



# 2018/19

## Annual Report





## Message from the Board President and Executive Director

We're proud to share some of the impact and earning from our work in 2018-19. The Board and staff have worked hard to initiate and support efforts that will help Kiwassa continue be in a good position to grow and serve community.

As our neighbourhood's place of connection, Kiwassa nurtures the growth of our community by creating opportunities for people across generations and cultures to find a sense of purpose and place. We work hard to address the intersecting issues and relationships impacting the wellbeing of our community and its residents. Every day, we witness the jarring pressures facing too many people trying to just get by. Poverty, displacement, racism, and social isolation are but some of the systemic challenges that perpetuate an inequality of outcomes for children, families, singles, and seniors.

But then, every day, we also witness the incredible power of human connection and love across age, culture, ethnicity, gender, and socio-economic status. Humbling acts of courage and service and generosity, shared with respect, curiosity, and empathy. Random dancing. Food and laughter, everywhere. Growth, in abundance. Neighbours helping neighbours. Beauty, in every corner, no matter how dusty. Taking pride and confidence in languages, experiences and perspectives from every corner of the world. People sharing the experience of community - however, whenever, and whatever way they choose.

All this gives meaning and inspiration to our commitment to address challenges in a thoughtful, impactful, and sustainable manner. As we celebrate our learning and achievements, we look forward to continuing to travel this path with you, and to build a socially just, resilient, and connected community.



**Barbara Wood**  
**President**



**Mark Gifford**  
**Executive Director**



# Kiwassa Neighbourhood House

Kiwassa Neighbourhood House grows community in the vibrant Hastings-Sunrise and Grandview-Woodland neighbourhoods of East Vancouver, on the unceded territories of the Skwxwú7mesh (Squamish), Səlíl̓wətaʔ/Selilwitulh (Tsleil-Waututh), and xʷməθkwə́yəm (Musqueam) Nations.



For over 65 years, we have created a welcoming place where people can find a helping hand, a friendly face, services they need and opportunities to be connected and engaged in their community.

## our vision

A thriving community where all people are valued, connected, and secure.

## our mission

To cultivate opportunities with people and partners to build a socially just, resilient, and connected community.

## our values

We live socially just  
We live inclusively  
We live respectfully  
We live courageously  
We live here

## OUR IMPACT

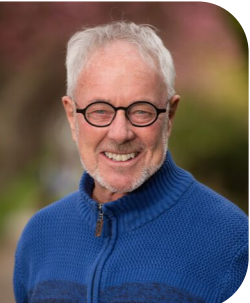
Kiwassa's capacity to achieve community impact is made possible through the commitment, creativity, and generosity of our staff, volunteers, partners, and donors. We're proud to share some of our achievements and learning from 2018-2019.







**Stewart Anderson**



**Ray Wargo**



**Shirin Moshirfatemi**



**Barb Lawson**



**Janey Lew**



## Leadership

Our Board welcomed two amazing new Directors, Barb Lawson and Janey Lew! We also shared our appreciation for the incredible work of three long-serving Board members whose terms on the Board concluded: Stewart Anderson, Ray Wargo, and Shirin Moshirfatemi.

The Board completed a new strategic plan, which included a renewal of our vision, mission, and values, and a set of strategic priorities that will guide planning, learning, and decision-making through 2018-22.

We're pleased to be back on strong financial footing, and this year, were able to reinvest in long-term capacity and plans for our building and facilities.

We've worked to demonstrate leadership in our neighbourhood and in Vancouver that demonstrates our values, and some of the ways non-profit organizations can "walk the talk" of equity and inclusion. We've approved a Sanctuary policy, to ensure that all people, regardless of immigration status, can access Kiwassa without fear. We've raised our minimum wage to \$20 per hour for regular staff, taking a big step to being Living Wage-certified employer. We've begun to provide free-and-dignified access to menstrual products for people through installation of free tampon and pad dispensers, and pick-up through our programs. We've hosted Cargo Containers, a creative series of conversations for Hastings North organizations, residents, and businesses to explore how life and learning happens in East Vancouver's Hastings-Sunrise neighbourhood. It sprung from our series partnership with Roundhouse Radio, which BC Association of Broadcasters honoured with its 2018 Community Service Award!

And then there is so much more, which we've tried to share in pages to follow!

## Board of Directors

Barbara Wood, President  
Linda Shuto, Vice-President  
Allison Parker, Treasurer  
Kim Lu, Secretary  
Stewart Anderson, At-large

Barb Lawson, At-large  
Janey Lew, At-large  
Alejandra Lopez-Bravo, At-large  
Shirin Moshirfatemi, (resigned, October 2018)  
Ray Wargo, At-large (retired, September 2018)



**Kim Lu**



**Linda Shuto**



**Allison Parker**



**Alejandra Lopez  
Bravo**



**Barbara Wood**



## Early Learning, Families, & Childcare

Kiwassa has been proud to provide high-quality, licensed childcare at Variety Daycare, Harbourview Daycare, Hastings Park Childcare Centre, and Longhouse Afterschool Program. With support from the City of Vancouver and Province of BC, in 2018-19 we were able to open the new Kiwassa Out-of-School Centre and create 18 additional spaces.

In May 2018, we hosted Minister Katrina Chen, Minister Shane Simpson, and Vancouver City Councilor Andrea Reimer at Hastings Park Childcare Centre to launch Child Care Month in BC, and announce the Child Care Fee Reduction initiative, a big step towards making childcare more affordable for families. Hastings Park Childcare Centre was designated as a \$10aday Provincial Prototype and Inclusion Pilot site. It was also recognized by the Province of BC with the Childcare Award of Excellence in the Corporate Partnership category. This award recognized the partnership between Great Canadian Casinos, Hastings Racecourse, Kiwassa, and the City of Vancouver to provide high-quality childcare that responded creatively to needs of workers and local residents.

Our Family services offer accessible programming for parents and caregivers with young children, and help to coordinate many of the Early Years efforts across the City.

- Expanded drop-in programs at Kiwassa Family Place
- Provided planning, coordination, and administrative support for East Vancouver family partnerships, including the Northeast Early Years Centre, Nobody's Perfect, Success By 6, and Ministry of Children and Family Development (MCFD) North Hub.
- Vancouver Early Years Services Network: Kiwassa was successful as lead agency for MCFD-funded partnership of 19 family resource programs and 45 community partners, to enhance the capacity of early years programs and services across the City of Vancouver
- Expanded Domestic Violence prevention support through new funding from MCFD and a Community Safety and Crime Prevention grant through the Office of Civil Forfeiture. We are able to provide outreach, one-to-one, and group programs for our community at Kiwassa, and help grow capacity of Warriors Against Violence Society.







## Children & Preteens

Our before- and after-school, summer and spring break programs for school-age children offered a full range of arts, science, and physical activities to strengthen their social, emotional, physical, and academic development. We welcomed enthusiastic volunteers and meaningful partnerships to help us in this work, including the UBC Engineering, Arts Umbrella, Music Box, and Bosa Family Foundation. This work was anchored through United Way of the Lower Mainland "School's Out" grant for The Nest, which provides consistent, year-round access to out-of-school activities and supports for 15-20 families. We also received support from the Bosa Family Foundation, C.L.I.C.K., BC Gaming, and Canada Summer Jobs, which has strengthened access and sustainability for the Nest, as well as a range of accessible programs serving more than 200 children throughout the year..

## Youth

Our youth programs include Settlement Services for Newcomer youth, evening activities at Kiwassa, out-trips, and weekly Templeton Pool drop-in programs.

We worked closely with Frog Hollow Neighbourhood House, Mount Pleasant Neighbourhood House, Hastings Community Centre, NICCSS, and the Youth Matters Coalition. Working with Ray-Cam and NICCSS, Roving Leaders continued to offer outreach support that connects and engages young people with positive relationships and resources.



After 20 years of hosting Vancouver School Board's Kiwassa Education program, we said "goodbye" to the staff and students at the end of June, 2018. This important program helped young people complete their graduation requirements in a comfortable, community setting, and was consolidated with other alternative education programs at South Hill on Fraser Street in South Vancouver.

## Housing

Pressure to find affordable rental housing in our neighbourhood remains high. Kiwassa housing includes 56 permanent family housing units in two buildings, May MacLean Place and Norah Davis Gardens. Forty-four of those units are subsidized housing for low-income families. Many of our community members have a high need for affordable housing, and our staff was extremely busy and challenged with helping individuals and families to find suitable housing and connect to housing resources.

With funding from BC Housing, in 2018-19 Kiwassa completed building envelope upgrades to May MacLean Place, and secured support for the phase-two improvement plan for the plaza and playground renewal.





## Food Security

There was a significant increase in demand for food security programs at Kiwassa in 2018-19, and important new partnerships were formed to help strengthen local food systems. One such partnership was with Greater Vancouver Foodbank, and together we hosted the Northeast Food Hub, where more than 250 individuals visited our hub each week, and benefitted from the ability to select healthy food options, and to purchase low-cost fresh produce and vegetables. Saige Foodbank also offers a safe, low-barrier, bi-monthly food bank for all, with special focus on supporting trans and non-binary community members who are facing hardship and food insecurity. We run workshops, coordinate a food rescue program diverting over 70,000 kgs of food from landfills each year, and connect residents to our employment, settlement, and childcare programs as an integrated approach to addressing the conditions that impact resiliency of our community members.

We also celebrate and connect our diverse community around food and have a weekly hot lunch program for our seniors, daily breakfast, snacks, and lunch for childcare and afterschool programs, and a multitude of workshops and classes that increase health and well-being for children and families.

## Seniors

The Seniors Program at Kiwassa remained vibrant, friendly, and extremely busy throughout last year. ESL classes were over-capacity, dance and movement classes well attended, and loads of arts and crafts projects kept seniors humming. The multicultural seniors lunch on Fridays continues to be a popular event, providing seniors with a nutritious meal, health services and education, and friendship and celebration. Plus a pre-game meal of cards or mah jong.

Kiwassa's partnership with the Allies in Aging collaborative continued important work, combating social isolation within our local seniors community through the the Welcoming Seniors' Spaces collaborative project. During the past three years, Kiwassa worked with place-based partners to seek outreach opportunities to reduce isolation in seniors, and connect them to services in their communities. Additionally, we trained over 40 seniors to become volunteer "Wellness Connectors," who lead recreational and physical activities, and provide peer-outreach support to seniors living in the neighbourhood. Although this project received some extension funding, it will, unfortunately, come to an end in December, 2019.





## Settlement Services

With support from Immigration, Refugees, and Citizenship Canada, hundreds of Newcomers to Canada received effective, responsive, settlement and integration services from Kiwassa settlement workers. Services included information and referral, group workshops, translation, employment support, and family supports.

In partnership with neighbourhood houses, new funding through British Columbia Settlement and Immigration Services (BCSIS), was received to help augment services to IRCC-ineligible clients, including asylum seekers.

## Employment Support Services

Kiwassa offered a full-range of employment support programs as part of the WorkBC Northeast Vancouver service team, led by MOSAIC. Building on more than 30 years of employment programs, our team provided workshops, one-to-one case management, and job development services for people with multiple barriers to employment.

2018-19 marked the final year of our previous WorkBC agreement, which was in partnership with MOSAIC as lead agency, and included Frog Hollow Neighbourhood House, BC Centre for Abilities, and VEEES. This consortium was successful in securing support through the Ministry of Social Development and Poverty Reduction to be able to continue to offer employment services in Northeast Vancouver at our Storefront location at Broadway and Commercial, as well as at outreach locations at Frog Hollow Neighbourhood House – The Drive, and Kiwassa Neighbourhood House.





# Community Engagement



Kiwassa is a place where people are invited to help shape decisions about our programming, connect with others, volunteer, and discover what they have to offer their community and ours. Some of the ways this was expressed in the past year included:

- More than 200 volunteers sharing their time and expertise throughout the year!
- Neighbourhood Small Grants: With support from Vancouver Foundation, and in partnership with Frog Hollow and Cedar Cottage Neighbourhood Houses, we continue to offer opportunities for residents to apply for small grants for community-building projects.
- Container Conversations: As a follow-up to Roundhouse Radio's "This Neighbourhood Life" project, we worked in partnership with Hastings North Community Partners Group (HNCPG) and the City of Vancouver to develop and host "Container Conversations" with artist Anne Watson.
- We celebrated the 20th Anniversary of Warriors Against Violence Society, which has offered sought-after, accessible 1:1 and group programs at Kiwassa for all those years. We raise our hands to Joyce and Joe Fossella, their Board, staff, volunteers, and partners, who continue to create important space and support for healing and relationship-building.
- Receiving substantial volunteer contributions of a number of businesses, including Bosa Properties and the Bosa Family Foundation, Haakon Industries, Avis & Young, Fresh Prep, Collingwood School, and VanWhole Produce.
- We make our well-used, well-loved space to other organizations to deliver their programs, including Warriors, Saige Community Food Bank, Vietnamese Seniors Society, Southeast Asian Arts and Culture Heritage Society, Greater Vancouver Food Bank, Vancouver School Board, Vancouver Native Health, Capilano University, and the Women's Economic Council.
- Our heart-warming fundraiser hosted by a local Indonesian community benefitting those impacted by the tsunami in Indonesia. Thank you to Tri and all the amazing volunteers who helped to organize this event, along with the Terminal City Club and the Indonesian Consulate.



# Financial Results

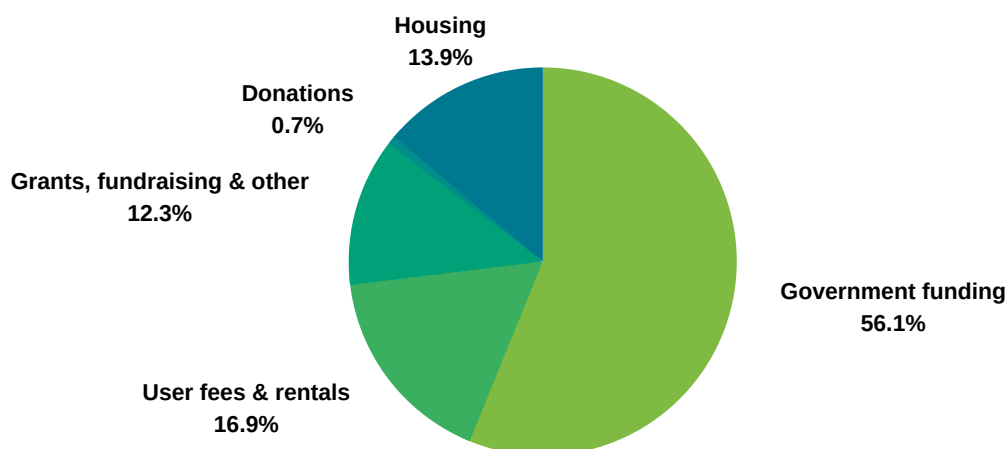
Kiwassa Neighbourhood Services Association

## Summarized Consolidated Statement of Revenue and Expenses

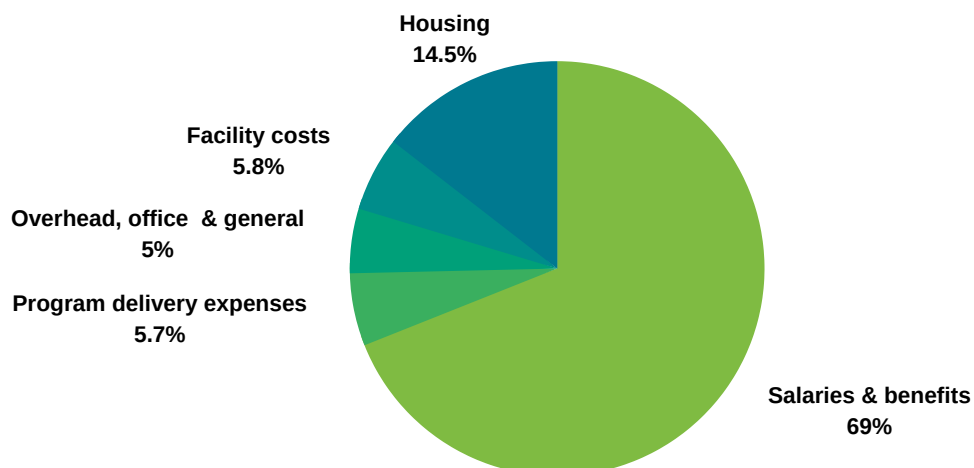
Year ending March 31

	2019	2018
<b>Operating Revenue</b>		
Government funding of programs	3,101,031	2,504,313
User fees and rentals	934,623	1,144,826
Housing	765,878	812,515
Grants, fundraising and other	681,768	537,737
Donations	38,978	39,935
	<b>5,519,278</b>	<b>5,039,326</b>
<b>Operating Expenses</b>		
Salaries and benefits	3,509,319	3,258,687
Housing	738,252	791,590
Facility Costs	296,521	302,180
Program delivery expenses	288,342	286,767
Overhead, office and general	255,956	280,902
	<b>5,088,390</b>	<b>4,920,126</b>
<b>Excess of revenue over expenses</b>	<b>430,888</b>	<b>119,200</b>

### Revenue



### Expenses





# Acknowledgements



Our work is made possible with the tireless commitment and dedication of staff, volunteers, and stakeholders across the community and province.

## OUR FUNDERS

Bosa Family Foundation  
Breakfast Clubs of Canada  
City of Vancouver  
CLICK  
Coast Capital Savings  
Decoda Literacy Solutions  
Government of Canada:

- Immigration, Refugees & Citizenship Canada
- New Horizons for Seniors
- Public Health Agency of Canada
- Service Canada - Canada Summer Jobs

Great Canadian Casinos – Hastings Racecourse  
Haakon Industries  
Jaguar IT

Pacific Blue Cross  
President's Choice Children's Charity  
Province of British Columbia:

- BC Gaming
- BC Housing
- Ministry of Children and Family Development
- Ministry of Social Development and Poverty Reduction
- Ministry of Jobs, Trade & Technology

United Way of the Lower Mainland  
Vancity Credit Union  
Vancouver Coastal Health  
Vancouver Foundation

## OUR PARTNERS

Aboriginal Mother Centre Society  
AMSSA  
Arts Umbrella  
BC Association of Neighbourhood Houses  
BC Centre for Ability  
BC Council for Families  
Britannia Community Centre  
Burnaby Neighbourhood House  
CAPC Families Branching Out  
Cedar Cottage Neighbourhood House  
City Reach Care Society  
Collingwood Neighbourhood House  
Eastside Family Place  
Fresh Prep  
Frog Hollow Neighbourhood House  
Gordon Neighbourhood House  
Greater Vancouver Food Bank  
Hastings Business Improvement Association  
Hastings Community Association  
Hastings Community Centre  
Hastings Community Policing Centre  
Hastings North Community Partners Group  
Hastings Sunrise Community Food Network

Little Mountain Neighbourhood House  
Longhouse Church  
M.O.S.A.I.C.  
Mt. Pleasant Neighbourhood House  
NICCSS  
Nobody's Perfect Consortium  
Pacific Immigrant Resources Society  
Parent Support Services  
Ray-Cam Community Centre  
Saige Community Food Bank  
South Vancouver Neighbourhood House  
Terra Breads  
Thunderbird Community Centre  
University of British Columbia  
Uprising Breads Bakery  
Vancouver Aboriginal Child & Family Services Society  
Vancouver Aboriginal Supported Child Development  
Vancouver Early Years Partnership  
Vancouver Eastside Educational Enrichment Society  
Vancouver Native Health Society  
Vancouver Public Library  
Vancouver School Board  
Van-Whole Produce  
Warriors Against Violence  
Westcoast Family Resources Society

Special thanks to Corrina Keeling ([lovelettersforeverbody.ca](http://lovelettersforeverbody.ca)), Sarah Race ([sarahrace.com](http://sarahrace.com)), and Anne Watson (Container Conversations) for generously sharing their time, talent and art with us in community.



## Support Your Community

There are many ways to connect with Kiwassa and your neighbourhood. You could:

**Start Something:** We're always open to a conversation about addressing needs in our community, and supporting capacity of residents to develop community-building projects.

**Volunteer:** If you have some time, skills, or talents to volunteer, please let us know by getting in touch by phone, email, in person, or online at: [kiwassa.ca/volunteer-opportunities](http://kiwassa.ca/volunteer-opportunities)

**Give:** Our ability to offer free and affordable programs and services, depends on the generosity of donors. To make a one-time, monthly, or planned gift, please visit [kiwassa.ca/donate-today](http://kiwassa.ca/donate-today) or give us a call.



### Kiwassa Neighbourhood House

2425 Oxford Street, Vancouver, BC

604 254 5401

[info@kiwassa.ca](mailto:info@kiwassa.ca) [www.kiwassa.ca](http://www.kiwassa.ca)

Kiwassa grows a welcoming and inclusive community in the vibrant Hastings-Sunrise and Grandview-Woodland neighbourhoods of East Vancouver, located on the traditional, unceded and occupied territories of the Skwxwú7mesh (Squamish), Səlilwətaʔ/Selilwitulh (Tsleil-Waututh), and xwməθkwəyəm (Musqueam) Nations.

