



# Archway

Community Services

## Annual Report

2020-2021



# People Helping People





# Message from the Executive Director

**A**s we consciously and cautiously round the bend on one-and-a-half years of COVID restrictions and preventive measures, let's reflect on the effective ways that Archway has lived out our commitment to "justice, opportunities and equitable access for all." Some community members have been especially hard hit this past year and our 2019-23 Archway Strategic Plan focusses support for such vulnerable populations.

We were thorough in laying out the groundwork for developing our current Strategic Plan. For an entire year, the board received and discussed community demographics, overviews of existing services, perceived gaps and recommendations from key stakeholders (e.g. City of Abbotsford, Abbotsford School District, Fraser Health, and Abbotsford Community Foundation). We also surveyed staff, volunteers, funders, our members, and other stakeholders to determine the best ways to serve our community in the upcoming four years. The result of our purposefulness is a living document that focusses on three key areas: Mental Wellness, Seniors, and Indigenous Inclusion. Two years and a global pandemic later this plan served as a crucial guide to our COVID response plan.

Fear and anxiety led to heightened mental health concerns for youth, women dealing with intimate partner violence and many other populations. Older adults suffered isolation and loneliness, and Canada faced disturbing truths about the atrocities perpetuated against Indigenous children in residential schools. Archway has pivoted – including virtual and hybrid services – to support these high vulnerability groups with new initiatives. For example, Best for Babies South Asian program and Community Connections jointly created an online parenting life skills series for South Asian parents resulting in heightened mental wellness as practical parenting skills were gained and relationships with children were strengthened. The STRIDE program

developed skills training for older workers, and Archway has developed online events and resources (such as the commemoration of National Indigenous Peoples Day) in support of Indigenous communities.

While pandemic restrictions have significantly limited the option of in-person services, we've adapted by providing physically distanced services to meet community needs. This includes the Social Prescribing program which connects seniors to a variety of non-clinical support services, walking groups, nutrition programs, and mental health services. Our Family Education program has been hosting a physically distanced Indigenous parenting education program with a Stó:lō elder to provide culturally appropriate training. They have also prepared for the eventual return to normal by creating a welcoming space for Indigenous children with First Nations art and books in their child care room. The Food Bank and the South Asian Community Resource Office (SACRO) opened up a new food satellite site to offer culturally relevant and appropriate food to South Asian and Syrian clients.

We couldn't have achieved this without you - our staff, volunteers, donors, funders and members. Thank you for your incredible support throughout the pandemic to those experiencing the greatest risks. The transition to post-COVID operations will be guided by Archway's ever-present desire to provide the shelter of an "arch" and walk along the "way" with members of our communities who are particularly vulnerable.

Hoping to see you in person soon,

*- Rod Santiago*

Executive Director

## Vision

Justice, opportunities and equitable access for all.

## Mission

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

## Values - Guiding Principles

- 1 Inklusivity - We welcome everyone, showing consideration and respect for all experiences and ideas.
- 2 Compassion - We empower others, and defend and advocate for human dignity.
- 3 Excellence - We never stop learning and improving. We pursue our vision with determination, ethics, and heart.

## 52-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 Operations

**Neil Stark**  
Director of Advocacy and Social Equity

**Leah Wynsouw**  
Director of Human Resources

## 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 2021.*



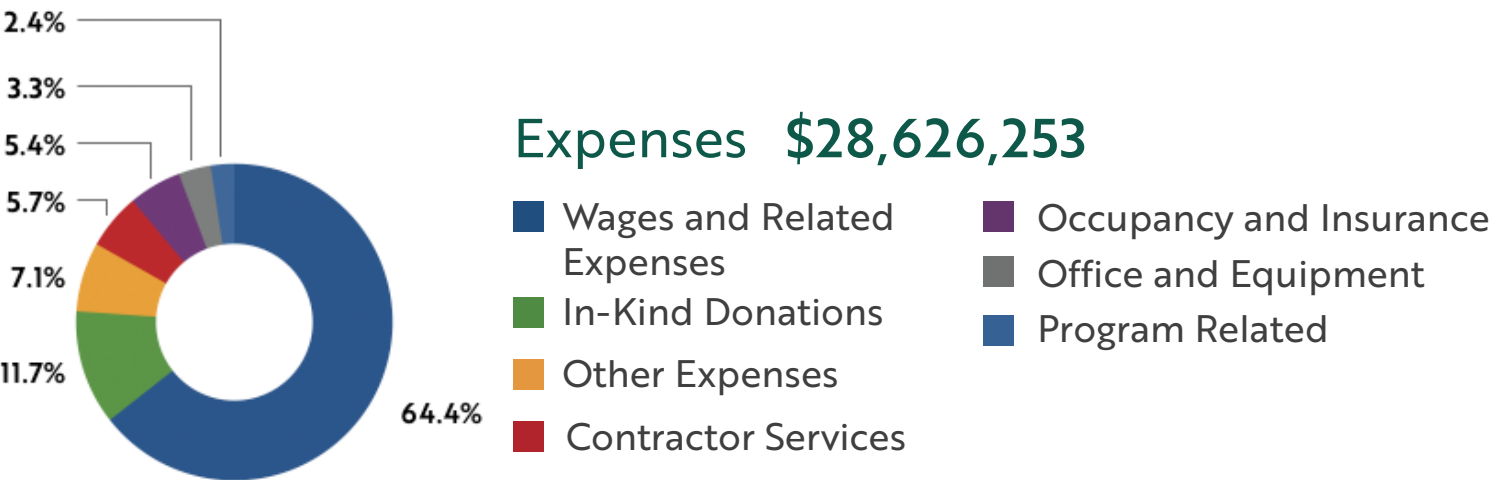


# Finance

## Revenues \$32,102,016



## Expenses \$28,626,253



## \$3,608,061 Fundraised



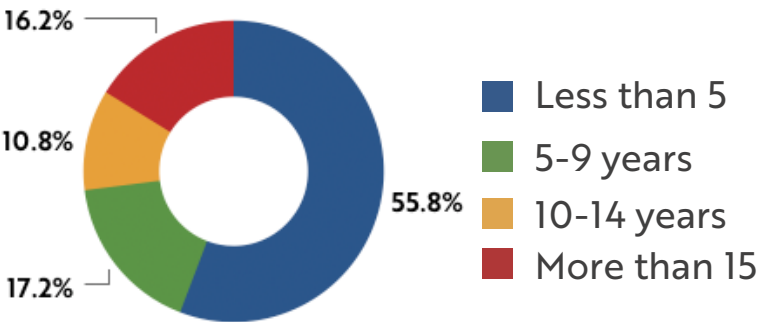
### How Donor Dollars Helped

Donations allowed us to do valuable and needed work as our community rallied to support the most vulnerable during the COVID-19 pandemic.  
Donations provided:

- food security
- access to mental health supports
- personal protection supplies for clients and staff

# Human Resources

425 staff      6.8 average years of service



## Volunteers

1,433 volunteers contributed their time, skills, and passion to help Archway and the Archway Food Bank help our community.

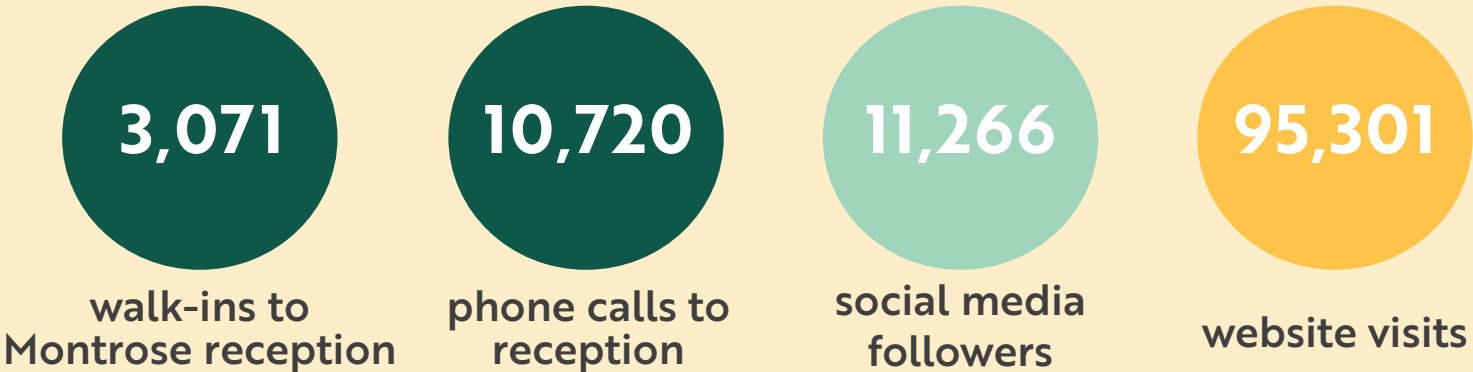
39,538 hours of volunteer time this year helped us serve clients, from delivering meals to homebound seniors to facilitating online English language conversation circles to ensuring the preparation of food hampers.



### Our staff say...

“Rod, with your leadership and passion, we will rise to the task and continue to be an agency that shows up amidst the challenges that we globally come up against.”

## How People Connect With Archway





# Counselling, Child, Youth, and Family Services (CCYFS)



supporting individuals' personal growth

strengthening parent and child relationships

improving the health of youth

increasing parenting skills and confidence

ensuring appropriate and supported housing

125 staff employed

4,277 clients served

## Locations

**Archway at Montrose**  
2420 Montrose Avenue

**Archway Courthouse**  
33780 Laurel Street

**Autumn House**

**BLT - Basic Life Skills Training**  
101-20270 Industrial Avenue (Langley)

**Foundry**  
101-32555 Simon Avenue

**Garden Junction - CCRR**  
1B-33820 South Fraser Way

**New Beginnings**  
32355 Mouat Drive

**Willows**

**Sweeney Neighbourhood Centre**  
33355 Bevan Avenue

## Programs

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

\* Indicates CARF Accredited

# Multicultural and Immigrant Integration Services (MIIS)



facilitating people's settlement in Canada

increasing access to services through language translation and interpretation

helping people navigate discussions about racism

advocating for workers' rights in the agricultural sector

improving people's English skills

4,313 clients served

99 staff employed

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

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

## Programs

- Access2English
- Career Paths for Skilled Immigrants
- Centre for Success
- Community Connections
- Courtyard for Men
- Delish Catering
- Diversity Education
- Employment Mentors
- Immigrant Settlement
- Immigrant Youth Services
- Interpretation & Translation Services (ITS)
- Job Connections for Immigrants (JCI)
- 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
- Refugee Claimant Support Services
- Relationship Violence Prevention
- Settlement Workers in Schools
- South Asian Community Resource Office (SACRO)
- Skills Training Results In Directed Education/Employment (STRIDE)



## Employment Programs

The Career Paths for Skilled Immigrants (CPSI) program supports newcomers to Canada to find meaningful employment related to their experience and education. This is completed through personalized career development guidance and support in navigating the Canadian labour market. In 2020, the pandemic caused a significant drop in immigration. However, CPSI staff continued to be available by offering virtual workshops and individual meetings to support the employment goals of clients.



## Youth Mental Health Services

Relationships are the foundation of our youth focussed services. The pandemic, however, created significant barriers to starting and sustaining connections. Nevertheless, our youth workers were very creative and developed activities such as meeting youth to go on walks, delivering healthy relationship classes online, and hosting social groups and games which gave youth a chance to socialize.



# Better at Home

As life has moved increasingly online, and even more so during the pandemic, some seniors have experienced profound disconnection and isolation. Recognizing this as well as reports from participants that they were more comfortable with telephone and mail communication, Better at Home partnered with Abbotsford Peer Support for Seniors volunteers to make friendly-visiting phone calls and wellness check-ins once a month.



# Advocacy and Social Equity (ASE)

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

improving the health of those with substance addiction

enhancing access to nutritious foods

supporting the independence of adults over 55

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

103 staff employed

7,889 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
- Community Van Service
- Dental Clinic
- Discovery\*
- Employing People in the Community\*
- Family Legal Advocacy
- Hearthstone Place
- Homeless Prevention
- Income Tax & Seniors Benefit Applications
- Meals on Wheels
- Medical Transportation
- Opioid Agonist Treatment Centre
- Say Yes for Adults with Diverse Abilities
- Seniors Information, Referral, and Resource Services
- Starfish Pack
- Social Prescribing Program
- Socialization, Therapeutic Learning and Recreation Club\*
- Specialized Victim Assistance Program

\* Indicates CARF Accredited

# Abbotsford Mission Recycling

- Curbside Recycling Processing
  - reducing municipal landfill use by processing household recycling
- community education
  - improving community engagement in recycling initiatives
- Residential Drop-off Depots
  - 16 stewardship programs at 2 locations
- Baling Services

52,551 households

56 staff employed

7,950 tonnes diverted from landfill

79,698 visits to the two depot locations

133 workshop participants

6 community education sessions

313 Instagram followers (a 71% increase)

## Locations

- Abbotsford Recycling**  
33670 Valley Road
- Mission Recycling**  
7229 Mershon Street



## Employment at Recycling

Started in 1970, the primary purpose of the Recycling program was to offer opportunities to people who had barriers to traditional employment. Over 50 years later, offering a supportive and flexible workplace remains a key component of the program. The employment culture at Recycling is strength-based to include tasks that will build each staff member's capacity as well as to provide accommodations that support staff success.

In early 2021, Recycling received a Rotary at Work award for being an inclusive employer.





# Message from the Board President



One of my favourite stories growing up as a kid was the book my mom read to me about the Little Engine That Could. I'm sure you know the story about the little locomotive that pulled a heavy train of cars up a steep mountain seemingly against all odds!

"I think I can, I think I can," repeats the little locomotive as it crests the mountain and delivers its cargo of food and toys to the awaiting children. For generations now, the story has instilled in children the values of compassion, optimism and determination.

I make mention of this story because it reminds me of the remarkable accomplishments of Archway Community Services during the ongoing pandemic. Allow me to salute every employee across the organization and every dedicated volunteer for being the "little engines that could." Thank you for finding ways to keep the lights on and doors open for those in our community who depend on us! Thank you for your compassion, optimism and determination.

The Board of Directors, for its part, continued the stewarding of the agency in its governance role. We participated in the CARF review and gratefully acknowledge the generous accolades bestowed on the agency by the review team. The resulting recommendations will continue to strengthen Archway's service to the community.

Further, the Board participated in the annual financial audit by KPMG which confirmed that the agency is in a sound financial position based on its internal controls, assets and holdings. We continued our work on risk management from a Board perspective. The enterprise risk assessment that began in 2019 continued with our consultants at Realize Strategies. Consequently, the Board continues to review and revise policies that will help mitigate risk across the organization.

The Strategic Plan continues to be the focus of our work as a Board. We receive quarterly reports from staff on the progress being made in the areas of Mental Wellness, Seniors and indigenous Inclusion. Board members participate with staff on the Indigenous Circle that moves our understanding of the impact of colonization forward and helps inform the Board of its role in responding to the needs on the local Indigenous communities.

I am happy to say that the Board continued its good work in community relations after disappointments in 2020. In June, the Board's annual fundraising golf tournament raised \$70,000 despite the uncertainty of the public health orders of the day. It was a brave undertaking, but we forged ahead because we, too, like the little engine that could, persevered and got it done! Thank you to the Board, staff, generous donors and community members for supporting the event in a variety of ways!!

On a final note of hope, we are also happy to announce that the Board will once again host the annual Community Builders Awards this fall. We are delighted to fulfill our role in celebrating the individuals in our community who support the mission of the agency by providing justice, opportunities and equitable access for all, including little engines.

*- Steve Carlton*  
Board President

## 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**

**Shawnee McKay**

**Amrik Narang**

**Prabhjot Parmar**

**Charlaine Robinson**

**Ajit Sinha**

**Jasneet Varing**

## 2019-23 Strategic Plan Progress

### Mental Wellness – Enhanced services for clients

*There was a 250% increase, as compared to 19/20, in the number of primary care, mental health related visits made by youth to Foundry.*

*Additional funding was received from the Community Action Initiative to address long waitlists for existing counselling clients.*

*Additional funding was received from the United Way to support students transitioning from elementary school to middle school.*

### Indigenous Relationships – Advancing collective understanding and commitments

*Training was provided by an Elder on the seven sacred disciplines to staff resulting in a safer and more culturally welcoming childcare space.*

*Additional funding was received from the First Nations Health Authority to support Indigenous clients with their long-term addictions recovery as well as to provide mentorship to other members of the community.*

*More staff and community members participated in impactful events for Orange Shirt Day, National Day of Awareness for Missing and Murdered Indigenous Women and Girls, and National Indigenous Peoples Day.*

### Senior Services – A strengthened community

*407 income tax returns were completed for low-income seniors in Abbotsford.*

*The new Social Prescribing program, in partnership with United Way, Fraser Health and the Division of Family Practice, has doctors refer their older patients to a navigator who connects them to services that will enhance their social connectedness and delay frailty.*

*20% more clients were provided in-home supports by Better at Home than in 19/20.*

### Mental Wellness – Enhanced support for staff

*There was a 70% increase, compared to 19/20, in staff use of mental health supports following the transition to a new Employee/Family Assistance Program.*

*There was a 50% reduction in the agency's accumulation of banked time following a revised policy designed to encourage staff to improve their work/life balance.*

*Over 100 staff, from the majority of our office areas, participated in online, morale-boosting staff parties provided at Halloween and Christmas.*

## 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



Supported by the Province of British Columbia

- 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



Mental Wellness Partner

*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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