



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

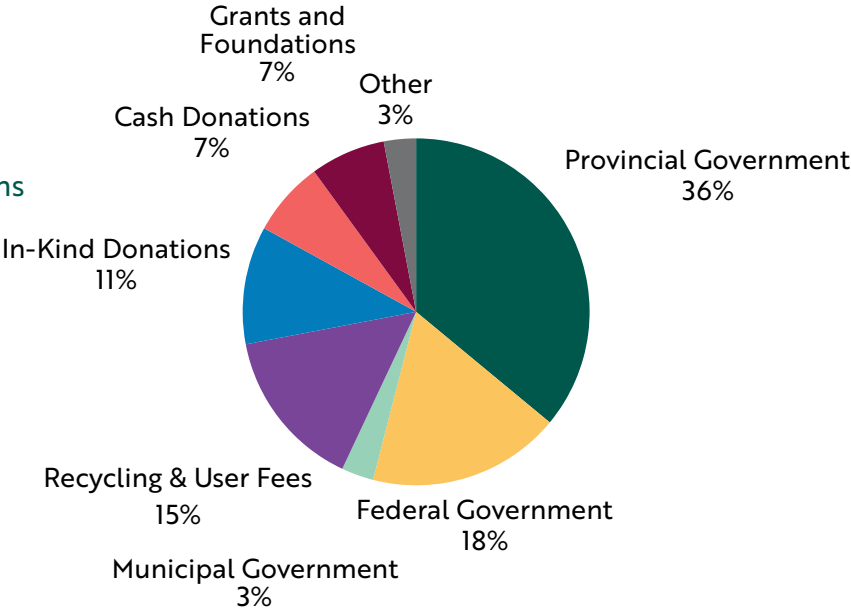
Associate Director of Facilities

Valerie Papp

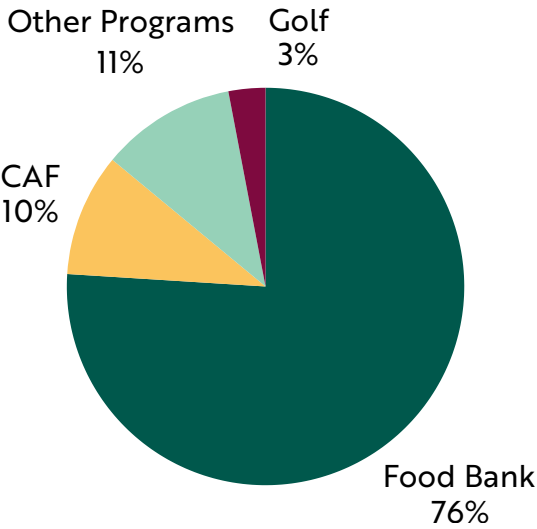
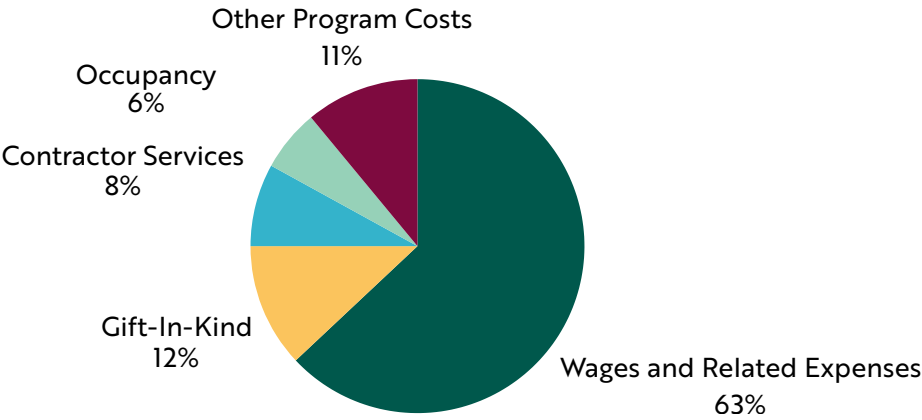
Associate Director of People & Culture

Finance

Revenues \$45M



Expenses \$44M



Fundraised \$3M

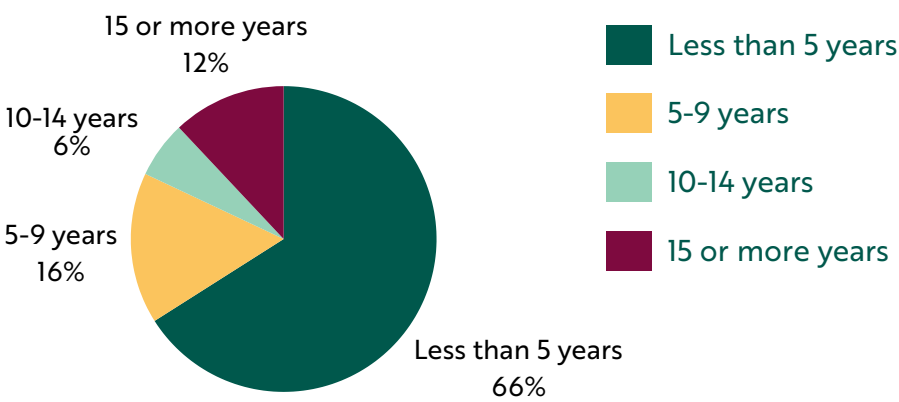
Food Bank & Toys for Tots	\$ 2.5M
Community Action Fund (CAF)	\$ 337K
Other Programs	\$ 345K
Charity Golf Tournament	\$ 112K

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

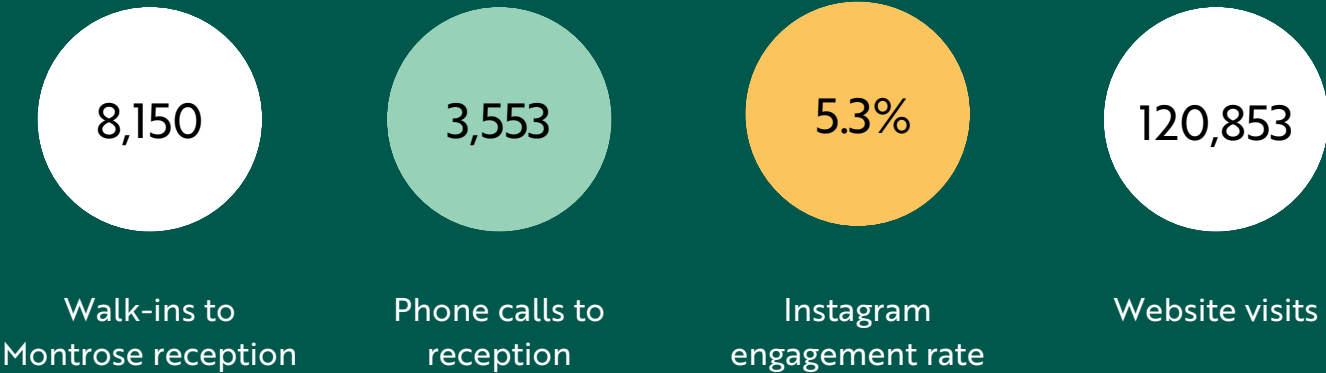
1,879 volunteers contributed their time, skills, and passion to help Archway and the Archway Food Bank help our community.

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



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



Mandy,
Layla's SEY worker

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.

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*

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

CELPIP 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

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

- 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.

Curbside Recycling Processing

reducing municipal landfill use by processing household recycling

Community Education

community education on growing produce, food security and recycling

Residential Drop-off Depots

Promoting Food Security

Supported Employment Opportunities

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

Recycling

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

Social Inclusion & Urban Farm

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



- 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



We acknowledge that we gather on the traditional unceded territory of the Stó:lō. Locally, this includes the Mátlexwi (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.



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