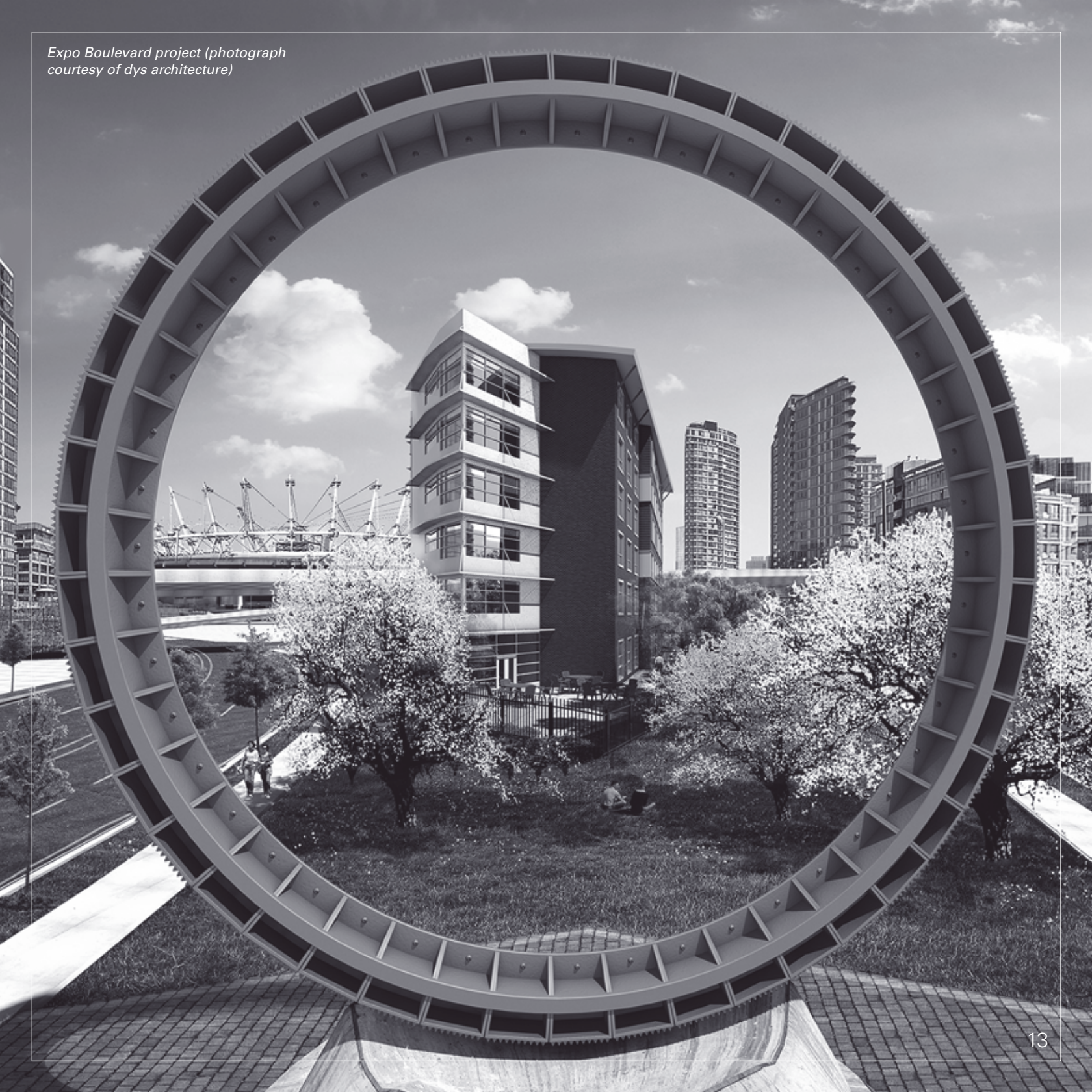
A major goal for St. James is to achieve externally assessed standards accreditation by 2013. This quality benchmark of care and organizational best practices is an achievement that will help cement our 50-year reputation and standing as a leading community agency. It will also be the culmination of many individual projects and initiatives currently underway to improve care and strengthen leadership across the organization.

Over the last year, we also worked hard to further enhance the long-term sustainability of the organization. We carefully managed our financial resources while continuing to invest in our capital assets, staff and long-term operational capabilities (see the financial report on page 14–15).

moving forward

We have a clear and bold vision for St. James's future as we celebrate our half centenary, thanks to our board and senior leadership team, staff, volunteers, and external partners. It's a vision that builds on history, with contemporary priorities and realities added to the mix. New and improved services, enhanced organizational performance, and the long-term stewardship of assets is the formula for success that will help us achieve our goals.

*Expo Boulevard project (photograph
courtesy of dys architecture)*

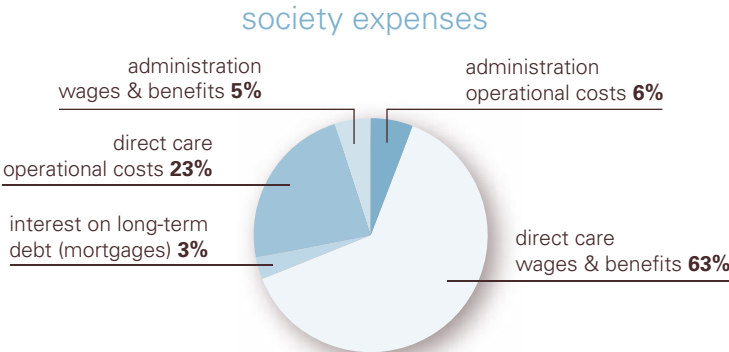
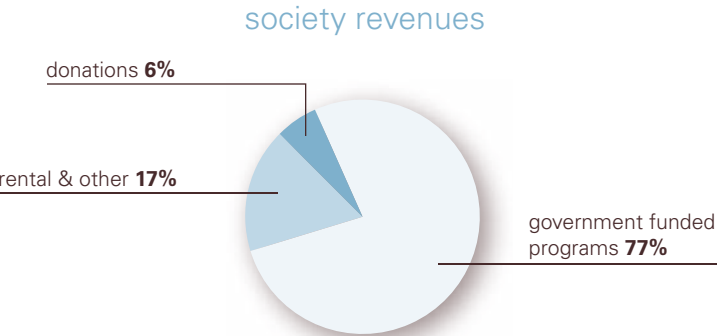


our numbers | financial report

summarized consolidated statement of revenue and expenses¹

Year ending March 31, 2011

	2011	2010 ²
Revenue		
Government-funded programs	\$ 9,705,199	\$ 11,267,904
Rental and other	2,185,502	2,081,163
Donations	811,936 ³	520,823
Total revenue	12,702,637	13,869,890
Direct care expenses		
Wages and benefits	8,251,718	9,442,219
Interest on long-term debt	247,714	251,614
Operational costs	2,838,232	2,600,643
Total direct care expenses	11,337,664	12,294,476
Administration		
Wages and benefits	877,463	853,575
Operational costs	539,291	665,095
Total administration expenses	1,416,754	1,518,670
Total expenses	12,754,418	13,813,146
(Deficit) excess of revenue over expenses		
before gain on sale of property and equipment	(51,781)	56,744
Gain on sale of property and equipment	2,701	370,613
Excess (deficiency) of revenue over expenses for the year	(49,080)	427,357



Notes

- 1 Management’s criteria for preparation of the summary financial statements were to provide condensed financial results in the Society’s published annual report.
- 2 2010 figures are restated to reflect the deferral of significant operating surpluses from BC Housing Management Commission.
- 3 The total amount of donations received during the year was \$926,005, of which \$50,000 is a deferred contribution, \$36,169 is a deferred capital contribution and \$27,900 is an endowment contribution.

Society Expenses

The Society’s administration and management expenses (including fundraising costs) were 11.2% of total revenue during the last year (10.8% in the prior year), within reasonable standards for social and healthcare charities. We face far greater demands for our services than we can meet, so it is important that we continue to carefully monitor all our costs. A full copy of our audited financial statements is available from our Finance Manager, Sylvia Katz, at (604) 606 0305.

summarized consolidated balance sheet

March 31

	2011	2010
Assets		
Current	\$ 2,868,214	\$ 2,603,413
Property and equipment	14,707,147	15,308,804
Other	68,563	457,104
	17,643,924	18,369,321
Liabilities		
Current	\$3,757,220	\$3,150,906
Long-term debt	7,298,510	8,234,128
Other	4,900,099	5,268,345
	15,955,829	16,653,379
Net assets		
Invested in property and equipment	1,621,122	1,599,371
Other	66,973	116,571
	1,688,095	1,715,942
	17,643,924	18,369,321

summarized consolidated statement of cash flows

Year ending March 31, 2011

	2011	2010
Operating activities	\$ (153,051)	\$ 374,804
Investing activities	(257,603)	(27,656)
Financing activities	309,778	(39,735)
Change in cash for the year	100,876	307,413

Report of the Independent Auditor on the Summery Financial Statements

The accompanying summary financial statements, which comprise the summary balance sheet as at March 31, 2011, and the summary statements of revenue and expenses, and cash flows for the year then ended, and related notes, are derived from the audited financial statements of St. James Community Service Society for the year ended March 31, 2011. We expressed a qualified audit opinion on those financial statements in our report dated June 28, 2011.

The summary financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Reading the summary

financial statements, therefore, is not a substitute for reading the audited financial statements of St. James Community Service Society.

Management’s Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of audited financial statements on the basis described in Note 1.

Auditor’s Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with the Canadian Auditing Standard (CAS) 810,

“Engagement to Report on Summary Financial Statements.”

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of St. James Community Service Society for the year ended March 31, 2011 are a fair summary of those financial statements, on the basis described in Note 1. However, the summary financial statements are potentially misstated to the equivalent extent as the audited financial statements of St. James Community Service Society for the year ended March 31, 2011.

The potential misstatement of the audited financial statements associated with our

inability to satisfy ourselves concerning the completeness of donation revenues is described in our qualified audit opinion in our report dated June 28, 2011. Our qualified audit opinion states that, except for the potential effects of the described matter, those financial statements present fairly, in all material respects, the financial position of St. James Community Service Society on March 31, 2011, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Deloitte & Touche LLP

Chartered Accountants
June 28, 2011



our thanks

Thanks so much to everyone who has donated their time, money and expertise to St. James over the last year. We couldn't do it without you!

volunteers

We rely on a team of dedicated volunteers, people who find time in their busy lives to give back to the community. Our volunteers help out in all sort of ways—by visiting people in our hospices, running homework clubs at our family shelter, by giving yoga classes or gardening. Thank you to everyone who so generously gives their time and energy to help.

donors

Thank you for entrusting us with your gift. Every single gift is precious and we acknowledge all of our supporters at the end of this report. Every dollar we spend improves the lives of those most vulnerable in our community, helping people live happier, healthier lives.

We'd like to give special thanks to the Ker and North families for establishing a \$50,000 matching fund to support our hospices in 2010. During the fall of 2010, every dollar that you donated to our hospice program was matched with a dollar from the fund and, together, we raised more than \$100,000.

endowments

The Society has endowment funds established by the Ker and Gutteridge families worth more than \$200,000 at March 31, 2011. If you are interested in adding to these legacies in supporting the work of the Society, please contact us.

leave a legacy

Remembering St. James Community Service Society in your will ensures that we can continue our vital work into the future. We are thankful for the bequests left by several estates over the last year.

funders

We would like to thank our key funders and partners:

- The British Columbia Housing Management Commission (BC Housing)
- Vancouver Coastal Health
- Ministry of Social Development - Province of British Columbia
- City of Vancouver
- Streethome Foundation



BC Housing



Ministry of
Social Development



"I had been looking for a cause to support that was close to my heart, and is complementary to my own beliefs and values. And then I discovered St. Elizabeth emergency shelter and housing program. The more I learned about this remarkable place, the more I wanted to become involved. I'm committed to doing what I can to help. It's great to be able to volunteer with my daughter Noelle—to spend time together benefitting our community."

Michele Collins, volunteer, local business owner and mother

our supporters

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our leadership

message from the president and the executive director

Fifty years is a significant period of time by almost any measure: the majority of many lives, half a century. It is also the span of time that St. James has been caring for vulnerable people in Vancouver. Ours is an organization with a rich history and legacy in our community.

St. James serves the most at-risk individuals in our community: those who are homeless and terminally ill, and those who are disenfranchised by mental illness, poverty, addictions and the complications of aging. Many of our clients live with multiple challenges. We help those who need help the most. Over the last year, St. James served more than 1,500 clients.

St. James is sustained by the generosity of the greater community, by people who recognize that society must take care of its most vulnerable members, and that the impact of public funding and private giving depends on knowledgeable and effective service providers. St. James partners closely with government and we bring an expertise that is valued and unique, one that could not have developed over the last 50 years without the generosity of our corporate and individual donors. We thank all those whose generous support sustains us.

Our key partners allow us to do what we do: the Province of BC, though BC Housing, provides funding for housing, while the City of Vancouver contributes a number of subsidized land leases for our facilities and residences. Vancouver Coastal Health supports the delivery of health services to clients, and the Streetohome Foundation is a new partner in the exciting Expo Boulevard housing project. We see these relationships growing in the future as government and community groups collaborate to comprehensively address some of the most pressing social issues of our time. A synergy happens when resources are pooled for greater collective impact on the issues we all face. We thank our partners for their support of the St. James mission.

St. James is comprised of individuals who care about and work hard for the mission: staff, volunteers and board members. Together, we help sustain a simple vision through many victories,

small and large, and through times of challenge and scarcity, making a difference through personal contributions over the years. For this, we are eternally grateful.

Fifty years ago, May Gutteridge and other founders of our society had a simple but powerful vision of strengthening the whole community by making life better for the most vulnerable within it. May's powerful personality and leadership galvanized people and brought them on board St. James to work toward a common mission.

Much has changed since 1961. The City of Vancouver, itself celebrating an anniversary this year, has undergone continuous, rapid development, and St. James has changed along with it. Today, Vancouver is a world-class city with a reputation of being one of the most liveable cities in the world. St. James is working toward making that reputation true for everyone, including the most vulnerable. We commit to continuing our work of the last 50 years into the future, to support those in our community who need support, toward a better future for all.



Marleen Morris
President



Jonathan Oldman
Executive Director

a lasting commitment to community



St. James’s Cottage Hospice would likely not exist if it weren’t for Sid Katz. While he’s only been a board member since August 2010, he has a history with the Society that dates back to the late 1990s as a leader, along with his wife Tyleen, of the capital fundraising campaign for the construction of Cottage.

“I always joke that I’ve never been invited for dinner again,” Sid laughs, adding that it was a huge job of knocking on doors to raise \$5 million but that it was a labour of love. “It really was a grassroots type of thing,” he says. “We were building a dream.”

While most of the funds came from approaching large corporate donors like CN and Canadian Pacific, a strong team of volunteers rallied around fundraising events like a penny drive that had volunteers, staff and even clients rolling thousands of dollars worth of pennies. “We’d take a wheelbarrow of pennies to the bank,” he recalls.

As a board member, Sid wants to help bring more volunteering back to St. James and reach out to help people who live in the area. “I really believe that this area that we know as the Downtown Eastside is a strong community,” says Sid. “I’d like to do what I can with my skills and knowledge to try to help out.”

In his professional career, Sid has had a long career as a UBC professor and research scientist and has led organizations such as Science World and the UBC’s Chan Centre for the Performing Arts.

our board (at March 31, 2011)

Marleen Morris President	Judy Huber Director
Franco Ferrari Vice President	Sid Katz Director
Calvin Tompkins Treasurer	Scott Kerwin Director
David MacInnes Secretary	Dario Nonis Director
Mary Brown Director	Michelle Patterson Director

Thank you also to those directors whose terms ended during the last year.

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Lesley Anderson Director of Development
Paulette Goddard Director of Human Resources
Elaine Leipe Director of Hospice Services
Nick Phillips Director of Housing, Operations & Standards
Trudi Shymka Director of Women’s & Children’s Services



St. James
Community Service Society

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www.sjcscs.com

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(www.samanthajwalker.com)
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for mural photography.

Douglas Welbanks's book
*From Lost to Found - The
May Gutteridge Story*, for
historical information.