





Beginning a new chapter

This past year has been very rewarding for St. James Community Service Society. After turning the final page on the celebration of our 50th anniversary, we moved on to new projects that continue our commitment to work for positive change for people in the Downtown Eastside and beyond.

Earlier this year, St. James launched a campaign to expand the Powell Place Women's Shelter. To date, we have received funding from BC Housing, the City of Vancouver, and a number of private donors, and we need your help to reach our target of \$4.3 million.

We are proud to say that we have operated a women-only shelter for more than 40 years, and continue to be innovators and leaders in this field. Our record of successful placement to permanent housing is one of the highest in BC. With your help, we will be able to help 300 women a year. Every year.

In November, St. James was selected by BC Housing to redevelop and operate a housing development in the former DTES Remand Centre. This innovative project will create 95 units of affordable and subsidized rental housing, with 37 units targeted to Aboriginal youth who are working and learning a construction trade through the BladeRunners employment program. Not only will this project deliver much-needed housing, but it will also contribute to the economic diversification of the surrounding neighbourhood.

We have also launched the Family Fund, a new approach that invites the community to support our two hospices, Cottage Hospice and May's Place. St. James was the first to open a free-standing hospice in the province in 1990. Since that time, we have helped more than 3,000 people and their families through the end-stages of life.

The year ahead promises to be a dynamic one! With our renovation projects underway as well the long-awaited start to construction of the Expo Boulevard supported housing project, our ability to make a lasting impact will orow.

All of this work is possible because of the outstanding contributions from the St. James community, including our staff, volunteers, and board of directors. Their commitment to St. James puts our values into action and builds our capacity for the future.

We are also grateful for the contributions we have received from our funders and community supporters. Your support of our work and confidence in our organization will enable us to continue our work transforming lives and communities for the better.

With thanks and best wishes,

Marleen Morris, President Jonathan Oldman, Executive Director



Building our impact through expertise and experience

This year we are pleased to welcome five new members to our board of directors. Each of them brings invaluable knowledge and depth of experience in their respective fields.

Jacquie Forbes Roberts has served the City of Vancouver as General Manger of Community Services, Co-Director of Planning and as the Heritage Planner. She is currently a member of the Board of the Building Community Society of Greater Vancouver.

Scott McRae is a veteran journalist, former Vancouver Sun Editor, Director of Communications at the City of Vancouver, and Director of Public Relations at UBC. Scott was appointed by the Board in December 2011 and is standing for election by Society members in September 2012.

Nitya Iyer is a partner with Lovett + Westmacott Lawyers. She specializes in the fields of administrative and constitutional law, with a special focus on human rights and pay equity.

Carol Matusicky was Executive Director of BC Council for the Family for 25 years where she worked tirelessly for prevention, promotion, and early support.

Wayne Henderson, currently a Senior Advisor with PriceWaterhouseCoopers and Principal with Henderson Capital Group, has a long history in the Vancouver business community. Wayne was appointed by the Board in June 2012 and is standing for election by Society members in September 2012.

Our Board (as at March 31, 2012)

Marleen Morris

President

Franco Ferrari

Vice-President

Calvin Tompkins

Treasurer

Dario Nonis

Secretary

Jacquie Forbes-Roberts

Director

Nitya Iyer

Director

Sid Katz

Director

Scott Macrae

Director

Carol Matusicky

Director

Michelle Patterson

Director

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







Most of us can only imagine what it must be like to be homeless, to have to sleep on the street. The scenario is frightening in our imaginations and for those women who live this reality, it's even worse.

We have been providing a safe place for women from the street and abusive relationships for more than forty years, giving them hope and a path forward.

We are excited to expand our permanent Powell Place location where we will be able to help twice as many women.

The expanded Powell Place, slated to begin renovations in spring 2013, will have 52 beds available to vulnerable women – 24 hours a day, seven days a week. The facility will have a medical room, a workshop and group space, enclosed outdoor space, recreation areas, a commercial kitchen and eating areas. Generous donors are now coming forward to help reach the project goal which has an estimated price tag of \$4.3 million.

St. Elizabeth's shelter continues to help both women and their children, giving them a place to stay, regroup and plan for the future. The staff at Powell Place and St Elizabeth's works hard to find women a home. Our work would not be possible without your support.



One community helping another

People at St. Mary's Kerrisdale Anglican Church can't remember when the parish began its relationship with us, but know that it dates back to the Society's beginning in the early 1960s when it was founded by the spirited and determined May Gutteridge.

The relationship has continued and St. Mary's centennial celebration this year dovetailed nicely with the launch of the Expand Powell Place campaign.

"We wanted to do an anniversary campaign that helped the church and helped the community," comments St. Mary's Glen Mitchell. The parish launched Sacred Spaces Here and a quarter of all funds raised will go to the new commercial kitchen at Powell Place.

"I think there's a really warm feeling towards St. James at St. Mary's," says church volunteer Mary Reitsma. "The Downtown Eastside is what we want to support. It just resonates with us."

"I think there's a genuine belief that we are called to do whatever we can, whether you see it from a Christian point of view or a humanistic point of view. We need to help one another."

Empowering mothers at St. Elizabeth's

A change in life's circumstances can happen like a shift in wind direction, says Kathleen Negraeff, chair of the women's philanthropy group mCentred, which has chosen to donate all its membership fees to St. Elizabeth's this year. "It's nice to think if we were in those circumstances, someone would be there to help us."

Empathy is at the heart of this group of 20 professional women – all mothers – who meet monthly to share in each others' stories, learn about their community and give back to causes that focus on women and children

Funds given by mCentred go to buying transit tickets for the women to attend appointments and look for permanent accommodation, as well as healing opportunities like community kitchen events, laughter yoga and art classes.

"It feels really good to empower women," Kathleen said of the Vancouver group's choice to support St. E's in 2012. "Our donations have enabled St. Elizabeth's to hold special events and go on outings, things that help them feel good about themselves. It gives them hope for their future and their children's future."





Giving dignity at end of life

May's Place and Cottage Hospice are places where patients live out the end of their lives in the peace and comfort of a home-like environment. Our staff supports patients in all their needs so they can enjoy their final days together with friends and family. Last year, our hospices served 130 families.

Our work could not be done without our community of contributors. A special thank you goes to our Family Fund donors. Without their generosity, we would be unable to continue operating our hospices.

Every year, we need to raise over \$300,000. To help address this need, we held our first annual Hike for Hospice in 2012, bringing supporters together to raise money and remember loved ones. On May 6, 2012, nearly 150 people turned out to the scenic grounds of Cottage Hospice in the sunshine for the event that surpassed its fundraising goal.

"When I think of St. James hospices, I think of home for people, where they can fully live. They are not just where people go to die but places where people's daily lives are enhanced. Not the length of time, but the actual experience day by day, in all those elements: psychological, emotional, physical, and spiritual. It is home with all its components: relationships, comfort, food, an understanding of who we are."

Dr. Sue Burgess, doctor with Vancouver Coastal Health and attending physician at Cottage and May's Place Hospices, who treats many terminally ill patients on the Downtown Eastside



Hospice creates family for those who need it most

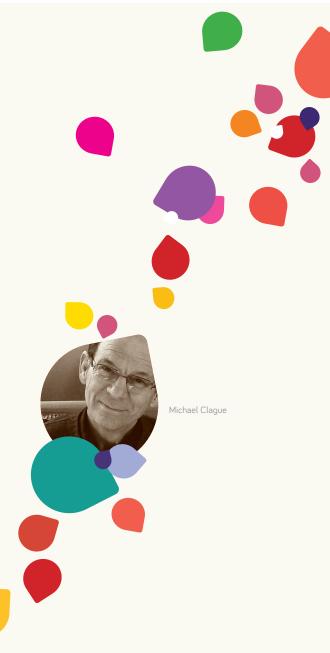
While Michael Clague has been a long-time advocate for people living on Vancouver's Downtown Eastside, his personal experience at Cottage Hospice made him even more resolute in his belief that everyone has the same needs at the end of life

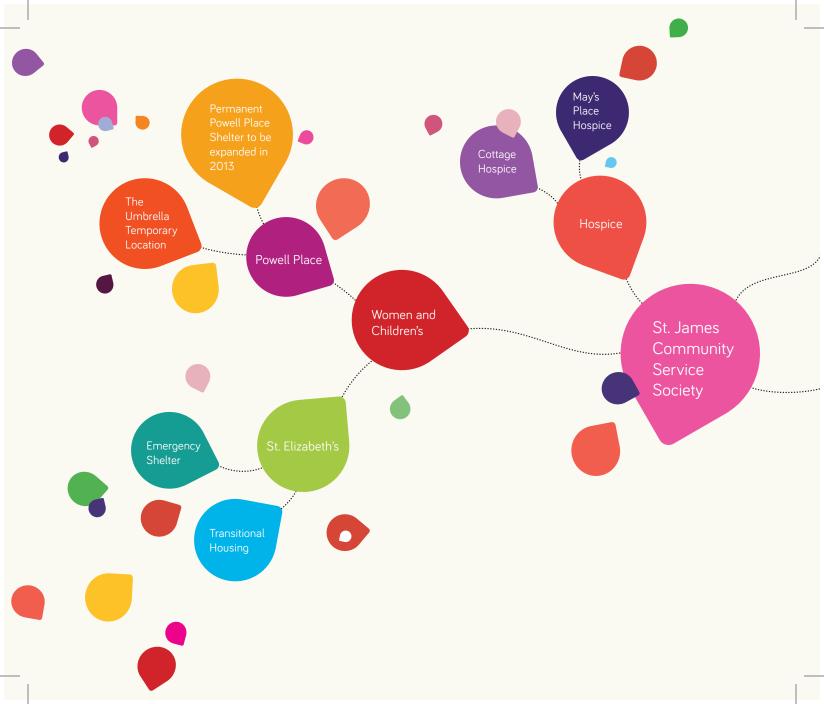
Calling hospice 'a great leveler,' he said everyone at Cottage Hospice, including his wife Barbara, was on the same journey.

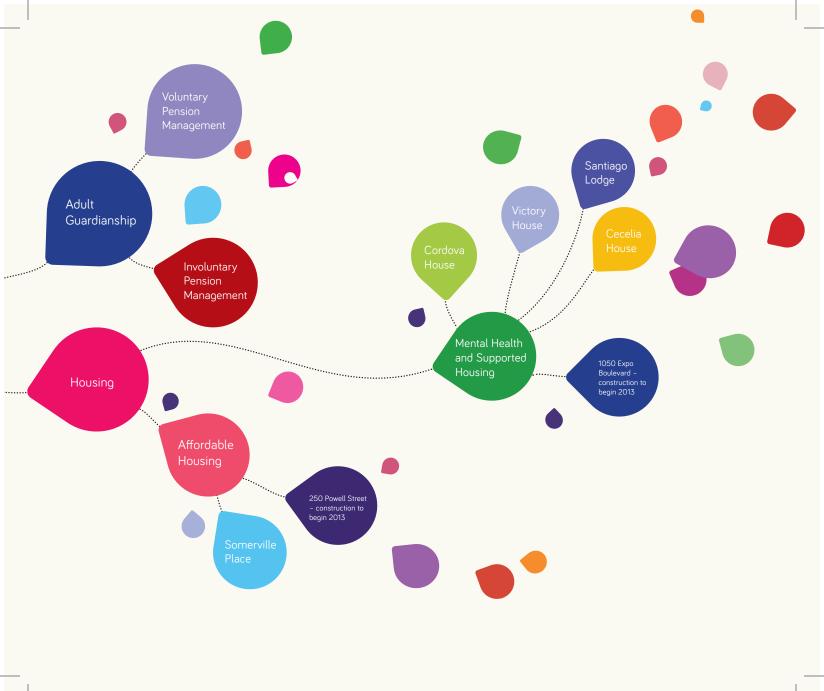
"The environment created a healthy mutual respect amongst the residents of the Cottage Hospice. There weren't conscious lines about which part of Vancouver you come from. We were all going through the same journey."

Michael, a member of the Order of Canada for his social policy and adult education work, is a strong supporter of palliative care on the Downtown Eastside where May's Place provides respectful low-barrier care.

"Too often people on the Downtown Eastside don't have the same support from family and friends that other people have," he said. "What the hospice does is create family."











Housing that makes a caring 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, we continue to provide permanent housing for 188 people at five different locations with another 184 units under development. Our residents live with chronic mental health and/or addictions concerns, are at risk of homelessness, or are on fixed or low incomes.

"I am more at home in this place than anywhere I've ever lived. The other residents and the staff are like my family. They keep me safe and keep me going."

Scott (not his real name), resident of Cordova House

We encourage people to live as fully and independently as possible. We provide a range of housing options to meet various needs, supporting people toward successful tenancy. Whatever their level of ability, we nurture people's strengths, sense of self-worth, and sense of meaning in a safe and stable environment.

The City of Vancouver reports that the majority of homeless people live with mental health and addictions issues.

More supported housing like ours is needed.



Expanding services for growing number of seniors

Our Adult Guardianship program is a gem of a service for vulnerable, low-income seniors who are unable to manage their finances due to physical and/or mental constraints. The fee-based program ensures clients' rents and bills are paid on time and their future needs are considered and livelihoods protected.

This year we expanded the program thanks to a United Way grant. This one-time grant will enable the current caseload of 550 to grow by an expected 25 percent in the coming year.

We are the only organization in British Columbia (apart from the Public Guardian and Trustee of BC) that provides a service like this, and as our capacity increases, we will be able to meet the needs of a growing aging population within Vancouver, Burnaby, New Westminster and Surrey.

The Metro Vancouver United Way Seniors Vulnerability Report tells us that 8.5% of those counted in the 2011 Metro Vancouver Homeless Count were aged 55+, up from 4.9% in 2002.



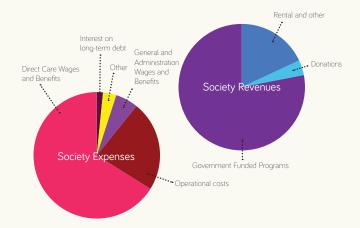


Summarized Statement of Revenue and Expenses

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Revenue	2012	2011
Government Funded Programs	\$9,506,642	\$9,705,199
Rental and Other	\$2,238,224	\$2,223,597
Donations	\$422,131	\$811,936
Total Revenue	\$12,166,997	\$12,740,732
Direct Care Expenses	2012	2011
Wages and Benefits	\$8,074,253	\$8,116,062
Interest on Long Term Debt	\$229,174	\$247,714
Operational Costs	\$2,762,017	\$2,728,143
Total Direct Care Expenses	\$11,065,444	\$11,091,919
General and Administration	2012	2011
Wages and Benefits	\$690,542	\$1,013,119
Other	\$427,732	\$646,679
Total Administration Expenses	\$1,118,274	\$1,659,798
Total Expenses	\$12,183,718	\$12,751,717
Deficiency of revenue over expenses	\$(16,721)	\$(10,985)

NOTES

- 1. Data for this financial report has been compiled from our audited financial statements. However, this financial report in itself has not been audited. A full copy of our audited financial statements is available from our Finance Manager, Sylvia Katz, at 604-606-0305.
- 2. Management's criteria for preparation of the summary finanacial statements were to provide condensed financial results in the Society published annual report.
- 3. The total amount of donations received during the year was \$491,881 (2011 -\$926,005), of which nil (2011 - \$50,000) is included in deferred contributions, \$69,750 (2011 - \$36,169) is included in deferred capital contributions and nil (2011 - \$27,900) was recognized directly in the Endowment Fund.
- 4. On April 1, 2011, the Society adopted Canadian accounting standards for not-forprofit organizations ("Accounting Standard for NPOs"). These are the first financial statements prepared in accordance with Accounting Standards for NPOs.



Financial Report Year Ending March 31, 2012

Summarized Statement of Financial Position

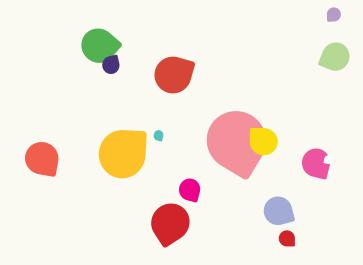
Assets	2012	2011
Current	\$3,610,868	\$2,868,214
Capital assets	\$13,920,410	\$14,707,147
Other	\$69,038	\$68,563
	\$17,600,316	\$17,643,924

Liabilities	2012	2011
Current	\$4,006,482	\$3,714,219
Long-term debt	\$5,686,803	\$5,704,183
Other	\$5,893,570	\$6,195,338
Total	\$15,586,855	\$15,613,740

Net assets	2012	2011
Invested in capital assets	\$1,756,512	\$1,966,320
Other	\$256,951	\$63,864
Total	\$2,013,463	\$2,030,184
	\$17,600,316	\$17,643,924

Summarized Statement of Cash Flows

	2012	2011
Operating activities	\$972,495	\$361,610
Investing activities	(\$174,478)	(\$257,603)
Financing activities	(\$159,091)	(\$204,883)
Change in cash for the year	\$638,926	(\$100,876)





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!



The Family Fund

Supporting Cottage and May's Place Hospices

Your contribution to the Family Fund enables us to keep our vital hospice programs running. We serve people from all walks of life, enabling those who are most vulnerable to access compassionate and respectful end-of-life care in their own community. Your gifts provide counselling, purchase supplies and equipment and maintain hospice facilities.

Every year, we raise more than \$300,000 to keep the hospices running. Our special thanks to contributors who make one or more total annual gifts:

Legacies & endowments

Special thanks go to the following people who all left gifts in their will to St. James Community Service Society. The Estates of:

- Ferdinand Durasz
- John Breen
- · Kenneth James Norman Long
- Martha Mackenzie Holmes

Their legacies will help us to continue our vital work into the future. Please consider leaving a gift to St. James Community Service Society in your will, or contribute to our endowment fund. Please call the Development Team on 604 606 0356.

Funders

We are thankful for the continuing contributions of our key funders and partners:

- BC Housing
- Vancouver Coastal Health
- City of Vancouver
- Ministry of Social Development -Province of BC
- Streetohome Foundation
- United Way

Family Fund Founders (\$50,000+)

Current Founders:

- Franco Ferrari & Devorah Kahn
- David & Lis Ker
- Rudy & Patricia North
- Margaret Hope and Carl Vanderspek

Family Fund Ambassadors (\$20,000 - \$50,000)

Current Ambassadors:

• Anonymous (1)

Family Fund Leaders (\$5,000 - \$20,000)

Current Leaders:

- · Flizabeth Crawford
- · Susan Siu Mui Wong



Family Fund Supporters (\$1,000 - \$5,000)

Current Supporters

- · William Bieber
- · Mary C. Brown
- Lloyd and Heather Craiq
- Directors Guild of Canada BC District Council
- · Astrid Drikitis & Peter Elms
- Estate of John Elvin
- · Anthony M. Friedson
- Home Depot Canada Foundation
- Martha M. Irwin
- Jewish Community Foundation of Greater Vancouver
- Sidney Katz
- Geraldine Kennedy
- Elin Jolly
- Joseph Lo & Josephine Lo
- Calvin Tompkins
- Ventana Construction Corporation



We give special thanks to the following supporters who have all given over \$200 in the last year to fund our work. Thank you!

Business & Community Organizations

Anonymous 625 Powell Street Foundation Andrew Mahon Foundation BC Housing Boogie Knights Softball Tournament Charity Event Borden Ladner Gervais LLP Burrard Iron Works Ltd. Canadian Women's Foundation CAW/TCA Canada Local 4275 Central 1 Credit Union CIBC Children's Foundation Coinamatic Canada Inc. Commonwealth Insurance Company DBA Stevens & Company Diocese of New Westminster ACW Directors Guild of Canada BC. Dunbar Heights United Church dysarchitecture Enviroware Projects Ltd. Ernst & Young

Greater Vancouver Community Services Society Home Depot Canada Foundation Horseshoe Press Hyphen Communications Intrawest ULC Investors Group Charitable Giving Program Jewish Community Foundation of Greater Vancouver KYI Partners Lemongrass Media Productions Lifelabs Marleen Morris & Associates Ltd. Neshitt Burns North Growth Foundation Panther Constructors Limited PM Ventures Ltd. Richards Buell Sutton Royal LePage Shelter Foundation Samantha Walker Photography Simon Fraser University St. James' Church St. James Women's Guild St. John's Shaughnessy Anglican St. Mary's Church (Kerrisdale) St. Philip's Anglican Church Timely Productions Inc. Tymac Launch Service Ltd. Vancouver Foundation Vancouver Fraser Port Authority Vancouver Pacific Lions Club Ventana Construction Corporation Walden Disposal Services Whittaker Charitable Trust Wilson Heights United Church

Glenhaven Memorial Chapel Ltd.

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Darnbrough, Faith Dattani. Kristin Davies, George Downes. Virginia Drikitis. Astrid Dryvynsyde, A. Duffy, Gerard Fahy, Sean Ferrari, Franco Flynn, Michael Forbes-Roberts, Jaqueline Frederiksen, Ivor Freybe, Juliette Friedson, Anthony Gailus Chris Gale. Karen Gasztonyi, Gabor Geiser, Margaret Geoghegan, Felicity Gidzinski Rose Goodwin. Peter Grant, Sheila Gray, Christopher Guralnick, Marla Sari Haaq, Dianne Hansen, Grant Harrison, Ronald Hennino, Barbara Hilver. Gail Huddart, Geoff Hutcheon, Jennifer Ingham, Michael Irwin. Martha Jeacocke, Pamela Johnston, Jennifer Jolly: Elin Jones, Gwynneth Ju Na. Woon Kardosh. Edward Kassam, Akber Katz, Sidney Kendon, Richard Kennedy. Geraldine Ker. David

Kustner Ruth

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With thanks to our key funders:



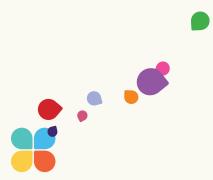












St. James Community Service Society

329 Powell Street Vancouver, BC, V6A 1G5 www.sjcss.com

604-606 0300

St. James Community Service Society is a charitable, non-profit organization. Our charitable tax number is BN108021544RR0001

Many thanks to Dominic Schaefer (Dominic Schaefer Photography www.dominicschaefer.com) for providing much of the photography for our Annual Report.