2011/2012 Annual Report to the Community
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 grow.

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 Manager 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.
Turning walls into windows for women & children

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.’
St. James Community Service Society

Hospice

Women and Children's

Powell Place

Permanent Powell Place Shelter to be expanded in 2013

St. Elizabeth's

Cottage Hospice

May's Place Hospice

The Umbrella Temporary Location

Emergency Shelter

St. Elizabeth's

Permanent Powell Place Shelter to be expanded in 2013

Emergency Shelter

Transitional Housing

St. James Community Service Society
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

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Funded Programs</td>
<td>$9,506,642</td>
<td>$9,705,199</td>
</tr>
<tr>
<td>Rental and Other</td>
<td>$2,238,224</td>
<td>$2,223,597</td>
</tr>
<tr>
<td>Donations</td>
<td>$422,131</td>
<td>$811,936</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$12,166,997</strong></td>
<td><strong>$12,740,732</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages and Benefits</td>
<td>$8,074,253</td>
<td>$8,116,062</td>
</tr>
<tr>
<td>Interest on Long Term Debt</td>
<td>$229,174</td>
<td>$247,714</td>
</tr>
<tr>
<td>Operational Costs</td>
<td>$2,762,017</td>
<td>$2,728,143</td>
</tr>
<tr>
<td><strong>Total Direct Care Expenses</strong></td>
<td><strong>$11,065,444</strong></td>
<td><strong>$11,091,919</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages and Benefits</td>
<td>$690,542</td>
<td>$1,013,119</td>
</tr>
<tr>
<td>Other</td>
<td>$427,732</td>
<td>$646,679</td>
</tr>
<tr>
<td><strong>Total Administration Expenses</strong></td>
<td><strong>$1,118,274</strong></td>
<td><strong>$1,659,798</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$12,183,718</strong></td>
<td><strong>$12,751,717</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deficiency of revenue over expenses</td>
<td>$(16,721)</td>
<td>$(10,985)</td>
</tr>
</tbody>
</table>

### 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 financial 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-for-profit 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

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>$3,610,868</td>
<td>$2,868,214</td>
</tr>
<tr>
<td>Capital assets</td>
<td>$13,920,410</td>
<td>$14,707,147</td>
</tr>
<tr>
<td>Other</td>
<td>$69,038</td>
<td>$68,563</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$17,600,316</strong></td>
<td><strong>$17,643,924</strong></td>
</tr>
</tbody>
</table>

### Summarized Statement of Cash Flows

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating activities</td>
<td>$972,495</td>
<td>$361,610</td>
</tr>
<tr>
<td>Investing activities</td>
<td>($174,478)</td>
<td>($257,603)</td>
</tr>
<tr>
<td>Financing activities</td>
<td>($159,091)</td>
<td>($204,883)</td>
</tr>
<tr>
<td><strong>Change in cash for the year</strong></td>
<td><strong>$638,926</strong></td>
<td><strong>($100,876)</strong></td>
</tr>
</tbody>
</table>
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!

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

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.

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:

- Elizabeth Crawford
- Susan Siu Mui Wong

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

Current Supporters:

- William Bieber
- Mary C. Brown
- Lloyd and Heather Craig
- 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
Commonwealth Canada Inc.
Commonwealth Insurance Company
DBA Stevens & Company
Diocese of New Westminster ACW
Directors Guild of Canada BC
District Council
Dunbar Heights United Church
dysarchitecture
Enviroware Projects Ltd.
Ernst & Young
Glenhaven Memorial Chapel Ltd.
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
KYL Partners
Lemongrass Media Productions
Lifelabs
Marleén Morris & Associates Ltd
Nesbitt 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 Church
St. Mary’s Church (Kerrisdale)
St. Philip’s Anglican Church
TELUS
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

Individual Supporters

Anonymous
Agnew, Madeleine
Alderson, Ingird
Allen, Mayzelle
Anderson, Lesley
Arnold, Susan
Bandiera, Thomas
Banks, Wayne
Banks, Ian
Barazzuoli, Angelo
Barkley, Molly-Ann
Baxter, Gladys
Beale, David
Beaulieu, Peter
Beck, Kevin
Bernerdi, Annina
Biden, Harry
Bieber, William
Boerma, Marke
Bowles, Karen
Bower, Jillian
Bozyk, Christopher
Brown, Mary
Brown, Tony
Brown, Daniel
Bruce, Diane
Brunsch, Dennis
Budai, Sherrie
Burgess, Sue
Burrage, Christina
Casey, Frances
Chan, Donna
Clarke, Judy
Clifford, Ben
Clutchey, Allan
Colenbrander, Hilde
Collins, Mary
Collins, Michelle
Conklin, M.
Copeland, Lynn
Craig, Lloyd
Crawford, Elizabeth
Dambrough, Faith
Dattani, Kristin
Davies, George
Downes, Virginia
Driktis, Astrid
Dryvynysde, A
Duffy, Gerard
Fathy, Sean
Ferrari, Franco
Flynn, Michael
Forbes-Roberts, Jacqueline
Frederiksen, Iver
Freybe, Juliette
Friedson, Anthony
Gailus, Chris
Gale, Karen
Gasztorny, Gabor
Geeser, Margaret
Geoghegan, Felicity
Gidzinski, Rose
Goodwin, Peter
Grant, Sheila
Gray, Christopher
Guralnick, Marla Sari
Haag, Dianne
Hansen, Grant
Harrison, Ronald
Henning, Barbara
Hilger, Gail
Huddart, Geoff
Hutchison, Jennifer
Ingham, Michael
Irwin, Martha
Jeacocke, Pamela
Johnston, Jennifer
Jolly, Elin
Jones, Gwynneth
Ju Ng, Woon
Kardosh, Edward
Kassam, Akber
Katz, Sidney
Kendron, Richard
Kennedy, Geraldine
Ker, David
Kusters, Ruth
Kwakowski, Nola
Kwok, Grace
Lepe, Elaine J
Lewis, Mary
Li, Cecelia
Livingston, Edmund
Lo, Joseph
Lobo, Eustace
Locht, Joyce
Low, Brian
MacDonald, Georgina
MacKenzie, Paul
Marzani, Darlene
McAllister, Shirley
McNair, David
McWaters, Mary
Meadwell, Donna
Meyer, J
Milroy, John
Mitchell, Glen
Mohamed, Shaughn
Montens, Patrick
Morrow, Norah
Muscroft, Robert
Negreff, Kathleen
Nicholson, Adam
Noble, Vicky
Nolan, Margaret
Nonis, Dario
North, Rudy
Obanye, Patience
Oldman, Jonathan
Ossel, Jane
Page, William
Pang, Bak Oak
Papushka, Harry
Patterson, Michelle
Payne, Kimberly
Phillips, David
Potter, Pitman
Preston, Robin
Rasmussen, Dale
Reid, Ian
Reid-Naziel, Nicole
Rice, Carole
Roberts, Peter
Robinson, Catherine
Roche, Brian
Rothstein, Harley
Rousell, Leanne
Rowles, M
Saeedi, Parvaneh
Sarfson, Devra
Saviozzi, Giorgio
Schafer, Dominic
Schmig, Eva
Sellens, Sandra
Shugarman, Ruthie
Simpkins, Linda
Simpson, Andrea
Sobat, Susan
Soon, Erwin
Stigge, Philip
Strand, Alf
Taylor, Judy
Tomkins, Calvin
Trask, John
Tumblin, Ross
Turner, Lucy
Turner, Lisa
Twining, David
Twining, Richard
Urban-Breiman, Stuart
Valliante, Jean
Van Iersel, Eric
Van Karnebeek, Clara
Van Tiesenhausen, Hans Heinrich
Walker, Janet
West, Peter
White, Peggy
Willis, Nicola
Williams, Brian
Wood, Isabel
Woodward, Robyn
Zabkewicz, Denise
Zuberer, Christopher
With thanks to our key funders:

BC Housing
Vancouver Coastal Health
Ministry of Social Development
City of Vancouver
streethome
United Way
Lower Mainland
Change starts here.

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.