



2012/2013 Annual Report

1,600 lives made better this year. Thanks to you.

THANK YOU for Supporting Our Community





Ionathan Oldman

Marleen Morris

What an extraordinary year. With your help, we supported more individuals and families than ever – over 1,600 people in total – to overcome enormous challenges.

Our new name – The Bloom Group – reflects the enduring promise that we made over 50 years ago to foster a vibrant community by striving to provide services to all people in need, without conditions. This promise drives us to continually identify and deliver transformative and collaborative solutions for meeting our community's most pressing needs.

Together, we are ensuring that individuals have the social supports and care to live stable and healthy lives. We provide secure homes for women and women-led families in crisis, individuals with mental health challenges, and adults and seniors at risk of homelessness. We provide seniors who are no longer

able to manage their money with the peace of mind that their finances are being cared for, and hospice care so people can live their last days with dignity and in comfort.

The Bloom Group is a network of services with a shared goal. We are also continuously reaching outwards, seeking opportunities with government, business and community members to create integrated and leveraged solutions to some of our society's most complex challenges.

Community. Services. Together.

Thank you for your continued support,

Marleen Morris, Board President

Jonathan Oldman, Executive Director

Your Support in action in 2012







160 INDIVIDUALS AND THEIR LOVED ONES RECEIVED COMPASSIONATE END-OF-LIFE HOSPICE CARE AND SUPPORT.



OVER **840** LOW-INCOME SENIORS MAINTAINED THEIR HOMES AND INDEPENDENCE WITH THE SUPPORT OF EXPANDED ADULT GUARDIANSHIP SERVICES.





NEARLY **200** INDIVIDUALS HAVE STABLE HOMES WHO WOULD OTHERWISE BE AT RISOF HOMELESSNESS



Safe at Home

Housing

loe* moves his hand in a circular motion in front of his body when he is ready for a bath. Joe is Chinese and does not speak English. He is also living with chronic mental health challenges.

There are not many safe and stable housing options for loe.

At Victory House, Joe has a permanent and supportive home. He receives specialized care from a compassionate professional team that assists him in living a secure, stable and healthy life.

With your support, we provide Joe, and 177 others on fixed or low-incomes or at risk of homelessness with stable homes within our range of mental health, supportive and affordable housing. As residents grow older, we are seeking new ways to meet their changing needs so that they can live at home for as long as possible.

Women, Forward. Together.

Women and Children Services

Quicker than you can imagine, a life can be devastated by homelessness, abuse, mental illness, or addictions. Many, drained by the unceasing morning-to-night pursuit for warm cover or shelter from violence, are never able to break the cycle of poverty.

Yet, each day, women at Powell Place and Springhouse find the strength to choose a new path. They are rebuilding their lives on a course that starts with empowerment and grows into stability.

You are helping to end women's homelessness. With your support, over 300 women and 40 children have a safe home – secure women-only shelters and 2nd stage housing – where they retain their autonomy, regain their independence, and build the skills to move forward in life and attain permanent housing. All women, without conditions, are accepted at our low-barrier shelters.

This fall, your commitment to the power of possibilities is enabling us to break ground on expanding Powell Place, doubling our capacity to serve women in crisis in the Downtown Eastside. Thank you.

Almost 400 women & children used our shelters in 2012.



ON ANY GIVEN DAY IN CANADA MORE THAN 3000 WOMEN ARE LIVING IN EMERGENCY SHELTERS DUE TO DOMESTIC VIOLENCE.



OF ALL HOMELESS PEOPLE IN VANCOUVER, THE NUMBER OF WOMEN HAS INCREASED FROM 1 IN 4 IN 2005 TO 1 IN 3 IN 2011.







^{*} Resident's name changed for privacy.



Financially Stable Seniors

Adult Guardianship

Imagine living each day in fear that you will be homeless. You believe you paid your rent, but you're receiving eviction notices. You're confused, with no one to turn to.

Adult Guardianship is the only service in BC that specializes in serving people with low-incomes who are vulnerable to financial abuse and no longer able to manage their own finances due to physical and/ or mental constraints. Most of our 843 clients are seniors, and depend on the collaboration between Adult Guardianship and its service partners to remain safely housed, healthy and independent.

Thanks to the support of The United Way of the Lower Mainland, in 2012 an additional 275 individuals had peace of mind that their finances were taken care of. United Way's investment allowed the program to expand and serve over 25% more people. Together, we continue to explore new ways to meet the needs of our rapidly aging population.

Living Life to Its Fullest

Hospice

Rose* was near the end of her life. Each day she feared breathing pains would prevent her from taking her afternoon car ride with friends.

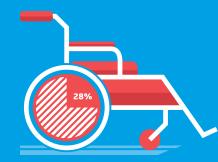
Thanks to your support, Rose never missed a day with her loved ones. You provided staff at Cottage Hospice with the equipment necessary to control Rose's symptoms and relieve her pain so she could spend time with family and friends.

Your gifts help 160 patients at Cottage Hospice and May's Place live life to its fullest.

Individuals from all walks of life receive compassionate end-of-life care in a comfortable and peaceful home-like environment. People retain control over their lives so they can live their last days with dignity and self-determination. Patients and their families are able to spend meaningful time together without the strain of care-taking.

BC's population is aging

THE NUMBER OF SENIORS OVER AGE 75 INCREASED BY 28 PER CENT BETWEEN 2001 AND 2010. Canadian Center for Policy Alternatives





× 160 IN 2012 YOUR GIFTS HELPED 160 PATIENTS AT COTTAGE HOSPICE AND MAY'S PLACE.



^{*} Patient's name changed for privacy.

Change Happens. Thanks to You.

Vincent's Story

The year was 1991. There were few resources for people with terminal illness who wished to control their symptoms so they could embrace their remaining days and live life to its fullest. Vincent, a registered nurse, was seeking more opportunities to personally support people at the end of their lives. When Vincent spotted May's Place call for volunteers flyer at his church in the Downtown Eastside, he knew it was where he wanted to be.

"It was always a happy time," Vincent recalls of the 12 years that he volunteered at May's. "There's unconditional caring for the residents at May's. At that time there was not much support for HIV patients. May's was the first."

Vincent helped bath patients, serve meals and would sit and chat with patients in front of the fireplace. He accompanied some to church and even brought communion to others when they asked. He remembers the many occasions in which he saw patients reunited with their estranged families. "So many people looked as if they had nobody. But May's staff found the family that [a patient] had left many years ago because she suffered from mental illness. Her child was now an adult, who had a child of her own, and May's brought them out to see her. She was so happy and you could see the joy on her face as her grandchild ran around. Her daughter stayed until she passed."

Vincent later helped fundraise to build Cottage Hospice, and continues to make gifts so hospice patients can live their last days with dignity and in comfort.

"I feel really deeply about May's. To be the first hospice in [BC] says a lot about the society."

Forward: Increasing Community. Services. Together.



EXPAND POWELL PLACE WOMEN'S SHELTER TO DOUBLE ITS BED CAPACITY



RENOVATE FORMER DOWNTOWN EASTSIDE REMAND CENTRE TO CREATE 95
UNITS OF AFFORDABLE HOUSING



DEVELOP SUPPORTIVE HOUSING AT 1050 EXPO BLVD FOR OLDER ADULTS
WHO ARE AT RISK OF HOMELESSNESS





Birthday Wishes Come True

Most kids blissfully anticipate their birthdays, conjuring gleeful images of new but soon-to-be-forgotten toys. For Renee, Sarah, and Angelina, their birthday meant something more – a chance to offer the gift of friendship to kids experiencing challenges. Forgoing their own presents, they asked friends to contribute to purchasing bus tickets for Springhouse youth to get to and from appointments and outings. On their birthday, they proudly raised \$750 for their new friends.

"As a parent, you want your kids to be aware of what's going on in the world. You try to model your behavior, share your ideas and encourage them to think about others. Your hope is that by repeating it, eventually they mature and they get it," said Kathleen Negraeff, chair of mCentred, a non-profit association of women with children centred on learning, sharing and giving. Since 2012, mCentred has invested nearly \$15,000 in supporting women and children at Springhouse.

Last spring, Kathleen had introduced Renee and Angelina's moms to the success stories of women and children rebuilding their lives at Springhouse. Kathleen and mCentred are committed to cultivating lasting impact by sharing their knowledge with others. "If we inspire others to give, mission accomplished," said Kathleen.

Choose to make a difference.



\$1000 PROVIDES CHILDREN AT SPRINGHOUSE WITH DAY CAMP ACTIVITIES



\$500 GIVES WOMEN AT POWELL PLACE NEW WINTER SOCKS AND PAJAMAS.



\$250 BRINGS HOSPICE PATIENTS MUSIC THERAPY FOR A MONTH.



\$100 SUPPORTS RESIDENTS LIVING WITH MENTAL ILLNESS WITH ART THERAPY FOR A MONTH.



\$50 PROVIDES A PATIENT WITH HOSPICE CARE FOR ONE DAY.



Expiry:

Province:

3 WAYS TO GIVE:

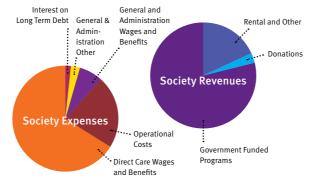
- 1 Online at www.thebloomgroup.org, or
- 2 Fill in and mail this donor form, or
- 3 Call 604.606.0356 to find out more about giving options, including bequests and gifts of securities.

Financial Report

Year Ending March 31, 2013

Summarized Statement of Revenue and Expenses

	2013	2012
REVENUE		
Government Funded Programs	\$ 10,009,573	\$ 9,506,642
Rental and Other	2,303,215	2,238,225
Donations	379,921	422,131
TOTAL REVENUE	12,692,709	12,166,998
DIRECT CARE EXPENSES		
Wages and Benefits	8,290,393	8,074,253
Interest on Long Term Debt	219,199	229,174
Operational Costs	2,787,358	2,731,810
TOTAL DIRECT CARE EXPENSES	11,296,950	11,035,237
GENERAL AND ADMINISTRATION		
Wages and Benefits	899,299	690,542
Other	363,148	427,732
TOTAL ADMINISTRATION EXPENSES	1,262,447	1,118,274
TOTAL EXPENSES	12,559,397	12,153,511
Excess of revenue over expenses before undernoted	133,312	13,487
BC Housing 2009 surplus adjustment	38,218	0
Excess of revenue over expenses	\$ 171,530	\$ 13,487



Notes:

- Data for this financial report has been compiled by management 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 6o₄-6o₆-o₃o₅.
- Management's criteria for preparation of the summary financial statements were to provide condensed financial results in the Society published annual report.
- The total amount of donations received during the year was \$1,347,073 (2012 – \$491,881), of which \$921,152 (2012 – nil) is included in deferred contributions.
- 4. The surplus for fiscal year 2012-13 is partly the result of one-time project related revenues and that a portion of the funds are expected to be allocated for future investment in maintaining capital assets.
- 5. The comparative results from the prior year have been adjusted to reflect a change in accounting policy for amortization of our buildings. During the year the Society changed the method of amortizing certain buildings from a sinking fund method to a straight-line method as management believes that this change better reflects the usage of these properties over their estimated useful lives of 40 years.

Society Expenses

The Society's administration and management expenses (including fundraising costs) were 9.95% of total revenue during fiscal year 2013 (up from 9.19% in the prior year), which is considered by the Society to be 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.

Summarized Statement of Financial Position

March 31	2013	2012
ASSETS		
Current	\$ 4,701,098	\$ 3,610,868
Capital assets	12,677,919	13,245,002
Other	71,576	69,038
	17,450,593	16,924,908
LIABILITIES		
Current	\$ 5,325,563	\$ 4,057,480
Long-term debt	5,134,709	5,686,803
Other	5,480,736	5,842,570
	15,941,008	15,586,853
NET ASSETS		
Invested in capital assets	1,114,233	1,081,104
Other	395,352	256,951
	1,509,585	1,338,055
	\$ 17,450,593	\$ 16,924,908

Summarized Statement of Cash Flows

Year ended March 31, 2013

	2013	2012
OPERATING ACTIVITIES	\$ 1,381,921	\$ 1,023,495
INVESTING ACTIVITIES	(1,734,569)	(174,478)
FINANCING ACTIVITIES	(243,058)	(210,091)
CHANGE IN CASH FOR THE YEAR	\$ (595,706)	\$ 638,926

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2012 / 2013

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1,600 people improved their lives this year. Thanks to you!

Thank you to our funders:

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POWELL PLACE CAPITAL CAMPAIGN DONORS

Leaders (\$350,000+)

BC Housing \$2,300,000 City of Vancouver \$500,000 Government of Canada -Homelessness Partnership Strategy \$500,000 Cindy & Rvan Beedie Family \$375,000

Visionaries (\$100.000+)

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\$1,000+

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Gael White

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The Bloom Group Community Services Society is a non-profit organization making life better for the most vulnerable people in our community through the provision of housing and a range of health and social services.

Our charitable tax number is BN108021544RR0001.