



Archway

Community Services

Annual Report

2019-2020



People Helping People



Message from the Executive Director

When you ask Canadians who their heroes are of the COVID-19 pandemic, they speak of Dr. Bonnie Henry, of first responders, health care workers and grocery store clerks. I echo their sentiments and would add one more prominent group to the list of who is worthy of horn-blowing or to have a pair of John Fluevogs designed in their honour: Community Social Service Workers!

During the outbreak of the novel coronavirus SARS CoV-2, the community social services sector was defined as “essential workers” by the Province of BC. Whether ensuring access to basic needs like food and shelter for low income households, providing mental health counselling to youth, offering supports to socially isolated seniors, assisting temporary foreign workers and individuals with diverse abilities or a myriad of other services, Archway and community social service agencies like ours held up BC’s social safety net during our province’s greatest time of crisis.

At the start of COVID-19, Archway was faced with the dilemma of whether to remain open. We had to factor in the safety of staff and clients, the little information we were receiving at the time regarding provincial guidelines, various funders’ expectations and Archway’s mission and vision. We made the difficult but important choice to keep our doors open, and we quickly redefined services and service provision to ensure both safety and relevance.

Staff in Archway programs utilized technology to offer virtual counselling, remote tutoring, online webinars and remote doctors’ appointments, just to name a few.

The Mobile Seniors Outreach program was introduced to assist older adults unable to leave home for groceries, prescriptions and other essential needs.

Our Youth Resource Centre organized video “trips” to Playland complete with pre-delivered mini-donuts and cotton candy.

There are now Facebook Live versions of our Family Centre and Best for Babies sessions (in English and Punjabi) with 400+ viewers. And STRIDE for Older Workers quickly adapted to a virtual learning environment, offering online workshops and loaning laptops to clients in need.

These highlights are just a few of the many innovative and responsive practices taking place throughout Archway. I also want to acknowledge the safety measures applied in order to ensure essential services at our Recycling plant, Hearthstone Place, Autumn House, Sentinel House, Opioid Agonist Treatment Centre, Interpretation and Translation Services, Youth Health Centre and Food Bank to keep their doors open for service.

I give credit to our flexible and responsive leadership who quickly formed a COVID Response Team to shepherd the organization through the pandemic. They continue to play an ongoing role with our COVID “Next Normal” and “Planning Ahead” committees.

Thank you, also, to our resilient and inventive staff, board, and volunteers who keep finding ways to respond to the ever-changing and growing needs arising from these pressure-cooker times we live in.

Finally, thank you to the generosity of our donors and funders who are helping to alleviate the strain created by layers upon layers of complexities.

Now, if only I could get some Fluevog shoes commissioned to commemorate my heroes.

- Rod Santiago

Vision

Justice, opportunities and equitable access for all.

Mission

Archway Community Services fosters community well-being and social justice through positive action and leadership.

Three-fold intent

- 1 To plan for and provide direct social and community services.
- 2 To heighten awareness of social concerns in the community and to foster community involvement.
- 3 To create opportunities for community members to participate in serving, developing and strengthening our communities through partnership with government, private organizations and individuals.

Accreditation

The mission of CARF (Commission on Accreditation of Rehabilitation Facilities) is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served.

Starred (*) programs in this report received three-year accreditation from CARF in 2017.

51-year history

Serving clients in and beyond the Fraser Valley since 1969.

Leadership

Rod Santiago
Executive Director

Richard Aikema
Director of Facilities

Manpreet Grewal
Director of Multicultural and Immigrant Integration Services

Shairose Jinnah
Director of Counselling, Child, Youth and Family Services

Laura Midan
Director of Recycling

Tina Poudrier-Beck
Director of Finance

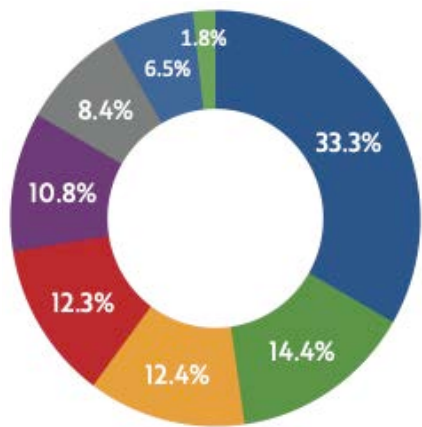
Louise Smith
Director of Administrative Supports

Neil Stark
Director of Advocacy and Social Equity

Leah Wynsouw
Director of Human Resources



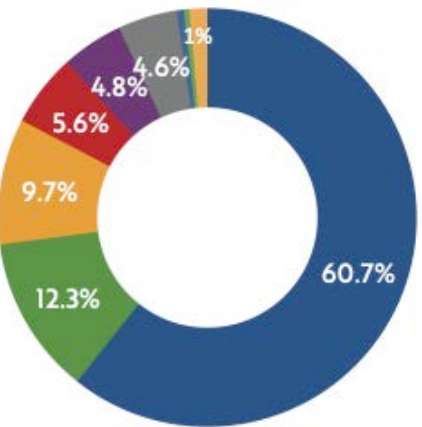
Finance



Revenues **\$27,991,756**

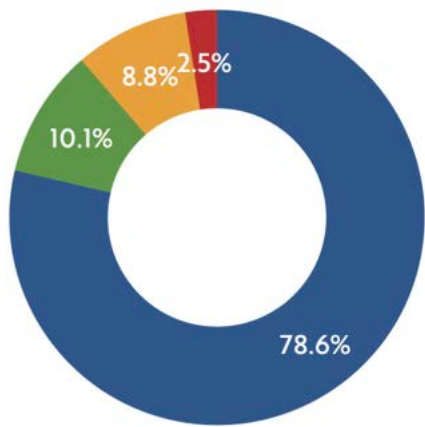
- Provincial government
- Recycling
- Federal government
- In-kind donations
- User fees
- Foundations, other
- Monetary donations
- Other and deferred revenue

+ A partnership between Prospera Credit Union and Archway provided \$50,000 in funding to enhance mental health and wellness supports for clients and staff.



Expenses **\$28,043,005**

- Wages and related expenses
- Distribution of in-kind donations
- Contractor services
- Occupancy and insurance
- Office and equipment
- Program and recycling costs
- Other expenses
- Recruitment, education, mileage, travel
- Promotion and advertising



\$2,025,162 Fundraised

Food Bank & Toys for Tots	\$1,592,486
Area of Greatest Need (AGN)	\$203,662
Charity Golf Tournament (AGN)	\$50,000
Other Programs	\$179,014

How Donor Dollars Helped

+ \$50,000 was raised at the Jake Virtanen – Archway Charity Golf Tournament, an Archway Board event benefitting Area of Greatest Need.

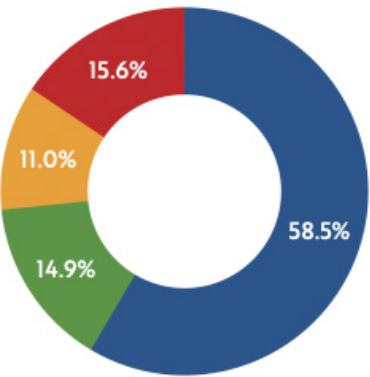
Donations allowed us to do valuable and needed work in our local community:

- Through education and support, we empowered parents to build strong, healthy families.
- Newcomers came to us for help in English classes and support as they settled in their new home.
- We provided the resources to support seniors living independently for as long as possible through social activities to combat isolation and assistance with nutritious meals.
- Women and children came to us who have experienced trauma or sexual abuse or domestic violence and needed help with counselling.

Human Resources

459 staff

6.4 average years of service



- Less than 5
- 5-9 years
- 10-14 years
- More than 15

Our staff say...

"I think Archway is doing remarkably because we have been keeping the services available and accessible in new, creative forms for meeting our clients' need. As an employee, I am proud of Archway."

Volunteers

828

volunteers contributed their time, skills, and passion to help Archway help our community.

48,878

hours of volunteer time this year helped us serve clients, from delivering meals to homebound seniors to facilitating a free dental clinic at the Archway Food Bank.



How People Connect With Archway



walk-ins to Montrose reception



phone calls to reception



social media followers



website visits

Counselling, Child, Youth, and Family Services



120 staff employed
52 volunteers

5852 clients served

Locations

Archway at Montrose
2420 Montrose Avenue

Archway Courthouse
33780 Laurel Street

Autumn House

BLT - Basic Lifeskills Training
101-20270 Industrial Avenue (Langley)

Foundry
101-32555 Simon Avenue

Garden Junction - CCRR
1B-33820 South Fraser Way

New Beginnings
32355 Mouat Drive

Sentinel House

Sweeney Neighbourhood Centre
33355 Bevan Avenue

Programs

- Abby Dads*
- Autumn House
- Basic Lifeskills Training (BLT)*
- Best for Babies*
- Bridges
- Child Care Resource & Referral*
- Family Centre*
- Family Connections*
- Family Education*
- Caregiver Support*
- Foundry
- Independent Living
- In It Together
- Intern Counselling
- New Beginnings*
- Outreach Services (Family and 1:1)*
- Parenting & Youth Groups*
- Perinatal Depression Support
- Raising up a Family*
- Rapid Response*
- Sentinel House*
- Sexual Abuse Intervention Program (SAIP)*
- Stop Exploiting Youth (SEY)
- Stopping the Violence (STV)
- Street Outreach*
- Talia's Closet
- Women Exiting Abuse Violence & Exploitation (WEAVE)
- Youth Education Support (YES)*
- Youth Justice Services*
- Youth Resource Centre (YRC)*

Virtual Counselling

During COVID-19, our in-person counselling programs quickly switched over to phone or video sessions to ensure therapy could continue. Early feedback has indicated that 51% of respondents still achieved progress in the virtual format. Further, many said that for a variety of reasons, they would choose virtual counselling if it was available after the pandemic.

Multicultural and Immigrant Integration Services



7,881 clients served

110 staff employed
141 volunteers
457 contracted interpreters & translators

Locations

Archway at Montrose
2420 Montrose Avenue

Archway West
102/106-31943 South Fraser Way

George Ferguson Way
32700 George Ferguson Way

LINC Mission
33179 Second Avenue

Summit Centre
3600 Townline Road

CELPPI Testing Centre
B 412, 4th Floor, Elante Offices,
Industrial Area Phase 1,
Chandigarh, India 160 002

Programs

- Access2English
- Career Paths for Skilled Immigrants
- Community Connections
- Courtyard for Men
- Delish Catering
- Diversity Education
- Employment Mentors
- Immigrant Settlement
- Immigrant Youth Services
- Interpretation & Translation Services (ITS)
- Language Instruction for Newcomers to Canada (LINC)
- Legal Advocacy for Agricultural Workers
- Moving Ahead Program (MAP)
- One Line Referral
- Parenting Life Skills for Immigrant Families
- Relationship Violence Prevention
- Settlement Workers in Schools
- South Asian Community Resource Office (SACRO)
- Skills Training Results In Directed Education/ Employment (STRIDE)



Interpretation & Translation

By ensuring increased safety measures and providing personal protective equipment, Interpretation and Translation Services (ITS) contractors have been delivering interpretation services for patients so they can connect with critical health care providers throughout the Fraser Valley and Lower Mainland.

Reducing Barriers to Accessing Food

In response to COVID-19 the Food Bank reconfigured their distribution centres to maintain physical distancing, set up satellite services in various neighbourhoods and ensure local seniors, Abbotsford students and temporary foreign workers could still access needed food supplies.

Advocacy and Social Equity

- counselling
- legal advocacy
- adult housing
- food security
- community living
- seniors services

improving the health of those with substance addiction

increasing the social inclusion and skill development of those with diverse abilities

enhancing access to nutritious foods

supporting the independence of adults over 55

105 staff employed
145 volunteers

+1,743 food bank volunteers

10,244 clients served

Locations

- Archway at Montrose
2420 Montrose Avenue
- Archway West
202/203-31943 South Fraser Way
- Archway Food Bank
33914 Essendene Avenue

- Chilliwack Legal Advocacy
8937 School Street
- Community Living
2539 Montvue Avenue
- Hearthstone Place
2719 Gladys Avenue



Programs

- Abbotsford Addictions Centre
- Archway Food Bank
- Better at Home
- Community Legal Advocacy
- Dental Clinic
- Discovery*
- Employing People in the Community*
- Hearthstone Place
- Income Tax & Seniors Benefit Applications
- Lunch with the Bunch
- Meals on Wheels
- Medical Transportation
- Opioid Agonist Treatment Centre
- Say Yes for Adults with Diverse Abilities
- Seniors Information, Referral, and Resource Services
- Socialization, Therapeutic Learning and Recreation Club*
- Specialized Victim Assistance Program

Abbotsford Mission Recycling

community education

recycling services

improving community engagement in recycling initiatives

reducing municipal landfill use by processing household recycling

52,551 households

56 staff employed
10 volunteers
12,264 tonnes diverted from landfill

4,745 workshop participants

26 community education sessions
183 Instagram followers

Locations

- Abbotsford Recycling
33670 Valley Road
- Mission Recycling
7229 Merston Street



Mind Grind

Teams from five Abbotsford middle and high schools competed in an environmental trivia contest at the 7th annual Mind Grind on Feb 26th. The winning team was Rick Hansen Secondary who plan to put their prize money towards getting a bottle refill station for their school.

Message from the Board President



Don't blink! That's how fast things can change. I remember at the start of the new year thinking back on the previous twelve months and reflecting on the great and eventful year we had experienced at Abbotsford, er, Archway Community Services.

We navigated a change of name and successful re-branding of the agency's identity; celebrated the first 50 years of service including the book launch by Walter Paetkau; successfully hosted the annual Cultural Diversity Awards, the Community Builders Awards, the Jake Virtanen Charity Golf Tournament; and created a new Strategic Plan to propel the agency forward in new and exciting ways. After a hectic and fantastic year, what could go wrong?

By mid-March, it was well known what could go wrong, not just locally, provincially or nationally – but globally as we locked down under COVID-19. Collectively, we followed Dr Bonnie's daily advice and 'hunkered down' to protect ourselves and our families. But what happened next at Archway speaks volumes about the agency, its mission and the character of the people who work here. Archway rose to the occasion and kept its doors open to as many people as it could and provided as many services as humanly possible to those who depend on us.

We are indebted to the leadership at Archway for providing pervasive care to all while encouraging programs to 'find a way' to keep services running for the vulnerable among us. The needs never stop and neither did Archway. We are grateful to directors and program managers who created new ways to get the job done despite the shut down as well as physical distancing. We celebrate all staff for persevering through the first six months and for their resilience in bouncing back time after time. And it's not over yet.

On behalf of the Board of Directors, I wish to extend our sincere thanks to everyone in the organization for exemplary service to our community through thick and thin during these strange and challenging times. I know when we look back on this year, we will be proud for many reasons. Thank you, Archway team! Please don't blink.

- Steve Carlton

Board of Directors

Steve Carlton
Board President

Darlynnda Ross
Board Vice-President

Barry Griffiths
Board Treasurer

Pamela Chatry
Board Secretary

Jas Anand

Brenda Benedict

Dilraj Brar

Emily Henry

Benjamin Lorimer

Lorne Mackenzie

Prabhjot Parmar

Charlaine Robinson

Ajit Sinha

2019-23 Strategic Plan Progress

Mental Wellness – Enhanced services for clients

47% increase in 19/20 compared to 18/19 in number of people accessing free counselling sessions through Intern Counselling Program.

133% increase between Dec 2018 and Dec 2019 in the number of Foundry walk-in counselling sessions completed by youth.

During COVID-19, 51% of clients responding to survey reported that they experienced improvement even with virtual counselling.

Indigenous Relationships – Advancing collective understanding and commitments

One new staff position at Addictions Centre funded to work with Indigenous clients.

Funding secured for an Indigenous Liaison to work with Local Immigrant Partnership.

Collaboration with Mamele'awt Quesome & To'o Housing society and MCFD led to long-term stability for youth housing program.

All monthly staff and Board meetings (in-person or virtual) begin with Indigenous land acknowledgement.

Senior Services – A strengthened community

Developed new programming such as CARES, Community Transportation and BC -211 to reduce vulnerabilities in seniors.

Expanded Meals on Wheels and Better at Home to provide services to more people.

Mental Wellness – Enhanced support for staff

Policy changes were implemented so staff work fewer additional hours and their personal wellness can be prioritized.

75 staff completed Archway hosted mental health trainings.



Funders

Archway is a multi-funded, multiservice agency. We achieve our mission and vision through the support of numerous donors, foundations and funders, including some of our major funders shown below:

Funded by the
Government
of Canada

Financé par le
gouvernement
du Canada

Canada

- Public Health Agency of Canada
- Immigration, Refugees, and Citizenship Canada



- BC Housing
- Community Living BC
- Fraser Health
- Fraser Valley Aboriginal Children and Family Services
- Ministry of Advanced Education Skills and Training
- Ministry of Children and Family Development
- Ministry of Jobs
- Trade & Technology, Ministry of Public Safety and Solicitor General
- Ministry of Social Development and Poverty Reduction



We acknowledge that we gather on the traditional unceded territory of the Stō:lō people. Stō:lō territory extends from the mouth of the Fraser River to Boston Bar. Locally, this includes the Matsqui First Nation and Sumas First Nation. We give them thanks for sharing their land and resources with us.

We acknowledge the financial support of the Province of British Columbia, the Government of Canada, as well as numerous foundations and donors. We acknowledge and are grateful to the City of Abbotsford for their permissive tax exemption.



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