



Message from the Board President

Here we are again – one more trip around the sun completed, all the promise of a fresh year ahead before us and my love of quotations as a framing device undiminished with the passage of time. This year my offering for your consideration is a quotation from author and motivational speaker, Zig Ziglar: “Repetition is the mother of learning, the father of action, which makes it the architect of accomplishment.” It has been another good year for Archway and Archway’s Board of Directors – allow me to share how repetition has assisted in the learnings, actions and accomplishments of the past year.

In 2025-2026, Archway has moved forward through year three of actualizing our current five-year Strategic Plan identifying mental wellness, justice, equity, diversity, inclusion and housing as areas for Archway to more purposefully advance and fulfill its vision and mandate. Consistent with past years, our CEO Rod Santiago, his leadership team, and all of Archway’s excellent staff continue to do an excellent job of transforming those strategic priorities into actualities both inside and outside of the organization and communicating those wins, actions and accomplishments to the Board at each board meeting.

Board development has remained a central priority and the essential work of attracting new, excellent volunteers to serve on the Board of Directors continues successfully under the guidance of our Board Development & Nominations Committee, chaired by Pamela Chatry – this year we look to welcome five (!) promising new members to our Board. In addition to bolstering our ranks with fresh faces and ideas, the Board Development & Nominations Committee continues to prioritize the work of ensuring that we, as a Board, possess the governance acumen and policy frameworks necessary to help us shepherd Archway’s well-being and best interests into the future. Sadly, however, this year marks the end of an incredible twelve years of Board service by Prabhjot Parmar – our resident “mother of learning” – and her passion, compassion and wisdom will be sorely missed.

The Finance & Facilities Committee, under the guidance of committee chair, Jacky Gill, continues to invigilate the organization’s financial practices and health by reviewing all financial and income statements and spending reports on a monthly basis. Thanks to the continued diligence of Archway’s Chief Financial Officer, Tina Poudrier-Beck, and the entire Archway finance department team, the Board is pleased to report that the organization has received another clean, favourable financial audit by KPMG for the past fiscal year and that Archway remains financially secure during these fiscally tumultuous times.

The Board’s two annual sponsored community-based events, the Community Builders’ Awards and the Archway Charity Golf Tournament, continue to be tremendously well-attended and successful platforms for educating our community on Archway’s work and promulgating our cherished Archway vision and values across our community. The Board remains invested and involved in the committees that help organize these events. The June 2026 Archway Golf Tournament provided an excellent day of golf and raised over \$101,000.00 for Archway. The Board extends its thanks to golf committee chair Jacky Gill, Cindy Walker and the entire Archway Philanthropy team. 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.

Circling back to the start, it has been another year of the repetition of struggle and success, of learnings, actions and accomplishments. On behalf of the Board of Directors, I hope you join us in the next year of repetition at Archway – tirelessly learning and acting to accomplish our vision of community well-being and social justice.

Benjamin Lorimer
Archway Board President



2025/ 2026 Board of Directors

Benjamin Lorimer
Board President

Pamela Chatry
Board Vice President

Jacky Gill
Board Treasurer

Brian Robertson
Board Secretary

Benjamin Mehrer

Beth Watters

Cambree Lovesy

Cecilia Mannella

Geena Dhaliwal

Moninder Grewal

Prabhjot Parmar

Message from the CEO



Over the past year, community needs remained high. Housing instability, food insecurity, mental health challenges, affordability pressures, and global conflict continued to impact thousands of individuals and families. Yet throughout these challenges, Archway's staff, volunteers, donors, and partners demonstrated what is possible when compassion is translated into action.

Our Food Bank and food security initiatives continued to address rising demand. During the past fiscal year, Archway provided food support to more than 10,200 individuals and the Starfish Pack Program distributed more than 31,400 weekend food packs to children experiencing food insecurity.

Housing remained one of Archway's most significant areas of impact with various programs offering a continuum of housing supports. Hearthstone Place provides long-term housing and Montvue Shelter provides critical emergency housing and stabilization services. The Homeless Prevention Program helped individuals avoid housing loss, while the Resettlement Assistance Program supports new refugee arrivals.

In the area of youth and family wellness, Foundry Abbotsford supported almost 2,400 unique young people and delivered over 22,900 services in the last fiscal year. Family Education taught new parenting strategies, while Family Connections served 271 families; who all reported positive impacts from services received. New Beginnings continued supporting young parents as they pursued education and parenting goals, while Eagle's Nest provided 110 childcare spaces, helping families access quality, affordable childcare.

Mental wellness remained a core organizational priority. Archway counselling services delivered more than 4,750 hours of free counselling during the last fiscal year. Meanwhile, Seniors Services, and programs like Community Connections, continued reducing isolation and improving wellbeing through coordinated community supports.

Our commitment to Indigenous engagement deepened throughout the year including the development of Archway's Indigenous Matters Committee. Across multiple programs, we strengthened relationships with Indigenous organizations, welcomed Indigenous participants into services, expanded culturally responsive practices, and increased staff and board learning opportunities.

Our multicultural and immigrant services remained a cornerstone of community response. Language programs supported more than 1,600 newcomers in developing English proficiency. Employment programs helped participants build the skills, connections, and credentials needed for meaningful employment.

Beyond direct service delivery, Archway invested in leadership development, enhanced accountability systems, improved reporting processes, and expanded our work in Justice, Equity, Diversity, and Inclusion. We advanced major initiatives in housing development, climate resilience, Indigenous engagement, organizational succession planning, and created the first-ever Abbotsford Food Charter.

Many of these impacts were made possible through an extraordinary corps of more than 1,700 active volunteers who contributed over 43,500 volunteer hours. Their contributions remind us that community wellbeing is built not only through programs, but through people caring for one another.

As we look ahead, I remain hopeful and encouraged by the daily actions of our passionate board of directors, volunteers, dedicated staff, generous donors and community at large. Any one of these actions could seem insignificant on its own, but together – WATCH OUT WORLD! – they create lasting change.

Thank you to everyone who is helping us build stronger communities where everyone has the opportunity to belong, contribute, and thrive. Together, we continue the journey toward a future defined by justice, opportunity, and equitable access for all.

Rod Santiago

Archway Central Executive Officer

2023-2028 Strategic Plan Progress



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

- Internal Indigenous Knowledge Keeper, Darryl Splockton, joined Archway. Darryl met with leadership teams and engaged in meaningful dialogue about current service gaps, emerging needs and barriers faced by Indigenous clients. These discussions helped to identify priorities and future direction for this work.
- Two National Day for Truth and Reconciliation Lunch & Learn sessions for staff were held.
- Across the organization, there has been a continued focus on Indigenous engagement and learning including Elder teachings, Wayfinder- Gathering our Medicine training and Beyond the Blanket exercise.
- Internally, a new Accommodations process was developed and launched, and Supervisors Connect (experiential training for leaders managing diverse teams) was rolled out.



Mental wellness is fostered and promoted through accessible and sustainable initiatives

- Increased capacity in Men's Trauma Counselling with the addition of three counselling spaces.
- Expanded one-on-one case management at Hearthstone to better address residents' mental health and wellbeing needs.
- An onsite Nurse Practitioner was added at the Montvue Shelter, improving access to mental health services and referrals.
- Counselling services were strengthened for Indigenous clients living on and off-reserve.
- Chatbot "Archi" was launched on the Archway website to assist with service navigation, and translation support was added to the organization and program websites.
- A Community of Practice was developed as a mechanism to support collaborative learning and knowledge exchange among Archway counsellors.



There are increased housing options across the spectrum, for Abbotsford residents

- The 30 bed Montvue Shelter opened in July 2025 with daily catered meals provided through Archway's social enterprise, Delish Catering, starting in September 2025.
- Development and building permits were approved for Hearthstone Place II. Construction is anticipated to begin in 2026, with an estimated 18-month build timeline.
- The Montrose Redevelopment Program reached design concept stage and is ready to proceed to the next architectural phase when funding becomes available.

Purpose

Helping People to Help People

Vision

Justice, opportunities and equitable access for all.

Mission

Fostering 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 three-year accreditation from CARF in 2025.*



2025/26 Leadership

Donna Lo

Associate Director of Pathways to Integration for Immigrants & Refugees

Kelly Neufeld

Associate Director,
Communications, Philanthropy &
Administrative Supports

Laura Midan

Central Operations Officer

Manpreet Grewal

Executive Director, Programs &
Services

Maria Cargnelli

Associate Director of
Early Years & Counselling

Megan Capp

Associate Director of
Housing and Community Justice

Neil Stark

Director of Advocacy and
Social Equity

Paula Mannington

Associate Director of Language
Services, Learning & Development

Richard Aikema

Associate Director of Facilities

Rod Santiago

Central Executive Officer

Shairose Jinnah

Executive Director, Programs &
Services

Simone Maassen

Associate Director of Youth, Health &
Quality Improvement

Tina Poudrier-Beck

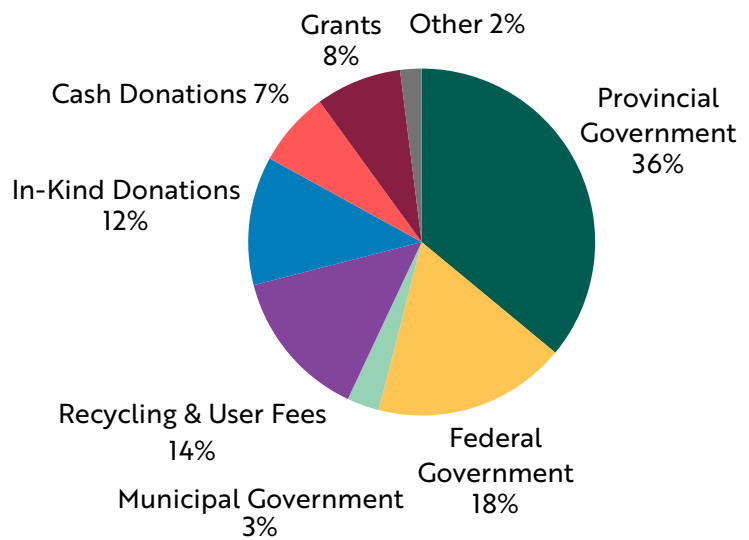
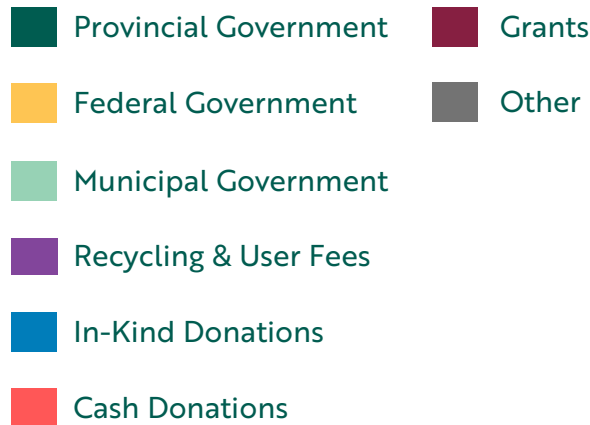
Central Finance Officer, Privacy Officer

Staphanie Leah

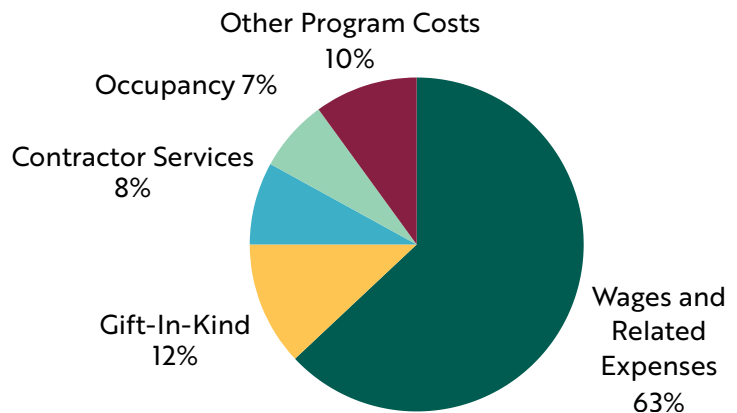
Director of People & Culture

Archway 2025/26 Financial Overview

Revenues \$48M



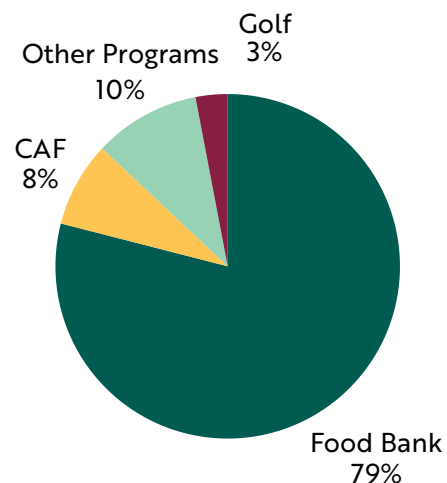
Expenses \$47M



Fundraised \$3.56M



Proceeds from the 2025 event benefitted the Community Action Fund and Counselling Programs



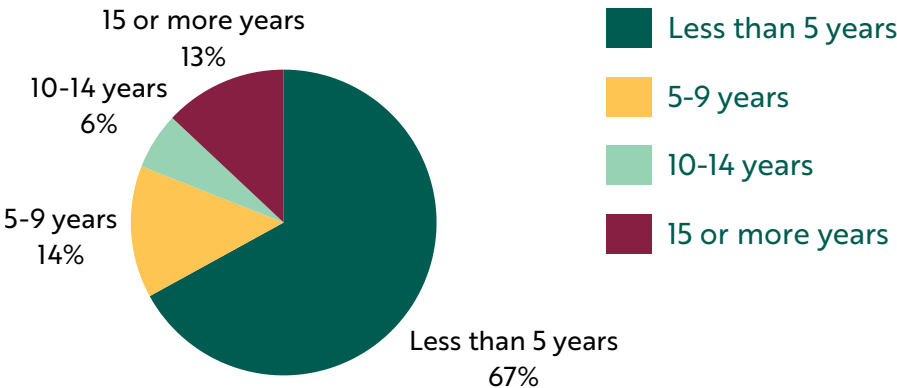
How Donor Dollars Helped

- Donations provided:
- Critical access to food for individuals and families
 - Multi-faceted support for isolated and at-risk seniors
 - Settlement and employment assistance for newcomers
 - Essential programming for new parents, children, youth and families

People and Culture

496* staff
As of March 31, 2026

5.9 average years of service



Archway is a great place to work. Having a job that is flexible and employees that care about one another creates an environment where I can do my best work.

- Archway employee

Volunteers

1,773 volunteers contributed their time, skills, and passion to help Archway and the Archway Food Bank help our community

43,589 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



Archway staff at the Vancouver Sun Run

How People Connected With Archway

9,406

People helped at Montrose & Laurel reception

7,299

Phone calls to Montrose & Laurel reception

4.3%

Instagram engagement rate

122,502

Archway.ca Website visits

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

Counselling

Parenting Support

Child Care

Youth Outreach

Healthcare

Some of the Ways We've Helped

In the 2025/26 Fiscal Year

- Delivered more than 4,750 hours of free counselling to help people facing grief, trauma, anxiety, substance use and more
- Family Connections helped 271 families strengthen healthy relationships with 100% reporting positive impacts
- 289 expectant parents were educated and equipped with prenatal vitamins and infant essentials resulting in 142 healthy babies
- 326 parents learned new parenting skills and strategies through Family Education classes
- Provided 142 quality, affordable childcare spots supporting parents with their schooling and employment
- Over 2,500 hours of support enabled youth and young adults to live independently
- Foundry Abbotsford supported almost 2,400 young people and delivered over 22,900 services including primary care, counselling and support groups

137 employees

10 locations in community

9,351

clients served

Programs

- Abby Dads*
- Abbotsford Addictions Centre
- Autumn House*
- Basic Life Skills Training *
- Best for Babies - English & South Asian*
- Caregiver Support* - Abbotsford & Mission & Xyólheméylh training
- Caring Dads
- Child Care Resource & Referral
- Community Kitchen
- Eagle's Nest Early Learning Centre
- Family Centre
 - CALM Connection Parenting
 - Drop-in groups
 - Perinatal Depression program
 - West Side Navigation
- Family Connections
 - Counselling*
 - Mental Wellness Parenting
 - Supported Visits
- Family Education*
- Foundry
- In It Together
- Montrose Counselling
 - Men's Trauma Counselling
 - Sexual Abuse Intervention Program *
 - Sexual Assault Response Program
 - Short-term Counselling
 - Stopping the Violence
- New Beginnings*
- Stop Exploiting Youth *
- Talia's Closet
- Youth Education Support*
- Youth Justice Services*
- Youth Resource Centre *
 - Bridges
 - Independent Living
 - Family Outreach
 - Rapid Response
 - Street Outreach

* Indicates CARF accredited

Laura's Story: Walking Beside Caregivers When It Matters Most

Nearly nine years ago, Laura made a life-changing decision: instead of watching five siblings be separated in different foster care homes, she became their foster parent.

Taking on five children as a single caregiver was only the beginning of a journey that would test her resilience. Along the way, support from the Archway Caregiver (Foster Parent) Support Program helped ensure she didn't have to navigate those challenges alone.

"The Caregiver Support program helps me advocate for the things that I need to be a successful foster parent. I honestly just feel like home when I walk in there. It doesn't matter who's there – everybody is just so kind and so supportive," said Laura.



Laura, a foster parent

Multicultural and Immigrant Integration Services (MIIS)

Employment Assistance

Legal Advocacy

Immigrant & Refugee Settlement

English Classes

Interpretation & Translation

Crime Prevention

Some of the Ways We've Helped

In the 2025/26 Fiscal Year

- Supported more than 2,350 newcomers integrate into their new home helping reduce isolation and strengthen community belonging
- Helped 200+ job seekers build the skills, connections, and credentials needed for meaningful employment
- 1,000+ farmworkers were assisted by legal advocates in issues such as employment, tenancy and WorkSafeBC
- Supported 336 refugee arrivals, including helping them secure permanent housing in an average of 26 days
- 1,600 newcomers benefitted from English classes, with up to 97% reporting improved language skills and confidence.
- Interpretation and Translation Services delivered more than 50,000 interpretation hours supporting integration and inclusion
- Engaged 197 participants in 10 workshops that facilitated discussions about racism, anti-racism, and inclusion
- Helped reduce gang involvement and intimate partner violence through 530 hours of culturally responsive 1-1 and group support

16,362
clients
served

156 employees

404 contracted interpreters and translators

8 locations in community

Programs

- Access2English
- Career Paths for Skilled Immigrants
- Community Connections
- Courtyard for Men
- Delish Catering
- Diversity Education
- Employment Mentors
- Immigrant Settlement
- Immigrant Youth Services
- Interpretation & Translation Services (ITS)
- Language Assessment Services
- Language Instruction for Newcomers to Canada (LINC)
- Legal Advocacy for Agricultural Workers
- Moving Ahead Program (MAP)
- Local Immigration Partnership – Abbotsford & BC/Yukon
- One Line Referral
- Pathways to Leadership
- Pre-arrival Services
- Refugee Claimant Support Services
- Relationship Violence Prevention
- Resettlement Assistance Program
- Settlement Workers in Schools
- Schools Out for Newcomer Immigrant Children
- South Asian Caregivers Support Program
- South Asian Community Resource Office (SACRO)
- South Asian Day Program
- Skills Training Results In Directed Education/Employment (STRIDE)



Baswinder (2nd from the right) celebrating a participant's birthday with other seniors in the program

Baswinder's Story: From Diagnosis to Purpose

Baswinder's life took an unexpected turn in 2023 when she was diagnosed with stage 4 breast cancer. With intensive treatments and long recoveries, working full-time was no longer an option, so she turned to volunteering.

Amid the uncertainty of her diagnosis, volunteering with the South Asian Day Program for Older Adults became a part of her healing journey.

Volunteers help serve meals and assist seniors with activities in the program and support during field trips.

For Baswinder, the relationship with participants is a mutual exchange.

"In so many ways, they've supported me just as much as I've supported them," she said. "They offer me blessings, share their stories, and pass down wisdom you wouldn't get anywhere else."

Leiva's Story: The Right Housing at the Right Time

After losing his leg to complications from diabetes, Leiva faced an unexpected housing crisis when he couldn't find affordable, wheelchair-friendly housing.

A referral to Archway's Montvue Shelter provided a bed, meals, and safety while he recovered and adjusted to life in a wheelchair.

"If it hadn't been for Montvue, I would have literally been on the street," Leiva said.

Today, he has since moved into Archway's Hearthstone Place where he can focus on his health and enjoy greater independence.



Advocacy and Social Equity (ASE)

Social
Supports and
Community
Justice

Legal
Advocacy

Adult
Housing

Food
Security

Senior
Services

Climate
Resiliency

Community
Inclusion

Some of the Ways We've Helped

In the 2025/26 Fiscal Year

- Regional Community Legal Advocacy helped hundreds of people with applying for and securing retroactive benefits, as well as resolving tenancy issues
- Advocated for more than 1,200 people to seek justice through safety planning, court accompaniment, form filling and emotional support
- Hearthstone Place maintained a 95+% housing retention rate for previously unhoused individuals
- 10,200 individuals received monthly food hampers through the Archway Food Bank
- Fed 750+ children every weekend with 31,400 Starfish Packs across 41 schools
- More than 1,100 support services delivered through the Social Prescribing Program including wellness checks and plans, and health system navigation
- Provided 1,135 rides enabling community members to access medical care, services and employment

125 employees

6 locations in community

14,399

**clients
served**

Programs

- Archway Food Bank
 - Christmas Bureau
 - Dental Clinic
 - Food Justice
 - Home Delivery
 - Seva Food Pantry
 - Starfish Pack
- Climate Resiliency Program
- Community Living*
 - Discovery
 - Employing People in the Community
 - STAR Club
- Community Van Service
- Family Legal Advocacy
- Hearthstone Place
- Homeless Prevention Program
- Montvue Shelter
- Regional Community Legal Advocacy – Abbotsford & Chilliwack
- Seniors Services
 - Better at Home
 - Care Share - Senior Caregivers Support
 - Income Tax & Seniors Benefit Applications
 - Information, Referral, and Resource Services
 - Lunch with the Bunch
 - Meals on Wheels
 - Medical Transportation
 - Social Prescribing Program
- Specialized Victim Assistance Program (SVAP)
 - Abbotsford Domestic Violence Unit
 - Mission Victim Assistance
 - Multicultural Victim Support Service
 - Self Discovery Support Group
 - Sexual Assault Response

** Indicates CARF accredited*

Recycling & Supported Employment

Curbside
Recycling
Processing

Community
Education

Residential
Drop-off
Depots

Promoting
Food
Security

Supported
Employment
Opportunities

Programs

- Recycling
- Supported Employment Social Enterprise
- Urban Farm

Recycling Closure & Helping Employees Find New Jobs

In July 2025, Archway was notified that the Abbotsford Mission Recycling program would be scaled back after 35 years of operation. Archway launched a strategic communications and advocacy campaign to help secure employment for its 62 employees at the time, 78% of whom identified as having a barrier to employment.

A press release distributed through Archway's website, social media and local media generated significant traction, resulting in front-page coverage in the Vancouver Sun, The Province and Abbotsford News simultaneously, followed by a CKNW radio interview and a Global News feature.

The initial release on social media received 8,629 views, 11,613 impressions, 158 shares and 70 comments. Over several months, fourteen employees' personal stories published on social media which drew employment leads and job recommendations. A Community Appreciation Day open house held in November further sustained dialogue around inclusive employment, enabling employees to connect directly with potential employers.

Collectively, these efforts produced 15 employer connections, with 33 individuals securing new employment and 8 returning to school. Some of the former employees are now working in our new Supported Employment Social Enterprise. The program's first project is cleaning up litter on Abbotsford's streets and at the Mission landfill site.

75
Employees
4 Locations

Some of the ways we've helped

- 8,133 tonnes of residential curbside recycling diverted from landfills
- 66,790 visits to the two recycling depot locations
- Over 1,000kg of litter collected from Abbotsford streets
- 6,200 lbs of produce grown by the Archway Urban Farm which was donated to non-profits or sold

Bhinderpal's Story: Grateful For A New Career

Bhinderpal is one of many former Archway Recycling Depot employees who found new career opportunities after Archway's operation of the recycling depots ended in late 2025.

After nearly six years working at the depot, which was known for providing meaningful employment opportunities for people facing barriers to traditional work, she joined Communitas Supportive Care Society as a Support Worker. In her new role, Bhinderpal helps people with disabilities live more independently and has quickly built new skills.

We thank Communitas Supportive Care Society for sharing this story.



The Recycling Team

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 Children and Family Development
- Ministry of Education & Child Care
- Ministry of Post-Secondary Education and Future Skills
- 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 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.



2420 Montrose Avenue
Abbotsford, BC V2S 3S9

604.859.7681
Hello@archway.ca
Archway.ca