

KIWASSA NEIGHBOURHOOD HOUSE

ANNUAL REPORT
FOR 2021-22



MESSAGE FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

On behalf of the board of directors, and staff of Kiwassa Neighbourhood House, we are very pleased to present our annual report for 2021-2022. Everything we do at Kiwassa is guided by our core mission to build a socially just, resilient, and connected community in the Hastings-Sunrise and Grandview-Woodland neighbourhoods. As you read this year's report you'll notice our mission and values highlighted throughout.

A key element of our work last year was about connection and reconnection. We reconnected with each other in new ways as we moved through the second year of the pandemic, and deepened connections with neighbours and partners as we worked together to build an inclusive neighbourhood for everyone.

Over the past year, the staff and volunteers at Kiwassa continued to show immense resiliency, shifting from virtual programming to a hybrid model, and welcoming families and neighbours back to in-person programming when it was safe to do so. Our house would not be what it is without the dedication and compassion of our staff and volunteers. Over 200 people work and volunteer at Kiwassa, supporting community members to recognize and build on their own resilience.

This year we also continued and deepened our commitment to Truth and Reconciliation with Indigenous peoples. Kiwassa is situated on the traditional, unceded and stolen territories of the Skwxwú7mesh (Squamish), Səlíl̓wətaʔ/Selilwitulh (Tsleil-Waututh), and xʷməθkʷəy̓əm (Musqueam) Nations, and we strive to find meaningful ways to hold ourselves accountable to that commitment. This year we participated in professional development, listening, learning and participating in community events. We convened our reconciliation circle, and invited staff, community partners, and neighbours to help guide our work. As a settler organization, we have much learning to do, and we continue to look for ways to decolonize our work.

As we look ahead to the coming year, we are realistic about the challenges that our community is facing, but we're also incredibly hopeful. Seeing the strength, joy and deep commitment to social justice in this neighbourhood is a constant inspiration. We are honoured to do this work with all of you.



SHANTHI BESSO
Board Chair



DEVIKA RAMKHELAWAN
Executive Director

MISSION

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

VISION

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

VALUES

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

CONNECTED

Together Kiwassa's staff, volunteers, partners, and neighbours create and nurture opportunities for people to find connection across generations, cultures and identities.

EMPLOYMENT PROGRAM

Through a partnership between Kiwassa's EMPOW3R Employment Readiness Training for Survivors Program and the Burnaby Community & Continuing Education's (BCCE) Early Childhood Education Program, 73 participants completed training to become Early Childhood Education Assistants (ECEA), giving women the opportunity to pursue meaningful employment as well as helping to address the critical shortage of childcare support in our province and country.



SENIORS PROGRAM

With continued COVID-19 safety policies in place, our seniors finally returned to Kiwassa! We were delighted to have seniors return to in-person programs at the neighbourhood house, filling the hallways with the sound of music and laughter as seniors line-danced, crafted and learned together.

Throughout the year, virtual connections for seniors continued to thrive through online celebrations for Lunar New Year, Winter, Spring and Mother's Day. Celebrations included Elvis impersonations, dance performances and senior (and staff!) singers. These celebrations ensured seniors stayed connected with lifted spirits, through the power of arts, laughter and music.



COMMUNITY PROGRAM COLLABORATION

May through October 2021, our community markets at Pandora Park brought together local organizations and vendors, Kiwassa staff and neighbourhood residents for community building. Our markets featured music, storytelling, dance, drag performances, crafts, skill-sharing and our ever-popular low-cost produce market, which offers fresh, affordable produce to neighbours.

CONNECTED

40

NEW VOLUNTEERS
WELCOMED TO OUR
KIWASSA TEAM

70

ENGLISH CONVERSATION
CIRCLES HOSTED

142

PROJECTS BY LOCAL
COMMUNITY LEADERS
SUPPORTED THROUGH
NEIGHBOURHOOD SMALL
GRANTS PROGRAM

185

IN PERSON CHILDREN'S
PROGRAM AFTER
SCHOOL SESSIONS

36

AVERAGE DAILY YOUTH
PARTICIPANTS IN AFTER
SCHOOL DROP IN

SETTLEMENT

The Settlement team continued to provide individualized case management for clients, meeting them where they are at in their integration journey. Language-specific and culturally-sensitive bridging services and connections ranged from extensive support plans to problem solving and assisting with applications which often cannot be self-navigated because of language / technology / cultural barriers. A major success of 2021 was working with a client from Afghanistan who has lived here for almost four years. Her husband and her son were living in Afghanistan but after the new crisis in Afghanistan, our team helped her to complete the government forms to ease her family's immigration and they have now been reunited.

CHILDCARE

In 2021, Kiwassa's partnership with Capilano University was awarded a provincial Child Care Award of Excellence in the Partnership (Community) category. The award recognized our partnership work in training a cohort of 40 to become Early Childhood Educator Assistants. We did this in the Fall of 2020 to ensure that we had professionally trained educators who shared our childcare philosophy and could support our childcare programs throughout the pandemic and beyond.

YOUTH PROGRAM

In 2021-22 a new partnership between our Youth Program and The Muslim Food Bank gave young people the opportunity to provide our Muslim neighbours with halal groceries. The partnership expanded community connection, cultural awareness, and our youth's connection to dignified food access.



SECURE

Kiwassa's consistent and reliable people and programs contribute to a place where neighbours feel safe and included and have the security to pursue their own connections and contributions to our community.

CHILDREN'S PROGRAM

In 2021-22 the Children's Program supported 15 children and their families for free, place-based after school programming and day camps. We worked with the same cohort all year long at no cost and with no penalty for missed days, while providing healthy daily snacks, extra food to help over the weekends, and consistent and caring staff. With low-barrier access to high quality programming and peer-to-peer relationships, families had the security of full time care, allowing caregivers to continue to pursue work and education uninterrupted.

HOUSING

Kiwassa housing includes 56 permanent family housing units in two buildings, May MacLean Place and Norah Davis Gardens; 44 of those units are subsidized housing for low income families. With many community members having a high need for affordable housing, our staff were busy helping individuals and families find and maintain secure housing. With a wrap-around approach to care, our staff built relationships with tenants to understand and respond to their needs, providing grocery gift cards, and planning building events and improvements designed to cultivate connection, pride and ownership right where people live.



VOICES FROM THE NEIGHBOURHOOD

"I am very fortunate in finding Kiwassa, because I have been in Canada for 3 years and no one has given me such attention, compassion and care."

-Settlement client

SECURE

CHILDCARE

Kiwassa added eight new licensed Out of School Care spaces in the Norah Davis housing complex in September. These children attend Tillicum Annex and it was a much needed addition to after school care for Tillicum students and Kiwassa families. This unique partnership between housing and childcare also offers childcare to Norah Davis residents, creating low-barrier childcare access right where people live.

FOOD PROGRAM

Led by our skilled food team, Kiwassa staff and volunteers collaborated with extraordinary organization and efficiency to assemble and deliver over 100 holiday hampers in December. These deliveries included healthy fresh produce and some festive favourites for families in our neighbourhood.



VOICES FROM THE NEIGHBOURHOOD

"I feel safe here."

-Children's Program participant

"A huge thank you to all of the Kiwassa childcare staff for the wonderful care and support you have provided our family. Our daughter has thrived during her time with you and has made many happy memories there."

-Childcare family

"For me, Kiwassa was a good and powerful engine to start my life in Canada."

-Settlement client

SOCIALLY JUST

While everyone is welcome at Kiwassa, we work to create more opportunities for the many people in our neighbourhood dealing with multiple forces of oppression.

FAMILY PROGRAM

During ongoing COVID times, it was especially difficult to overcome complex barriers and challenges that arose for families within our community. Family Programs team developed peer support networks for caregivers and prioritized individual sessions which were crucial for parents facing isolation and mental health challenges. It was through consistent communication was staff able to identify and offer referrals.

CHILDREN'S PROGRAM

In 2021-22 our community programming for school-aged children was completely referral based and our staff worked in partnership with school administration to support kids and families through care plans and internal and external referrals. We prioritized inclusive hiring reflective of the diversity in our neighbourhood, and we supported multiple staff to seek trauma-informed practice training as well as other relevant development opportunities, helping to ensure the continued safety for young people in our care.

FOOD PROGRAM

Numerous families, youth, and aging adults continued to face food insecurity in our neighbourhood. Our Children's, Youth, Family, and Seniors program teams helped to identify needs and make cross referrals to Kiwassa's Food Program team, who replaced the weekly food bank with an emergency food hamper delivery service and a low-cost produce market, made to ensure that community-centered food support and care provided dignified food access.

YOUTH PROGRAM

In after school drop in and day camps, youth participants were supported through talking circles, where our diverse young people came together to talk about their unique lived experiences and learn from each other through safe and supported conversations around race, sexuality, gender, religion, and social justice.

2775

SNACKS SERVED TO
CHILDREN'S PROGRAM
PARTICIPANTS

299

SETTLEMENT CLIENTS WHO
SPEAK LANGUAGES OTHER
THAN ENGLISH

6

INDIGENOUS LEARNING
WORKSHOPS WITH
SETTLEMENT CLIENTS

100%

RENTAL SUITES AT OUR
MAY MACLEAN HOUSING
SITE ARE SUBSIDIZED -
RENT IS GEARED TOWARDS
INCOME AND RESIDENTS
ONLY PAY 30% OF WHAT
THEY MAKE

RESILIENT

Our work is adaptive, responsive, and community-led, helping to nurture a resilient neighbourhood where residents and staff have the support they need to face challenges and cultivate their own strengths.

FAMILY PROGRAM

In response to the rising rates of family violence and the lack of available supports for men to develop healthier ways of being in relationship, Kiwassa led a virtual learning series on 'Men, Family and Community' for workers across the community social services sector to increase individual and collective capacity to respond to and support families across Greater Vancouver. The Family Programs team organized 18 virtual workshops, with 12 field experts, engaging over 70 participants from September to November. The learning series was offered to frontline staff, community members and other professionals with an interest in growing their ability to engage and support men. The sessions provided participants with a unique opportunity to build knowledge, skills, tools, and strategies grounded in compassion and respect to support men in developing positive family relationships and improving family safety.

COMMUNITY ENGAGEMENT

Raise-a-reader grants were successfully offered to 9 community partner organizations to support a wide range of literacy work in the neighbourhood.

Collaboratively, our Seniors, Food and Community Engagement teams hosted monthly "Nutritious Dishes" virtual cooking classes led by community members which gathered a strong following of regular participants including newcomers, seniors and residents from our housing communities.

Through our Neighbourhood Small Grants program, we invested \$64,452 in our community through 142 resident-led community building projects. Our neighbourhood leaders are skilled, creative, energized and dedicated and we're excited to see how we can work with this keen crew in the coming years.

We saw incredible personal growth and development in the racialized newcomer women who graduated from our Pathways to Leadership program in December. Our first round of this program saw many challenges, and despite that, the women involved in this program (participants, interpreters, childminders, facilitators and more!) showed us the powerful value of women connecting and supporting one another and their vast potential to contribute to our community.

RESILIENT

CHILDCARE

In January 2022, we hosted a Childcare Town Hall to discuss staff shortages and how to best support families during shifting COVID-19 provincial policies. Fifty families attended and together we came up with ways to communicate information with families on short notice, especially program closures due to staff illness. We had a slight increase in cases in childcare in December and many more cases over the next couple of months, primarily in children. Over the course of about a week and a half, we had to implement our emergency plan at one centre, as many of the staff had contracted COVID-19. Parents were extremely supportive and flexible, and we got through the challenging winter months. During this time, we also received a supply of rapid tests, providing additional comfort to staff who could have easy access to tests when required.

In March 2022, childcare hosted a workshop for educators focused on supporting childcare staff with dealing with everyone's anxiety and coping strategies for the pandemic. It was much appreciated care to the caregiver.

ORGANIZATIONAL CAPACITY BUILDING

Across the organization, 11 program coordinators were supported to develop their skills and leadership capacities through ongoing sessions with executive coaches in partnership with Royal Roads University.



VOICES FROM THE NEIGHBOURHOOD

"I love my volunteer teacher. Thank you for listening to me, following my case without passing it on, and never giving up on finding many resources for me."

-Settlement client

2021-22 FINANCIAL REPORT

KIWASSA NEIGHBOURHOOD SERVICES ASSOCIATION

Summarized Consolidated Statement of Revenue and Expenses Year Ending March 31, 2022

OPERATING REVENUE

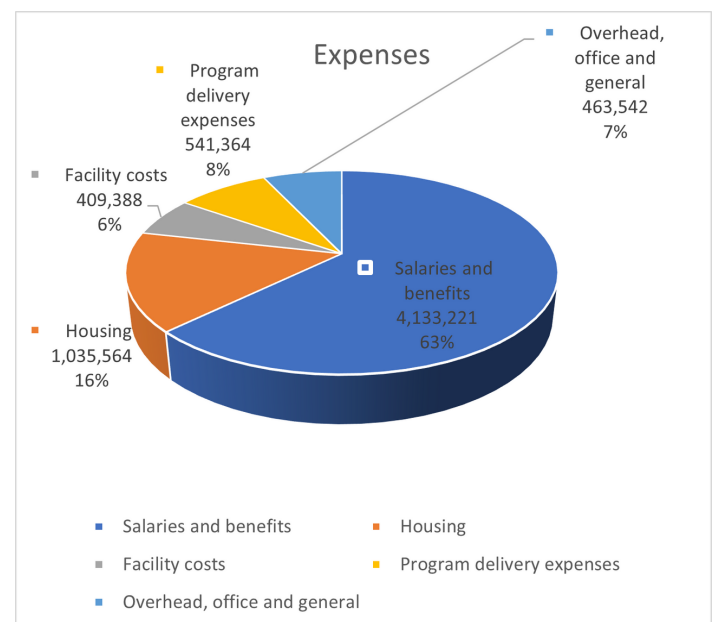
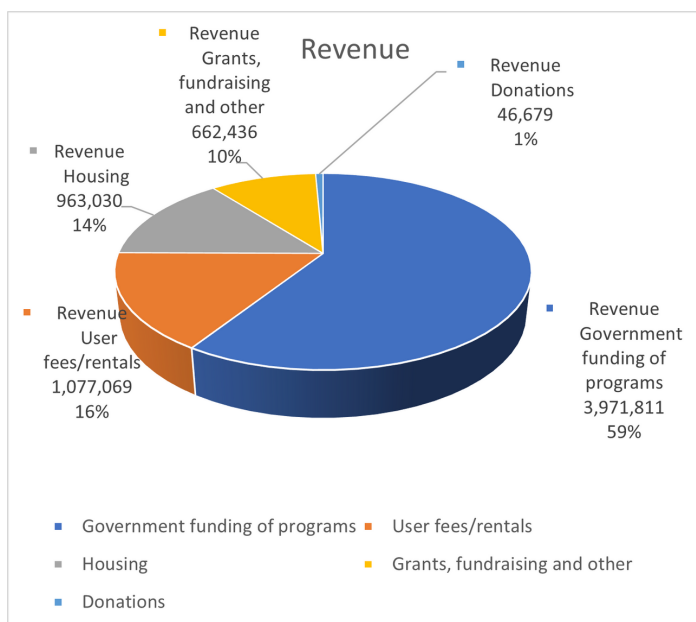
	2022	2021
Government funding of programs	3,971,811	4,505,737
User fees and rentals	1,077,069	720,684
Housing	963,030	1,003,106
Grants, fundraising and other	662,436	811,230
Donations	46,679	89,087
	6,721,025	7,129,844

OPERATING EXPENSES

Salaries and benefits	4,133,221	3,920,150
Facility costs	409,388	344,178
Housing	1,035,564	950,370
Program delivery expenses	541,364	487,671
Overhead, office and general	463,542	471,197
	6,583,079	6,173,566

EXCESS OF REVENUE OVER EXPENSES

137,946 **956,278**



THANK YOU TO OUR 2021-22 FUNDERS AND COMMUNITY PARTNERS

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

FUNDERS

BC Centre for Ability – Supported Child Development
BC Gaming
BC Housing
BC Settlement and Integration Services
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
Employment and Social Development Canada – New Horizons for Seniors Program
Food Banks BC
Food Runners
Giustra Foundation
Government of Canada
Greater Vancouver Foodbank
Harvey and Jody Dales Family Philanthropic Foundation
Hastings Entertainment
Hastings Legacy Fund
Immigration Refugees and Citizenship Canada
Lu'ma Native Housing
Ministry of Advance Education and Skills Training
Ministry of Children and Family Development
Ministry of Social Development and Poverty Reduction
Network of Inner City Community Services Society
Port of Vancouver
Province of BC
Reaching Home
Royal Bank of Canada
United Way of the Lower Mainland
Vancity
Vancouver Aboriginal Health Society – Aboriginal Supported Child Development
Vancouver Coastal Health
Vancouver Foundation
Vancouver Public Library

COMMUNITY PARTNERS

ABC Montessori Pre-School
Aboriginal Mother Centre Society
AMSSA
Arts Umbrella
Atira Women Resource Society
Battered Women Support Services
BC Association of Neighbourhood Houses
BC Association of Community Response Networks
BC Centre for Ability
BC Children's Hospital
BC Council for Families
Hopehill
Britannia Community Centre
Britannia Secondary
Burnaby Community & Continuing Education
CAPC Families Branching Out
Capilano University
Cedar Cottage Neighbourhood House
Centre for Response-Based Practices
Children's Hearing and Speech Centre
City of Vancouver
CityReach
Collingwood Neighbourhood House
Collingwood School
COSCO Seniors' Health & Wellness Institute
Christ Church Cathedral
CUBS
Canada Division of Family Practice
Developmental Disabilities Association
Drishti Consulting
Domestic Violence Unit
Downtown Eastside Neighbourhood House
Dundas Eat & Drink
Earl's
Eastside Family Place
East Village BIA
Emma Andrews Law Firm
Family Services of Greater Vancouver
Fraser Development Clinic
Fresh Direct
Fresh Prep
Fresh Slice
Frog Hollow Neighbourhood House
Gordon Neighbourhood House
Greater Vancouver Food Bank

HandyDART
Hastings Community Association
Hastings Community Centre
Hastings Elementary
Hastings Sunrise Community Policing Centre
Hastings North Community Partners Group
Hastings Sunrise Community Food Network
Hua Foundation
Hudson Pacific Properties
Ik Sansar Foundation
Illuminate Executive Coaching Team
Immigration and Refugee Legal Clinic
Immigrant Services Society of BC
Instant Imprints
Iron Dog Books
Jewish Family Services
John Oliver Secondary
Kate Booth TH
KidSafe Project Society
Kitsilano Neighbourhood House
Langara College
Langara College Faculty of Nursing
Little Mountain Neighbourhood House
Liv Burch
Lower Mainland Multicultural Family Support Services
Monarch Transition House
Monroe TH
Marpole Neighbourhood House
Marpole Oakridge Family Place
Men, Family and Community Learning Series
Mentor.org
MOSAIC
Mount Pleasant Family Centre
Mount Pleasant Neighbourhood House
Multicultural Family Centre - Reach
Muslim Foodbank
Navi Boyal
Nikki Sharma MLA
Network of Inner City Community Services
Nobody's Perfect Consortium
PACE Program
Pacific Immigrant Resources Society (PIRS)
Pathway BC
Peace of the Circle
PNE

COMMUNITY PARTNERS

QueenB Driving
Quest Food Exchange
Rape Relief TH
Ray-Cam Co-operative Centre
Reach Urgent and Primary Care Centre
Red Latina
Rise Women Legal Centre
Robert & Lily Lee Family Community Health Centre
Rotary Club of Richmond Sunset
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
Strathcona Elementary
S.U.C.C.E.S.S.
Tayybeh: A Celebration of Syrian Cuisine
Templeton Secondary
Terra Breads
The Learnary
The Emotional Intelligence Training Company
Thunderbird Community Association
Tillicum Community Annex
UBC Faculty of Land and Food Systems
UBC School of Social Work
Union Gospel Mission
University of Victoria, Institute on Aging & Lifelong Health
Urban Native Youth Alliance

Vakari Creations
Vancity
Vancouver Aboriginal Child & Family Services Society
Vancouver Aboriginal Community Police Centre
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
Vancouver General Hospital
Vancouver Neighbourhood Food Networks
Vancouver Public Library
Vancouver School Board
Vancouver Soup Company
Vancouver Urban Food Forest Foundation
VanWhole Produce
Vines Art Festival
Warriors Against Violence
Westcoast Family Services
Westcoast Child Development
West End Seniors' Network
Westside Family Place
Women in Need Gaining Strength
YMCA Crabtree Corner
YMCA Digital Literacy Exchange Program
YogaBuggy
Youth Unlimited
YWCA

BOARD OF DIRECTORS

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Janey Lew, Secretary	Alexandra Skinner

