



# Annual Report

## 2024-2025



**Momiyélhtel | People Helping People**



# Message from the CEO

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

It is both a privilege and a responsibility to reflect on the past year and look ahead to the future we are shaping together.

Our theme this year, "Taking Action Today to Meet Tomorrow's Needs," is not just aspirational – it's a call to action. The communities we serve are facing unprecedented volatility, uncertainties, complexity, and ambiguity. Archway's response must be equally bold, compassionate, and forward-thinking.

In 2024, we witnessed the ever-deepening effects of poverty, housing insecurity, mental health crises, and 'us vs them' rhetoric. Our outreach teams supported families living in vehicles, seniors facing isolation, children who make up a third of those accessing our food bank services, and women dealing with intimate partner violence. Initiatives like Basics for Babies, Starfish Packs, Food Bank Satellites, Meals on Wheels, Social Prescribing, Bulk Buy Collective, Sexual Abuse Intervention, Stopping the Violence, and Men's Trauma Counselling weren't just programs – they were lifelines.

Thanks to the responsiveness of our funding partners at The Law Foundation, community legal advocacy services were increased to address our months' long waitlists for assistance with residential tenancy, employment insurance, disability appeals representation, and other community legal advocacy-related issues.

We're also taking actions against the rising tides of hate and discrimination. The Fraser Valley Human Dignity Coalition (thanks in part to funding from United Way BC) brought community awareness to incidents of discrimination and hate crime in the community, and allowed for a Victims of Racism Support Worker to provide counselling sessions as well as educational workshops throughout community. Our Resettlement Assistance Program and Moving Ahead Program teams provided critical support to displaced individuals from Afghanistan, Ukraine, Syria, Congo, Sudan, and beyond. Foundry Abbotsford offered culturally safe spaces for Indigenous youth to be with and learn from Xyolhemeylh's Indigenous Elders. These efforts reflect our unwavering commitment to justice, equity, diversity, and inclusion (JEDI)—principles that are embedded in every layer of our organization.

Internally, we are strengthening our culture of care. Mental wellness initiatives, cultural safety training, and inclusive dialogue spaces are helping us build a workplace where every voice matters and every team member thrives. We were also thrilled to welcome Archway's first ever internal Indigenous Knowledge Keeper; Darryl Splockton is helping to guide Archway's initiatives towards truth, reconciliation, decolonization, and indigenization.

Looking ahead, we are investing in infrastructure and leadership to meet tomorrow's demands. Succession planning is no longer a future goal – it is a present priority, ensuring continuity and innovation in our governance and operations.

We also deepened our partnerships. From working with BC Housing on a second Hearthstone and on a Montrose redevelopment, to collaborating with Vancity and other organizations throughout the province on setting living wage rates, Archway is positioning itself as a regional leader in advocacy and impact.

As we prepare for the future, we remain grounded in our mission: Justice, opportunities, and equitable access for all. This vision is not static – it evolves with the needs of our community. And it is only achievable through the collective efforts of our staff, board, volunteers, and partners.

Thank you for walking this journey with us. Together, we are not just meeting demands, we are fulfilling our purpose of "helping people to help people." We are shaping a future where everyone belongs.

All my relations,  
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.

# 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 2025.*

# 2024/25 Leadership

## Rod Santiago

Central Executive Officer

## Laura Midan

Director of Internal Operations

## 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, Privacy Officer

## Donna Lo

Associate Director of Pathways to Integration for Immigrants & Refugees

## Kelly Neufeld

Associate Director, Communications, Philanthropy & Administrative Supports

## Maria Cargnelli

Associate Director of Early Years & Counselling

## Megan Capp

Associate Director of Housing and Community Justice

## Paula Mannington

Associate Director of Language Services, Learning & Development

## Richard Aikema

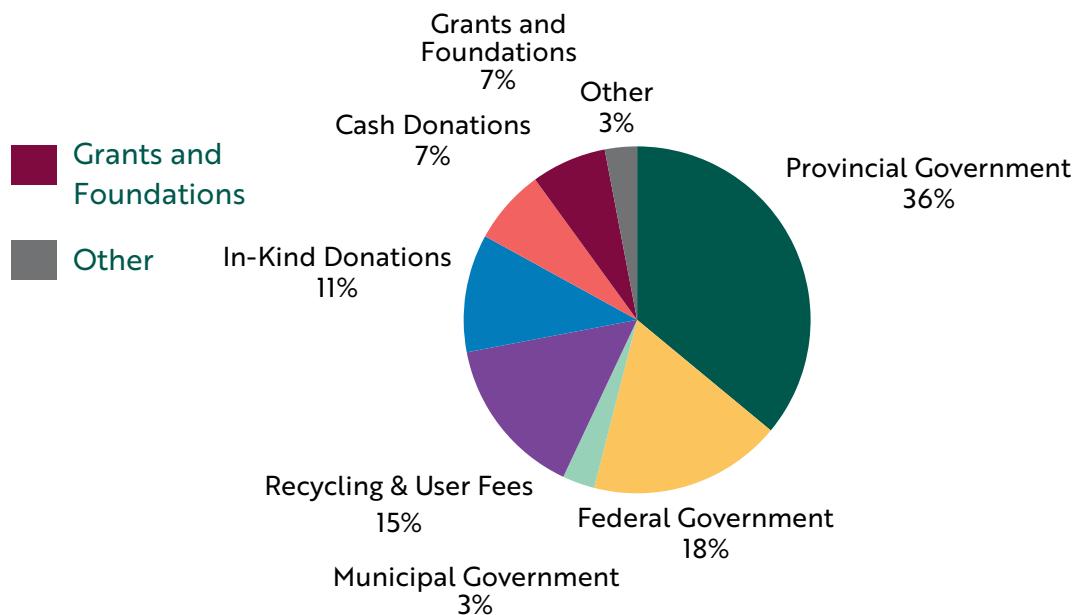
Associate Director of Facilities

## Valerie Papp

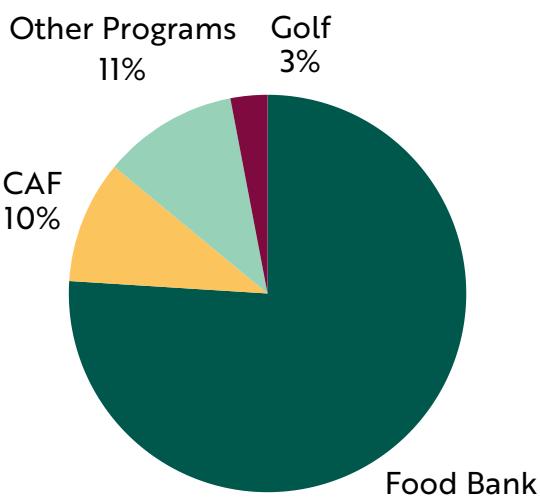
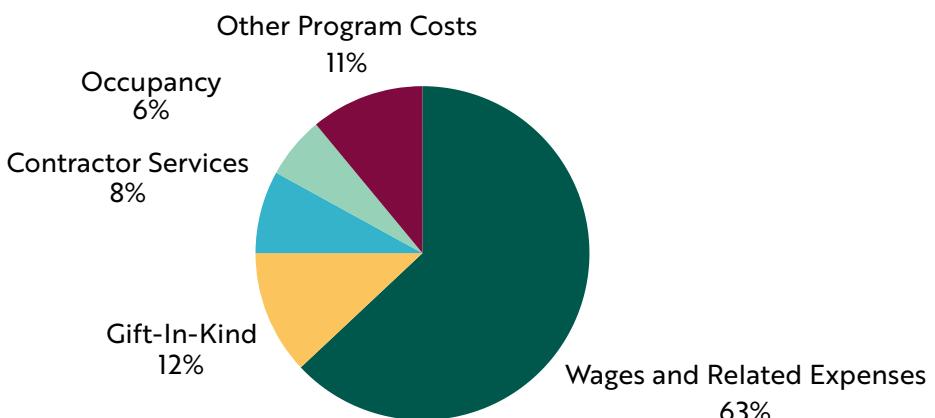
Associate Director of People & Culture

# Finance

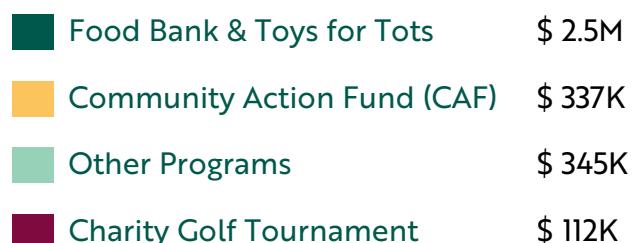
## Revenues \$45M



## Expenses \$44M



## Fundraised \$3M



## How Donor Dollars Helped

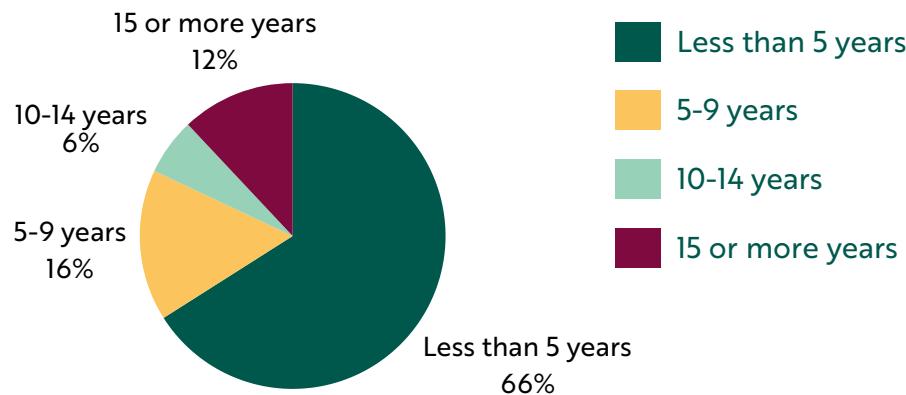
Donations provided:

- 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

**575** staff

**5.8** 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

**1,879**

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

**39,504**

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.



*The Central Support team at a flower arrangement workshop*

## How People Connected With Archway

8,150

Walk-ins to Montrose reception

3,553

Phone calls to reception

5.3%

Instagram engagement rate

120,853

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*

**145 employees**

**10,450**  
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

## From Surviving to Thriving: Layla's Story

When Layla was first referred to the Archway Stop Exploiting Youth (SEY) program, she had been living with friends, bouncing between unstable homes, and navigating a world of hurt and abandonment. Layla's mom had substance abuse issues, and her dad wasn't around. Mandy Aujla was Layla's SEY worker from age 13 to 18.

Five years of support later, Layla has graduated high school on time and is now completing upgrading courses in preparation for the Licensed Practical Nurse program.

"I'm proud of the person I'm becoming. I see a future for myself now. Before, I didn't," said Layla.



Mandy,

Layla's SEY worker

# Multicultural and Immigrant Integration Services (MIIS)



*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*

**11,582**  
clients served

141 employees  
410 contracted interpreters and translators

## Locations

**Archway Montrose**  
2420 Montrose Avenue

**Archway Laurel**  
33780 Laurel Street

**Archway South Fraser**  
#102/106-31943 South Fraser Way

**Archway Gladwin**  
#300 & #301 2975 Gladwin Road

**Archway Townline**  
3600 Townline Road

**Archway George Ferguson**  
32700 George Ferguson Way

**CELPPIP 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 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 Program
- 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)



Stock photo used to protect client's privacy

## Building a Better Future: Varsha's Story

Varsha was born in India but moved abroad with her husband's family once they got married. Isolated in a new country, she found herself in an abusive marriage. After enduring this for seven years, she was excited to learn that she would be immigrating to Canada.

However, in Canada, the abuse from her husband did not stop, and it escalated to the point that the police were involved. It was while she was in court that she was referred to the Archway Moving Ahead Program (MAP).

Through MAP, Varsha received emergency food support, counselling, and employment support to enroll and complete the early childhood education program. She has now secured a job as an early childhood educator.

"Now, I go to work, and I am happy," said Varsha.

## Finding Connection and Purpose: Paul's Story

At 82 years old, Paul is thankful to be in good health and making connections through volunteering with the Archway Lunch with the Bunch (LWTB) program.

Originally attending to meet new people, Paul eventually began helping with the practical side of the program like vacuuming floors and cleaning tables after lunch.

Paul's involvement at LWTB has provided him with a weekly commitment, community and a sense of purpose.

"It's the least I could do since Archway has been so kind to me," said Paul.



## Advocacy and Social Equity (ASE)



Social  
Supports and  
Community  
Justice



Legal  
Advocacy



Adult  
Housing



Food  
Security



Senior  
Services



Climate  
Resiliency

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

*supporting the  
independence  
of adults over 55*

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

*enhancing access to  
nutritious foods*

**79 employees**

**15,083**  
clients  
served

## Locations

**Archway Montrose**  
2420 Montrose Avenue

**Chilliwack Legal Advocacy**  
8937 School Street

**Archway Laurel**  
33780 Laurel Street

**Archway Food Bank**  
33914 Essendene Ave

**Hearthstone Place**  
2719 Gladys Avenue

**Archway Montvue**  
2539 Montvue Ave

## Programs

- Abbotsford Domestic Violence Unit
- Archway Food Bank
- Better at Home
- Chilliwack Legal Advocacy Program
- Christmas Bureau
- Climate Resiliency Program
- Community Legal Advocacy
- Community Van Service
- Dental Clinic
- Family Legal Advocacy
- Food Justice
- Hearthstone Place
- Homeless Prevention
- Income Tax & Seniors Benefit Applications
- Lunch with the Bunch
- Meals on Wheels
- Medical Transportation
- Mission Victim Assistance
- Mom and Wayne's
- Multicultural Victim Support Service
- Self Discovery Support Group
- Seniors Information, Referral, and Resource Services
- Seniors Services
- Seva Food Pantry
- Sexual Assault Response
- Social Prescribing Program
- Specialized Victim Assistance Program
- Starfish Pack

# 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*



*community education on growing produce, food security and recycling*



*Providing recreational and employment opportunities for those with disabilities*



## Programs

- Discovery\*
- Employing People in the 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



**58** employees  
**5782** tonnes of residential curbside recycling diverted from landfills  
**78,115** visits to the two depot locations



**25** employees  
**147** clients

## Growing Community: Chantelle's Story

Having just moved to Abbotsford, Chantelle was looking for a way to connect with her new community. That's when she started volunteering at the Archway Urban Farm.

One of the most interesting projects Chantelle has worked on is the vertical farming system which was implemented in 2024 thanks to a donation from RBC in 2023.

"We take for granted how much work goes into growing food," said Chantelle. "At the grocery store, it's just there, but on the farm, you realize how many people and how much time it takes to grow."



# Message from the Board President

I have always liked a quote that I remember from sometime in my childhood: "Plans are prone to failure, but preparation will never leave you helpless." While the exact source is unknown, and may be an amalgamation, these words fit the circumstances of here and now.

Please don't understand me to be saying that having a plan is not important – it is quite the opposite. As Archway's Board of Directors, one of our most vital governance functions is to develop Archway's strategic plan and I like to think that we have a good one, a five-year plan that identifies mental wellness, justice, equity, diversity, inclusion and housing as priorities both inside and outside the organization. Archway has moved forward into year three of actualizing the current Strategic Plan and our CEO Rod Santiago, his Directors and staff continue to do an excellent job of transforming those priorities into actualities.

Still, having a good plan in place is no substitute for active preparation for a future that is difficult to predict and impossible to control, so as a Board we continue to focus our efforts on preparing ourselves for the future. The Board's most important ongoing preparation work is attracting new, excellent volunteers and we are hopefully welcoming two promising members this year. The Board Development & Nominations Committee, chaired by Pamela Chatry, is continuing the indispensable work of revamping our Board mentorship program and the Board is continuing to prioritize the work of that committee to ensure that as a Board we possess the keenest governance acumen and the sturdiest policy framework we can to assess and safeguard Archway's well-being and best interests moving into the future.

The Finance & Facilities Committee, under the guidance of committee chair, Prabhjot Parmar, and co-chair, Jacky Gill, continues to oversee the organization's fiscal position by reviewing all financial and income statements and spending reports on a monthly basis. Thanks to the continued diligence of Archway's Director of Finance, Tina Poudrier-Beck, and her team, the Board is pleased to report that the organization received yet another favourable financial audit by KPMG for the past fiscal year and Archway remains financially secure during the present tumultuous times.

The Board's two annual sponsored community-based events continue to be tremendously well-attended and successful platforms for educating our community on Archway's work and promulgating our cherished values across our community. This past year's Community Builders event, organized by Pamela Chatry and her team, recognized another year of amazing contributions from individuals and businesses in Abbotsford who drive the positive progression of community development. The 2025 Archway Golf Tournament provided an excellent day of golf and raised over \$95,000.00 for Archway. The Board extends its thanks to committee chair Jacky Gill, Cindy Walker and the entire Archway Philanthropy team.

Archway continues to prepare for the future. The Board remains thankful and grateful for the efforts of staff for their tireless preparations to position Archway for stability, resilience and success moving into the future, now and beyond the tenure of the current Board.

Returning to where I started, if the past year has brought one thing into clear focus for the Board and Archway it is that you can never control what your neighbours might or will do, and the only thing you can do is prepare yourself to navigate and manage the challenges that are certain to come at you in the future. We are preparing and we are ready for whatever comes next.

Benjamin Lorimer  
Board President



## 2024/25 Board of Directors

**Benjamin Lorimer**  
Board President

**Pamela Chatry**  
Board Vice-President

**Prabhjot Parmar**  
Board Treasurer

**Brian Robertson**  
Board Secretary

**Beth Watters**  
**Cambree Lovesy**

**Cecilia Mannella**

**Jacky Gill**  
**Maddy Adekunle**  
**Moninder Grewal**

# 2023-2028 Strategic Plan Progress



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

- Continued relationship building with Xyolhemeylh. Elders speak into a number of Archway programs.
- Creation of an Indigenous Knowledge Keeper position within Archway.
- Held three “Lunch with Rod” sessions to hear from various staff groups about their experiences to better understand the barriers that are faced.
- As a result of our staff EDI survey, initiated three JEDI working groups focused on accommodations, training, feedback processes and conflict resolution.



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

- Agency-wide Staff Day focused on employee mental wellness and featured a keynote presentation from Dr. Shahana Alibhai who shared about work/life balance, self-care and self-compassion.
- Continued advocacy resulted in another year of Community Action Initiative (CAI) funding towards short-term and men’s trauma counselling.
- Archi (a chatbot) was launched on Archway’s website providing support for online service navigation.



## There are increased housing options across the spectrum for people residing in Abbotsford

- Begun the process for the development of Hearthstone 2 including architectural renderings.
- BC Housings’ renovations on the new 30-pod shelter at the Montvue location were completed.
- Inasmuch Society continues to make use of Archway’s home to house refugee claimants as part of the Safe Haven Program.
- Process has started for exploring the re-development of the Montrose site.

# 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



BRITISH  
COLUMBIA

Supported by the Province of British Columbia

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

- Ministry of Children and Family Development
- Ministry of Education & Childcare
- Ministry of Jobs, Trade & Technology
- Prov-Ministry of Post-Secondary Education
- Ministry of Public Safety and Solicitor General
- Ministry of Social Development and Poverty Reduction



Providence  
Health Care  
How you want to be treated.



vancouver  
foundation

We acknowledge that we gather on the traditional unceded territory of the Stó:lō. Locally, this includes the Máthexwi (Matsqui), Semá:th (Sumas), and Leq'a:mel First Nations. 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.

Archway  
Community Services

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