

# BURNABY CITIZEN SUPPORT SERVICES

2020 ANNUAL REPORT



## MESSAGE FROM THE ADMINISTRATOR

2020 was an unprecedented year, filled with unexpected challenges and tragedy. A global pandemic swept through our country and our communities, and our lives changed in the blink of an eye.

Through all of the loss, loneliness and isolation, we were reminded just how much our family and loved ones really mean to us. We learned to appreciate the everyday heroics of our frontline staff and essential workers. If we did not recognize it before, we realized that we ought to be paying more attention to our mental and physical health, and making an effort to support people dealing with their own struggles.

And we learned to adapt in order to protect the people who were disproportionately affected by the virus: seniors and otherwise vulnerable people.

Throughout this pandemic Citizen Support has provided essential services to the community. We have enhanced existing services and pivoted in order to provide new ones. By collaborating with other City departments, working with community groups and securing additional outside funding we have made impactful measures to better serve Burnaby residents, particularly seniors.

We are in service to the public and as an administrator, I am very proud of the way our department has risen to the challenge with resilience, commitment, hard work and most importantly — caring hearts. My sincere gratitude to all of the staff and volunteers for their enormous contributions during this time. You answered the call, your efforts have made a difference and this has been one of your finest hours.

**Michele Wilson**

*Administrator, Citizen Support Services*

# CITY OF BURNABY

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## OUR VISION

A world-class city committed to creating and sustaining the best quality of life for our entire community.

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## OUR CORE VALUES

We embrace community, integrity, respect, innovation and passion as our core values and principles that guide our actions and decisions.

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## OUR GOALS

The City of Burnaby's Corporate Strategic Plan outlines six goals which describe the key focus areas of our work, and which help us prioritize our efforts and resources. Citizen Support Services aligns with each of the six goals in the City's Corporate Strategic Plan.

- » A connected community
- » A healthy community
- » An inclusive community
- » A safe community
- » A dynamic community
- » A thriving organization

The Citizen Support Services 2020 Annual Report presents an overview of our programs and services as well as achievements and highlights over the past year, and their alignment with the City's important goals for the community.

### ❗ PLEASE NOTE:

**Several photos in this report were taken before the covid-19 pandemic.  
For information on Covid-19 safety and restrictions please visit:**

**[www2.gov.bc.ca/covid](http://www2.gov.bc.ca/covid)**



# A CONNECTED COMMUNITY

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## SOCIAL CONNECTION THROUGH PROGRAMS:

As a result of COVID-19, Citizen Support Services enhanced the Phone Buddy program to help address social isolation. Volunteers and City staff conducted wellness check-in calls with seniors.

Volunteers and City staff made a total of **10,480 calls** and spent **6,987 hours** providing resources and being a friend over the phone.

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## DIGITAL CONNECTION:

Citizen Support Services' website was updated to provide Burnaby residents the opportunity to apply online for programs. By providing this option, the provision of services could be expedited for those in immediate need.





## PARTNERSHIPS:

### IAK Foundation and Burnaby Schools

Citizen Support Services partnered with the IAK Foundation (Intentional Acts of Kindness) and Burnaby schools to connect students and seniors throughout the City of Burnaby. Teachers work with the students to create letters, crafts and cards to help lift the spirits of isolated seniors. Citizen Support and the City's Food Services staff collected all of the student's creations and included them in the seniors' grocery and meal delivery bags. The seniors also had the opportunity to connect back with the classrooms to share information about their lives as well. Staff also collected and distributed the seniors' letters back to the schools. This initiative has been very well received.

In the first two months of this program, **419 Sunshine Notes** were distributed to Burnaby seniors.





# A HEALTHY COMMUNITY

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

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### SHOP BY PHONE:

During the pandemic, seniors have struggled to get their groceries and the stores struggled with the demands on their delivery services. To address this issue, Citizen Support Services enhanced the existing Shop by Phone Program to provide grocery shopping and delivery service three days a week throughout Burnaby. Citizen Support volunteers continued to take grocery orders over the phone while our staff, as well as Food Services and Parks and Recreation staff, stepped in to shop and deliver the orders. Citizen Support also worked with the City's GIS team to create all of the delivery routes each week. The delivery was provided free of charge.

During the pandemic, we have shopped **over \$198,000 worth of groceries** and **delivered 2,611 grocery orders to Burnaby seniors**.





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## FROZEN MEALS:

Given the impact of COVID-19 on seniors and other vulnerable populations in the city, staff reached out to clients within existing programs and identified over 80 seniors who could not pay for meals and would benefit from being provided with meals during the pandemic period. Citizen Support Services, in collaboration with the City's GIS team and Food Services Division, ensured that the meals were funded and delivered. **A total of 16,716 frozen meals** were prepared for our seniors in the City's restaurant facilities and delivered from May to December 2020. In June 2020, Burnaby's City Councillors voted to redirect 10 per cent of their yearly remuneration to Citizen Support Services to support the Frozen Meal program. Coupled with grants from the United Way and the Canadian Medical Association, we project that **23,780 meals will be delivered by early 2021.**

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## BETTER AT HOME:

This program assists seniors to stay living at home independently by providing non-medical support. The Burnaby Better at Home program offers rides to medical appointments and provides light housekeeping service. Clients are charged for services based on a sliding scale.

**We made 3,433 visits to Burnaby seniors to provide housekeeping services, and provided seniors with 165 rides to medical appointments.**



United Way helping seniors remain independent.



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

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## CHRISTMAS BASKETS:

Citizen Support Services did not host the Annual Gadabouts Christmas luncheon in 2020, due to the pandemic. We did not want to miss recognizing our seniors at Christmas so we approached our corporate sponsors to see if they would pivot their usual funding to provide Christmas baskets instead. Parkland Refinery, PARC Properties (The Mulberry), The Keith and Betty Beedie Foundation, and CUPE 23 all agreed to generously support this initiative. The beautiful Christmas baskets were created by a senior couple with the help of their daughter and granddaughter.

Citizen Support Services, the City's Food Services staff, and Mayor and Council **delivered 138 Christmas baskets** to Burnaby seniors who are a part of the Gadabouts program. The baskets were very well received.







## POINSETTIA FUNDRAISING CAMPAIGN:

Each year Citizen Support Services sells poinsettias in order to raise funds to support our Outings for the Elderly. These plants are sold primarily to City employees and to various City departments. We anticipated that there would be a dramatic decrease in sales due to the pandemic but this was not the case. Burnaby employees gave back generously. Citizen Support Services **raised over \$2,900** to subsidize future bus outings for seniors.



The following are 2020 statistics from our regular programming, prior to the suspension of programming due to the COVID-19 pandemic:

### THE SOCIAL LUNCH PROGRAM:

Total number of lunches served .....	80
Number of phone volunteers .....	9
Total number of phone volunteer hours .....	22
Total number of hosts/hostesses .....	13
Total number of hosts/hostesses hours .....	83.5
Total number of volunteer drivers .....	18
Total number of volunteer driver hours .....	168

### SHOPPING BUDDIES:

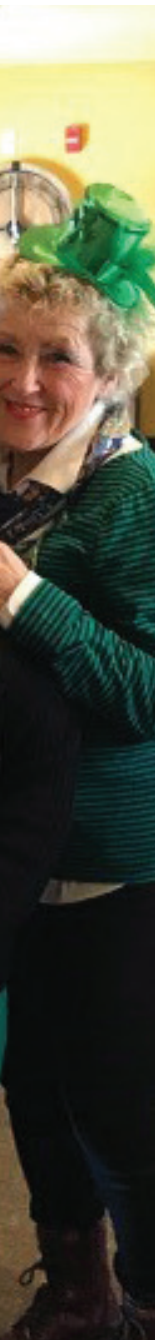
Total number of trips booked .....	14
Total number of volunteers .....	13
Total number of volunteer hours .....	152

### GADABOUTS BUS / WHEELERS OUTINGS:

Total number of outings .....	3
Total number of clients attending .....	138
Total number of volunteer drivers .....	29
Total number of volunteers .....	30







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## CHILDREN AND FAMILY PROGRAMS:

Baby Cuddle and Child Immunization Clinic volunteers assisted babies and their families in early January and February 2020. These programs were suspended in March. As a result, we lack any noteworthy statistics to report for this period.

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## SPECIAL ACKNOWLEDGEMENT & CONGRATULATIONS:

Congratulations to Citizen Support Services volunteer Gloria Kravac on receiving the BC Achievement Community Award for 2020. At 92 years of age and over 25 years of volunteering for Citizen Support, Gloria continues to make a measureable impact in our community and to the lives of the citizens we serve. Named Burnaby's Most Outstanding Citizen in 2010, she is that hidden hero amongst us, quietly going about her way and making a difference each and every day.

2020  
COMMUNITY AWARD RECIPIENT

**Gloria  
Kravac**

Burnaby, British Columbia



BC Achievement  
Community Award







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