



Message from the CEO

Looking back on the past year, I am once again amazed by our community's resiliency and willingness to step up in times of need.

When the November atmospheric rivers caused flooding which resulted in large scale devastation, we saw the best of humanity: from the outpouring of donations; farmers helping move and house livestock; volunteers delivering supplies and building sandbag walls; and organizations quickly working together to respond to critical needs.

Archway was not designed as a disaster relief organization, nonetheless, many in our community look to Archway in times of crisis. Our existing partnerships, infrastructure, and relationships with thousands in community give us a unique ability to respond quickly in a variety of ways.

I'm so grateful for the volunteers and staff who put in countless extra hours to help during the flooding, especially during the first few hectic weeks. Our Food Bank saw an immediate increase in need (locally and throughout the region) as well as donations, requiring all hands-on deck. Hundreds of temporary foreign workers began contacting our legal advocates as their employment and housing were at risk, and families reached out to the Family Centre to secure essentials like formula and diapers when stores were running low due to supply chain disruptions.

To this day, thousands of families, individuals, farms and businesses are still affected by the flooding and by COVID-related employment or mental health challenges. We continue to help amplify the voices of those affected, especially those who have fallen through the cracks when disaster relief programs haven't adequately addressed their unique circumstances.

As an agency we were challenged in many ways by COVID, the heat domes, and the floods. We are learning from each specific crisis to help us better navigate the next crisis.

Another ongoing crisis our society faces and is learning from is the opioid overdose epidemic. While this epidemic shows no signs of slowing down, I am encouraged by changing attitudes towards harm reduction and a growing understanding of substance use.

While we can't control what crises we will be facing, we can choose how we respond – whether that's offering evidence-based addiction treatments, following current



COVID health guidelines, or using a collective impact model approach to natural disasters. We know that prevention and risk mitigation are costly and complicated, however, the human and financial cost of not planning well and not learning from prior experiences are much higher.

While global and provincial crises get the most attention, a personal crisis can be equally devastating. Whether it's figuring out how to get back up after flooding, fleeing domestic violence, losing a job, or facing a health crisis, individuals can find resources and a place of refuge at Archway.

While I hope for a crisis-light year in the following year, I know that all we can do is prepare and plan ahead as best as we can. I want to thank Archway's stellar leaders and staff, our knowledgeable board and 1000+ volunteers, and our reliable community partners and donors for their support during past, ongoing and future crises. We are stronger together!

- Rod Santiago

Central Executive Officer

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 Inclusivity - 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.

53-year history

Serving clients in and beyond the Fraser Valley since 1969.

Leadership

Rod Santiago
Central 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 People and Culture

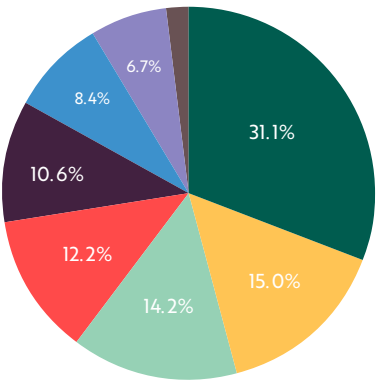
Accreditation

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.

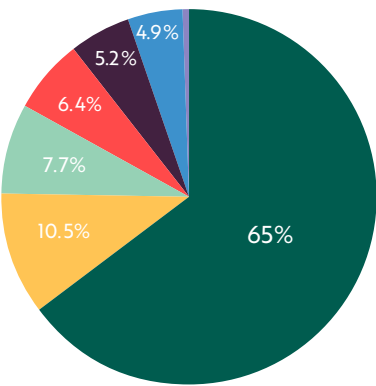


Finance



Revenues \$36,640,374

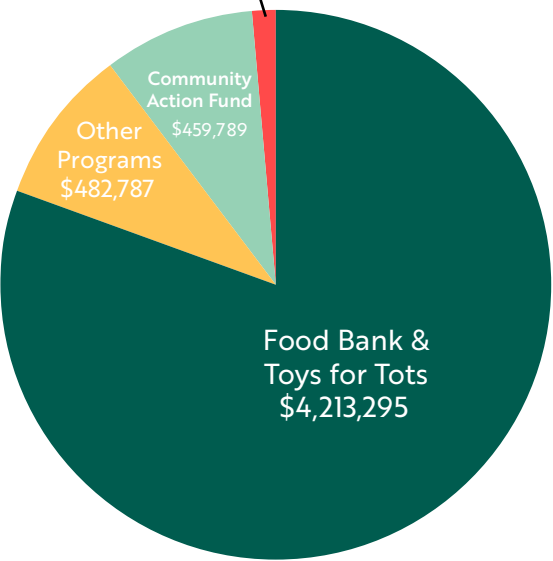
- Provincial Government
- Federal Government
- Monetary Donations
- Foundations, Others
- Recycling
- In-Kind Donations
- User Fees
- Other and Deferred Revenue



Expenses \$30,159,897

- Wages & Related Expenses
- In-Kind Donations
- Contractor Services
- Program Related
- Occupancy and Insurance
- Office and Equipment
- Other Expenses

Charity Golf Tournament (CAF)



Fundraised \$5,225,871

- Food Bank & Toys for Tots \$4,213,295
- Other Programs \$482,787
- Community Action Fund (CAF) \$459,789
- Charity Golf Tournament (CAF) \$70,000

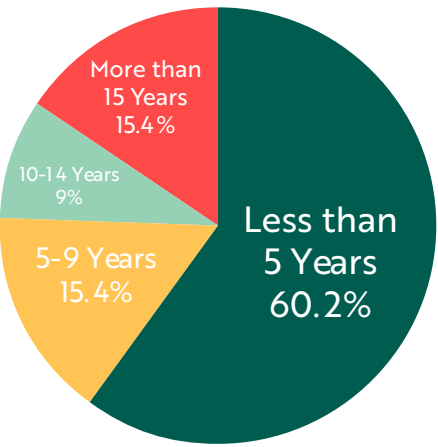
How Donor Dollars Helped

- Donations provided:
- Food security
 - Access to mental health supports
 - Supports to those impacted by the November 2021 floods

People and Culture

431 staff

6.8 average years of service



- Less than 5 years
- 5-9 years
- 10-14 years
- 15 or more years

One employee really appreciated that in the days following the November floods, “co-workers and managers checked on everyone’s wellbeing and asked about support needed for the flood victims.”

Volunteers

3,524

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

49,483

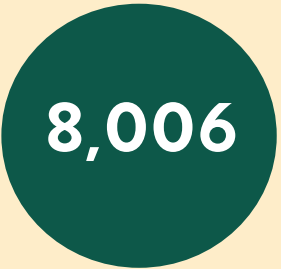
hours of volunteer time this year helped us serve clients, from delivering meals to homebound seniors to facilitating online English language conversation circles to ensuring the preparation of food hampers.



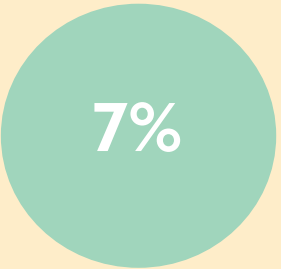
How People Connected With Archway



walk-ins to Montrose reception



phone calls to reception

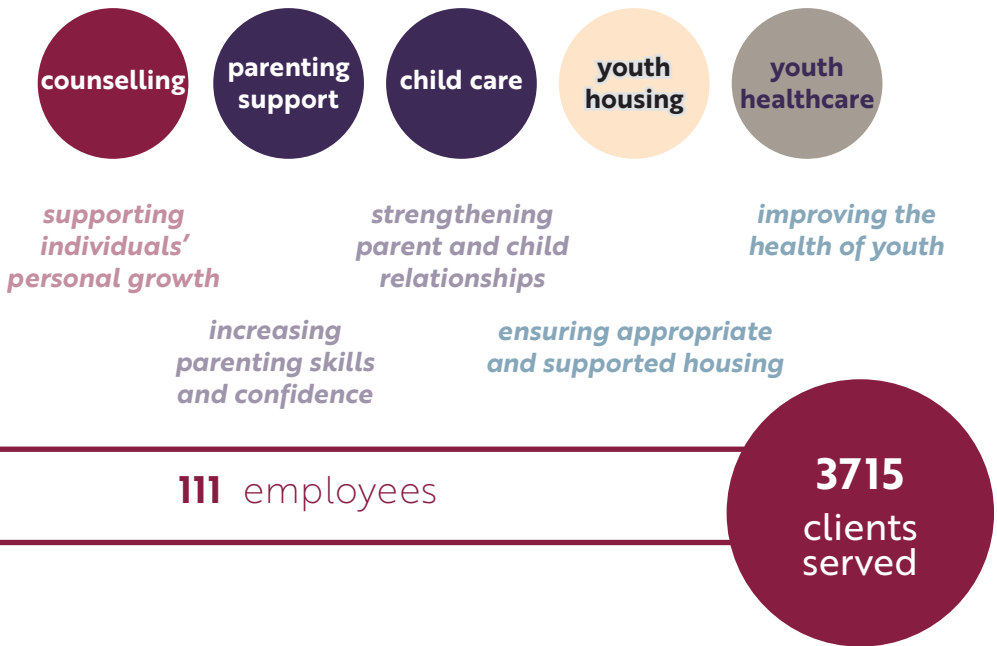


Instagram Engagement Rate



website visits

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



Locations

- Archway Montrose**
2420 Montrose Avenue
- Archway Laurel**
33780 Laurel Street
- Autumn House**
- BLT - Basic Life Skills Training**

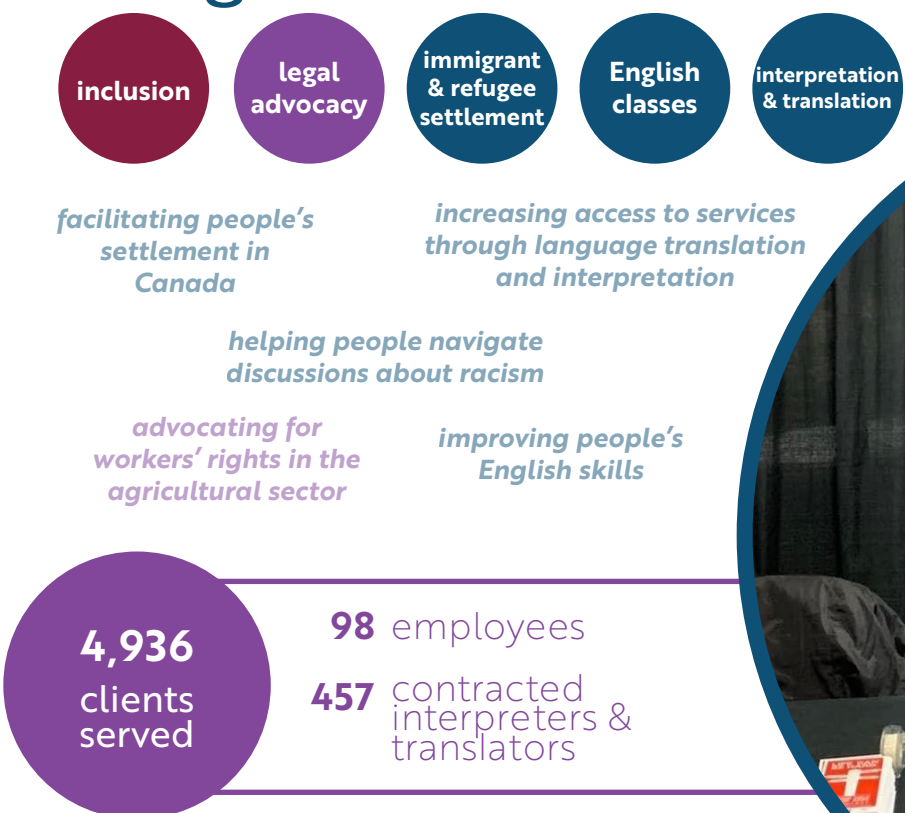
- Foundry**
101-32555 Simon Avenue
- Archway CCRR**
#102 – 2469 Montrose Avenue
- New Beginnings**
32355 Mouat Drive
- Archway Caregiver Support**
32868 Ventura Ave

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
- Trauma Counselling
- Young Parent Community Outreach
- Youth Education Support (YES)*
- Youth Justice Services*
- Youth Resource Centre (YRC)*

* Indicates CARF Accredited

Multicultural and Immigrant Integration Services (MIIS)



Locations

- Archway Montrose**
2420 Montrose Avenue
- Archway Laurel**
33780 Laurel Street
- Archway South Fraser**
102/106-31943 South Fraser Way
- Archway Gladwin**
#300 2975 Gladwin Road
- Archway Townline**
3600 Townline Road
- Archway George Ferguson**
32700 George Ferguson Way
- CELPIC Testing Centre**
Chandigarh, India
- LINC Mission**
33179 Second Avenue

Programs

- Access2English
- Career Paths for Skilled Immigrants
- Centre for Success
- Community Connections
- Courtyard for Men
- Delish Catering
- Diversity Education
- Employment Mentors
- Immigrant Job Shop
- Immigrant Settlement
- Immigrant Youth Services
- Interpretation & Translation Services (ITS)
- Job Connections for Immigrants
- 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)
- South Asian Day Program
- Skills Training Results In Directed Education/Employment (STRIDE)



Farmworkers and the 2021 Floods

When the Sumas Prairie flooded in November, 2021, hundreds of temporary foreign farm workers were displaced. Many lost their housing and belongings and were evacuated to other farms, camps and the emergency shelter at Tradex. Archway's Legal Advocacy for Agricultural Workers program immediately began gathering culturally appropriate food from the Archway Food Bank so that by the end of the first three weeks after the floods, 380 temporary farm workers had been connected to various benefits, food and warm clothing.



More Indigenous Voices and More Counselling Supports

Over 21/22 Archway increased indigenous inclusion through collaboration between elders and Archway's partners on the Child and Youth Committee, by the establishment of trauma training to caregivers of indigenous children and youth, and by hosting a Métis coordinator at CCRR.

In addition, over 21/22 the capacity of our counselling services increased to meet the dramatic rise in requests by youth at Foundry Abbotsford as well as from adults contacting our Montrose Ave counselling location. This demand was met through increased funding support to hire more counsellors and by the expansion of counselling service options.

Supports to the Unsheltered

To help address the issue of homelessness, Archway received short-term funding to operate a drop-in shelter, called The Cabin and an overnight shelter, called The Lodge. Both initiatives involved close partnerships with other key Abbotsford service providers and incorporated peer support workers in the design and delivery of the services. The Lodge sheltered approximately 50 people over its four months of operation and the Cabin saw at least 100 individuals each week.



Advocacy and Social Equity (ASE)

Social Supports and Community Justice

legal advocacy

adult housing

food security

community living

seniors services

Providing a facilitated approach and practical assistance to victims of intimate partner violence

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

enhancing access to nutritious foods

supporting the independence of adults over 55

112 employees

9340 clients served

Locations

- Archway Montrose
2420 Montrose Avenue
- Archway Laurel
33780 Laurel Street
- Archway South Fraser
202/203 31943 South Fraser Way
- Hearthstone Place
2719 Gladys Avenue

- Chilliwack Legal Advocacy
8937 School Street
- Community Living
#300A 32555 Simon Ave & 2975 Gladwin Road
- Archway Food Bank
33914 Essendene Ave
- Archway Montvue
2539 Montvue Ave

Programs

- Abbotsford Addictions Centre
- Archway Food Bank
- Better at Home
- The Cabin
- Community and Chilliwack Legal Advocacy
- Community Van Service
- Dental Clinic
- Discovery*
- Employing People in the Community*
- Family Legal Advocacy
- Federal Employment Diverse-Abilities Skills Training
- Food Justice
- Hearthstone Place
- Homeless Prevention
- Income Tax & Seniors Benefit Applications
- The Lodge
- Meals on Wheels
- Medical Transportation
- Opioid Agonist Treatment Centre
- Seniors Information, Referral, and Resource Services
- Sexual Assault Response
- Starfish Pack
- Social Prescribing Program
- Socialization, Therapeutic Learning and Recreation Club*
- Specialized Victim Assistance Program

* Indicates CARF Accredited

Abbotsford Mission Recycling

Curbside Recycling Processing

Community Education

Residential Drop-off Depots

Baling Services

Supported Employment Opportunities

reducing municipal landfill use by processing household recycling

improving community engagement in recycling initiatives

16 stewardship programs at 2 locations

52,551 households

57 employees

6,348 tonnes diverted from landfill

81,324 visits to the two depot locations

3,605 workshop participants

12 community education sessions

496 Instagram followers

Locations

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

Urban Farm Expands

The Urban Farm began in downtown Abbotsford in 2015 as a non-profit teaching garden. In 2021, the need for more farming space was evident and a proposal to Eco-Dairy resulted in Bill and Helinda Vanderkooi inviting Archway to move to their Sumas Way location. In addition, a Community Coordinator was hired so that more connections could be built with schools and the Abbotsford community. Both changes will result in more produce being grown, more volunteer involvement, and more community members connecting to the Urban Farm.



Message from the Board President



Growing up as a kid, my favourite TV cartoon was the Road Runner Show. On Saturday mornings, I would find myself in a tangle of legs on the sofa under a warm blanket with my brothers waiting for the next mishap of Wile E. Coyote in pursuit of the beloved Road Runner. (Mweep Mweep)

In episode after episode, the Road Runner evaded the coyote's treacherous attempts to catch his prey using every improbable gimmick in the world to do so (Acme anvils?). While he often came close, Wile E. Coyote never stopped the resourceful, resilient, and often lucky, Road Runner.

As I write this letter, I consider the events of the past three years and the not-so-whimsical battles with which we, as a community, have had to contend. The nasty old coyote has wreaked havoc on us, inflicting heat domes, viruses, floods, and even more recently, a recession. Our nation, each province and each community has had to marshal its resources at every level to respond to each challenge.

The 'boots-on-the-ground' in each community are the service agencies such as Archway that respond to events and promote and protect the common good with available resources. And while we are tired after three years of being chased, we are not down. Like the Road Runner, we move forward to live and fight another day.

Please allow me on behalf of the Board of Directors, to salute every employee across the organization and every dedicated volunteer for their parts in providing much needed services to a hurting community. Thank you for finding ways to keep as many lights on and doors open for those in our community who depend on us! Thank you for your compassion, optimism and determination. Thanks for keeping the coyote at bay.

The Board of Directors continued its stewardship of the agency in its governance role this past year. The Board has remained faithful to its oversight duties by working closely with our Central Executive Officer, Rod, and by being informed and supportive of the agency's responses to the various issues, including the ongoing flood response.

The Board hosted the annual Archway Charity Golf Tournament and returned to its pre-pandemic format with 120 golfers on the course for a fun-filled day. We thank all our sponsors including our title sponsor Sutton West Coast Realty Abbotsford, and all our generous supporters who helped us reach a combined total of \$75,000. This year, we welcomed our friends from the Abbotsford Canucks organization who joined us on the course and who contributed to our fund-raising efforts.

Looking forward, the Board will host the popular and successful Community Builders Awards evening in the fall to honour individuals and organizations in the community that exemplify "justice, opportunities and equitable access for all." A special Flood Heroes category will recognize those who stepped up during the flooding. This evening promotes our community and agency's resilience and our ability to keep moving forward just as the resourceful Road Runner stays ahead of the determined coyote. We shall prevail!!

- Steve Carlton
Board President

Board of Directors

Steve Carlton
Board President

Benjamin Lorimer
Board Vice-President

Prabhjot Parmar
Board Treasurer

Pamela Chatry
Board Secretary

Jas Anand

Dilraj Brar

Barry Griffiths

Lorne Mackenzie

Shawnee McKay

Amrik Narang

Charlaine Robinson

Darlynnda Ross

Ajit Sinha

Jasneet Varing

2019-23 Strategic Plan Progress

Mental Wellness – Enhanced services for clients

Over 2021/22 Archway provided 69% more community members with mental wellness supports as compared to in 2019/20.

Over past two years Archway has provided mental wellness supports to more Indigenous-identifying clients as compared over 2019/20.

A male Archway client shared his story of sexual abuse to advocate for more supports to men. The video that Archway produced has had over 155,000 YouTube views since it was posted in 2021.

Indigenous Relationships – Advancing collective understanding and commitments

Over the past two years twice the number of staff completed trainings on colonialism, residential schools, Canadian Indigenous history and/or inter-generational trauma than in 2019/20.

Over the past two years our social media influence has amplified acknowledgements of significant remembrance days such as Truth and Reconciliation Day on September 30th.

Over the past two years four community serving programs have been designed and delivered in collaboration with Elders or Indigenous-identifying consultants.

Senior Services – A strengthened community

Over the past two years there has been a 60% increase in the number of people aged 55 years and over accessing services at Archway.

Over the past two years Archway was able to support an 80% increase in low-income clients over the age of 55 who were requesting more food and transportation support and increased subsidized home care than in 2019/20.

Since 2019/20 Archway has added two more senior serving programs to support isolated and/or frail Abbotsford residents.

Mental Wellness – Enhanced support for staff

In 2021, 89% of Archway employees said that they were provided effective mental wellness supports to manage workplace stress as compared to 75% of Archway employees in 2019.

Over the past two years the change in our Employee and Family Assistance Provider resulted in a significant increase in employees and their dependents accessing counselling services. compared to 2019/20.

Over the past two years twice the number of staff completed mental health related trainings related to their jobs and/or self-care than over 2019/20.

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 Máthexwi (Matsqui) First Nation and Semá:th (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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