

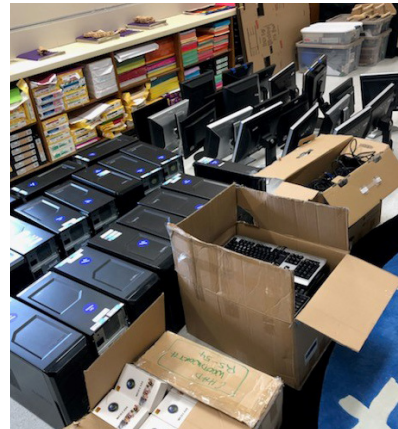


BC TECHNOLOGY
FOR LEARNING SOCIETY

You Donate I.T.

Youth Refurbish I.T.

BC Reuses I.T.



Executive Annual Report

2021 - 2022

Table of Contents

MISSION, BOARD OF DIRECTORS, STAFF	2
CHAIR'S REPORT	3
EXECUTIVE DIRECTOR'S REPORT	4
TRESURER'S REPORT	5
PROGRAMS	6
Computers for Schools Plus	7
Internet for Good	8
Connecting Families	8
CFStudents	9
CFS Interns	9
Volunteer Programs	10
Access to Technology	10
PROMOTIONS	11
DONATIONS	12
APPENDIX	13
A: Distribution by Sector	13
B: List of Donors over \$10,000	14



Overview & Mission

BC Technology for Learning Society is a registered charity, non profit organization operating in the Province of British Columbia. Our mission is **to provide job training for youth and access to refurbished technology for British Columbians**. Our vision is a BC where everyone has equal access to technology and to tools to facilitate learning.

BCTLS distributes equipment through a variety of programs:

- Computers for Schools Plus Program;
- Connecting Families Initiative;
- Computers for Schools Intern Program;
- TELUS' Internet for Good;
- Computers for Students.

Highlights from the year:

- 5337 computers distributed;
- 11,734 computers donated;
- 20 new interns hired.

Board of Directors

Doug Kinsey – Chair	Nancy Grenier – Vice Chair
Nolan Clark – Secretary-Treasurer	Deena D. Simon – Past Chair
Harvinder Aujala – Director	Stephanie Chan – Director
Harry Johal – Director	Larina Lopez – Director
Sandy Sigmund – Director	Mark Taylor – Director
Peter Vogel – Director	

BCTLS Team

Mary-Em Waddington – Executive Director
Rob Nguyen – Technical Manager & Client Services
Jim King – Director of Donations
Lori Palka – Bookkeeper
Keely Rammage-Scott – Communications Lead
Aaron Yaremus – Technical Support
Thomas Leech – Warehouse Lead
Kevin Tong – Warehouse Support
Evania Tang – Technical Support



Chair's Report

This has been an eventful year for BC Technology for Learning Society! The ongoing impact of the pandemic has created many different stresses and pressures on our organization, and we have adapted by creating even safer workspaces and processes. The leadership and commitment of our staff has allowed us to continue to provide critical technology support to students, non profits, isolated families and individuals at a time where digital access has become critical for success.

The role that we have in preparing youth for jobs in the digital economy has been central to our mission, and through the pandemic, we were able to increase the number of paid interns to 20 thanks to additional funding from the Federal Ministry of Innovation, Science and Economic Development. We were also pleased with a new partnership formed with the BC Ministry of Social Development and Poverty Reduction in delivery of the Access to Technology initiative, which will help up to 9000 British Columbians access laptops to support their employment training.

BCTLS has been recognized for our work. We were very pleased to be awarded \$10K from the Lane Merrifield Foundation and \$15K from First West Credit Union. These valuable cash gifts enabled us to purchase additional parts to make desktop computers 'zoom compatible' with web cameras and other pieces via London Drugs who we recognize as our "Partner of the Pandemic" for this year.

Our ability to make such a difference in BC is predicated on the continued strong support for our programs by public and private organizations through their donations. We continue to get great support from long term donors but were also very happy to add some new donors this year such as Arc'teryx Equipment, Traction on Demand, and Best Buy. Based on this generosity we were able to distribute 5337 refurbished computers and laptops this year.

While we have a rock solid foundation, the board will develop a new strategic plan to identify ways in which the technology we receive, and the partnerships we create, can continue to make positive impacts in the community. I encourage you to follow us on our social media platforms to read about how our work will continue to address the digital divide in our society.

On behalf of the Board of Directors, I would like to recognize Sandy Sigmund for her 5 years of exemplary service to the board and her willingness to support and mentor marketing interns, as well as Nolan Clark for his skill and leadership in his roles as Chair of the Finance Committee and as Secretary-Treasurer as he transitions to a Director at Large. Finally, I would like to thank Mary-Em Waddington for her excellent vision and leadership, and the rest of the BCTLS team for their dedication and work in delivering the Computers for Schools Plus and other valuable programs in British Columbia. This is work that matters and work that has such a positive impact on many!

A handwritten signature in dark ink, appearing to read "Doug Kinsey". The signature is fluid and cursive.

Doug Kinsey



Executive Director's Report

Change is inevitable, in life and in organizations. On top of navigating an ever changing pandemic, BCTLS accepted a new project, Access to Technology, in partnership with BC Ministry of Social Development & Poverty Reduction which introduced us to 'procurement' in a challenging year for global supply chains. All the while we maintained focus on delivering

Computer for Schools Plus and other key programs where changes in who clients are, and how and where they use equipment is also evident.

Now in June 2022 we are on a different side of the pandemic and can see how well the organization moved the bar through increased donations through the #DonationsMatter marketing strategy, maintained a safe and open workspace for interns as they learned to refurbish thousands of computers and laptops, developed and strengthened partnerships to build on our success, and preserved our financial health and resiliency.

Computer distribution this year proved to be a challenge, which is surprising considering how high demand was last year. This stems from a change in how people are using technology, and computers specifically. Demand is for laptops, not desktops, as the web camera for zoom calls is not embedded, and for clients living in overcrowded housing or housing insecurity who do not have space to permanently place a computer.

There has also been a huge shift in the client organizations who use the equipment as schools are declining their usage and individuals are increasing their awareness and utilization of our programs. Although this comes with an increase in administrative work, packaging, and time, we were able to deliver equipment to the places it is truly needed.

The Computers for Schools Interns program is delivered on behalf of the Government of Canada who provides funding to hire youth who refurbished computers, update our database and lead our social media campaigns. We remain successful in finding candidates to work with and mentor but are seeing more increases of mental health and anxiety affecting youth.

BCTLS is very fortunate to have been in a solid financial position prior to the pandemic and we were able to maintain that level of health this year. The Society has moved to audited Financial Statements this year, prepared by public accountants Rolfe Benson, LLP. A special thanks also to the board of directors for their leadership and support over the past year.

This year has not been without challenges and I'd like to thank Rob, Jim, Thomas, Keely, Lori, and Aaron for their hard work and dedication; for keeping us safe and healthy through the pandemic, for getting work done on time and for all the laughter along the way! Whatever changes 2022 brings, I know we will face it as a team.

Mary-Em Waddington



Treasurer's Report

Fiscal Year 2022 was a busy and productive year. As Treasurer, I work towards ensuring solid processes are in place to support the financial objectives of BCTLS, to anticipate risks and to best deliver on the valuable programs offered by BCTLS.

We were excited to take on the new Access to Technology (A2T) project with the B.C. Government this year and work through the new challenges and opportunities this presented, both from a financial perspective as well as leveraging a new relationship with the Province. This multi year project will conclude in March 2023 and further protect the Society's revenues through project management delivery.

With the acceptance of the A2T project, the Directors determined to move from reviewed financial statements to audited financial statements. Rolfe, Benson LLP conducted the work this spring and reported a smooth process. We are grateful for all the preparation work that goes into the audit.

We expanded the finance committee from two people to five, and included incoming Secretary Treasurer Harry Johal, CPA to help lay a solid foundation for his understanding of the Society and its financial operations. Our quarterly meetings have had robust conversation and helped put things into place ahead of the year end audit.

I'm happy to report BCTLS is in a solid financial position. This has been assisted by the receipt of a cash donation by way of the residuals from a class action lawsuit where proceeds were spent on bolstering our marketing spend, purchase of additional parts for computers, and restricting a portion to term deposits. Through solid financial management the Directors earmarked a second term deposit allocation for the year which greatly reduces future risk.

My thanks to the finance committee for their support and I appreciate the opportunity to have stewarded BCTLS at such an exciting intersection.

Nolan Clark, CPA, CA

“

The generous support of the Government of Canada in the Computers for Schools Program has helped students tremendously. Computer technology is a critical accomodation for the students at James Cameron because it helps provide equitable access to the Ministry of Education curriculum. — James Cameron School

Programs

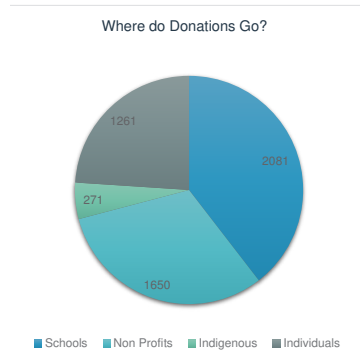
At the front of our work is the redistribution of donated equipment refurbished by youth interns and volunteers. During the year, 5337 computers and laptops were shipped to schools, non profit organizations, Indigenous Communities and low income individuals.

Equipment is shipped through either:

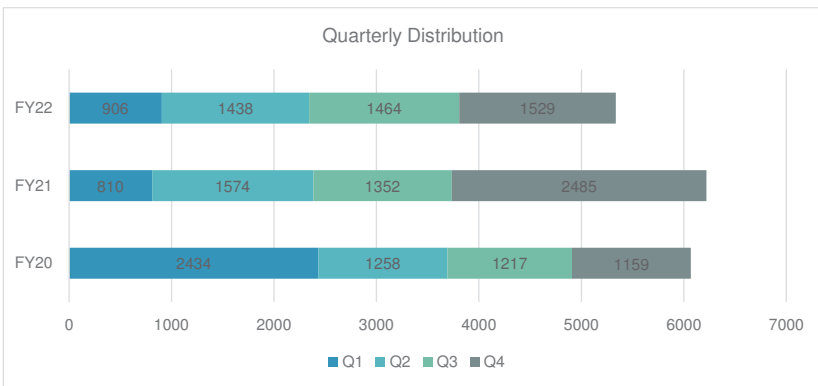
- Computers for Schools Plus;
- TELUS Internet for Good;
- Connecting Families;
- or Computers for Students programs.

*Note: For the purposes of this report, the word computer is used synonymously with 'laptop'. In actuality 2566 computers and 2584 laptops were distributed.

Together, these programs distributed 5337 computers and laptops to schools, non profit organizations, Indigenous Communities and low income individuals. The pie chart demonstrates that schools remain a viable customer base but their downward trend from 2015 where public schools and independent schools received 52% and 18% of the annual distribution of 6480 computers respectively.



Our target distribution goal for the year was 6000 computers and we were unable to meet that mark. Limitations came both from a reduced number of Connecting Families orders, and more substantively the ongoing challenge of procuring sufficient numbers of laptops which were able to be refurbished and distributed. Certainly if orders had been for desktops only, we would have surpassed the target goal. The 5337 computers is a similar result to FY18 and FY15.



A summary of each program BCTLS delivers will follow



Computers for Schools Plus

Computers for Schools Plus, (CFS+) is the national, Government of Canada program operating in each province and territory to collect donations of used computer equipment for refurbishment and distribution. The CFS+ program was established to direct refurbished computers to schools and in 2004 expanded to include non profits, and again in 2018 to include low income Canadians. Given the 28 year history of the program there have been evolutions in who the clients are and how they use the equipment.

BCTLS is the partner delivering on this work within British Columbia and has contributed 185,000 to a national total of 1.8 million computers distributed since 1994.

Public Schools accepted 1585 computers during the year. Five school districts took ~100 computers each and is a notable change from 2010 – 2015 when 5 school districts would accept 50% of our annual distribution. Some of the computers are still used in lab and classroom settings, but more are reassigned to students for home use. Similarly, Independent Schools accepted 496 computers, and the equipment is used in classrooms and for at home use. The Surrey Khalsa School continues to be a prolific recipient of the equipment and actively provides it to families.

The non profit organizations are experiencing similar changes in the uptake and usage. Since the influx of Syrian refugees in 2016, we have seen more organizations requesting equipment for reallocation to client families, seniors, and other marginalized groups, rather than for administrative use or community training labs. Our partnerships with MOSAIC, ISS of BC, and Burnaby Neighborhood House are excellent examples of this shift, and it was particularly evident during the pandemic.

An additional change is in the technology itself. The past two years have shown an increased demand for laptops which have not been available through our supply. While the number of incoming donated laptops is steady, it is not always in a suitable age or condition for redistribution. Although our supply of desktops is robust, it is increasingly challenging to find them homes when portability, the permanent foot-print in a home, and web camera availability is necessary.

In total, 4616 devices were distributed to 240 organizations through the CFS program. Please see Appendix A – “Who is Supported with CFS Equipment” to learn more about the organizations accepting equipment.

“

On behalf of the clients who will be enjoying a whole new world of possibilities, thank you for your generous donation of computer equipment. – Neil Squire Society

In 2016 BCTLS partnered with TELUS to launch the Internet for Good initiative where eligible families are offered \$10/ month internet access and we provide tech as needed. In July 2021, TELUS increased their internet offering to \$20/ month for 20mbps and expanded the initiative to include seniors. This led to a 40% increase in distribution (to 311 computers) for the year.

Internet for Good services clients who are in Alberta as well as BC.

Connecting – Families Familles – Branchées

Connecting Families was announced in 2017 and is a Government of Canada initiative in partnership with Internet Service Providers who offer \$10/month internet, and with Computers for Success Canada who has arranged for delivery of computers to eligible families. (TELUS Internet for Good program replicates this national program on a provincial level, and TELUS qualifies the participants rather than the Canada Revenue Agency via the Child Tax Benefit).

FY22 was the last year of the 5 year program and we were tasked with preparing 887 computers. 649 computers were received and distributed, in part because there was no CRA mail-out to families and Internet for Good and Computers for Students compete to provide equipment to the same client base.



Connecting Families 2.0 was federally announced in August 2021 and also expands the internet offering from ISP's to 50mbps for \$20 per month, and to include seniors. There is currently no expectation of a device offering from Computers for Schools affiliates. The research project assessing the impacts of Connecting Families is underway, with preliminary reports discussing the internet offering.

“

Thank you so much for my first computer that is completely mine. Having a computer in my home is an important part of being a student and now accessing my assignments will be so much easier. – Sara P.

CFStudents

In 2014, BCTLS launched the Computers for Students initiative to support low income families with a student in the house in advance of Internet for Good and Connecting Families launching. This year we distributed 301 computers, up from 188 the previous year.

The goal of this project is to be a “catch-all” place for individuals not supported through a sponsoring non profit organization or school to still receive equipment.

CFS Interns

The CFS Interns program allows us to hire youth as hardware technicians for 6 – 8 month internships. Funding for this program is provided through the Government of Canada’s Youth Employment Strategy. We employed 26 interns during the fiscal year who worked 13,679 hours.

- 6 had their work terms carry over into FY23;
- 8 returned to school;
- 5 found employment;
- 7 post-internship were looking for work.

Five of the interns were summer students and were wonderful to work with; one intern is coming back for a second internship for the summer of 2022.

These interns refurbished computers and also learned inventory management, quality control, packaging, attention to detail, and how to work in a peer-learning environment.

Past CFS interns shared their experiences with us through a marketing campaign called “Where are They Now?” featured on LinkedIn. It was great to hear from Josh, Angelina, and three different Matts!



Volunteer Programs

BCTLS is very fortunate to have three streams of volunteers coming to support our work.

Five community volunteers contributed 1032 hours throughout the year. Goodwin continues to come in to refurbish equipment and Peter also keeps our network up-to-date while training interns.



Twenty-eight High School students contributed 1042 hours. Most of the volunteer work was done in the spring as COVID restrictions relaxed. We expect to increase the number of volunteers in FY23.

Typically we also support practicum students from local post-secondary institutions but did not have any this year, again due to COVID restrictions.



Thank you for giving me an amazing work experience position at BC Tech. I learned many new skills that apply to many jobs with computers. – Lester C



Ministry of
Social Development
and Poverty Reduction

Access to Technology

In March 2021 BCTLS was recruited to act as a procurement and distribution agent for a new BC Ministry of Social Development & Poverty Reduction project. We were funded with \$10M to purchase 9,220 brand new laptops and distribute to eligible clients identified by government service workers.

The project was not without its challenges; first the required number of laptops were not readily available, and as the months passed, there have not been enough clients to use the equipment. Continuous dialogue with Ministry staff have helped sheppard various program expansions and we look forward to a busier second year.

The Access to Technology equipment is not counted as part of our computer distribution as it is a stand alone project, and differs from all other programs offered by BCTLS by its use of purchased goods, not donated and refurbished equipment.

Promotions

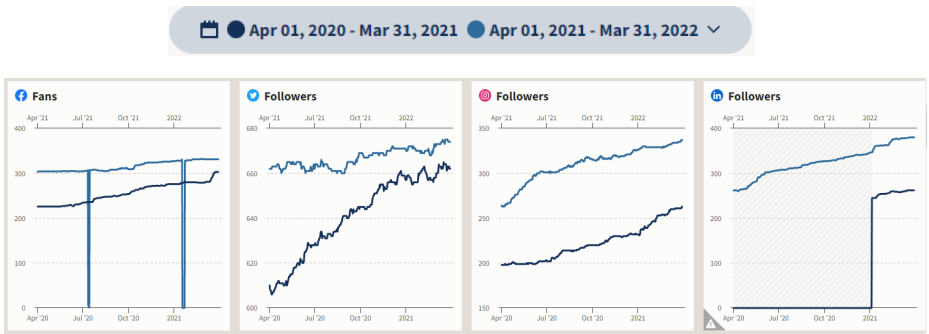
During the past two years our marketing and promotions have been focussed on securing new donations via the hashtag #DonationsMatter. We have demonstrated this across mediums and messages to show donors why their surplus equipment makes a difference in the community.

In March 2021 the Society purchased ad space with Post Media, producing a native article, ads in the Vancouver Sun/Province newspapers, and Facebook and LinkedIn ads. Those ads were effective at generating interest from individuals, but we didn't see the desired uptake from businesses. We also purchased some ad space in downtown Vancouver elevator buildings, but although there were thousands of impressions, there is no evidence it translated into valuable corporate donations. In September a second media spend was conducted with Business in Vancouver consisting of a native article and 8 weeks worth of print and digital ads.

While we cannot confirm any new donors came specifically from the ad spend, we do know that we received donations from 59 new donors during the year.

Throughout the year, we ran a number of campaigns directed towards encouraging non profits to request tech, including paid social media advertising and direct outreach to many chambers of commerce and boards of trade, asking them to share information with their members.

While gaining followers on all social media platforms is important for brand awareness, our LinkedIn followers remain our primary focus as they tend to be our highest quality leads.



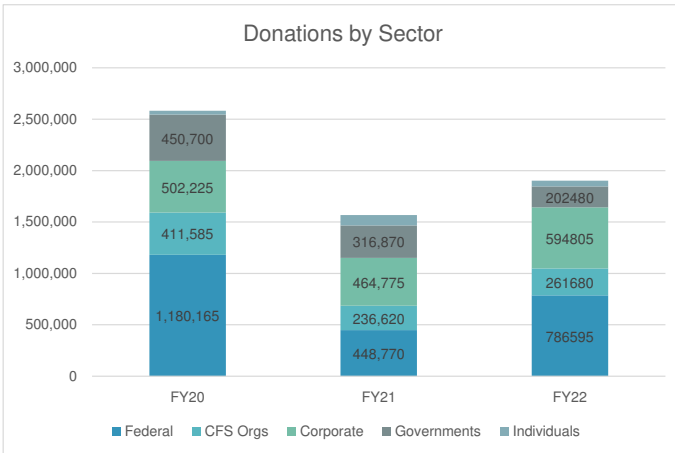
Follower growth on all platforms in FY22

We are looking forward to hosting a Donor & Partner Recognition event in June 2022.

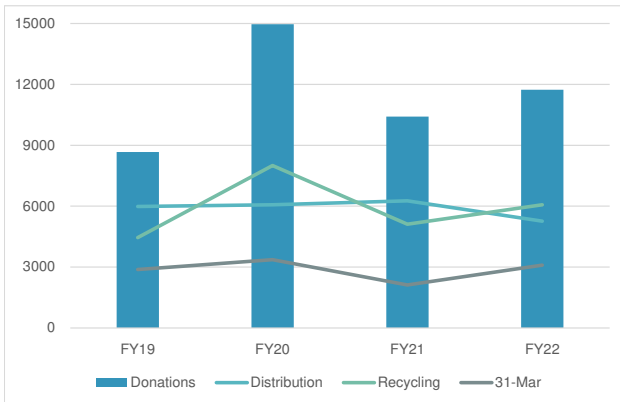
Donations

Without donors sending their surplus equipment to BCTLS, we could not accomplish the good work we do. Each year hundreds of companies and federal departments choose to have their equipment repurposed rather than sent for premature recycling.

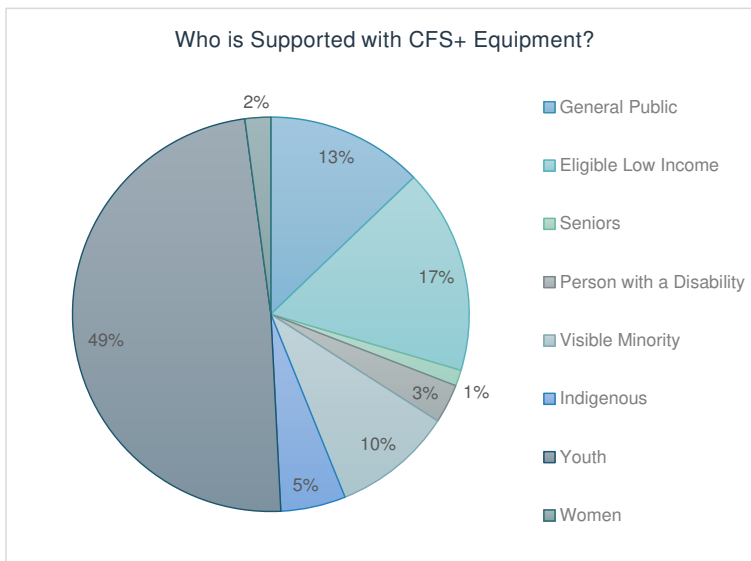
The *Donations by Sector* chart shows we still have some work to do to reach the levels achieved in 2020 (pre pandemic) but that there is an increase in donations across the federal and corporate sectors from FY21. Top 10 donors continue to be recognized on our website, featured on the shipping sheets sent to clients, and may be featured in the monthly blog and via social media shout outs. This is intended as both a thank you and call to action for other organizations to donate. A list of our donors is found in Appendix B.



The chart below demonstrates the volume of inventory received and where it goes. March 31st indicates the level of equipment held on the warehouse floor on the audited inventory count. Unfortunately we are unable to use all the equipment donated to BCTLS and a significant amount was recycled during the course of the year due to age and poor condition.



Appendix A: Computer Distribution by Sector



- **98 Youth** organizations including schools (public and independent), the Vancouver Symphony Youth Orchestra, Youth Leadership Society of BC, and some RAF cadets chapters accepted devices.
- **16 Women's** organizations including Battered Women's Support Services, Bridges for Women Society and several transition houses were assisted.
- **20 Indigenous** Communities and organizations including Lillooet Tribal Council, Nicola Valley Metis Association, and several friendship centres received equipment.
- **23 Visible Minority** organizations were supported. This is a problematic designation as many organizations such as MOSAIC and Immigrant Settlement Society of BC are captured here without those clients presenting as 'visible minorities'.
- **24 organizations supporting Persons with a Disability** organizations received equipment including The Centre for Child Development, Handy Circle Resource Society and a number of community living homes.
- **16 organizations supporting Seniors**, including several Royal Canadian Legions, 411 Seniors Centre and Seniors First BC.
- **774 Eligible Low Income individuals** were served through the Computers for Students and Internet for Good initiatives. This distribution is reported to ISED each quarter and should not be considered double counted for the purposes of this report.
- **43 General Public** organizations were supported and included libraries and literacy centres, Burnaby Neighbourhood House, Hospice societies, and BC Parks Foundation.

Appendix B: List of Donors Over \$10,000

Royal Canadian Mounted Police	\$265,770	ActiveCo Technology Management	\$18,995
Computers for Schools – (STLR)	\$261,680	Tolko Industries	\$18,590
Dept of Fisheries & Oceans Canada	\$126,090	Sony Pictures Imageworks	\$18,375
Department of National Defence	\$125,580	City of Burnaby	\$18,045
TELUS Communications Company	\$112,880	District 41 Library Resource	\$17,595
Capilano University	\$66,305	Lifeworks	\$17,455
Arc'teryx Equipment	\$63,645	Coast Hotels	\$17,085
Canadian Food Inspection Agency	\$63,060	Agriculture & Agri Food Canada	\$16,740
Employment Services Development	\$55,645	Sage Software	\$16,580
Best Buy Canada Ltd.	\$40,485	MOSAIC	\$15,955
Traction on Demand	\$38,160	First West Credit Union	\$15,000
Metro Vancouver	\$36,605	Camosun College	\$14,905
Canada Revenue Agency	\$33,665	Relic Entertainment	\$14,640
Langara College	\$33,065	Vancouver Community Network	\$13,975
Correctional Service of Canada	\$30,985	ISED (Industry Canada)	\$11,345
Canada Border Services Agency	\$23,505	Transport Canada	\$11,320
Canadian AutoParts Toyota Inc	\$21,400	PCL Constructors Westcoast Inc.	\$10,330

Thanks to our partners and funders:

Canada



Innovation, Science and
Economic Development Canada