



ANNUAL REPORT

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ABOUT OAK BAY VOLUNTEER SERVICES

MISSION

To enable Oak Bay residents to maintain or improve their independence and connection to the community through the provision of support services that also engender strong relationships and lasting human connections.

VISION

To ensure Oak Bay residents are supported, valued and connected.

CORE VALUES

- *Inclusive and approachable*
- *Respectful and compassionate*
- *Proactive and responsive*
- *Collaborative and cooperative*
- *Dependable and accountable*

BOARD OF DIRECTORS

Chair	David Cattrall
Vice-Chair	Brian Malone
Treasurer	David Collins
Secretary	Bronwyn Taylor
Director	Susi Merchant
Director	Diane Kallal
Director	Rick Anthony
Director	Keith Wells

STAFF

Executive Director	Renee Lormé-Gulbrandsen
Outreach and Services Coordinator	Melinda Mann
Volunteer Coordinator	Ruth Platts
Administrative Coordinator	Tracy Campbell
Bookkeeper	Chu-Ting Hsu

Thank you to the following staff members for their service this year:

Britney Nguyen

MESSAGE FROM THE BOARD CHAIR

◆
David Cattrall

To the Members of the Oak Bay Volunteer Services Society:

Well, that was quite a year! For the Oak Bay Volunteers, as well as for all of you, absolutely everything was changed by COVID-19. The services we offered, the volunteers who worked so valiantly to provide them, all of our normal procedures and protocols, staff working from home, online meetings – nothing was unaffected. But I'm delighted that, thanks to a lot of hard work, commitment and flexibility by our wonderful staff and volunteers, we have been able to continue to deliver the vital services needed by our clients throughout this difficult time. Thanks are also due to our donors, sponsors and the District of Oak Bay for their invaluable support. Particular thanks are due to our wonderful ED, Renee, whose leadership has been exceptional.

The Board of Directors have been proud and happy to have been able to provide encouragement and direction during this intense period. Let's hope for better times in the not-too-distant future.



David Cattrall
Chair, OBVS



Brian Malone, Bronwyn Taylor, David Cattrall
Keith Wells, Rick Anthony, Susi Merchant
Diane Kallal, David Collins

MESSAGE FROM **THE EXECUTIVE DIRECTOR**

Renee Lormé-Gulbrandsen



Dedication. Perseverance. Innovation.

These are the words that come to mind when I contemplate our 43rd year of service to the community. The COVID-19 Health Emergency brought many challenges to our world and the team at Oak Bay Volunteers did not waver in commitment nor pause in activity. The staff worked intently to operate as a remote team and change the trajectory of our processes, volunteers bravely stepped forward to ensure services were delivered, and clients trusted us to serve them. We have all been in this together and I could not be prouder.

In April, we began the delivery of our Phase 1 critical services: driving clients to medical appointments, shopping and delivering groceries, food hampers, and medication, as well as phoning clients to offer a friendly ear and a general check of their well-being. Clients with little to no family support became our imperative focus. Thank you to the staff and volunteers who worked with these clients to keep them supported, healthy and safe. Also during this time, we had volunteers take extraordinary steps, beyond their role, to help us out. I would like to acknowledge Yan who generously donated our first 500 facemasks when acquiring PPE was a challenge, Gordon who drove a client to dialysis three times a week with consistency and care, and Diane who disseminated volunteer PPE out of her home when the staff could not be in the office. Thank you for your kindness.

By summer, we moved into Phase 2, and eventually 3, of our COVID-19 Health Emergency Response. In what appeared to be somewhat of a containment of the virus, we were able to offer additional services - walks in the community, light gardening, tax return preparation, and the delivery of freshly prepared meals. I would like to thank Margaret for her efforts as volunteer lead for the meal delivery program during the continued closure of our office.

Outside of our pandemic response riddled with challenges, new opportunities were created. After a year of planning, we launched our new database on April 1st (on schedule) just as the pandemic was taking off. Throwing the staff into a new, cloud-based system allowed us to test on the go, creating new modules in response to unexpected needs for operations during the pandemic. On the programming front, I have proudly represented OBVS on the steering committee for the More Than Meals program, a collaboration with the United Way, Beacon Community Services, James Bay New Horizons and Silverthreads. While the intention was to provide meals to seniors during a challenging time it has led to fundraising and promotion so we are able to continue the program well into 2022, and hopefully beyond.

Much of our success this year can be attributed to my staff. The pandemic created a constant need to reevaluate our activities and change direction, sometimes with very short notice. Melinda, Ruth, Britney, and recently Tracy who joined us in January, towed the line without hesitation and with kindness, care and professionalism. Melinda ensured new clients were welcomed, existing clients felt supported and all were provided services to assist them shelter-in-place. Ruth spent tireless hours onboarding and training new volunteers who joined us in record numbers. Britney kept our administration strong and consistent, particularly with the introduction of our virtual information and communication systems. Tracy jumped in with two feet, growing her knowledge and understanding of our operations. It is thanks to their hard work that we have completed our first year of operations during the pandemic, and continue to successfully navigate what we hope to be the final days during 2021-2022.

An executive director with a supportive board of directors is such a gift. This year, their sage wisdom and unwavering support could not have been more appreciated. In the early days of the pandemic when I was in the midst of developing new policies, procedures and plans, they were there with their guidance and words of encouragement. Thank you to each of them and to David Cattrall for his leadership as Chair.

Lastly, one of our greatest assets is our roster of dedicated volunteers. Never before have we relied on them so heavily. From new policies and procedures, the imperative use of personal protective equipment, and the delivery of newly developed or revised services, our Community of Helping Hands took good care of our neighbours-in-need. While many of our volunteers went on hiatus for their personal health and safety, we welcomed a record setting 50 new volunteers in a matter of months. Many of these individuals are students studying at home or employees remotely working, and they each made time for their community. In total, our 200 volunteers delivered over 7,200 services, creating special connections with clients during a time of uncertainty and isolation. Thank you to all of our volunteers - we look forward to returning to opportunities for celebration and fellowship.

On page 14, you will find our list of volunteers who have reached milestones in volunteering this year. It is with great disappointment that we are unable to host our Volunteer Recognition Event again this year, but to each of the recipients - thank you for your continued service and congratulations! It is with gracious appreciation and admiration that I acknowledge 40 years of service by Judy Parkhurst, along with 25 years by Grace Yuen. The legacy Judy and Grace bestow upon Oak Bay Volunteer Services, the community of Oak Bay and fellow volunteers is invaluable.

The year ahead for Oak Bay Volunteer Services looks bright with hope and optimism. As British Columbia continues to climb out of the dark days of the pandemic, we anticipate moving into an exciting period of welcoming back volunteers and the return of in-person service delivery. We are also looking forward to the opening of our new 'home' at Monterey Recreation Centre in Summer 2021, which will afford us many new opportunities to serve the community. It has been a pleasure to serve Oak Bay Volunteers as Executive Director the past year and I thank everyone for their continued calm, kindness and dedication.

Sincerely,



Renee Lormé-Gulbrandsen
Executive Director, OBVS

HELPING HEARTS MONTHLY GIVING CLUB



Now more than ever, we're so grateful for the community that has funded, volunteered, shared and celebrated Oak Bay Volunteer Services in our 40+ years. At a time when everything feels uncertain, we find comfort and encouragement knowing that you care about making a difference in the lives of neighbours-in-need.

While much of the world has stopped, our vision of ensuring that Oak Bay residents are supported, valued and connected will not be placed on pause. That's why we're asking you to help us cover the cost of continuing our work together by becoming a **Helping Hearts Monthly Donor**.

Joining the **OBVS Helping Hearts Club**, our treasured community of monthly donors, is the most effective way to support clients like Paul who needs drives to life-sustaining dialysis three times a week. It is a simple way to ensure 93 year old Kathleen receives her weekly groceries and medication. While all of us are facing great challenges at this time, we hope that you can find some peace knowing that neighbours in need of support are cared for because of your generosity.

2021 Goal:

**100 Helping Hearts donating
\$20/month**

Visit www.oakbayvolunteers.org/helpingheartsclub to pledge your support today.

ANNUAL GENERAL MEETING

AGENDA

- Event Welcome by Executive Director
- AGM Welcome and Call to Order by Chair
- Confirmation of Members Quorum
- Adoption of Agenda
- Approval of Minutes from Previous AGM
- Presentation of Financial Statements 2020-2021
- Executive Director's Report
- Election of New and Returning Board Directors
- New Business
- Volunteer Recognition in the Absence of Live Event
- Closing Remarks and Adjournment

JULY 2020
AGM MINUTES

**Minutes of the Annual General Meeting
Tuesday, July 21, 2020 at 2:00 PM
Via Zoom**

Event Welcome by Executive Director – Renee Lorme-Gulbrandsen

Renee welcomed everyone to the meeting and thanked them for attending. She also thanked distinguished community guests for their support:

Oak Bay Mayor	Kevin Murdoch
Oak Bay Councillor	Esther Paterson

Call to Order and Welcome

David Cattrall, Chair of Oak Bay Volunteer Services Society Board, called the meeting to order at 2:15 pm and welcomed everyone. He thanked the members who make this a community, the staff and especially the ED during these unusual times, the Municipality of Oak Bay with whom we have a special relationship, and then presented the members of the Board of Directors.

Confirmation of Quorum

A quorum is 15 voting members. 15 voting members and 1 guest and staff attended, therefore a quorum was declared.

Adoption of Agenda

MOVED by Bronwyn Taylor and SECONDED by Brian Malone that the agenda be adopted. CARRIED

Approval of Minutes of May 14, 2019 Annual General Meeting

MOVED by Bronwyn Taylor and SECONDED by Brian Malone that the Minutes of May 14, 2019 be approved. CARRIED.

Presentation of Financial Statements 2019-2020

David Collins presented the Financial Statements for April 1, 2019 to March 31, 2020. MOVED by David Collins and SECONDED by Brian Malone that the Financial Statements be adopted. CARRIED.

Executive Director's Report

Executive Director Renee Lormé-Gulbrandsen began by introducing new staff member Britney Nguyen, Administrative Coordinator. Highlights of the past year include: the new easier to navigate website, the new flexible, expandable and future-forward database, the instigation of the client "The Willow Tree Newsletter" to be published twice a year, and an increase of more than 400 services were provided over the previous year. Renee thanked the Board for providing direction and support during the transition from regular office routines and responsibilities to the reality of dealing with the COVID-19 Emergency Response situation. Services and their delivery were revised, as was volunteer recruitment and training, and PPE required investment. A new meal delivery service to seniors has been added, and other services are gradually expanding. Looking ahead, OBVS is excited to be moving to new quarters in the Monterey Centre. There will be more space to better accommodate staff and clients and perhaps even a separate meeting room.

Renee finished by thanking all funders and donors, community sponsors and partners.

Election of Board Members

David Cattrall, Chair of the Nominating Committee, submitted the following for nomination to the Board of Directors:

Current Board members: David Cattrall to be re-elected for a 2 year term

Appointees Keith Wells & Rick Anthony to be confirmed for a 2 year term

Nominations from the floor were called and being none, these members were elected by acclamation.

David recognized Coline Nielsen who served on the Board for 5 years and latterly as Board Chair.

New Business

No new business

Volunteer Recognition in the absence of a live event

Renee showed a slide honouring Bert & Doris Dinsmore (35 yr. service), Honora Bowering (30 yr. service) as well as the recipients of 20, 15, 10 & 5 year pins.

Closing Remarks

David Cattrall again thanked everyone for attending and for their support—past, present and future.

Adjournment

MOVED by Keith Wells that the meeting be adjourned at 2:46 pm. CARRIED

FINANCIAL STATEMENTS

MARCH 31, 2021

OAK BAY VOLUNTEER SERVICES

Balance Sheet

As of March 31, 2021

	Total
Assets	
Current Assets	
Cash and Cash Equivalent	
1010 Main Chequing TD-CT 0947042	59,021.66
1020 Gaming Chequing - TD - CT 0302963	119.02
1030 TD Business Investor Account	5,031.50
1090 Petty Cash	200.00
Total Cash and Cash Equivalent	\$ 64,372.18
Total Current Assets	\$ 64,372.18
 Property, plant and equipment	
1830 Furniture and Fixtures	17,558.06
1831 Furniture & Fixtures - Accumulated Depreciation	-16,594.59
1840 Office Equipment	775.47
1841 Office Equipment Accumulated Depreciation	-658.38
Total Property, plant and equipment	\$ 1,080.56
Total Assets	\$ 65,452.74
Liabilities and Equity	
Liabilities	
Current Liabilities	
GST/HST Owing (Refund)	-785.11
WCB Payroll Liabilities	419.74
Total Current Liabilities	-365.37
Total Liabilities	-365.37
Equity	
Surplus/Deficit Carried Forward	53,354.10
Profit for the year	12,464.01
Total Equity	\$ 65,818.11
Total Liabilities and Equity	\$ 65,452.74



David Cattrall, Chair



David Collins, Treasurer

OAK BAY VOLUNTEER SERVICES SOCIETY
STATEMENT OF OPERATIONS: APRIL 1, 2020 to MARCH 31, 2021

	2020-2021	2019-2020
INCOME		
Donations	30,333.53	28,976.98
Endowment Earnings	26,040.00	25,369.00
Fundraising, Grants and Bequests	98,938.70	46,830.62
Gaming Grants	60,000.00	60,000.00
Gaming Other Grants	210.00	150.00
JBCP - Better at Home	11,088.00	10,000.00
Municipal Govt - General	35,000.00	35,000.00
Municipal Govt - Rent/Utilities (note 1)	39,053.25	38,250.00
United Way	15,000.00	15,000.00
Island Health	9,417.00	18,074.00
Covid-19 Temporary Wage Subsidy	5,815.91	
TOTAL INCOME	<u>330,896.39</u>	<u>277,650.60</u>
EXPENSES		
Amortization	451.72	743.50
Accounting	4,111.84	3,958.76
Board of Directors	1,388.05	1,484.16
Car Expense Driving Clients	1,422.02	4,235.66
Computer Expenses	8,226.69	10,179.39
Employee Benefits	19,168.52	17,677.96
Employees Gross Salaries	197,801.67	179,873.96
Fundraising	2,802.44	2,805.76
Insurance	1,393.00	1,007.00
Office Supplies	1,534.18	2,406.88
Postage	13.98	327.62
Programming Expenses	-	5,917.62
Marketing and Communication	6,908.59	8,657.26
Rent & Utilities (note 1)	39,053.25	38,250.00
RRSP Benefits	18,831.64	17,030.97
Staff Development	568.17	2,033.43
Staff Travel Expenses	46.12	2,195.13
Subscriptions & Memberships	1,615.62	1,614.62
Telephone	2,820.33	2,624.74
Victoria Foundation Trust Fund/Bequests	-	-
Volunteer Development	3,637.84	2,998.09
Website and Database Development	4,612.50	15,963.96
Workers Compensation Board	1,875.63	928.68
(Gain) Loss on Disposal of Fixed Assets	148.58	1.87
TOTAL EXPENSES	<u>318,432.38</u>	<u>322,917.02</u>
Net (Expenses) / Income for the year	<u>12,464.01</u>	<u>(45,266.42)</u>

Note 1. In Kind

OAK BAY VOLUNTEER SERVICES SOCIETY
ADDITIONAL FINANCIAL INFORMATION AT MARCH 31, 2021

Net current assets available for operations:

Current assets:

Cash in bank	64,172.18
Petty Cash	200.00
GST Rebate Claim	785.11
	<u>65,157.29</u>

Current Liabilities:

WCB payable	419.74
	<u>419.74</u>

Net current assets

64,737.55

AWARD RECIPIENTS

VOLUNTEER ACHIEVEMENT

Each year we honour the dedication of volunteers who have hit milestones. In 2021, we celebrate the following volunteers:

40 YEARS

Judy Parkurst

25 YEARS

Grace Yuen

15 YEARS

Ron Nicholson

Diane Kallal

10 YEARS

Karen Wilson

5 YEARS

David Collins

Beryl Hughes

Stella Chan

James Holland

Carman Gao

Jacqueline Herforth-Madsen

Eric Zhelka

Paul Redchurch

Shelley Dyson

Julian Young

Ian Mollenhauer

Thank you to those we honour above and to all of our volunteers for their many years of support to OBVS and the community. You all bring your talent, compassion and joy to the clients you serve and we hear often how thankful they are for your kindness.

A LEGACY OF **COMPASSION, CARE AND COMMITMENT**

Judy Parkhurst - 40 YEARS OF SERVICE



The heart of a volunteer is strong and committed. For Judy Parkhurst, volunteering is one of many gifts she has bestowed upon the community. Having arrived in Victoria from Toronto in the 1980s, Judy worked as a nurse at Royal Jubilee Hospital while ensuring to give back to her community as a volunteer.

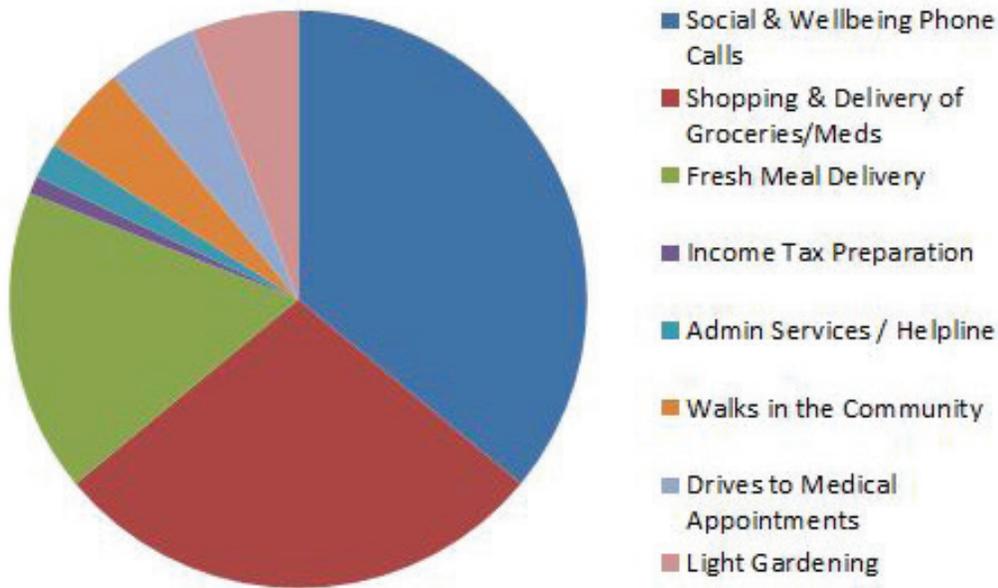
Over her 40 years with OBVS, Judy supported clients through shopping drives, visits, walks, packing and organizing, reading and writing, along with offering her time and talents through a variety of administrative support services. With each service, Judy's grace, generosity and joyful spirit have shone through to bring comfort and kindness to the clients she serves, and friendly fellowship to her peers.

It is with gratitude and grateful recognition that we honour Judy's passion, unconditional commitment and enduring dedication to serve the community during her 40 years with Oak Bay Volunteer Services.

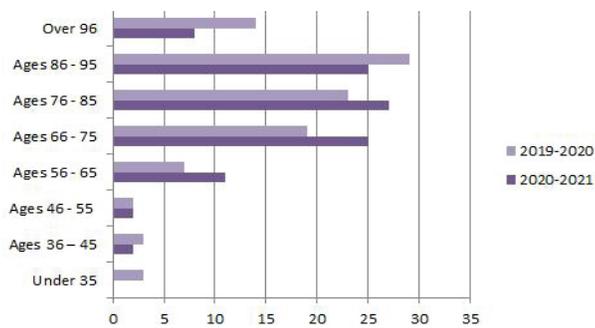
STATISTICS IN GRAPHS

OAK BAY VOLUNTEER SERVICES

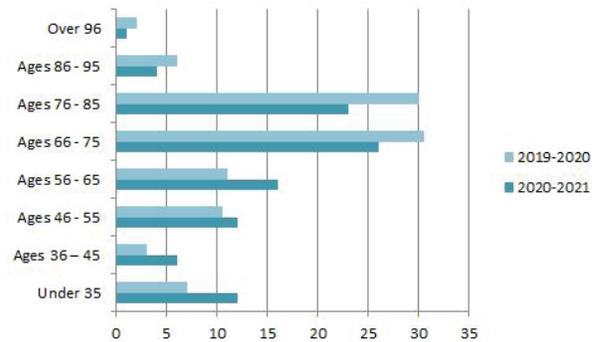
VOLUNTEER ACTIVITIES AND CLIENT SERVICES



CLIENT AGES BY PERCENTAGE



VOLUNTEER AGES BY PERCENTAGE



IN THE NEWS

OAK BAY VOLUNTEER SERVICES



Bert and Doris Dinsmore during their small, socially distanced celebration in the backyard of their Upland Estates home last week. The two are the 2020 winners of the Oak Bay Volunteer Services annual award and also earned the Oak Bay Oak Leaf, as presented by the mayor. (Travis Paterson/News Staff)

Oak Bay couple honoured for 35 years volunteering

Mayor awards distinguished Oak Leaf to Bert and Doris Dinsmore

TRAVIS PATERSON / Sep. 27, 2020 3:00 p.m. / COMMUNITY



Things change after 35 years and for the Dinsmores, Bert and Doris,



VICTORIA NEWS



Executive director Renee Lormé-Gulbrandsen of Oak Bay Volunteer Services from her home office. The non-profit organization that mostly serves older adults is facing high demands during the COVID-19 crisis and is in need of donations and volunteers. (Renee Lormé-Gulbrandsen Photo)

Revamped Oak Bay Volunteer Services in need of donations, volunteers

Non-profit stares down challenge of helping seniors amid COVID-19 crisis

TRAVIS PATERSON / Apr. 4, 2020 6:00 a.m. / LOCAL NEWS / NEWS



After 40 years of providing support to some of the community's most vulnerable



More Than Meals Program Provides Social Check-In to Isolated Seniors

MARCH 12TH, 2021 | 16:38 | E178

- SHARE
- EMBED
- RECAST
- SUBSCRIBE

EPISODE SUMMARY

For today's Good News Friday, we speak to the executive director of Oak Bay Volunteer services about More Than Meals, a program that focuses on not only providing weekly meals to isolated seniors but also a socially distanced social interaction and check-in.

Oak Bay Volunteer Services
December 9, 2020

OBVS Executive Director Renee is tonight's guest speaker at the United Way's Sip and Sparkle Soirée! Proceeds from this event will go to the More Than Meals Program for seniors. It promises to be an exciting evening!





Helping Neighbours Live Independently Since 1977

For over 40 years, Oak Bay Volunteer Services Society has provided free services to the residents of Oak Bay. Serving the young to the 'young at heart', we offer services to help maintain independent living and provide a connection to the community. Services are delivered by dependable, caring volunteers who share their time and talents with those they serve.

Shopping and Delivery Service

Leaving home to get necessities is challenging for those more susceptible to the serious effects of COVID-19. For those individuals, we can provide a dedicated volunteer to shop and deliver groceries once a week, along with a prescription pick up from a local pharmacy. Food hamper pickup and delivery also available.

Income Tax Return Processing

Our tax volunteers assist seniors, newcomers and individuals with health challenges process their income tax returns. Participants are required to reside in Oak Bay, have a financial status within the lowest tax bracket and, in general, have a simple tax return.

Drives to Medical Appointments

We offer transportation assistance for clients who require drives to important medical appointments, including dialysis treatments, physiotherapy, day surgeries and dentistry. Clients and volunteers follow our health and hygiene protocols to ensure a healthy, safe drive. Walkers and wheelchairs can be accommodated.

Other Services Include:

Walks in the Community | Light Gardening
Virtual Visits | Social & Wellness Check Calls



All services are free and delivered by caring volunteers. If you or someone you love is interested in receiving services, contact OBVS at (250) 595-1034 or info@oakbayvolunteers.org.

**Now Recruiting Weekday Volunteer Medical Drivers
(250) 595-1034 | volunteer@oakbayvolunteers.org**



Health Emergency Response by Oak Bay Volunteer Services Society

In response to the growing needs of Oak Bay residents during the current COVID-19 health crisis, Oak Bay Volunteer Services is offering non-medical services to help seniors and individuals with pre-existing health conditions remain healthy and safe in their homes.

Shopping and Delivery Service

Leaving home to get necessities is challenging for those more susceptible to the serious effects of COVID-19. For those individuals, we can provide a dedicated volunteer to shop and deliver groceries once a week, along with a prescription pick up from a local pharmacy.

Social & Wellness Check Calls

Our volunteers can provide regular social and wellness check phone calls that ensure the health and safety of a client who lives alone. Phone calls follow a care protocol to ensure the well-being of a client is maintained, and should an emergency arise, a plan is in place to help that individual get the care he or she needs.

Critical Medical Drives for Pre-existing Conditions

Although many medical appointments and surgeries have been postponed indefinitely, members of the community living with chronic medical needs (dialysis, cancer treatments, etc.) may still need a safe, reliable ride to treatment. This service is only available to those with no other means of getting to critical medical appointments.



Residents who are interested in receiving services can contact OBVS at (250) 595-1034 or info@oakbayvolunteers.org.

Due to the overwhelming number of requests for service, and our limited capacity as a nonprofit organization, we will do our best to address all requests, and appreciate your patience and understanding during this unprecedented time.

**Now Recruiting Volunteers!
www.oakbayvolunteers.org/volunteer-with-us**



THE WILLOWTREE

Healthy Living and Aging Newsletter

Fall 2020



Welcome!



Renee Lormé-Culbransen
Executive Director

Welcome to the Fall 2020 issue of *The Willow Tree* - the Oak Bay Volunteer Services' healthy living and healthy aging newsletter. Much has changed in our community with the arrival of COVID-19. In this edition, we have prepared resources and articles on living well during this unprecedented time. You will once again find community resources and information on OBVS services, along with testimonials from fellow clients on what they are doing to stay healthy during this time.

Please know that everyone at OBVS is with you during this challenging time. Reach to our helping hands should you need us. We are in this together.

OBVS Services During COVID-19

OBVS is proudly serving the community of Oak Bay through the COVID-19 health emergency. This is a testament to the dedication of staff and volunteers to ensure we provide a continuity of care for our clients through the provision of innovative direct services designed for the health and safety of everyone.

Staff and volunteers follow strict health and hygiene protocols, including mask wearing and social distancing, and provide these new services with minimal face-to-face contact to limit the chance of spreading infection. Please know that while we have taken these precautions, there is always a smile behind every face mask and our volunteers are committed to serving you.

As we move to the fall and winter months, we aim to continue providing safe, healthy, reliable services to our clients, while adhering to the directives and expectations of the Provincial Health Officer and BC Ministry of Health. Our volunteers will continue to follow health and hygiene protocols so you can feel safe while receiving a medical drive or taking a walk in the community.

If the region experiences a second wave of the virus, you can expect our services will change accordingly, and we will once again update you on changes to service delivery.

"Be Kind. Be Calm. Be Safe." - Dr. Bonnie Henry

IN THE NEWS CONTINUED

OAK BAY VOLUNTEER SERVICES

LOCAL LOVE **Café**

Local Love Café and Q & A

Thursday, June 25
10:30-11:30 am

Learn about our meal delivery program for vulnerable seniors.

United Way
Greater Victoria

United Way of Greater Victoria

June 22, 2020 · 🌐

Have you heard about our Co-ordinated Meal Delivery Program for isolated seniors and you want to find out more? Join us Thursday June 25th at 10:30am over Zoom for a Local Love Café Q&A. Register at <https://zoom.us/j/1100000000> Guest panelists: Glenys Cavers & Renee Lormé-Gulbrandsen



Audio Cut

Oak Bay Volunteer Services Society have been helping out isolated seniors during the pandemic

The Oak Bay Volunteer Services Society have been reaching out to isolated seniors during the pandemic and helping out in a variety of ways. Renee Lormé-Gulbrandsen, Executive Director, Oak Bay Volunteer Services Society, joined AI to talk about the work they've been doing.

TIMES ❤️ COLONIST ≡ MENU

LATEST NEWS New search-and-rescue station opens in James Bay

Vital People: Oak Bay Volunteer Services

Pedro Arrais / Times Colonist
OCTOBER 25, 2020 06:00 AM



Irene, left, receives her weekly groceries and toiletries from Shaelyn, an Oak Bay Volunteer Services volunteer, outside her residence in Oak Bay on Monday, Oct. 12, 2020. Picture submitted by Renee Lormé-Gulbrandsen.

Seniors weathering the COVID-19 pandemic are on the top of mind for Oak Bay Volunteer Services as it delivers compassion and care, medication and food to elderly members of the community in the municipality.

Social isolation and loneliness among older adults living independently was already a concern before the pandemic struck. With social distancing and a heightened fear of contracting the disease - even from family - seniors are more isolated than ever.

✧ *article continues below* ✧

THANK YOU
TO OUR FUNDERS AND DONORS



**ST. PATRICK'S KNIGHTS
OF COLUMBUS**



Better at Home is funded by the Government of British Columbia.
In partnership with James Bay Community Project

**THE TONY AND MIGNON
FENTON TRUST**

**FIRSTWEST
FOUNDATION**

**A special thank you to the businesses and residents of Oak Bay
for their generous donations and legacy giving**

THANK YOU
TO OUR COMMUNITY SPONSORS & PARTNERS



OAK BAY
FLOWER SHOP



virtualwave media
webdesign & consulting



Capital City Volunteers
connecting generations / enhancing independence



Be a Part of Your Community.

Volunteer, Donate or Leave a Legacy so we can continue to provide free one-to-one services to those in need.

Oak Bay Volunteer Services
1442 Monterey Avenue
Victoria, BC V8S 4W1

info@oakbayvolunteers.org
(250) 595-1034
www.oakbayvolunteers.org

Follow us on social media

 [VolunteerOakBay](https://www.facebook.com/VolunteerOakBay)

 [@oakbayvolunteer](https://twitter.com/oakbayvolunteer)