



Message from the CEO

Meeting Today's Needs: Staying relevant in an ever-changing world

"Justice, opportunities and equitable access for all" is the vision that Archway strives to bring to fruition amongst the various communities we serve. Yet, how do we achieve our mission when community members face poverty, racism, food insecurity, rising housing prices and unstable employment?

Archway's role is to continue being aware of people's current needs and to keep innovating, thereby staying relevant in this ever-changing, increasingly complex world we all live in.



Displaced individuals are arriving on Canada's doorsteps, having fled from war-torn countries. Our Resettlement Assistance Program helps families and individuals find places to live, settles children into supportive school experiences, and helps adults learn English and/or secure employment.

Seniors are increasingly being wrongfully evicted from long-time housing accommodations. Archway has doubled the capacity of our community legal advocates to make sure that older adults have someone on their side to negotiate with landlords and to fight against becoming homeless at this stage of their life.

Some Indigenous youth face racism, shame, abuse, and intergenerational trauma from a society whose stereotypes pronounce them guilty until proven innocent. Foundry Abbotsford now connects youth with Indigenous elders who introduce them to their culture: to history, language, and Indigenous practices that instill pride and an unshakable sense of self-worth; and Diversity Education provides one-on-one validation and support to victims of racism or discrimination.

A record number of women (with their children) are fleeing violence as perpetrated by their intimate partner. Our Sexual Abuse Intervention Program (SAIP) has addressed surmounting waitlists by increasing supports in English and Punjabi; and our Montrose Counselling has expanded access to counselling at the time when it's most needed.

Some of our community's individuals with barriers to employment face the threats of hunger, isolation, and homelessness as they lack the resources to navigate challenges such as developmental disabilities, neurodiversity or limited communication skills. Archway Recycling receives 50+ applications each week from candidates desperate to work. Along with the sustainability benefit of diverting 9,641 metric tonnes of recyclable products from ending up in landfills, Our Abbotsford Mission Recycling Depot provides a steady salary, benefits, ongoing job coaching, and a deep sense of belonging within community for more than sixty income earners (and taxpayers) who might otherwise be unemployed.

More than 5,000 individuals and households, along with 750 school-aged children, are going home daily to empty pantries and fridges. For these neighbours, Archway Food Bank provides ongoing access to healthy, fresh, locally accessible (through 17+ satellite sites), culturally-appropriate food. And Archway Food Justice programs work with community to re-define our broader understanding of and commitment to food security for all.

Together with our amazing community partners, staff, volunteers, and Board, Archway continues to re-define what it means to: secure housing or shelter for those most vulnerable in our communities; enable communities take part in getting nutritious, culturally-appropriate food to those most in need; help women fleeing intimate partner violence to not feel alone; help parents find safe, enriching child care for their little ones; reach out to isolated, vulnerable seniors; and so much more. Thank you for stepping into your role in ensuring "justice, opportunities and equitable access for all."

Rod Santiago

Archway 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.

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 accreditation from CARF in 2024.



Leadership

Rod Santiago

Central Executive Officer

Laura Midan

Director of Recycling, Social Inclusion and Employment

Manpreet Grewal

Director of Multicultural and Immigrant Integration Services

Neil Stark

Director of Advocacy and Social Equity

Shairose Jinnah

Director of Counselling, Child, Youth and Family Services

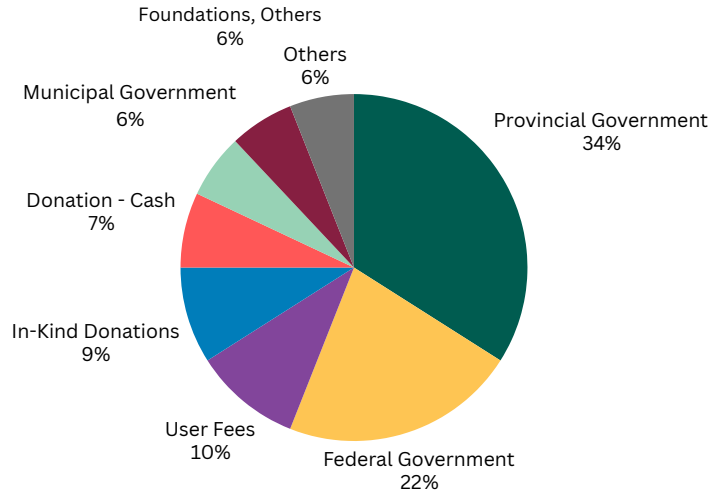
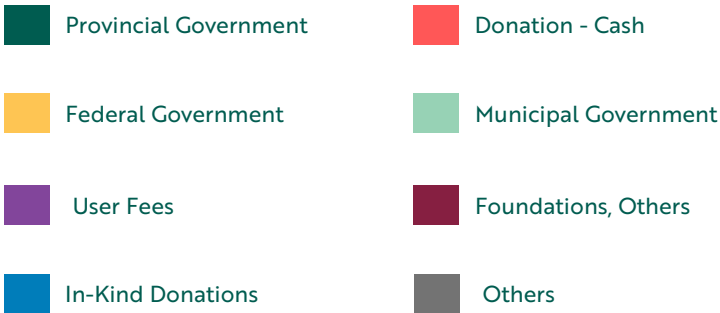
Tina Poudrier-Beck

Director of Finance and Risk

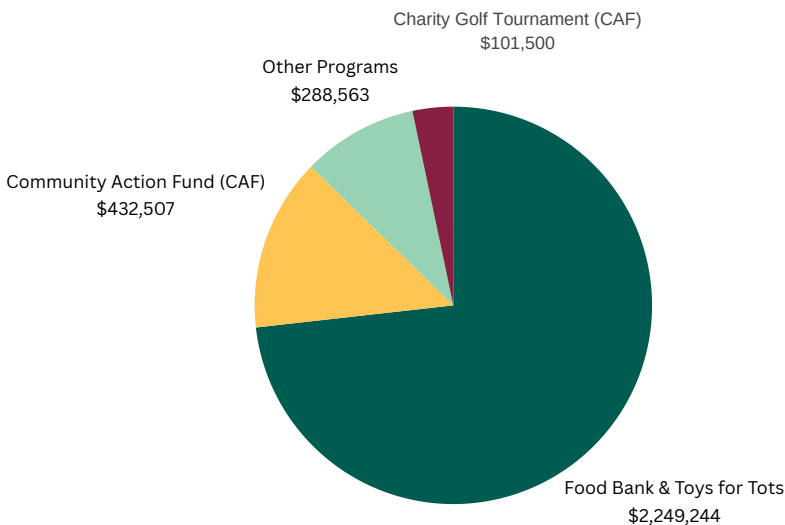
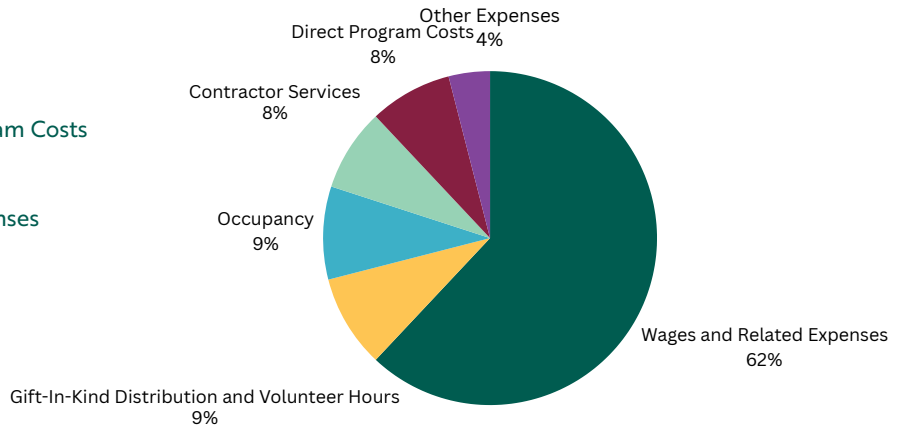
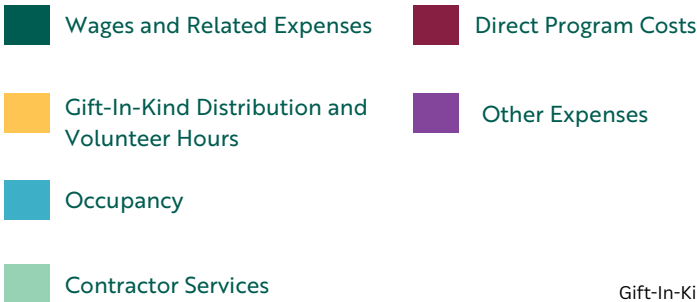


Finance

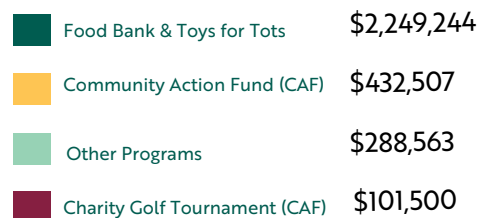
Revenues \$43,867,791



Expenses \$42,289,367



Fundraised \$3,451,708



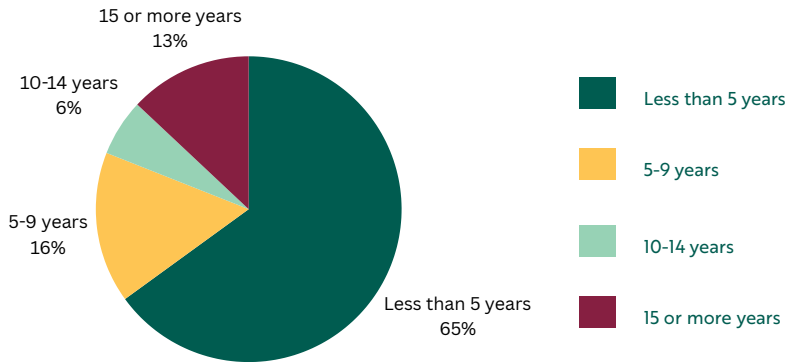
How Donor Dollars Helped

Donations provided:

- Access to food and food security
- Transportation through the Community Van
- Support for isolated seniors and new parents
- Settlement assistance for newcomers

People and Culture

544 staff **5.5** average years of service



I love working for Archway! My team is amazing, and I have met many wonderful people. I always feel supported and understood and find that my supervisor takes all areas of my job and my personal life into consideration.

- New Archway employee

Volunteers

2,707 volunteers contributed their time, skills, and passion to help Archway and the Archway Food Bank help our community.

39,709 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.



English Language Services Team in June 2023

How People Connected With Archway

3,859

Walk-ins to Montrose reception

7,772

Phone calls to reception

5.75%

Instagram engagement rate

114,353

Website visits

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

Counselling

Parenting Support

Child Care

Youth Housing

Youth Healthcare

supporting individuals' personal growth

strengthening parent and child relationships

improving the health of youth

increasing parenting skills and confidence

ensuring appropriate and supported housing

127 employees

11,415 clients served

Locations

Archway Montrose
2420 Montrose Avenue

Archway Laurel
33780 Laurel Street

Archway Caregiver Support
102-33832 South Fraser Way

Autumn House

Eagle's Nest
2540 Eagle Mountain Drive

Foundry
101-32555 Simon Avenue

Archway CCRR
#102 – 2469 Montrose Avenue

New Beginnings
32355 Mouat Drive

BLT - Basic Life Skills Training

Archway West
31943 South Fraser Way

Programs

- Abby Dads*
- Addictions Centre
- Autumn House*
- Basic Life Skills Training (BLT)*
- Best for Babies*
- Bridges*
- Caregiver Support*
- Child Care Resource & Referral
- Eagle's Nest Early Learning Centre
- Family Centre*
- Family Connections*
- Family Education*
- Foundry
- Independent Living*
- In It Together
- Men's Trauma 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)*
- Sexual Assault Response Program
- Short-term Counselling
- Stop Exploiting Youth (SEY)*
- Stopping the Violence (STV)
- Street Outreach*
- Talia's Closet
- Young Parent Community Outreach
- Youth Education Support (YES)*
- Youth Justice Services*
- Youth Resource Centre (YRC)*

* Indicates CARF Accredited



"Rahul" moved from India to Canada in 2022 as an international student. As he adjusted to a new culture and being away from his family for the first time, he sought out help from Foundry Abbotsford.

He later started giving back by volunteering on a leadership committee.

"Rahul's contributions to our Y-Fi committee have been invaluable to our programming, ensuring it remains relevant and impactful for the youth we serve. He embodies the leadership and community spirit we strive to foster at Foundry," said Tiera Murray, Foundry group coordinator.

Multicultural and Immigrant Integration Services (MIIS)

Inclusion

Legal
Advocacy

Immigrant
& Refugee
Settlement

English
Classes

Interpretation
& Translation

*helping newcomers
settle in Canada*

*facilitating discussions
about racism & inclusion*

*improving people's
English skills*

*providing information on workers'
rights and responsibilities in the
agricultural sector*

*enabling access to services
through language translation
and interpretation*

8,863
clients
served

152 employees

380 contracted interpreters and translators

Locations

Archway Montrose

2420 Montrose Avenue

Archway Laurel

33780 Laurel Street

Archway South Fraser

#102/106-31943 South Fraser Way

CELPIP Testing Centre

Chandigarh, India

Archway Gladwin

#300 & #301 2975 Gladwin Road

Archway Townline

3600 Townline Road

Archway George Ferguson

32700 George Ferguson Way

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 Settlement
- Immigrant Youth Services
- Interpretation & Translation Services (ITS)
- Job Connections for Immigrants
- Language Instruction for Newcomers to Canada (LINC)
- Language Assessment Services

- 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
- Resettlement Assistance for Government Assisted Refugees
- Settlement Workers in Schools
- Schools Out for Newcomer Immigrant Children (SONIC)
- South Asian Community Resource Office (SACRO)
- South Asian Day Program
- Skills Training Results In Directed Education/Employment (STRIDE)
- Youth Employment Skills and Strategy (YESS)



During conflicts in the Democratic Republic of Congo, "Bernard" lost his father, grandfather, and brother.

"It was a very difficult time, and I had all the responsibility of my family," shared Bernard.

After several threats to his life, Bernard fled to Canada where he was introduced to the SAFE HAVEN Refugee Claimant Support Services program, which offers short-term mental health counselling, settlement services, labour market support, English classes, and supported referrals to housing.

While Bernard awaits his refugee asylum hearing date, his wife, mother, sister, and five children remain behind.

Bernard is learning English, applying for jobs and volunteering as he works to build a better future where he can bring his loved ones to Canada, ensuring they too can enjoy the safety and opportunities he has found.

Bernard's journey is a testament to his resilience and determination.

After spending 22 years in the United States, Bev returned to Canada following the death of her husband. She faced bureaucratic obstacles and personal challenges as she had to prove she was Canadian.

After a fall, Bev was referred to Trina of Archway's Social Prescribing Program by the hospital social worker.

"Trina got it figured out and got me all the things I needed. She sat on the phone with government offices, helped with my paperwork, and provided emotional support when I was really down. I was really ready to give up, but Trina helped me get back to the person I was — happy and helping other people. She came in at a very critical point in my life."



Advocacy and Social Equity (ASE)



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

supporting the independence of adults over 55

enhancing access to nutritious foods

providing supported housing to those who were homeless or at risk of homelessness

83 employees

14,687
clients served

Locations

Archway Montrose
2420 Montrose Avenue

Archway Laurel
33780 Laurel Street

Hearthstone Place
2719 Gladys Avenue

Chilliwack Legal Advocacy
8937 School Street

Archway Food Bank
33914 Essendene Ave

Archway Montvue
2539 Montvue Ave

Programs

- Archway Food Bank
- Better at Home
- Community Legal Advocacy
- Community Van Service
- Dental Clinic
- Disaster Resiliency Program
- Family Legal Advocacy
- Food Justice
- Hearthstone Place
- Homeless Prevention
- Income Tax & Seniors Benefit Applications
- Lunch with the Bunch
- Meals on Wheels
- Medical Transportation
- Mom and Wayne's
- Seniors Information, Referral, and Resource Services
- Seniors Services
- Sexual Assault Response
- Starfish Pack
- Social Prescribing Program
- Specialized Victim Assistance Program

Recycling & Social Inclusion

Fostering social inclusion and ensuring a sense of belonging is key to our work. Our programs empower individuals and provide meaningful employment, volunteer, training and recreational opportunities.

The Abbotsford Mission Recycling Program provides recycling services to Abbotsford and Mission. The Recycling operation provides supported employment for those with barriers to employment including life coaching, workplace accommodations, training opportunities, flexible work schedules and onsite food hampers.



reducing municipal landfill use by processing household recycling

community education on growing produce, food security and recycling

Providing recreational and employment opportunities for those with diverse abilities

Programs

- Discovery*
- Employing People in Community (EPIC)*
- STAR Club*
- Urban Farm
- Recycling

* Indicates CARF Accredited

Locations

Abbotsford Recycling
33670 Valley Road

Mission Recycling
7229 Mershon Street

Urban Farm
1356 Sumas Way

Discovery, EPIC, STAR Club
2975 Gladwin Road
32555 Simon Ave



48 employees
5685 tonnes of residential curbside recycling diverted from landfills
81,173 visits to the two depot locations



23 employees
142 clients

In 2015, a seed was planted to create a social enterprise partnership that would eventually grow into the Archway Urban Farm, a teaching farm designed for growing market crops, engaging in learning opportunities and providing fresh food for the community.

The Urban farm has joined forces with various support and recovery programs to provide weekly volunteer opportunities at the farm.

"I loved having my hands full of dirt, dirty jeans and boots and feeling that my soul was cleansed," said "Ashley", a Peardonville Recovery House volunteer. "The environment was therapeutic, and the staff members were extremely supportive and kind."



Message from the Board President

Where to begin in summarizing all that has transpired in the past year that flew by in what seemed to be a blink of the eye – perhaps an optimist’s interpretation of the well-known sceptical aphorism of the 19th century French journalist and writer Jean-Baptiste Alphonse Karr, “The more things change, the more they stay the same” is a good place to start. It has been another year of changes and challenges, both inside and outside the organization, and another year of the Board of Directors and Archway Community Services successfully growing, evolving, and responding to those changes and challenges.

Strategic planning has remained a Board priority. Under the guidance of Archway’s CEO Rod Santiago and his Directors, Archway moved forward into year two of actualizing the Board’s current Strategic Plan and continued synthesizing the three recommended areas of focus in the Strategic Plan – mental wellness, justice, equity, diversity, inclusion (including an Indigenous lens) and housing – as integral elements of both the organization’s internal operational structure and its services delivered to the community.

The past year’s two annual Board sponsored community-based events were both tremendously well-attended and successful. These community events remain central to educating the public on the scope of Archway’s work and the important role it plays building a healthy community. The Community Builders event recognized another year of amazing contributions from individuals and businesses in Abbotsford who greatly impact the work of community development. This past year’s Golf Tournament provided not only an excellent day of golf for a record number of golfers but also \$112,000.00 in funds raised for Archway.

Archway continues to undergo changes to its organizational structure in response to growth of the breadth and scope of services provided and the retirement of key staff. The Board remains grateful for the efforts of Archway’s staff for their tireless work in leading that work to strategically prepare and position Archway for stability, resilience and success into the future.

Returning to where we started, it has been a year of changes and a year of staying the same. The Board of Directors has remained the same through a continued commitment to enhancing and strengthening governance competency and capacity to support the good work of Archway, building on the excellent governance structures that are the legacy of previous Boards, including the long-term members who are departing this year. Archway has remained the same through a continued commitment to evolving, amplifying and actualizing the ambitious goals set out in the current strategic plan and furthering the agency’s mission of fostering community well-being and social justice through positive action and leadership, building on the organizational culture that is the organization’s founding legacy.

As a Board of Directors, we look forward to the next year of Archway embracing change and evolving to stay the same – tirelessly striving for community well-being and social justice.

Sincere Regards,
Benjamin J. Lorimer
Archway Board President



Board of Directors

Benjamin Lorimer
Board President

Pamela Chatry
Board Vice-President

Prabhjot Parmar
Board Treasurer

Brian Robertson
Board Secretary

Ajit Sinha

Amyr Ali

Jacky Gill

Jasneet Kaur Varing

Jasmit Singh Phulka

Lorne Mackenzie

Maddy Adekunle

Narinder Dhillon

Raymonde Tickner

Steve Carlton

2023-2028 Strategic Plan

Justice, Equity, Diversity and Inclusion (JEDI) issues are amplified and actualized.

- Indigenous reflection evident at all decision-making and service delivery levels.
- Barriers removed that hinder access to all Archway programs and services for clients of indigenous background.
 - For example, Board of Directors and senior leadership team attended UNDRIP training in November 2023.
- Archway staff state that their voice is heard and valued.
 - In year one, staff completed a self-identification survey focused on diversity, equity and inclusion (EDI). The results were analyzed and recommendations are in progress.
- Issues of discrimination and racism are discussed and addressed through the creation of safe dialogue spaces throughout community.

Mental wellness is fostered and promoted through accessible and sustainable initiatives.

- Access to free, multi-lingual counselling and mental health services increased.
 - In year one, work has been done to secure counselling services in Punjabi and Spanish.
- Comprehensive, barrier-free navigation and referral systems across Archway's programs and services are implemented.
- Trauma informed outreach and community-wide education is delivered.

More housing options for low-income residents in Abbotsford

- Housing stock for seniors is protected and increased.
- Housing First options, in Abbotsford are increased, specifically addressing the need for supportive housing and shelter beds.
 - In year one, funding was secured to operate 30 shelter beds, year-round, for those over the age of 50.
 - Also, a new collaboration with the City of Abbotsford was established for use of the Ag-Rec building for an Emergency Weather Shelter.
- Approval and funding for a facility dedicated to immigrants and refugees in need of temporary accommodation is secured.

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

- Employment and Social Development Canada
- Immigration, Refugees, and Citizenship Canada
- Public Health Agency of Canada



- BC Housing
- Community Living BC
- Fraser Health
- Ministry of Advanced Education Skills and Training

- Ministry of Children and Family Development
- Ministry of Jobs, Trade & Technology
- Ministry of Municipal Affairs
- 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:ló people. Stō:ló 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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