



Annual Report

FOR 2022-23

**Kiwassa**
neighbourhood house

Our Purpose

We strive to identify areas and issues of greatest need within our targeted community, and to initiate programs and services to meet these needs.

We strive to bring neighbours together, encouraging them to share their experiences and friendship with each other.

We work cooperatively with other agencies to identify, develop and support programs and services offered elsewhere in our community and City.

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.

Message from the Board President and Executive Director



SHANTHI BESSO
Board Chair

On behalf of the board of directors and staff of Kiwassa Neighbourhood House we are very pleased to present our annual report for 2022-2023. We want to express our deep gratitude to all of our exceptional staff and dedicated volunteers who bring their whole selves every day and make the work that happens at Kiwassa possible.



DARIUS MAZE
Interim Executive Director

This last year was one of change and transformation for our organization and our community. Perhaps the most transformative and notable development was the vote organized by our staff to unionize – expanding the BCGEU bargaining unit from one program to all but four. Although this has required some complex and evolving changes to our policies and processes, it also brings with it valuable structures that support our values and principles regarding collaboration, inclusion, and grassroots decision-making. We are grateful to all of our staff who are helping to ensure that the voices and priorities of workers are being heard within the organization.

Another significant development was the departure of our Executive Director, Devika Ramkhelawan, in March 2023. Devika stepped away for a new opportunity after helping to guide the organization through COVID 19, expanded unionization, and many more changes and developments. We are so grateful for Devika's excellent work, particularly with regards to initiatives related to inclusion, anti-racism, and Truth and Reconciliation. The Kiwassa Board of Directors is planning to announce a new Executive Director in the Fall/Winter of 2023.

Message from the Board President and Executive Director

As we make our way through these organizational changes, Kiwassa's commitment to community and place-based programs remain strong and at the core of everything that we do. With the continued lifting of COVID 19 restrictions, many of our programs made the transition from hybrid participation to full in-person participation. From Family Drop-ins to Out of School Care to Seniors programming to Community Lunches, we have seen a significant increase in connections and engagement at the House this year. We are looking forward to continuing to support these relationships, as well as building new ones as we collaborate with our community on new programs and partnerships such as our Community Development initiatives at Chimo and Grandview Terraces, supported by BC Housing.

Change is an important and natural part of growth and, although challenging at times, it is what enables Kiwassa to adapt and respond to the evolving needs of our members and community. We appreciate the support of our community, staff, and partners through these changes so that we can better achieve our mission of building a more socially just, resilient, and connected neighbourhood. Looking to the future, we are excited by the opportunities that these changes bring with them and the ability to continue to do this important work in relationship with you.

Shanthi Besso, President
Darius Maze, Interim Executive Director

207

seniors engaged with programming including community lunches, bingo, line dancing, digital literacy, and English conversation circles

"I've learned how to better cope with stresses I have no control over. I am blessed and glad to have met the wonderful peers in the program. I appreciate the mentors and knowledge brought to the program. I would love more programs like this to keep as a learning and remembering tool."

-Men's group participant



925

hours of free school-aged children's programming including dance, yoga, cooking, literacy tutoring, and sports

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

37,500+

meals and snacks provided by Food Programs through community meals, cooking workshops, daycare lunches, breakfast program and more

160

licensed childcare spaces supported by 30 full-time educators

"Having a safe childcare space at Variety Club and one that nurtured our daughter so intentionally is one of the most precious gifts to receive."

-Daycare family

"Very affordable and tasty produce, I love that you give recipes for produce in season or at the market."

-Market participant

Connected

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

Monthly community lunches resumed in May 2022 after a two-year hiatus due to COVID 19. Hosted by Food Program and Seniors Program, and with support from Community Engagement Program and volunteers, these meals on the 1st and 3rd Friday of every month routinely bring together over 50 people from the neighbourhood who come to connect over food. Lunch is open to all community members and the meals are healthy and reflect the rich cultural diversity in our neighbourhood.

This year Kiwassa also expanded a partnership with BC Housing to directly support seniors, families, and children living in 149 low-income units at Grandview Terrace. A community developer through Kiwassa works on site to strengthen place-based support and community connections, and to cultivate tenant wellbeing and belonging. Throughout the year, tenants were supported with over 365 meals and snacks, neighbourhood out trips including bowling, senior centres, and cafés, and special events to recognize personal and cultural milestones.

216

new volunteers
onboarded to
Kiwassa

30

daily participants
at Youth Program
summer camp

292

clients supported by our
Settlement team, with
38% getting support in
Spanish and 31% getting
support in Cantonese
and Mandarin

Connected

In addition to after-school drop-in and summer camp, this year Youth Program focused on connecting participants to community resources, helping to build their sense of ownership and belonging in the neighbourhood, and tap into resources to support their well-being. Every Wednesday the youth were supported to attend an art program at the Vancouver Public Library Hastings Branch, to foster creative expression while building healthy peer to peer and peer to adult relationships. Youth were also connected to Union Gospel Mission Thrift Store and given the opportunity to shop for free, creating a dignified experience for young people to pick out seasonal clothes to support personal style, job interviews and employment, and special occasions.

Family Place Drop In resumed daily in-person service this year, offering free activities, meals, and opportunities for connections between children and caregivers. Through yoga, story time, crafts, and workshops supported by staff and community partners, drop-in brings multi-cultural and multi-generational families together to form healthy relationships and create a sense of belonging.

45

participants in
Nutritious Dishes
cooking
workshops

30%

of Settlement
clients served are
refugees

74

line dancing
classes for seniors

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.

In January 2023, Kiwassa's Harbourview and Variety Club Childcare Centres became \$10aDay sites, and local MLA Niki Sharma was on site to help make the announcement and celebrate alongside families, staff and children. The expansion of affordable daycare helps ease the burden on families, creates security, and increases feelings of livability and sustainability in our neighbourhood.

This year Kiwassa also launched a partnership with Men Transforming Our Relationships (MenTOR), a program designed for men who may be stuck in a cycle of tension and high conflict in their family systems, and are ready to learn tools for healthier and more secure relationships. Kiwassa hosted two cohorts on site, each running weekly for 18 weeks, to foster a safe, blame-free, and transformative space to help participants recognize that they have the power to actively choose to think, speak, and act differently. Through a blend of conversation, teaching and exercises, men engaged in personal growth individually and in relationship to one another, and explore new healthy practices of relating safely and lovingly in their homes and with their families.

Additionally, we saw incredible personal growth and development in the 50 racialized newcomer women who graduated from our Pathways to Leadership program throughout the year. Through leadership workshops specifically designed for newcomers, supported by interpreters in Farsi, Spanish, and Cantonese, participants grew their confidence to contribute to their new communities, and developed 12 distinct civic engagement projects.

1,792

service hours
engaging men to
prevent violence
against women

80

online ESL classes
hosted for seniors

147

community projects
supported by
Neighbourhood Small
Grants

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.

A new program called Reaching Home, an initiative by the Government of Canada's National Housing Strategy, allowed Kiwassa's Settlement Program to partner with Lu'ma Native BC Housing Society and Vancity Community Foundation to deliver community-based support for preventing and reducing homelessness. New funding to grow the settlement team resulted in increased staff capacity for homelessness prevention, and families received groceries, essential need items, assistance in applying for social supports and welfare, and other supports to reduce the many challenges and barriers in the resettlement process.

In a new partnership between Kiwassa's Children's Program and KidSafe, free, place-based Spring Break Camp returned to the neighbourhood house for the first time since 2019. The camp included daily breakfast, lunch, snacks, out trips, educational components, and a large staff team from both organizations to help foster healthy relationships. All camp participants were referred by school support workers to ensure an equitable approach to access to this low-barrier service.

The Hastings Sunrise Neighbourhood Food Network, led by Kiwassa, became a United Way Food Hub, enhancing our food security work and supporting collective community projects. With food insecurity rising, dignified food access is at the centre of Kiwassa's work, and the Food Program's community markets and weekly low-cost produce markets connect our neighbours to low-barrier and low-cost local organic vegetables. This year the Market Greens Rx Program funding was extended for two years, providing \$20,000 in free produce over two years for 39 families.

"It's a difficult time and they are filling a big chunk of my weekly food needs"
-Market participant

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.

Through four cohorts of the EMPOW3R Employment Readiness Training for Survivors Program, Kiwassa supported 50 women experiencing barriers to employment, complete training to become Early Childhood Education Assistants (ECE-A). Through partnership with Burnaby Community and Continuing Education, EMPOW3R grads obtained excellent marks with a 100% course completion rate and 80% of participants are now employed in positions. The program creates opportunity to pursue meaningful employment as well as helping to address the critical shortage of childcare support in our province, and even after graduation participants continue to receive guidance from employment staff and our resident trauma counsellor.



Resilient

In childcare, after two years of cancelled events due to COVID-19, thanks to easing restrictions families were finally able to gather and celebrate with a carnival at the PNE. Over 450 new and returning families, and those who had graduated out in covid years, gathered for shared food, rides and entertainment by local artists and childcare parents, and the opportunity to move from family isolation to social connection.

Organizational capacity building and an emphasis on learning together with our community continued to grow this year at Kiwassa. We continue to support staff wellbeing and sustainability and to help nurture and develop skills and competencies. Staff attended workshops on queer competency, intersectionality, supporting neurodiverse children, and mental health first aid. In Out of School Care our Aboriginal Supported Child Development Enhancement Worker offered us an exciting and rich learning opportunity with their Knowledge Keeper, Sally Lee. Sally shared cultural teachings including the Seven Sacred Teachings, Medicine Wheel Teachings, creating Dream Catchers with the children, and shared beautiful singing and drumming.

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.



Our housing and facilities staff are committed to building relationships with staff, understanding and responding to need, creating opportunities for tenants to connect socially and increase feelings of security, ownership, and pride in the places they live.

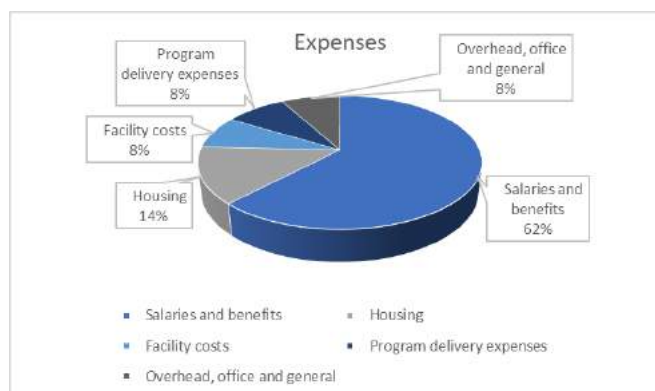
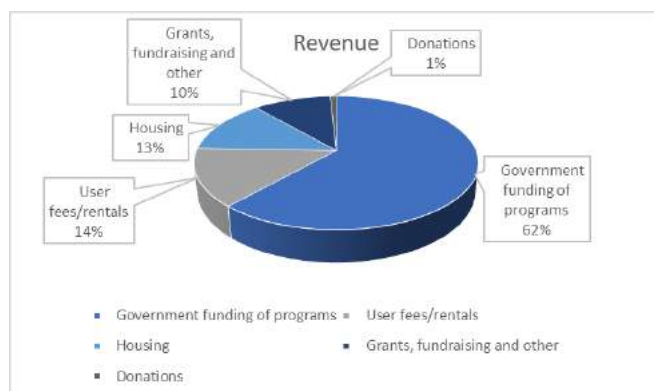
2022-23 Financial Report

KIWASSA NEIGHBOURHOOD SERVICES ASSOCIATION Summarized Consolidated Statement of Revenue and Expenses Year Ending March 31

OPERATING REVENUE	2023	2022
Government funding of programs	4,550,584	3,971,811
User fees and rentals	1,028,136	1,077,069
Housing	970,568	963,030
Grants and fundraising	778,175	662,436
Donations	59,386	46,679
	7,386,849	6,721,025

OPERATING EXPENSES	2023	2022
Salaries and benefits	4,454,552	4,133,221
Facility costs	565,149	409,388
Housing	979,525	1,035,564
Program delivery expenses	597,039	541,364
Overhead, office and general	574,004	463,542
	7,170,269	6,583,079

EXCESS OF REVENUE OVER EXPENSES	216,580	137,946
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Thank you to our 2022-23 funders and community partners

FUNDERS

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 Food
Banks BC
Food Runners
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 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
Port of Vancouver
Province of BC
Reaching Home
Royal Bank of Canada
Supported Child Development – BC Centre for Ability



United Way British Columbia
University of Western Ontario
Vancouver Aboriginal Health Society - Aboriginal
Supported Child Development
Vancouver Board of Parks and Recreation
Vancity Community Foundation
Vancouver Coastal Health
Vancouver Coastal Health (VCH) Healthy Seniors
Vancouver Foundation
Vancouver Public Library

COMMUNITY PARTNERS

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 (BCCRN's)
BC Centre for Ability
BC Children's Hospital
BC Council for Families
Hopehill
Britannia Community Centre
Britannia Secondary
Burnaby Community & Continuing Education
Burnaby Neighbourhood House
Café Etico
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
COSCO Seniors' Health & Wellness Institute
CUBS
Canada Division of Family Practice
Developmental Disabilities Association
Disability Alliance BC
Domestic Violence Unit
Downtown Eastside Neighbourhood House
Eastside Family Place
East Village BIA (a.k.a. Hastings Business Improvement Association)
EcoCooks
Evergreen Community Health Centre
Family Services of Greater Vancouver
Fraser Development Clinic
Fresh Direct
Fresh Prep
Fresh Slice
Frog Hollow Neighbourhood House
Gathering our Medicine
Gordon Neighbourhood House
Greater Vancouver Food Bank
HandyDART
Hastings Community Association

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

Hastings Community Centre
Hastings North Community Partners Group
Hastings Sunrise Community Food Network
Home Instead
Hopehill
Hua Foundation
Hudson Pacific Properties
ICBC
Illuminate Executive Coaching Team
Immigration and Refugee Legal Clinic
Immigrant Services Society of BC
Iron Dog Books
Jewish Family Services
Kettle Foundation
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
Multicultural Family Centre – Reach
Niki Sharma MLA
Network of Inner City Community Services
Nobody's Perfect Consortium
PACE Program
Pacific Immigrant Resources Society (PIRS)
University of Western Ontario

Thank you to our 2022-23 community partners

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
Robert & Lily Lee Family Community Health
Centre
Saige Community Food Bank
Science World Community Access Pass Program
Seniors First BC
Shoppers Drug Mart
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 Learnary
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
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 (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

Board of
Directors

Lule Abbay
Shanthi Besso, President
Briony Lennig, Treasurer
Janey Lew, Secretary
Elfred Matining
Alexandra Skinner



"I am so thankful for the family place program and staff. I feel I am part of a family. Coming to the program helps my kids to socialize and they learn with the circle time and activities provided by the staff. The mornings we come to Family Place are our favourite mornings."

-Family Place participant