

2020-2021 Annual Report





Message from the Board President and Executive Director

On behalf of the board and staff at Kiwassa we are pleased to present our annual report for 2020-2021. We want to acknowledge and express deep gratitude to the wonderful staff and volunteers who were integral in supporting Kiwassa during a challenging, transitional year.

For the Kiwassa neighbourhood, this year emphasized the need to support our community with food security, social connection, mental and physical wellness of community members and highlighted a growing divide based on economic status. With the Covid 19 pandemic continuing, Kiwassa staff and volunteers settled into this new reality and centred on the needs of program participants. Not only did they find new and creative ways to engage participants in virtual programs, but they did so with compassion and dedication.

Despite the many challenges this year has presented we continued to work on our mission of cultivating opportunities with people and partners to build a socially just, resilient, and connected community. Our childcare services remained open to provide essential services to families, and our food services pivoted to providing emergency food hampers to isolated elders and families in the community. Our seniors, who are the heart of the neighbourhood house, moved with ease to online programming. Many of our partnerships were strengthened with the realization of the interconnectedness of our work and the vulnerability of our times.

This year our value of social justice was challenged more than ever. We grieved over many tragic circumstances, from the ongoing opioid crisis to the pandemic, to an increase in hate and violence perpetrated against Black, Indigenous and People of Colour. As an agency situated on the traditional, unceded and stolen territories of the Skwxwú7mesh (Squamish), Səlilwəta?/Selilwitulh (Tsleil-Waututh), and xwməθkwəyəm (Musqueam) Nations we are tasked with examining our commitments to Truth and Reconciliation and persist in finding meaningful ways to hold ourselves accountable to our learning.

As we look forward to the upcoming year, we are so excited by the opportunity to welcome our neighbours and partners back to the Neighbourhood House in person. The strength, resilience, and beauty in our neighbourhood never ceases to inspire us. We are so honoured to walk this path with you.

Shanthi Besso, President



Devika Ramkhelawan, 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), Səĺilwəta?/Selilwitulh (Tsleil-Waututh), and x $^{\text{w}}$ mə $^{\text{g}}$ kwə $^{\text{g}}$ yəm (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



OUR PROGRAMS & IMPACT

Youth Program

With a priority on mental health support for youth, our Youth Program sustained in-person programming throughout the year, focusing on street level outreach as well as engaging group activities and support in the neighbourhood house. Guided by young leaders in our youth advisory circle, our staff worked to keep programs youth-centred and youth-led, and worked internally with our Settlement Department and externally with community partnerships to create safe spaces for newcomer and Indigenous youth.

75

Youth came through our doors

15

Youth received weekly one-on-one support out in our community



100 + 42
Parents Children

participated in our virtual parent education programs

175 + 600 Sessions Hours

went towards family violence intervention

Family Program

Kiwassa's Family Program worked in collaboration with the MCFD North Hub, MCFD Vancouver Early Years Services Network, the Community Action Program for Children, and the Nobody's Perfect Consortium, totaling over 45 community partners, to deliver accessible programming and services for parents and caregivers with young children. Amid many challenges this year, Kiwassa and partner agency staff were able to shift from inperson supports to virtual ones, offering consistent communication and programming, to help families and young children adapt to change.

Communtiy Engagement and Learning

Kiwassa is a place where people are invited to shape decisions about our programming, connect with others, volunteer, and discover what they have to offer the community. This year all our community programs were made possible by the gifts of time and energy from many neighbourhood champions and leaders. With continued partnership from BC Housing, our place-based community development work continued at Chimo via in-person one-on-one and group activities right where people live.



343

people engaged in workshops, training, small grant leadership opportunities, events and community celebrations

English conversation

literacy rountable sessions digital literacy sessions

23 Na ses

City Navigator sessions

13

online community building & skill development workshops



Children's Program

To centre equity and social justice values in our pandemic response, the Children's Program shifted to a referral-based model, and our team worked with partnership school support workers to build relationships with families and deliver in-person care. Our after school and day camp programs are trauma-informed and designed to deliver wrap around service to school-aged children and their families. To keep in line with COVID regulations and room capacity limitations, we worked with a small cohort of 12 children for the entire year, focusing on healthy peer to peer and child and adult relationships. With this focus we saw skills grow and flourish, as children pursued activities in art, sports and recreation, yoga, and social emotional learning competencies.

hours in-person programming

snacks provided

meals served

summer camp yoga classes

gardening workshops

Food Program

The ongoing pandemic highlighted issues of food insecurity in our neighbourhood and beyond. Kiwassa's Food Program quickly responded by replacing the weekly food bank with an emergency food hamper delivery service. This service was made possible through community partnership and the help of over 50 volunteers logging a collective total of 1650 volunteer hours. In addition to food delivery, our program continued to provide social connection and dignified food access via our year-round, outdoor produce market at Pandora Park. Over this past year, we worked with Vancouver Urban Food Forest Foundation and the Parks Board to work towards creating a new collective gardening space in the neighbourhood.

Food hampers were delivered to





were distributed across the Lower Mainland



children in full time care

50 children in out of school care

As the pandemic first unfolded in our community and world, Kiwassa's licensed daycare programs shifted to provide care to children of essential service workers with support from the provincial government's Temporary Emergency Funding.

Our staff team worked tirelessly in a constantly shifting environment, to learn new protocols to keep children and families safe. In September 2020 we began to welcome new and returning families back to our centres and were soon operating at 100% capacity.

Over the course of the year our department participated in new initiatives to deepen our learning and impact. We built on our partnership with Capilano University, by creating our own cohort for ECE Assistant certification. Anticipating that the need for qualified educators will only increase going forward, we offered the course at no cost, with the hopes that participants would make employment commitments to our childcare centres. We also extended this certification to community partner organizations, and 40 students from various organizations explored ECE pedagogy together, engaging in collective learning and building up our roster of qualified educators.

Additionally, Kiwassa Childcare has been doing some great work with the Early Childhood Pedagogy Network. A pedagogist worked with our staff and coordinators over the past several months and helped us to reflect on our practice, increase our knowledge, and define our work and philosophy more clearly. We also participated in a provincial initiative, the Inclusion Training Working Group, which will soon produce an excellent resource for building capacity when it comes to inclusion in childcare.

Kiwassa Housing Society

Kiwassa Housing Society includes





permanent family housing units

44

units are subsidized for low-income families

Our Housing and Facilities team works tirelessly to keep these units safe, clean, well-maintained, accessible, with on-call support and opportunity for resident connection and community building.

This year, with incredible support from the Reaching Homes Grant from Lu'ma Native Housing, we secured an additional

\$90,200

to go towards resident support such as:

FOOD SECURITY

Tenants received gift cards to shop for food and supplies at Donald's Market

→ Increased cleaning and maintenance hours for our buildings

Along with resident support, and immense support from the City of Vancouver, the housing team took on the ambitious Welgoming Spages Project

The team spent the year in consultation with planners to sketch out facility improvements that will:

- Treate more amenable spaces outdoors for social interaction, gathering and passive activities
- Increase the overall quality, accessibility and inclusiveness of the public realm entry plaza and ensure diverse activities that are respectful of the Neighbourhood Houses' vision, and values
- === Enhance the quality of care and support for children, their families, youth and seniors
- Supply an area for our Food Programs to operate markets

With completed plans in place and permits approved, we are excited to continue to roll out this project and see renovations come to life in 2021 and beyond.







Settlement & Employment Programs

Many programs in the Settlement and Employment department were able to pivot to an online format during the COVID pandemic, ensuring the continuation of programs and services for our clients

259

new clients supported

95

new clients received at least one settlement plan



Hosting workshops, events and support services on a virtual platform meant we were able to provide:

26

single workshop sessions

39

English conversation sessions

13

community events involving

168

participants



9 w

workshop series

224

translation services

020

interpretation sessions

020

crisis counseling sessions



200

seniors were supported per month all year

1194

check in calls

646

virtual visit

Senior's Program

With an emphasis on reducing social isolation and building stronger peer networks for aging adults in our community, our Seniors Program worked in partnership with other neighbourhood houses and service providers to connect with an average of 200 seniors a month for the entire year. Support included one-on-one outreach, check-in phone calls, and virtual group activities ranging from ESL class to morning exercise to karaoke. Guided by input and leadership from our Seniors Advisory Committee and many dedicated volunteers, our Seniors Programs are multicultural, multilingual, and designed to build skills and great social connection.

Financial Results

Kiwassa Neighbourhood Services Association

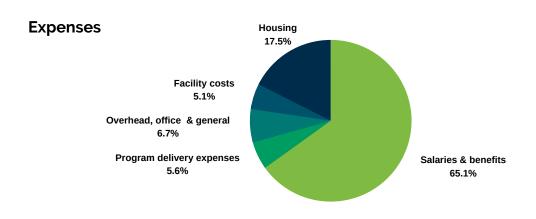
Summarized Consolidated Statement of Revenue and Expenses

Year ending March 31

3	2021	2020
Operating Revenue Government funding of programs User fees and rentals Housing Grants, fundraising and other Donations	4,475,113 720,684 1,003,106 841,854 89,087	3,642,127 968,090 994,994 524,168 73,854
	7,129,844	6,203,233
Operating Expenses Salaries and benefits Housing Facility Costs Program delivery expenses Overhead, office and general	3,920,150 344,178 950,370 487,672 471,196	3,628,850 285,169 977,599 310,080 372,938
	6,173,566	5,575,364
Excess of revenue over expenses	956,278	627,869

Revenue Donations 1.1% Grants, fundraising & other 9.1% Government funding 58.2%

15.6%





Thank you to our 2020-2021 funders and community partners

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

OUR FUNDERS

BC Gaming

BC Housing

Bosa Family Foundation Breakfast Clubs of Canada Central City Foundation

City of Vancouver

CLICK

Community Action Program for Children

Community Food Centres Canada

Decoda Literacy Solutions

Food Banks BC
Food Runners
Giustra Foundation
Government of Canada

Greater Vancouver Foodbank

Harvey and Jody Dales Family Philanthropic

Foundation

Hastings Legacy Fund

Immigration Refugees and Citizenship Canada

Lu'ma Native Housing

Ministry of Children and Family Development

Network of Inner City Community Services Society

Port of Vancouver Province of BC

United Way of the Lower Mainland

Vancity

Vancouver Coastal Health Vancouver Foundation Vancouver Public Library

OUR COMMUNITY PARTNERS

ABC Montessori Pre-School

Aboriginal Mother Centre Society

AMSSA

Arts Umbrella

BC Association of Neighbourhood Houses

BC Centre for Ability BC Children's Hospital BC Council for Families

Beulah Gardens

Britannia Community Centre

Burnaby Community & Continuing Education

CAPC Families Branching Out

Capilano University

Cedar Cottage Neighbourhood House

City of Vancouver

CityReach

Collingwood Neighbourhood House

COSCO Seniors' Health & Wellness Institute

Christ Church Cathedral

CUBS Canada

Division of Family Practice

Downtown Eastside Neighbourhood House

Dragonstone Counselling Eastside Family Place East Village BIA

Emma Andrews Law Firm

Family Services of Greater Vancouver

Fresh Direct Fresh Prep

Frog Hollow Neighbourhood House Gordon Neighbourhood House Greater Vancouver Food Bank

HandyDART

Hastings Business Improvement Association

Hastings Community Association

OUR COMMUNITY PARTNERS Continued

Hastings Community Centre

Hastings Community Policing Centre
Hastings North Community Partners Group

Hastings Sunrise Community Food Network

Hua Foundation

Hudson Pacific Properties

Ik Sansar Foundation

Immigrant and Refugee Legal Clinic

Immigrant Services Society of BC

Instant Imprints
Iron Dog Books

Jewish Family Services

KidSafe Project Society

Kitsilano Neighbourhood House

Langara College

Langara College Faculty of Nursing

Little Mountain Neighbourhood House

Marpole Neighbourhood House

Marpole Oakridge Family Place

MOSAIC

Mount Pleasant Family Centre

Mount Pleasant Neighbourhood House

Network of Inner City Community Services

Nobody's Perfect Consortium

Pacific Immigrant Resources Society (PIRS)

Pathway BC

QueenB Driving

Quest Food Exchange

Ray-Cam Co-operative Centre

Reach Urgent and Primary Care Centre

routific.com

Saige Community Food Bank

Savoury Chef

Shoppers Drug Mart

South Vancouver Family Place

South Vancouver Neighbourhood House

St. Paul's Kidney Dialysis Clinic

Board of Directors

Shanthi Besso, President

Alejandra Lopez-Bravo, Vice-President

Allison Parker, Treasurer

Janey Lew, Secretary

Lule Abbay, Director

S.U.C.C.E.S.S.

Tayybeh: A Celebration of Syrian Cuisine

Terra Breads

The Learnary

Thunderbird Community Association

Tillicum Community Annex

UBC Faculty of Land and Food Systems

UBC School of Social Work

Urban Native Youth Alliance

Vakari Creations

Vancity

Vancouver Aboriginal Child & Family Services Society

Vancouver Aboriginal Friendship Centre Society

Vancouver Aquarium

Vancouver Board of Parks and Recreation

Vancouver Community College

Vancouver Early Years Partnership

Vancouver Eastside Educational Enhancement Society (VEEES)

Vancouver Neighbourhood Food Networks

Vancouver Public Library

Vancouver School Board

Vancouver Soup Company

Vancouver Urban Food Forest

VanWhole Produce

Vines Art Festival

Warriors Against Violence

Westcoast Family Services

Westside Family Place

YMCA Crabtree Corner

YMCA Digital Literacy Exchange Program

YogaBuggy

Youth Unlimited

