

Citizen Support Services

2024 Volunteer Impact Report

The City of Burnaby's Citizen Support Services volunteers play a crucial role in enhancing the quality of life for older adults, providing both companionship and support that foster a sense of connection and purpose. By dedicating their time and compassion, our volunteers provide seniors with emotional, social and practical assistance. This valuable engagement helps to combat loneliness, encourages mental and physical well-being, and enables seniors to maintain their independence for longer. Whether through organized social activities, providing rides, groceries, or simply lending a listening ear, our volunteers make a meaningful difference in the lives of Burnaby seniors each and every day. Thank you volunteers!

SOCIAL CONNECTION

Lunch program

This program provides the opportunity for seniors to get out of their home, enjoy a healthy meal, and make social connections at the same time. Once a week volunteer drivers bring our seniors to Confederation Seniors Center for lunch, where they are met by a volunteer host. After everyone has socialized and enjoyed their meal, the volunteer driver takes the senior back home.

951 meals were served

1,205 volunteer hours by our phoners, hosts and drivers

Phone buddies

Housebound seniors enjoy a friendly call from a phone buddy volunteer once a week. Volunteers recruited for this program speak a variety of languages to better assist with clients whose first language is not English.

1,495 volunteer hours being a friend over the phone



Volunteer visitor

One-on-one weekly visits in the client's home or out in the community provide companionship. Volunteers may accompany a senior for a walk, help read or write a letter, or just share life experiences.

1,650 volunteer hours visiting isolated seniors



Gadabouts and wheelers

These social outings that take place around the Lower Mainland, designed for isolated seniors and/or seniors that require a wheelchair or scooter.

927 volunteer hours taking seniors out on local trips

SUPPORT AND WELLNESS



Grocery shop by phone

This program helps to ensure seniors have the food and nutrition they need for their overall health and wellbeing. Volunteers take the grocery orders over the phone each week and work with staff to process and deliver orders. The shopping service and grocery delivery are provided free of charge to housebound Burnaby seniors two days a week.

2,126 grocery orders shopped and delivered

\$155,945 spent on groceries

8,090 volunteer hours taking grocery orders over the phone and shopping



Shopping buddies

This program helps to ensure seniors have the food and nutrition they need for their overall health and wellbeing. Volunteers take the grocery orders over the phone each week and work with staff to process and deliver orders. The shopping service and grocery delivery are provided free of charge to housebound Burnaby seniors two days a week.

437 volunteer hours assisting seniors shopping at local malls



Extreme heat and seniors wellness check-in calls

Staff and volunteers checked on the wellbeing of seniors by phoning and asking a series of questions on hydration, heat exhaustion and heat stroke. They provided cooling tips and the location of the Burnaby's cooling centres.

114 hours calling and checking in on seniors during Burnaby's two extreme heat events.



Thank you to our 2024 event sponsors and donors.

You helped seniors access important services and stay connected to their friends and the community.



Parkland Refining

The Keith & Betty Beedie Foundation

CUPE 23

Burnaby Firefighters Charitable Society

