



Annual Report

2018-19



people helping people





Message from the Executive Director

Leadership Staff

Rod Santiago

Executive Director

Najib Raie

Senior Director of Operations

Richard Aikema

Director of Facilities

Manpreet Grewal

Director of Multicultural and Immigrant Integration Services

Shairose Jinnah

Director of Counselling, Child, Youth, and Family Services

Tina Poudrier-Beck

Director of Finance

Louise Smith

Director of Administrative Supports

Neil Stark

Director of Seniors, Advocacy, and Community Living

Lisa Sullivan

Director of Recycling

Leah Wynsouw

Director of Human Resources

For the past 50 years, Archway Community Services — formerly Abbotsford Community Services — has built a strong and lasting foundation of people helping people, working toward our mission of fostering community well-being and social justice through positive action and leadership.

Over the life of our agency, the population in our community has grown more than six-fold. Although many factors have made our agency different than the one begun by Walter Paetkau 50 years ago, the core and heart of what we do, and the community we serve, remains the same.

In celebration of this milestone, we captured our past 50 years in this community within the pages of a book, *It Takes Raindrops to Fill a Lake*, published by our founder earlier this year. We are also committing, along with the City of Abbotsford and other partners, to leave a legacy gift for the community: a natural playground at Hoon Park, where members of our community can gather for the years to come.

As we celebrate the past, we also embrace the advent of a bright future. We've started our journey into the next 50 years by changing our name to increase our accessibility; to better unite all our 90+ programs under one arch; and to express our continued role in the lives of the people we serve, as both a guiding path and a gathering place.

This year also marks the beginning of a new, four-year strategic plan for our agency, which focuses on three strategic areas with a poverty-focused lens: mental health, seniors services, and Indigenous relationships. This will include enhancements to the work we already do as well as adding new services.

As always, thank you for your participation and support for our work in this community, and for celebrating with us as we keep progressing from a prosperous past to our vision-minded future of justice, opportunities, and equitable access for all.

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 & 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

50-year history

Serving clients in and beyond the Fraser Valley since 1969



Accreditation

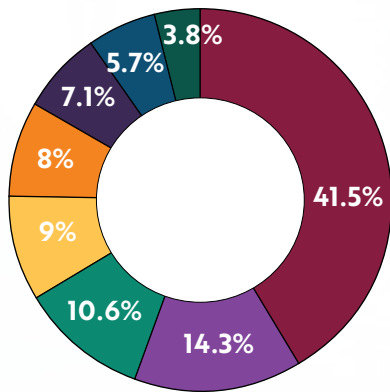
The mission of CARF (Commission on Accreditation of Rehabilitation Facilities) is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served.

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

"This place, these people, these programs gave me an alternate route. What you give here is like oxygen."

Jenny, Family Education client

Finance

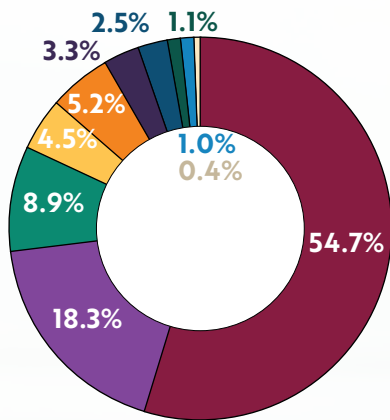


Revenues **\$30,458,575**

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



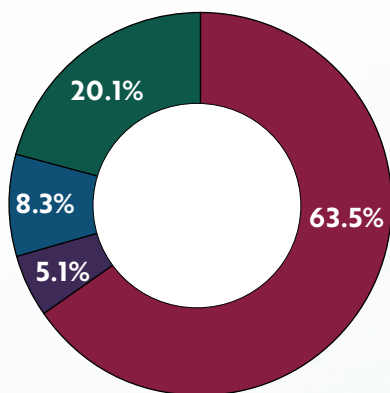
A \$15,000 grant from the First West Foundation helped support Foundry walk-in counselling for an estimated 300 local youth.



Expenses **\$30,107,422**

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

Donations



- Food Bank & Toys for Tots
- Area of Greatest Need (AGN)
- Charity Golf Tournament (AGN)
- Other Programs

How you helped



\$28,000 were raised at the Archway Charity Golf Tournament, benefitting Area of Greatest Need

Some examples of what donations supported this year:

- Supplying families with essentials for their newborn children
- Feeding seniors healthy meals delivered directly to their door
- Providing support for youth at risk of homelessness

Did you know?

Our Area of Greatest Need (AGN) fund means your dollars go toward programs that most need funding to keep providing important services to clients.

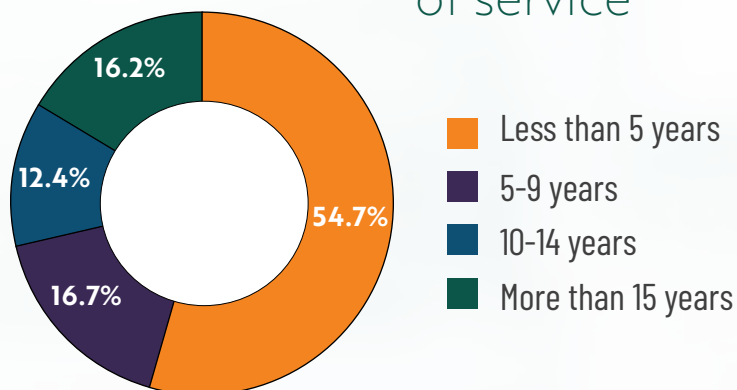
Help us meet the greatest need today.

Visit archway.ca/donate

Human Resources

438 staff

6.8 average years
of service



Our staff say...

"I appreciate the employee assistance plan, as well as my supervisors' support during a stressful period in my work and personal life. Mental health awareness is a strength at this agency."

Volunteers

1,103

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

48,325

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



How People Connect With Archway

14,000

phone calls to
reception

9,824

social media followers

79,657

website visitors

Counselling, Child, Youth, and Family Services



*supporting
individuals'
personal growth*



*increasing
parenting skills
and confidence*



*strengthening
parent and child
relationships*



*improving the
health of youth*

125 staff employed
53 volunteers
21 practicum students

6,099
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 & Abby Dads
32355 Mouat Drive

Sentinel Group Home

SVAP Mission
105-33070 Fifth Avenue (Mission)

Sweeney Neighbourhood Centre
33355 Bevan Avenue

Programs

- Abbotsford Youth Health Centre
- Abby Dads*
- Autumn House
- Basic Lifeskills Training (BLT)*
- Best for Babies*
- Child Care Resource & Referral*
- Family Centre*
- Family Connections*
- Family Education*
- Foster Parent Support*
- Foundry
- Independent Living
- In It Together
- Men and Healing Program
- New Beginnings*
- Outreach Services (Family and 1:1)*
- Parenting & Youth Groups*
- Perinatal Depression Support
- 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 & Family Counselling*
- Youth Justice Services*
- Youth Resource Centre (YRC)*

A better location

In 2018, Child Care Resource & Referral (CCRR) moved their location to increase the opportunity for families to use their service.

Their new location is easier to find, nearer to Archway's Montrose and Courthouse locations as well as closer to several major bus routes in Historic Downtown Abbotsford.



Multicultural and Immigrant Integration Services

counselling

**legal
advocacy**

**immigrant
& refugee
settlement**

**English
classes**

**interpretation
& translation**

*quicken people's
settlement in
Canada*

*increasing access to services
through language translation
and interpretation*

*helping newcomers belong and
participate in community*

*advocating for
workers' rights in the
agricultural sector*

*improving people's
English skills*

7,246
clients
served

127 staff employed

263 volunteers

26 practicum students

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

CELPIP Testing Centre

B 412, 4th Floor, Elante Offices,
Industrial Area Phase I,
Chandigarh, India 160 002

Programs

- Access2English
- Career Paths for Skilled Immigrants
- Community Connections
- Delish Catering
- Diversity Education
- Employment Mentors
- Immigrant Settlement
- Immigrant Youth Services
- India2Canada
- Interpretation & Translation Services
- 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
- Settlement Workers in Schools
- South Asian Community Resource Office (SACRO)



Archway collaboration

English Language Services and Family Centre worked together with an Arabic-speaking staff member to connect Arabic speaking mothers who came to Archway for English classes to family programming where they also met other mothers from Abbotsford.

Helping to reach health services

94 people received 265 rides so they could reach their medical appointments located outside of Abbotsford. Those trips were completed by 10 volunteers who gave 1,059 hours to cover a total of 35,749 kilometers.



Seniors, Advocacy, and Community Living



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

91 staff employed
262 volunteers
7 practicum students

+1,985
food bank
volunteers

7,873
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
- Specialized Victim Assistance Program
- Special Training and Recreation (STAR) Club*

Abbotsford-Mission Recycling

community
education

recycling
services

*improving communities'
engagement in recycling
initiatives*

*reducing municipal
landfill use by processing
household recycling*

52,551
households

Did you know?

Our facilities process curbside and drop-off recyclables for both the City of Abbotsford and the District of Mission. Once sorted, the recyclables are shipped or sold to markets for processing. The plant also provides employment for hard to employ individuals.

51 staff employed

14,320 tonnes diverted from landfill

7,934
workshop
participants

23 community education sessions

131 school presentations

Locations

Abbotsford Recycling
33670 Valley Road

Mission Recycling
7229 Mershon Street

Recycling 101

The Recycling education program delivered 131 school presentations to over 2500 students about the hows and whys of recycling.

In addition, Recycling develops the future environmental leaders by providing the annual high school Mind Grind competition.



Message from the Board President



It's true. The more things change, the more things stay the same! Change has been a huge part of our beloved agency this past year and first and foremost among the changes is our new name! Archway Community Services. The new name and the fresh new branding will help distinguish the agency locally, regionally, provincially and beyond for years to come.

The Board of Directors has recently created a new Strategic Plan that will take the agency deeper into the community to address areas of need for the vulnerable among us. The Board is extremely pleased to explore issues around poverty, mental wellness, seniors services, and Indigenous relationships. Our staff is working hard to develop the plan for the next four years, and we know that we will make a difference for more people in more ways than ever before. Stay tuned for exciting developments!

This year saw Archway reach the 50 year milestone. It bears repeating to say how pleased we are to have released the book, *It Takes Raindrops to Fill a Lake* by the one and only Walter Paetkau, the father of Archway, then Abbotsford Community Services. As much as the book allows us to look back, it offers a launch point to the future to new opportunities to serve our community.

And let's not forget the inspiring ways through which we engage with our community. Each spring we proudly celebrate our cultural heritage at our annual Cultural Diversity Awards evening. In the early summer Archway hosts its annual charity golf tournament, now hosted by Abbotsford's very own professional hockey player Jake Virtanen. And, in the fall, we host the Community Builders Awards to honour individuals, organizations and businesses who give life to the values of Archway Community Services.

Things change. Things stay the same. We can all be proud of this wonderful organization. That will never change.

Steve Carlton

Board of Directors

Steve Carlton
Board President

Eric Heath
Board Vice-President

Barry Griffiths
Board Treasurer

Darlynnda Ross
Board Secretary

Serge Blanchette
Past President

Brenda Benedict

Dilraj Brar

Sukhi Brar

Pamela Chatry

Lorne Mackenzie

Prabhjot Parmar

Ajit Sinha

2016-19 Strategic Plan Highlights

Planned our name change to Archway

\$28K

Raised by Charity Golf Tournament for AGN in 2018

Established our Marketing department

Worked toward deployment of Office 365 for all staff

40

Employers that we work with received living wage awareness info & survey

1,400

New social media followers in 2018-19

500+

IT tickets resolved per month in 2018-19: double the 2017-18 quota

88%

Archway employees now make a living wage (\$17.40 per hour or higher)

250%

Increase in positive print media mentions from 2017/18 to 2018/19

150

Staff received newly developed cyber-security training

Champion the living wage campaign

Increase community awareness about Archway

Increase dollars raised, emphasizing Area of Greatest Need (AGN) fund

Strengthen our capabilities in Quality Assurance, IT, Fund Development, and Marketing

2019-23 Strategic Plan Priorities

Build a community culture that accommodates mental wellness-focused and trauma-informed practice

Advance our collective understanding and commitment to Indigenous communities

Establish a strengthened community for seniors





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