



Message from the CEO

If Archway had not been around this past year, what would be the impact on our communities? Where would people have turned to for help? How would the intricate net of partnering social supports have been weakened? Coming up with an answer to these questions is a bit of a theoretical exercise. Nevertheless, contemplating the hypothetical implications bears consideration. Without Archway Community Services and our vision of "justice, opportunities and equitable access for all" we would have missed out on the following:

2,450 volunteers would not have contributed 35,061 hours of time (that's the equivalent of 4,674.8 work days!), expertise and passion to make our communities better. From volunteer drivers checking in on homebound older adults; to Canadian long-timers helping newcomers practice English or navigate life in a foreign culture; to various businesses and churches putting together Starfish Packs for kids; to dentists and dental technicians treating gum disease and performing oral procedures for those who would otherwise live with the pain and stigma of decay, and many others.

There would not have been a flood report which captured the lived experiences, learnings, and suggestions of flood victims. We learned that for the average survey participant, there is a probability of PTSD diagnosis (based on an adapted IES-R). Two years post the November 2021 flood is identified as the peak time for disaster-related suicide, depression, substance use, and other mental health issues. How do we rally supports needed now?

433 government assisted refugees from Afghanistan and 466 displaced individuals from war-torn Ukraine would not have been assisted with securing accommodations, learning English, getting kids in school, finding work, and receiving trauma supports.

155 youth at high risk of becoming gang involved or already involved with gangs – and 69 families – would have increased their risk of getting further pulled into a life of guns, gangs and substance use. Instead, 81% lowered their overall level of risk.

There wouldn't have been an Abbotsford and a Mission recycling depot for 71,828 residents to drop off their household recycling items. Furthermore, more than 6,183 tonnes of recyclable materials (that's the weight of 31 Boeing 747s) would have ended up in landfills.

We would not have spearheaded advocacy during the transit strike calling for a resolution. Global News, CKNW, CBC Radio, CBC News, and local media would not have interviewed Archway to hear of the impact of the four-month strike on isolated seniors, persons with disabilities, youth and newcomers. In amplifying the voices of those most disenfranchised throughout the Fraser Valley, the urgency of the need for resolution increased and the strike was finally resolved in July.

Fortunately, my introductory questions are moot. Archway was here last year. We did accomplish the items above, and so much more. My deep gratitude to our impassioned staff and volunteers, wise Board and staff leadership, and our dedicated community partners who together keep living out our mission of "fostering community wellbeing and social justice through positive action and leadership."



Rod Santiago

Archway Central Executive Officer

Vision

Justice, opportunities and equitable access for all.

Mission

Archway Community Services fosters 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 2021.

54-year history

Serving clients in and beyond the Fraser Valley since 1969.

Leadership

Rod Santiago

Central Executive Officer

Laura Midan

Director of Recycling, Social Inclusion & Employment

Leah Wynsouw

Director of People and Culture

Louise Smith

Director of Operations

Manpreet Grewal

Director of Multicultural and Immigrant Integration Service

Neil Stark

Director of Advocacy and Social Equity

Richard Aikema

Director of Facilities

Shairose Jinnah

Director of Counselling, Child, Youth and Family Services

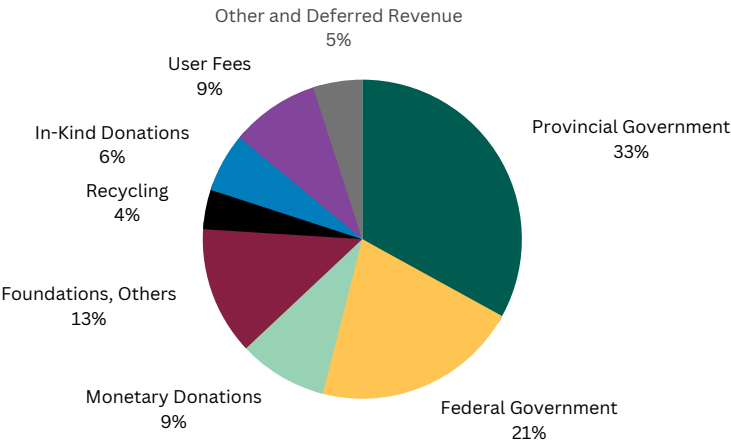
Tina Poudrier-Beck

Director of Finance

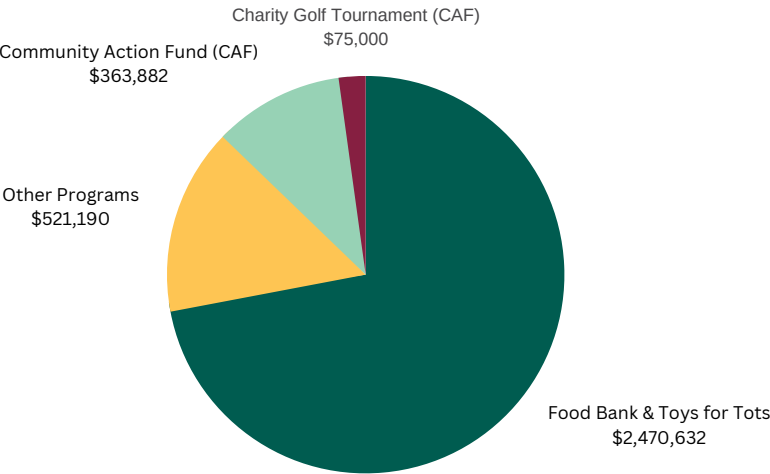
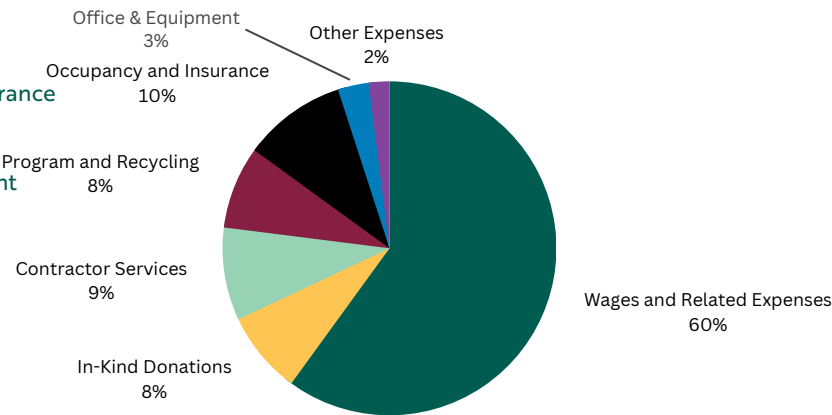
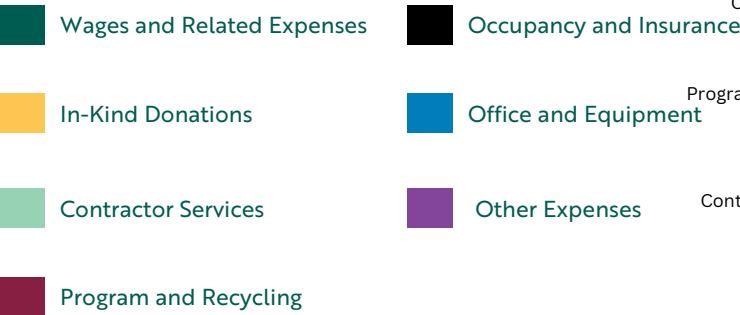


Finance

Revenues \$38,092,177



Expenses \$36,292,534



Fundraised \$3,451,708

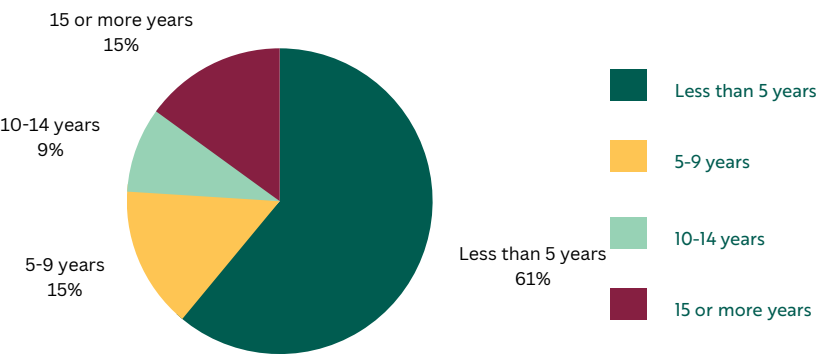


How Donor Dollars Helped

- Donations provided:
- Food security
 - Access to mental health supports
 - Support for isolated seniors and new parents
 - Settlement assistance for newcomers

People and Culture

489 staff **5.7** average years of service



"I've been very impressed with Archway, including the work we do, how they treat employees, the workplace culture and environment. This is one of the best places I have ever worked, and I am grateful that I get to contribute!"

- New Archway employee

Volunteers

2,450 volunteers contributed their time, skills, and passion to help Archway and the Archway Food Bank help our community.

35,061 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.



How People Connected With Archway

4,447

Walk-ins to Montrose reception

7,455

Phone calls to reception

8.7%

Facebook engagement rate

98,037

Website visits

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

Counselling

Parenting Support

Child Care

Youth Housing

Youth Healthcare

supporting individuals' personal growth

strengthening parent and child relationships

increasing parenting skills and confidence

ensuring appropriate and supported housing

improving the health of youth

129 employees

6,458
clients served

Locations

Archway Montrose
2420 Montrose Avenue

Archway Laurel
33780 Laurel Street

Archway Caregiver Support
32868 Ventura Ave

Autumn House

Eagle's Nest
2540 Eagle Mountain Drive

Foundry
101-32555 Simon Avenue

Archway CCRR
#102 – 2469 Montrose Avenue

New Beginnings
32355 Mouat Drive

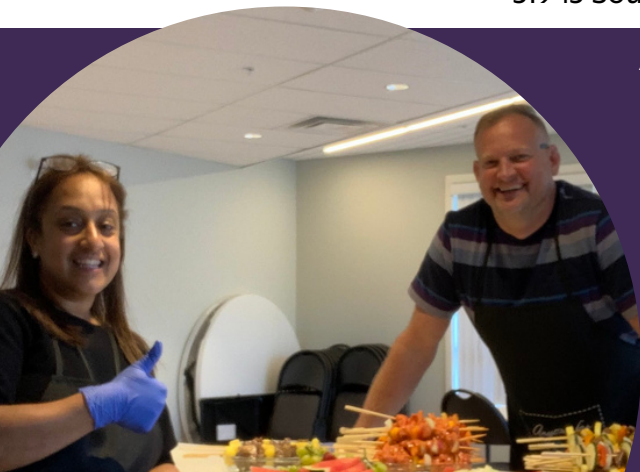
BLT - Basic Life Skills Training

Archway West
31943 South Fraser Way

Programs

- Abby Dads*
- Addictions Centre
- Autumn House*
- Basic Life Skills Training (BLT)*
- Best for Babies*
- Bridges*
- Caregiver Support*
- Child Care Resource & Referral
- Eagle's Nest Early Learning Centre
- Family Centre*
- Family Connections*
- Family Education*
- Foundry
- Independent Living*
- In It Together
- Mental Wellness Parenting
- New Beginnings*
- Opioid Agonist Treatment (OAT) Centre
- Outreach Services (Family and 1:1)*
- Parenting & Youth Groups*
- Perinatal Depression Support
- Raising up a Family*
- Rapid Response*
- Sexual Abuse Intervention Program (SAIP)*
- Sexual Assault Response Program
- Short-term Counselling
- Stop Exploiting Youth (SEY)*
- Stopping the Violence (STV)
- Street Outreach*
- Talia's Closet
- Trauma Counselling
- Young Parent Community Outreach
- Youth Education Support (YES)*
- Youth Justice Services*
- Youth Resource Centre (YRC)*

* Indicates CARF Accredited



Autumn House has operated since 2010 to provide semi-independent, short-term housing to 141 youth- in-care. "This program is more than just housing," said Anthony, a Youth Worker with the program.

Over the span of their six to twelve month residency, youth are provided support in areas such as mental and physical health, building healthy relationships, daily living, personal management skills, navigating substance abuse, and much more.

"Every child needs a supportive adult in their life who is also there to hold their hand," said Mandy, another Youth Worker.

Multicultural and Immigrant Integration Services (MIIS)

Inclusion

Legal
Advocacy

Immigrant
& Refugee
Settlement

English
Classes

Interpretation
& Translation

*helping newcomers
settle in Canada*

*facilitating discussions
about racism & inclusion*

*improving people's
English skills*

*providing information on workers'
rights and responsibilities in the
agricultural sector*

*enabling access to services
through language translation
and interpretation*

6,404
clients
served

139 employees

380 contracted interpreters and translators

Locations

Archway Montrose

2420 Montrose Avenue

Archway Laurel

33780 Laurel Street

Archway South Fraser

#102/106-31943 South Fraser Way

CELPIP Testing Centre

Chandigarh, India

Archway Gladwin

#300 2975 Gladwin Road

Archway Townline

3600 Townline Road

Archway George Ferguson

32700 George Ferguson Way

LINC Mission

33179 Second Avenue

Programs

- Access2English
- Career Paths for Skilled Immigrants
- Centre for Success
- Community Connections
- Courtyard for Men
- Delish Catering
- Diversity Education
- Employment Mentors
- Immigrant Job Shop
- Immigrant Settlement
- Immigrant Youth Services
- Interpretation & Translation Services (ITS)
- Job Connections for Immigrants

- Language Instruction for Newcomers to Canada (LINC)
- Legal Advocacy for Agricultural Workers
- Moving Ahead Program (MAP)
- One Line Referral
- Parenting Life Skills for Immigrant Families
- Refugee Claimant Support Services
- Relationship Violence Prevention
- Resettlement Assistance for Government Assisted Refugees
- Settlement Workers in Schools
- South Asian Community Resource Office (SACRO)
- South Asian Day Program
- Skills Training Results In Directed Education/Employment (STRIDE)



In It Together (IIT) supports youth and families who are at high risk of becoming gang involved or are already involved with gangs. Last year IIT served 155 youth and 69 family members. Many individuals engaged with IIT don't trust systems and therefore don't engage with other services. IIT uses a standardized assessment tool to assess risk levels in a variety of domains and changes over time. From these assessments, our data shows that 81% of youth lowered their overall risk level. The largest impact was in their reduction in the underlying risk factors associated with guns and gangs, involvement such as family/personal relationships, lifestyle/friendships mental health and substance use.

Archway oversees the operations of a low-barrier, thirty bed housing residence (Hearthstone Place) that supports those who have been homeless or are at risk of homelessness. This supportive housing model provides a range of on-site supports to residents, such as life-skills training, and connections to off-site services such as primary health care, mental health, or substance use services. A significant number of older adults reside at Hearthstone Place leading to invaluable, customized supports as they progress in their individual development, and ultimately seek independent living options. Hearthstone is guided by the principles of dignity and justice for all.



Advocacy and Social Equity (ASE)



*providing a facilitated approach
and practical assistance to victims
of intimate partner violence*

*supporting the independence
of adults over 55*

*enhancing access to
nutritious foods*

*providing supported housing to
those who were homeless or at
risk of homelessness*

86 employees

15,097
clients
served

Locations

Archway Montrose
2420 Montrose Avenue

Chilliwack Legal Advocacy
8937 School Street

Archway Laurel
33780 Laurel Street

Archway Food Bank
33914 Essendene Ave

Archway South Fraser
#202/203 31943 South Fraser Way

Archway Montvue
2539 Montvue Ave

Hearthstone Place
2719 Gladys Avenue

Programs

- Archway Food Bank
- Better at Home
- Community and Chilliwack Legal Advocacy
- Community Van Service
- Dental Clinic
- Family Legal Advocacy
- Food Justice
- Hearthstone Place
- Homeless Prevention
- Income Tax & Seniors Benefit Applications
- Lunch with the Bunch
- The Lodge
- Meals on Wheels
- Medical Transportation
- Seniors Information, Referral, and Resource Services
- Sexual Assault Response
- Starfish Pack
- Social Prescribing Program
- Specialized Victim Assistance Program

Recycling & Social Inclusion

Fostering social inclusion and ensuring a sense of belonging is key to our work. Our programs empower individuals and provide meaningful employment, volunteer, training and recreational opportunities.

Curbside Recycling Processing

Community Education

Residential Drop-off Depots

Promoting Food Security

Supported Employment Opportunities

reducing municipal landfill use by processing household recycling

community education on growing produce, food security and recycling

Providing recreational and employment opportunities for those with diverse abilities

The Abbotsford Mission Recycling Program provides recycling services to Abbotsford and Mission. The Recycling operation provides supported employment for those with barriers to employment including life coaching, workplace accommodations, training opportunities, flexible work schedules and onsite food hampers.

Programs

- Discovery*
- Employing People in Community (EPIC)*
- Federal Employment Diverse-Abilities Skills Training (FEDS)
- STAR Club*
- Urban Farm

* Indicates CARF Accredited

Locations

Abbotsford Recycling
33670 Valley Road

Mission Recycling
7229 Mershon Street

Urban Farm
1356 Sumas Way

Discovery, EPIC, FEDS, STAR Club
2975 Gladwin Road
32555 Simon Ave

Recycling

45 employees
6,183 tonnes of residential curbside recycling diverted from landfills
71,828 visits to the two depot locations

Social Inclusion & Urban Farm

35 employees
179 clients

Community Living programs assist people with diverse abilities increase self-esteem, socialization skills and independence. The Employing People in Community (EPIC) Program bridges the gap between job seekers and inclusive employers by providing extensive individualized job support.

"When you have a disability and you try to apply for jobs on your own, you're constantly told you're not good enough," shared Andrea.

"I felt that I wasn't going anywhere in life, I was broke, I didn't have a job or any meaningful connections to people. I was very lonely. But now my life has changed significantly. Without help from EPIC, I would not have found this job on my own."



Message from the Board President

Really, it strikes me that the only human that truly enjoys change must be a baby with a wet nappy. For some, change brings uncertainty. For others, change brings opportunities! For myself, as I enter my 10th year on the Board of Directors, I must admit that I can barely recognize the place! I have witnessed growth in programming, changes in personnel, the comings, and goings of Board members, and of course the re-branding of the agency from Abbotsford to Archway Community Services.

Alfred, Lord Tennyson, Victorian poet, captured the dying words of King Arthur on his deathbed thus: "The old order changeth, yielding place to new." (Insert last gasp and eyes closing for dramatic effect!) The wise king knew that his passing would bring changes to future generations by those with views different from his.

For my part, this year concludes my term as President of the Board of Directors. After five years, it is time to move along. Minus the last gasp of the dying king, I feel very confident that the coming months will see new faces, new ideas and new energy brought to the work of the Board of Directors. I look forward to supporting my successor.

Among the many changes that we can anticipate in the coming years, none is more significant than the Board's new Strategic Plan. The previous plan took the agency more purposefully into the areas of Senior Services, Mental Wellness, and Indigenous Inclusion.

The new plan aligns in greater detail with the work of the staff in areas of mental wellness, justice, equity, diversity, and inclusion - including broadening Archway's Indigenous lens, and a new area of focus - housing. These are ambitious targets indeed, but Archway has never strayed from its mission of building a stronger community by addressing the areas of need.

The Board sponsored its two community-based events this year - the annual Community Builders' Awards, and the annual Archway Charity Golf Tournament. Both were tremendously successful. Both events contribute to the public's knowledge of who Archway is and the important role it plays in building a healthy community.

The Community Builders event recognized the contributions of several individuals and businesses in Abbotsford who impact the work of community development. Likewise, the Golf Tournament, provided a great golf experience, and a bottom line of \$100,000+. No mean feat!!

And so, I end where I began. Like the rhythm of the ocean tides, the agency responds to the ebb and flow change.

And allow me to say that my five years as President have been most rewarding. I have treasured my time working with Rod through the various challenges that have challenged us in recent years. But most importantly, I have enjoyed our work together building a great team and experiencing the joy of being part of the Archway family. The pleasure to serve has been mine.

All the best,

Steve Carlton, President



Board of Directors

Steve Carlton
Board President

Benjamin Lorimer
Board Vice-President

Prabhjot Parmar
Board Treasurer

Pamela Chatry
Board Secretary

Ajit Sinha

Barry Griffiths

Brian Robertson

Jasneet Varing

Lorne Mackenzie

Narinder Dhillon

Raymonde Tickner

Sieglinde Malmberg

Thetáx – Chris Silver

2019-2023 Strategic Plan Completed

Highlights of Accomplishments

Mental Wellness – Enhanced services for clients

- More community members now receive free counselling sessions.
- Significantly more youth, men, seniors and Indigenous-identifying community members now access free counselling than ever before.

Indigenous Inclusion – Advancing collective understanding and commitments

- Archway has established formal and informal relationships with Matsqui Nation and Sumas Nation leadership and with the Fraser Valley Metis Association.
- Archway signed a historic agreement with Fraser Valley Aboriginal Child and Family Services to formalize a collaboration with Indigenous Elders to utilize their input to our child and youth programming.

Senior Services – A strengthened community

- Two programs focused on reducing social isolation amongst those over 55 years old have seen significant increases in participation.
- Counselling, transportation and food security programs have tailored their programming such that access by those 55 years and older has increased significantly.

Mental Wellness – Enhanced support for employees

- Archway employees can utilize personal wellness days as a portion of their sick time benefit. This flexibility supports employees who want to proactively manage their mental wellness.
- The Wellness page of the Intranet has been developed to the point that it has become the second most frequently accessed information page by employees.

2023-2028 Strategic Plan Goals

1. Amplifying and further walking-out of justice, equity, diversity and inclusion
2. Sustained and easy-to-access mental wellness services
3. More housing options for low-income residents in Abbotsford

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
- First Nation Health Authority
- Fraser Health
- Fraser Valley Aboriginal Children and Family Services
- Ministry of Advanced Education Skills and Training

- Ministry of Children and Family Development
- Ministry of Jobs, Trade & Technology
- Ministry of Municipal Affairs
- 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 Stō:lō people. Stō:lō territory extends from the mouth of the Fraser River to Boston Bar. Locally, this includes the Máthexwi (Matsqui) First Nation and Semá:th (Sumas) First Nation. 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.



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