



# Contents

Message from the Executive Director and	
Board President	3
Our Vision, Mission and Values	4
Our Programs and Impact	5
Community Programs	6
Family Programs	9
Employment, Settlement and Youth	10
Childcare and Early Learning	12
Financial Results	21
Our Board Members	24
Acknowledgements	25

# Message from the Board President and Executive Director

This last year has been one of continued change and transformation for Kiwassa, and we are excited to share with you some of the highlights of the important work that happened in – and with – community over the course of 2023-2024. This work could not be done without our neighbours, our volunteers, our partners, and mostly importantly you - our community. We would like to express our deepest gratitude to everyone who has given so passionately each and every day to make it possible.

Helping to navigate this change is Darius Maze, our Executive Director, who the Board was excited to see transition from his Interim role to a permanent ED role in November 2023. He deeply appreciates the warm welcome and support that he's received from staff and community members alike and is excited for the future of Kiwassa as we lean into the development of a new strategic plan in the Fall of 2024.

The cornerstone of that new plan will be the relationships and programs that our staff have built over the years at Kiwassa. From toddlers to seniors, the Kiwassa team has helped to support folks to develop lifelong connections and walked many of the same journeys alongside them. This commitment to community is reflected in over 50% of our staff having been with Kiwassa for over 5+ years – some as long as 35!

It is our values around social justice, inclusion, respect, courage, and belonging that have helped us to make the most of opportunities in our neighbourhood as well as to stay strong through difficult challenges. Rising costs of living – from groceries to housing – have had deep impacts on our community as well as on Kiwassa's own

operating budget. But in true Kiwassa fashion, we have used these challenges to focus our efforts and lean into building connections with our neighbours who can help us to develop innovative, creative, and place-based solutions.

This includes an expansion of our before school care programs, supporting warming shelters during the winter months, and expanding social meals for seniors. These initiatives were often developed with the support of community advisory committees and we're especially grateful for the input of our Seniors and Youth advisory committees.

The Kiwassa Board also plays an important role in bringing that local community voice to our work. Janey Lew has been a key contributor over the past six years both a Board member and, this past year, as the Kiwassa Board Chair. Janey has seen much change during that time - from changes in leadership to the pandemic to unionization - and brought a caring, compassionate, and values-centred approach to bringing people in while supporting bold leadership and positions, including leading Kiwassa's statement in support of a ceasefire in Gaza. Janey will be stepping down at the 2024 AGM, and we wish her all the best in her next steps in serving community, knowing that she will remain connected to us for many years to come!

We thank you for your continued support and look forward to continuing to work alongside our community, our volunteers, our partners, and you to build a thriving Hastings Sunrise community!

Sincerely,

Janey Lew, President
Darius Maze, 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), Səlí lwəta?/Selilwitulh (Tsleil-Waututh), and xwməθkwəyəm (Musqueam) Nations.

For over 70 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 Programs and Impact**

Kiwassa provides a diverse range of programs for everyone in our community—children, youth, adults, families, and seniors—reflecting the vibrant diversity of our neighborhood. Whether free or low-cost, our programs are accessible to all, ensuring everyone feels welcome.

Our ability to create lasting community impact is driven by the dedication, creativity, and generosity of our staff, volunteers, partners, and donors. Together, we've made a significant difference, and we're excited to share key achievements and insights from 2023-2024.



## **Community Programs**

## **OUR VISION FOR THE FUTURE:**

- All our program areas are community-led: grassroots voices inform our direction
- Relationships at the core: our staff and participants feel like they belong, and are valued
- We embrace abundance: we look for opportunities, get creative, share generously
- We create change: we build skills to address inequities and dialogue through difference



## **Program Impacts**

## **COMMUNITY COLLABORATIONS**

A heartwarming highlight of our summer programs, our Community Food Markets gathered hundreds of neighbours for our three community building events in Pandora Park. Together with our community partners at Vines, Aboriginal Mother's Centre and VUFFF, we hosted festive gatherings for National Indigenous People's Day in June, Pride in August, and Neighbourhood Food Week in September. These events allowed us to showcase the impressive diversity of makers, artists and performers in our neighbourhood and showed us the generative power of collaboration!



#### **NUTRITIOUS OFFERINGS**

Our Community Lunches, a consistent fan-favourite, offered a chance for residents to join over the joy of food! We served over 1200 healthy three-course meals, including special celebrations for Seniors Appreciation week, Lunar New Year and Harvest time.



Our Low-Cost Wednesday markets enabled neighbours from all income levels to access fresh produce close to home. This year, we grew our market offerings to include a welcoming social space where market goers could sit and enjoy a free bowl of soup while connecting with others.

#### **BUILDING COMMUNITY LEADERSHIP**

We are so proud of the resident-led work that forms the backbone of much of our programming. This year, over 120 volunteers shaped and grew our programs across departments. Our volunteers danced, crocheted, bingo-ed, tutored, mentored and played. They baked, cooked, stirred and chopped and we couldn't do our work without them! A big Thank You to our fabulous volunteers.

We also saw awesome community leadership emerge at our two Community Development sites Chimo and Grandview Terrace, where residents built trusting relationships joined together to create intergenerational spaces for creativity, connection, curiosity and compassion. This year our Neighbourhood Small grants saw over 200 leaders create grassroots innovative and artsy projects to build community locally.



Finally, we were thrilled that both our Pathways to Leadership and Seniors Program Advisory Committee continued this year. Pathways offered 16 racialized newcomer women a chance to build relationships while they built their capacity. Our 4th cohort spent time learning about systems of oppression and then collaborated to strengthen and activate their civic engagement skills to make positive change. Our seniors gathered monthly to guide our program direction – each meeting provided valuable insights and supported our program to be driven by seniors voices.

### ADVOCATING FOR CHANGE

Our Food and Seniors team continued their systems change work with the North East Vancouver Active Aging Network (NEVAAN) and the Hastings Sunrise Community Food Network (HSCFN). These neighbourhood coalitions offer a chance for our staff to build relationships and share resources with other local organizations. Together with our valued community partners, we work to address food justice issues, decrease seniors' isolation and centre the wellbeing and resilience of our community – amplifying our collective voice for change.



# **Family Programs**

## **OUR VISION FOR THE FUTURE:**

- Expanding to Include Youth Programs: We aim to enhance our Family Programs by integrating Youth Services. This expansion will help us support the needs of youth, ensuring they have the resources and opportunities to thrive as they grow.
- Strengthening Sustainability and Team Structure:
  We are committed to improving the sustainability and organization of our programs. This involves securing reliable funding, optimizing our operations, and investing in our team's development to ensure long-term success and effectiveness.



## **Program Impacts**

# SAFE FAMILIES, RESILIENT COMMUNITIES: Violence Prevention Training & Family Wellness Series

Kiwassa's Domestic Violence Prevention Team organized a two-part learning series titled "Domestic Violence Matters in Parenting and Parenting Matters in Domestic Violence." This project brought together staff from multi-service agencies to build on existing community networks and to support collaboration. Participants engaged in shared training opportunities to learn from leaders in the field to better understand the prevalence of domestic violence, build practice, and learn violence prevention strategies.



The first series, held virtually from September to November, was designed for professionals working in the Community Social Services sector to enhance their capacity to support families. The second series focused on families. Workshops provided opportunities for participants to increase awareness, knowledge, skills, tools, and strategies to help participants build positive family relationships and healthy child development. Leading up to the two-part learning series, an organizing committee with representatives from several neighborhood houses guided the project to ensure it was collaborative and community-led.



## **PROJECT HIGHLIGHTS:**

- Accessibility: To accommodate work schedules and varying availability of parents/caregivers, sessions were broadcast live in the morning and recorded, then rebroadcast in the evening. Six recordings were made available to participants.
- Knowledge and Skills Development: The project provided participants with a unique opportunity to build knowledge, skills, tools, and strategies.
- Collaborative Learning: This project emphasized the importance of learning alongside each other, which strengthens both individual and collective capacity to respond to gender-based violence.

#### **PARTICIPANT REFLECTIONS:**

I really appreciated the reminders about doing social justice work and looking at the bigger picture around structures and oppression.

Workshops and the chosen speakers were brilliant. In depth and tangible information.



### **FAMILY DROP IN PROGRAM**

Family Place Drop-in remains a vital resource, offering safe and reliable programs that foster community connections, support child development, and connect families to essential resources like healthy living, food security, and parenting support. While the parenting skills and resources provided are invaluable, the true benefit lies in the improved mental health and strengthened community connections that families gain, which in turn positively impact the child's development. In essence, our Family Drop-In Program supports early childhood development while also building stronger, more connected families and communities.

Drop-Ir	Stats
4089	meals served
233	drop-in sessions
709	drop-in hours
709	drop-in hours



I really love this program... and appreciate when [the facilitators] provide guidance to the children during craft activities. I would like to acknowledge all the effort of the facilitators in setting up different craft activities and circle time songs every day to engage the children.

- Program participant

A significant highlight this past year was the 2023 Community Action Program for Children (CAPC) Parents Conference. In collaboration with Frog Hollow Neighbourhood House, Collingwood Neighbourhood House, and Thunderbird Community Centre, Kiwassa hosted the "Families Branching Out Parents Conference" under the theme 'Here we go again... Parents in Action!' This parent-led event brought together over 100 participants, including families, East Vancouver residents, speakers, facilitators, staff, and volunteers. The conference created a vibrant and engaging atmosphere within our House, with a range of activities focused on holistic wellness, including mindful art, freedom flow yoga, and teachings on the medicine wheel. The success of this event underscores our commitment to fostering community, promoting wellness, and empowering families through meaningful and accessible programming.



# Employment, Settlement and Youth

## **Program Impacts - Employment**

## **OUR VISION FOR THE FUTURE:**

 EMPOW3R Employment Program is organizing a networking event that will gather Early Childhood Educators, Daycare Operators, Training Institutions, childcare advocates, funding agencies to discuss affordable childcare, professionalizing the workforce, and creating more childcare spaces.



## **ABOUT THE EMPLOYMENT PROGRAM**

EMPOW3R Employment Readiness for Survivors of Violence Abuse, and Trauma is a trauma-informed job readiness program for people who identify as survivors of violence, and abuse. We were excited to received renewed support and funding for this program in 2023 and are actively building on the opportunity to expand its impact in community. We look forward to continuing the great work that has been done with our long-time training partners Burnaby Community and Continuing Education (BCCE) and Vancouver Eastside Education Enhancement Society (VEEES).

Connect with EMPOW3R staff to learn more about how to join the program at www. empow3r.ca We serve Permanent Residents, Canadian Citizens, approved refugee claimants, and BC residents who possess a valid Open Work Permit.



## 2019 - 2023 by the numbers

208 participants

18 cohorts

diverse demographics

7% achieved full ECE

64%

children / dependants

17%
of participants on Income Assistance

53% of participants achieved ECEA employment

167
employer partners
supporting our participants

#### **EMPOW3R PARTICIPANT REFLECTIONS:**



I was a stay-at-home-mom, dealing with depression, trying to find a new path in life before discovering EMPOW3R. At first I was afraid and anxious, then I forced myself to start the program. I'm glad I did. I have found lifelong friends within the group and gained the confidence I needed to reenter the workplace.





I was really lonely and struggling to find a job and to support normal living. I was so blessed to come across this program. The Kiwassa team helped me big time. They put a stepping rock to help me succeed in my life. I'm really thankful and I can't say it enough. I feel stronger as a member of a community. I would like to be a part of the Kiwassa community forever to give back.





### **EMPLOYMENT: WORKBC**

Kiwassa continues to support job seekers through employment programs offered in partnership with other non-profits through the WorkBC Vancouver Northeast WorkBC office. Together with M.O.S.A.I.C., YWCA, the BC Centre for Abilities, and the Disability Association of BC we are helping to support multi-barriered and equity-seeking job seekers to find employment and develop new skills in their community.

## **Program Impacts - Settlement**

# OUR VISION FOR THE FUTURE:

 We are excited to launch new programming that takes a systematic approach to client engagement that is rooted in Gender-based Analysis Plus (GBA+) and Intersectionality!



Our Settlement team is dedicated to welcoming and supporting new immigrants and refugees to connect and integrate with their neighbours in the Hastings-Sunrise community. In 2023, we served 273 refugees and permanent residents as well as their families and have collaborated with a network of other Neighbourhood Houses to help connect them to valuable services including childcare, employment, housing, and food security.

I found Kiwassa Neighbourhood House a great place to solve my problem. This organization connected me with other agencies and spread my voice. I'm grateful to get connected to this neighbourhood house.



#### **SUMMARY UPDATE:**

To support this important work, and the diversity of the folks we serve, we have added a Settlement Coordinator position to the team and hired an additional Arabic-speaking staff to add to our language competencies and connect with a growing Arabic-speaking community.

Pathways to Leadership for Racialized Newcomer Women brought together 16 female-identified participants to complete a 10-week leadership and employment training program. The program supported their confidence to blossom, empowering them to actively contribute to their communities, expand network, and gain critical skills to enter the labour market. Each participant developed a career action plan and launched self-produced community-led projects including

- Iranian Newcomers Support Group
- Bilingual Health Lecture / Info Session about breast cancer and Health & Nutrition
- Career Help Workshop & Interview Preparation



I am very appreciative of you/everyone's help to solve so many issues all these years, and along our long journey to secure suitable housing. I am so happy we have finally got into this 3 BR unit and relieved it only costs \$600, the children are very excited to finally have their own separate rooms!



## **Program Impacts - Youth**

Kiwassa's Youth Program is a place-based community program that is trauma-informed and utilizes principles of Equity Diversity and Inclusion (EDI) in connecting with youth in the Hastings Sunrise area.

Kiwassa helps create youth-friendly spaces that are transformative and that recognize young people as critical partners in their own personal development.

We strive to promote the development of youth critical consciousness, resiliency, connectedness, and to prepare them to become active citizens. Our activities involved supporting youth in our area through outreach support, weekly dropin activities at Kiwassa, and a youth camp.

# OUR VISION FOR THE FUTURE:

 We are excited to develop a Support Circle of young Spanishspeaking women that supports them to share their experiences.



In the summer of 2023, Kiwassa Youth Program partnered with BC Housing, Raycam Community Centre, and Strathcona Policing Centre to deliver a highly popular and successful Summer Camp 2023. Supported by five staff, Kiwassa Youth Program served a total of 53 youth in the Strathcona neighbourhood with an average daily attendance of 25 – 30 youth with ages 9 to 18 years-old who identify from multiple ethnic communities (Chinese, Vietnamese, Filipino, South Asian, Africa, Middle East, & Europe).

Activities were designed to facilitate relationship-building leveraging unique talents and interests of participants and staff. Activities included arts and crafts, drawing and painting, board games, basketball, soccer, walks in the neighbourhood, and food preparation. Workshops and presentations were delivered with topics ranging from anti-violence, sexual exploitation, dental hygiene, counselling, substance use and addiction awareness, human/youth rights, health and nutrition, and leadership development.

## **Success Stories**

A 15-year-old youth, exposed to violence and fearful for their own safety acknowledged that throughout the program, they didn't feel a need to carry any kind of weapon to protect themselves, and never used weed as a self-medicator in the mornings, behaviours they were used to while attending school.

Another 15-year-old youth revealed that they had suffered from depression and other mental health challenges, but through the summer program, their confidence was raised and really felt a sense of belonging.

A young person learned through positive reinforcement in the program and being encouraged and mentored to take personal responsibility, was able to acknowledge that their tendency to "run off at the mouth" had previously gotten them involved in fights. They have learned through the program how to self-regulate in a barrier-free environment strategies to know when to walk away or calm down.



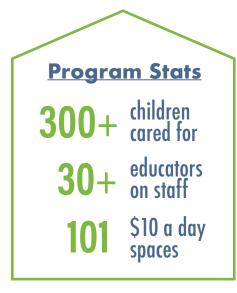
## **Childcare and Early Learning**

Kiwassa Child Care continues to thrive as a cornerstone of our community, providing exceptional early childhood education and care services throughout the 2023-2024 fiscal year. Our commitment to nurturing, supporting, and educating young children has remained unwavering, even amidst evolving challenges and opportunities.



This year, Kiwassa Child Care has successfully expanded its reach and impact, serving a diverse group of families across Hastings-Sunrise. We proudly offered quality care and educational programs to over 300 children, ranging from infants to grade 6. Our dedicated team of over 30 early childhood educators has been instrumental in continuing to deliver quality care. We have 101 spaces that are \$10aDay, and look forward to creating more in the future.

Another major accomplishment this year was the successful revamping of our Inclusion Coordinator, and expanding inclusion in our programs. Recognizing the importance of diversity and inclusion, we have made concerted efforts to ensure that our programs are accessible to children of all abilities and backgrounds. This initiative includes out reach with our Inclusion Coordinator, community engagement, and a referral program to ensure that we are accessible to all demographics in our neighborhood. This will continue to contribute the creation of an inclusive environment where every child feels valued and supported.





Kiwassa Child Care also continues our partnership with the Early Childcare Pedagogy Network, engaging in pedagogical work in our programs, and working closely with April Martin-Ko, a pedagogical who is an incredible asset to our programs.

The 2023-2024 fiscal year has been marked by growth, innovation, and a commitment to excellence in early childhood education. Kiwassa Child Care remains dedicated to providing a nurturing and enriching environment for our children, and we are grateful for the support of our community, partners, and stakeholders. Together, we look forward to another year of positive impact and continued success.

### **OUR VISION FOR THE FUTURE:**

- Expand partnerships with community stakeholders to continue to make Childcare accessible
- **Expand out of school care** so we can provide a continuum of care from 12 months to 12 years old
- Expand affordable childcare by moving all of our Childcare spaces to \$10aDay spaces
- Be more engaged with community events, and host free childcare workshops for educators and parents in our community.









## **Financial Results**

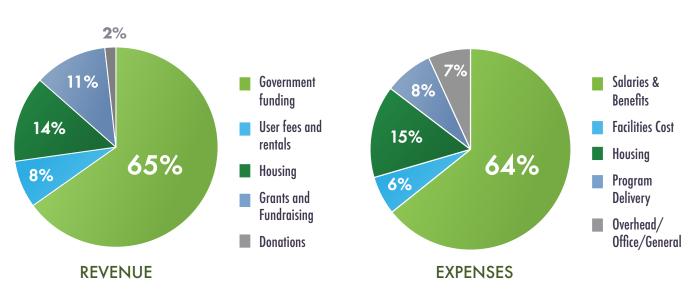
#### KIWASSA NEIGHBOURHOOD SERVICES ASSOCIATION

**Summarized Consolidated Statement of Revenue and Expenses** 

Year ending March 31, 2024

Operating Revenue	2024	2023
Government Funding of Programs	\$ 4,847,244	4,550,584
User Fees and Rentals	569,777	1,028,136
Housing	1,037,103	970,568
Grants and Fundraising	864,817	778,175
Donations	129,649	59,386
	7,448,590	7,386,849

Operating Expenses	2024	2023
Calculate and Day of the	4.045.024	4.454.550
Salaries and Benefits	4,915,034	4,454,552
Facility Costs	473,847	565,149
Housing	1,135,001	979,525
Program Delivery	598,534	597,039
Overhead, Office and General	522,004	574,004
	7 4 4 4 420	7 170 240







## **Our Board Members**

JANEY LEW
BOARD PRESIDENT

**ELFRED MATINING**VICE PRESIDENT

ALEXANDRA SKINNER BOARD CHAIR

LULE ABBAY
SECRETARY

MICHAEL ROY
TREASURER

CARLA OBERTH
BOARD DIRECTOR

LISA ZHU
BOARD DIRECTOR

CHANTAL PARISIEN
BOARD DIRECTOR



# Thank you to our 2023-2024 community funders

**BC** Gaming

**BC** Housing

**BC Settlement and Integration Services** 

**Bosa Family Foundation** 

Breakfast Clubs of Canada

City of Vancouver

**CLICK Community Action Program for** 

Children

Community Food Centres Canada

**Decoda Literacy Solutions** 

**Employment and Social Development** 

Canada

Food Banks BC

Government of Canada

Greater Vancouver Foodbank

Hastings Entertainment

Hastings Legacy Fund

Immigration Refugees and Citizenship

Canada

Lu'ma Native Housing

Ministry of Advanced Education and

**Skills Training** 

Ministry of Children and Family

Development

Ministry of Education and Child Care

Ministry of Post Secondary Education

and Future Skills

Ministry of Social Development and

Poverty Reduction

Network of Inner City Community

Services Society

Province of BC

Reaching Home

Supported Child Development -

BC Centre for Ability

United Way British Columbia

Vancouver Aboriginal Health Society –

Aboriginal Supported Child Development

Vancouver Board of Parks and

Recreation

Vancouver Coastal Health

Vancouver Coastal Health (VCH)

**Healthy Seniors** 



# Thank you to our 2023-2024 community partners

Aboriginal Mother Centre Society

**AMSSA** 

Arts Umbrella

Battered Women Support Services BC

Association of Neighbourhood Houses

BC Centre for Ability

BC Children's Hospital

BC Council for Families

BC Domestic Violence Unit

Britannia Community Centre

Britannia Secondary

Burnaby Community & Continuing

Education

**Burnaby Neighbourhood House** 

**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

Community Food Centres Canada

Developmental Disabilities Association

Disability Alliance

Downtown Eastside Neighbourhood House

Eastside Family Place

East Village BIA

EcoCooks

Family Services of Greater Vancouver

Fraser Development Clinic

Fresh Direct

Fresh Prep

Frog Hollow Neighbourhood House

Gordon Neighbourhood House

Greater Vancouver Food Bank

Hastings Community Association

Hastings Community Centre

Hastings North Community Partners Group

Hastings Sunrise Community Food Network

Immigration and Refugee Legal Clinic

Immigrant Services Society of BC

Jewish Family Services

KidSafe Project Society

Kitsilano Neighbourhood House

KPU Farm & Tsawwassen First Nations Farm

School

Langara College

Langara College Faculty of Nursing

Little Mountain Neighbourhood House

Lower Mainland Multicultural Family

**Support Services** 

Lu'ma Medical Centre

Lu'ma Native BC Housing Society

Marpole Neighbourhood House

Marpole Oakridge Family Place

MenTOR

**MOSAIC** 

Mount Pleasant Family Centre

Mount Pleasant Neighbourhood House

Network of Inner City Community Services

Niki Sharma MLA

Nobody's Perfect Consortium

PACE Program





Pacific Immigrant Resources Society (PIRS)

Pandora Institute

Pathway BC

People Plants and Homes

**PNE** 

Quest Food Exchange

Ray-Cam Co-operative Centre

Reach Urgent and Primary Care Centre

Rise Women Legal Centre

Saige Community Food Bank

Science World Community Access Pass

Program

Seniors First BC

South Vancouver Family Place

South Vancouver Neighbourhood House

Strathcona Community Centre

Strathcona Elementary

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

Templeton Secondary

Terra Breads

The Emotional Intelligence Training

Company

The Way of Healing

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

University of Victoria- Self-Management BC

Uprising Bakery

Urban Native Youth Alliance

Vancouver Aboriginal Child & Family

Services Society

Vancity

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 (VEEES)

Vancouver General Hospital (VGH)

Vancouver Neighbourhood Food Networks

Vancouver Public Library

Vancouver School Board

Vancouver Soup Company

Vancouver Urban Food Forest Foundation

VanWhole Produce

Vines Art Society

Warriors Against Violence

Westcoast Child Development

Westcoast Family Centres

West End Seniors' Network

Westside Family Place

Women in Need Gaining Strength

Women Transforming Cities

YMCA Crabtree Corner

YMCA Digital Literacy Exchange Program

YogaBuggy

**YWCA** 

YogaBuggy

YWCA



