



2018-2019 Annual Report

FRASERSIDE YEAR IN REVIEW

Reporting Period: April 1, 2018 to March 31, 2019

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EXECUTIVE SUMMARY

To our valued stakeholders:



Fraserside's *Annual Report* offers a snapshot of our efforts to create communities of belonging – the huge vision we named in 2014 and will keep throughout 2024, and which has been at the core of our work since our inception in 1972.

The report provides details about the people we serve

and the people who serve them, plus highlights of our participation in and acknowledgement from our community. The report also highlights our finances and the people and organizations who share our vision and generously contribute to our efforts.

In the Impact Highlights section you'll find examples of our work, organized by our values and strategic directions. You will also find in this section stories of how this work has

touched the hearts and minds of the people we serve and of those who have the privilege to serve them.

Finally, the report briefly explains the issues we've identified over the past few years that drive our six new strategic initiatives – the major addition to our next five-year strategic plan.

Overall, this report shares how the diversity of all people is welcome in the places Fraserside serves. In reading it, I hope you are inspired – as I am – to create communities of belonging and will consider joining us as an employee, board director or donor.

Lynda Edmonds
Chief Executive Officer

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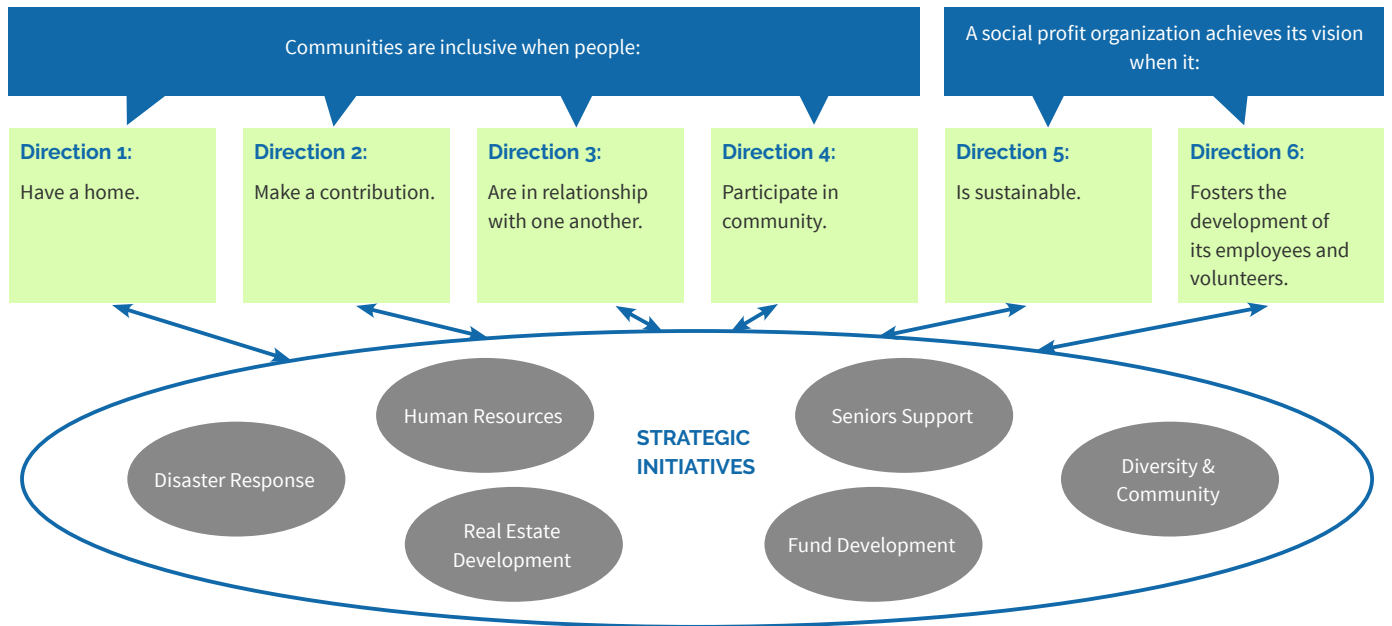
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ABOUT FRASERSIDE

MISSION: Fraserside supports people needing housing, seeking work, and/or living with developmental disabilities, mental health or substance use issues, or low income. Our focus is New Westminster and neighbouring communities.

VALUES: Diversity, Compassion, Social Responsibility, Integrity, Communities of Belonging

VISION: Fraserside is inspired to create communities of belonging where the diversity of all people is welcome.



Quick Facts:

171 employees These include vocational workers, family support workers, employment specialists, mental health workers and counsellors.

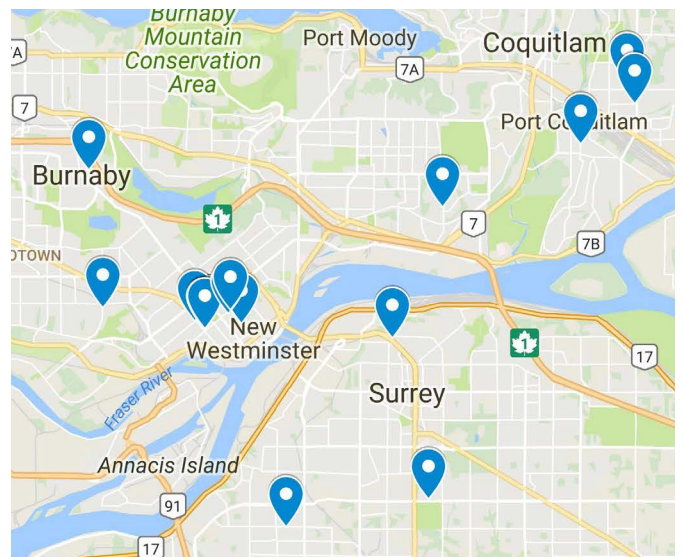
14 facilities We provide housing at 11 facilities.

Six communities We operate throughout Metro Vancouver.

1,851 persons served this year A significant amount of persons served receive long-term service - Fraserside is their home.

\$9.2-million operating budget We are funded mainly by contracts with BC Housing, Fraser Health Authority and Community Living BC.

CARF-accredited since 2002 Our latest accreditation standard was awarded in 2017.



Above: Fraserside's 14 facilities across Metro Vancouver.

Why belonging? Having a sense of belonging buffers against stress, protects against depression, affects motivation, influences happiness, and contributes to a meaningful life.

OUR CONTRIBUTORS

The following organizations and individuals provided Fraserside with financial and leadership support in 2018-2019.

Funders:



Donors:

Anne Beattie
Assante Dental
Beth Wertz
Choices Burnaby Crest
Forrest & Gail Day
Margaret & George Edmonds
Ralph Fisher
Flo Girard
Cecilia Haynes
Jason Kurylo
Jim Lacroix
Nancy Matheson
Patterson Brands
Terry Vato
Unifor Local 456
Vancity Community Foundation
William Basil McDermott
Worldwide Shift Distributors

Board Directors:

Lorne Hill, President
Gurpreet Rai, Treasurer
Tamara Hunter, Director
Nathan Wright, Director
Philippe Buteau, Director
Kathryn Peterson, Director
Conor McPhee, Director
Sam Zeitoun, Director
Vicki Shillington, Director

OUR REACH

Throughout 2018-2019, Fraserside participated in – and was acknowledged by – our community in a variety of ways.

8 Memberships

- New Westminister Chamber of Commerce
- The Federation of Community Social Services of BC
- BC CEO Network
- Board Voice
- BC Non-Profit Housing Association
- Vantage Point
- BC Society of Transition Houses
- Homelessness Services Association

9 Engagements

- WINS committee of New Westminister
- New Westminister’s inaugural Festival of Loss and Healing
- New Westminister’s Recovery Day BC Festival
- Nicola Valley Institute of Technology’s Bachelor of Social Work’s practicum placement fair
- Kids New West Health Fair
- New Westminister Homeless Coalition’s annual fundraiser gala
- Port Coquitlam/Coquitlam Community Advisory Meeting
- City of New Westminister’s Family Day event
- Douglas College career fair and classes

2 Awards received

- 2018 “Best Community Service Organization” Readers’ Choice Award from New Westminister’s *The Record*
- 2019 YWCA Women of Distinction Award nomination for CEO Lynda Edmonds



8 Google Reviews received

Sylvia Paulina



Fraserside provides excellent resources for the community they're a great link to other social services.

Chris Newton



Gateway to real help

1 Media coverage received

New West leader nominated for YWCA Women of Distinction award

[Theresa McManus](#) / New West Record
MARCH 9, 2019 09:05 AM



The woman at the helm of Fraserside Community Services Society has been nominated for a YWCA Women of Distinction award.

Lynda Edmonds, CEO of Fraserside Community Services Society, is among the nominees for 2019 YWCA Women of Distinction awards. Edmonds is one of nine nominees in the non-profit category.

“As CEO, Lynda led the successful transition of Peterson Place, a Fraserside program on the leading edge of public policy for homeless people with mental health and addictions issues, from a facility experiencing frequent critical incidents that compromised the safety of persons involved, to a campus community that prioritizes the safety and well-being of all,” said a notice about her award. “She evolved Fraserside’s practicum placement approach into a pipeline program to recruit and maintain volunteers and staff, and she developed the concept and infrastructure for Fraserside’s commitment of Knowledge.”



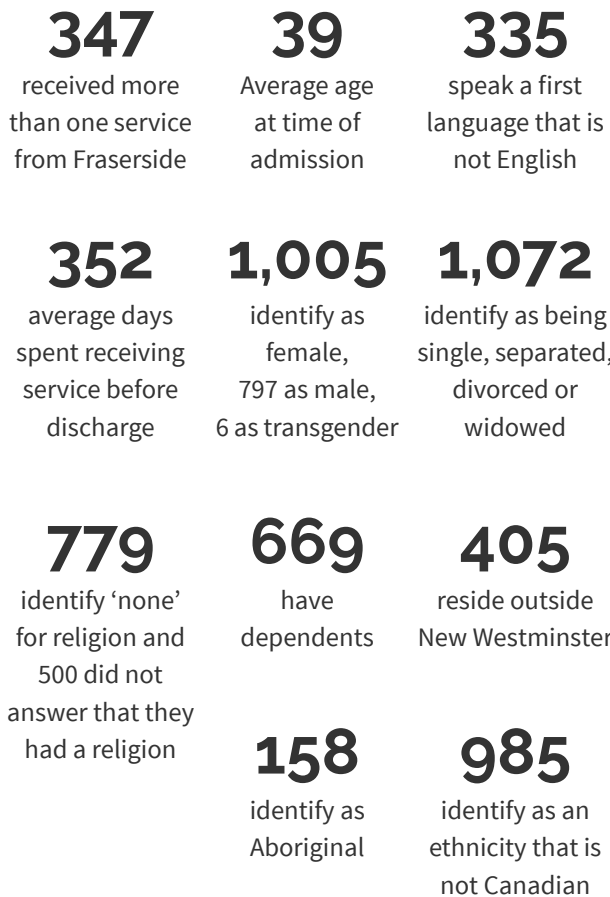
OUR PEOPLE

FraserSide serves and employs a diversity of people. This section of the report provides highlights of their demographics and feedback about their experiences of FraserSide.

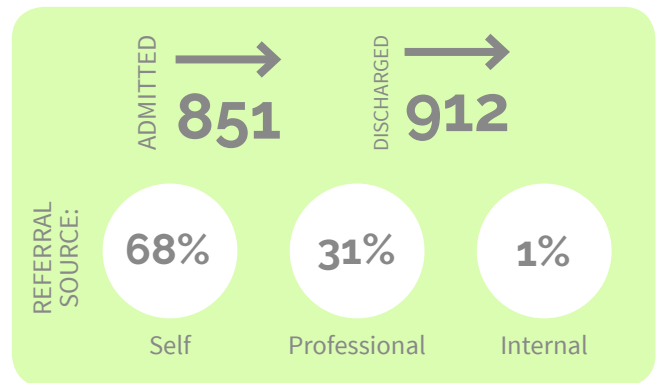
PERSONS SERVED



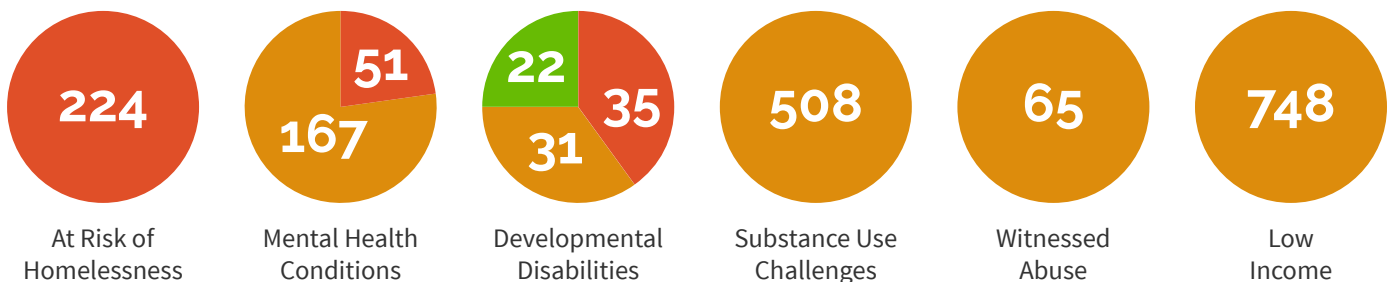
1,851
persons served



Of the 127 persons served who gave feedback:



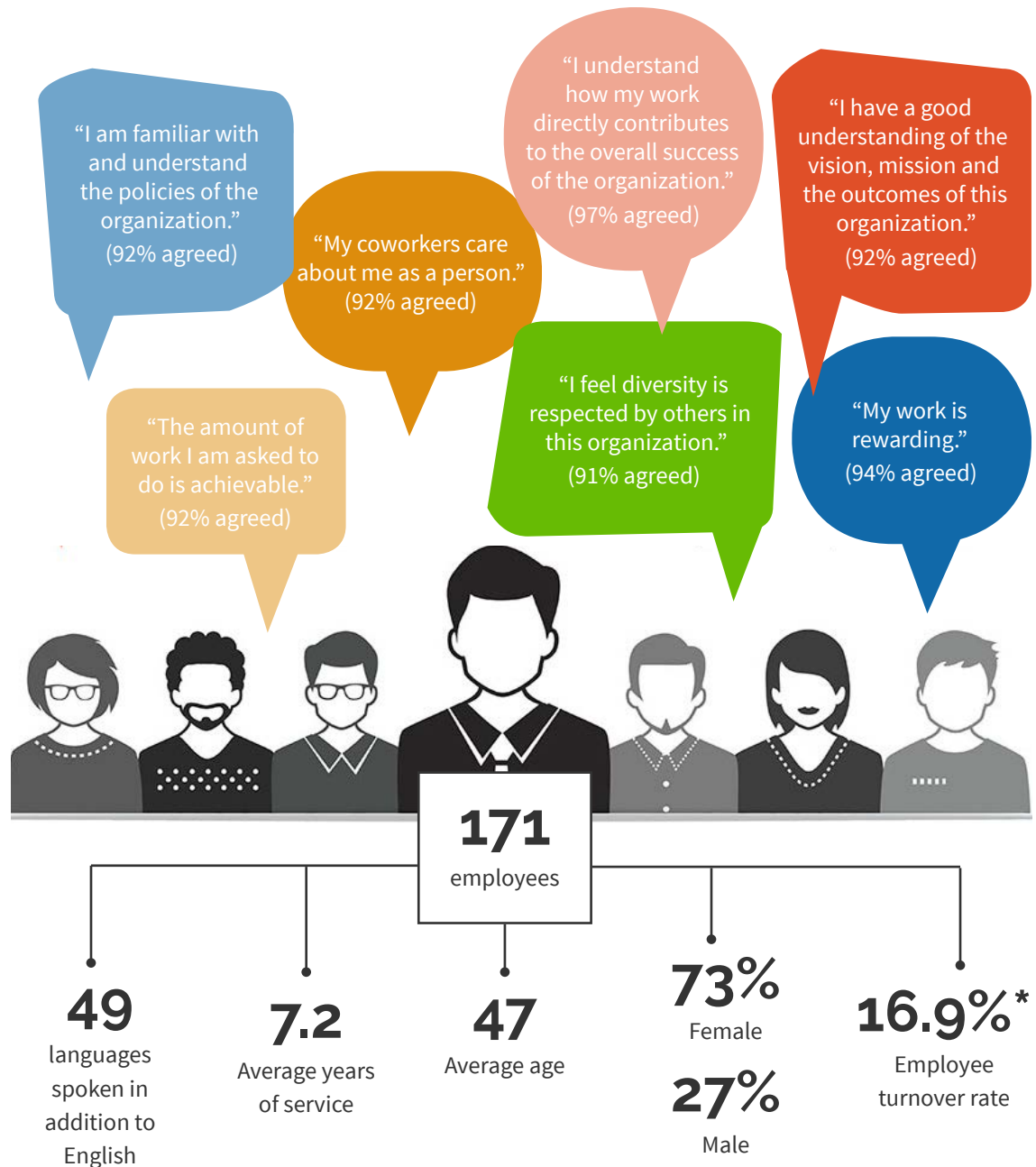
Of the 1,851 persons served, the following were served by our **Housing**, **Employment** and **Support** programs and services:



EMPLOYEES

Fraserside employed 171 people in 2018-2019. These include vocational workers, family support workers, employment specialists, mental health workers and counsellors.

The overall results of this year's bi-annual Employee Engagement Survey indicate a relatively consistent employee experience since the previous survey in 2016. The most positive statements included:



* Similar to the 17.1% rate in 2017-2018, and comparable with the 15.8% Community Living sector rate.



HIGHLIGHTS OF OUR WORK

The following section offers examples of our work in 2018-2019, organized by our values and strategic directions.

DIVERSITY

We view people as the best authority on their experience and as being fully capable of fulfilling their potential.

James' Story

When James came to Fraserside, the conditions of his life were not amounting to the life he wanted.

He isolated himself – living with unhealthy people and not visiting family – despite wanting close relationships. He repeated old habits – excessive drinking and failing to pay rent - despite needing a stable home. He prioritized 'living in the moment' – like remaining unemployed and attempting to walk the highway 60 kilometres while injured from a car accident – despite the long-term consequences, such as living off garbage scraps and being admitted to the local inpatient psychiatric unit.

He didn't know what or how to change, he just knew he wanted his life to be different. So when he was discharged from hospital on condition that he spend an extended leave participating in our Fraserdale program, he accepted the help.

James shares that it took him some time to embrace the program at Fraserdale, a registered assisted living program that supports adults to learn about and better manage their mental health conditions.

"At first I was withdrawn and feeling helpless. I got drunk a few times and resisted participating. In the beginning, I had trouble expressing myself to the doctor and to staff. It took me several months until I started to feel comfortable and make friends with the other residents."

James began taking on leadership roles, participating in peer support sessions, preparing a recovery plan, and learning to express himself. *"I kind of held it inside and didn't talk much before Fraserdale. Now I'm actually able to talk about what happened and how I feel."*

James is now committed to a self-care routine including seeing the doctor regularly and abstaining from alcohol. He visits with his family and now understands their experience of him when he was unwell. *"Now, we are closer than ever."*

James now enjoys rewarding, stable work and his efforts have qualified him for subsidized housing. He is also now very active.



"In the beginning, I didn't do anything. I was just stuck in my room. It wasn't good. Now I go for walks. That really helps me get grounded."

James' life today is a result of his vulnerability to open up and his courage to take the steps presented to him. He still lives as much in the moment as possible but remains committed to his long-term wellbeing.

Other "Diversity" Highlights from 2018-2019:

Conducted an Accessibility Survey of all programs and made renovations to our facilities to increase safety and accessibility, including installing an infant change table at our Belmont office and replacing drainage lines at Peterson Place.

Residents of our Fraserdale program led social and recreational opportunities based on their diverse interests, including a walking club, games night and workshops on budgeting and healthy eating.

Of the employees who completed our bi-annual Employee Engagement Survey:

- 81% reported that their diversity was respected at Fraserside; and
- 80% reported that they experienced belonging.

COMPASSION

We feel deeply the suffering of others. Compassion motivates us to help.

Tami's Story

Shortly before starting her role as the program coordinator of our Mundy House program, Tami learned she would lead her team to provide palliative care to Deb, a much-loved resident who had been with Fraserside since 1990 when she transferred from the former Woodlands institution. Deb had been diagnosed with terminal stage 4 ovarian cancer.

"I accepted this assignment, even though it was a bit of a tug on the heart strings – I had lost a close family member to ovarian cancer just a couple years prior. It was a hard loss. I knew what lay ahead for Deb. In all honesty, I questioned my strength to accompany her, to witness this journey again."

However, Tami had her team for support, and although providing this type of care was relatively new them, their commitment and passion for Deb boosted her courage - as did Deb's reaction to seeing Tami again since 2010:

"When Deb saw me, she greeted me with that beautiful, trademark smile of hers. I felt honoured to be walking beside her in this final journey of her life."

Deb's support plan included palliative care – an increasingly common level of care that Fraserside provides its aging residents. Tami and her team coordinated with Fraser Health to meet Deb's new needs, including managing her pain. They even arranged for Deb to have her hair styled and they hosted a party in honour of her 64th birthday! Unfortunately, Deb's health began to deteriorate soon after. The team struggled at times and saw Deb suffer.

"I think that's the hardest part of caring for someone dying of cancer – knowing that they are suffering with that kind of pain. You know that, for them, it's a feeling of forever for that relief from pain to arrive."

During the wait for a hospice bed, Deb endured two trips to the hospital, resulting in the decision to turn her care completely over to the hospital's palliative team. Tami and her team continued to keep Deb company and advocate for her needs with the hospital staff.

"There were good days and bad days," shared Tami, explaining how the good ones were filled with laughter and singing, music and TV, and visiting with family and friends



who brought her favourite treats – coffee and McDonald's chocolate milkshakes. *"But, as time went on, the bad days became more frequent. This was all too familiar to me. I knew it wouldn't be long for her."*

Tami and Deb's family remained attuned to Deb's needs as she further declined. *"She seemed to be hanging on for something. I asked Deb's sister if Deb had already spoken with her brother who lived in the States. She hadn't, so a call was made. He was able to talk to Deb and tell her it was ok to go now."* Within the hour, Deb passed.

Tami reflected on all that Deb had given her on this journey: *"She taught me not just the things I would do differently next time, but that I really did have the strength to accompany someone in their final days. I am so blessed to have known this wonderful, sweet woman, with the most beautiful smile ever."*

Other "Compassion" Highlights from 2018-2019:

Decreased overdoses on Social Housing program sites by providing access to harm reduction supplies and education, and by increasing contact with Fraser Health Authority service providers.

Prepared more end-of-life care plans for aging persons served by our staff residences, and funded a new accessible van for aging persons served by our Horizons program.

SOCIAL RESPONSIBILITY & INTEGRITY

We advocate for social change based on our belief that society is better for the engagement of all people. We bring our values to our practice; we walk our talk.

Rachel's Story

"I knew Sharon loved rock music from the moment I started working at Bolivar Court because she would sit outside her unit with her music blasting. Her favourite artist, of course, is Bryan Adams because she constantly talks about him."

Rachel knew cultivating a trusted relationship with Sharon was essential to successfully supporting her. She would sit outside with Sharon and sing along to the songs she played. She soon came to know Sharon, her struggles, and her dreams. *"Last year, Sharon mentioned to me that she had really wanted to go to a Bryan Adams concert when he was in Vancouver, and that she had tried to save for a ticket, but in the end, wasn't able to save enough. This had really disappointed and upset her. She ruminated on it for a while."*

Rachel could sense what an experience like this would mean to Sharon. *"Sharon had gone through a really tough year. I think, as anyone who has experienced stress understands, it's nice to get out and forget the stress for a bit."*

Rachel used her creativity and determination to help Sharon get the experience she wanted. Rachel called other social service agencies to ask how they secured tickets to events for their clients. She was referred to ticketing organizations but wasn't having success. *"As a last attempt, I tried Live Nation, the concert organizer, and finally got the response I wanted."*

Rachel informed her supervisor and colleagues about the tickets, and the team joined in to make the event even more special for Sharon. They picked out an outfit for her, did her makeup on the day, and allocated some funds for snacks while at the concert.

"We ate hot dogs and had fun having our photos taken. I wish you could have seen her singing and dancing! She told me after that having me, a support worker, with her at the concert helped her feel safe while out in the community."

After the concert, Rachel observed an improvement in Sharon's wellbeing and in her relationships with all



Fraserside support workers: *"There is more willingness in her to work with staff. She also seemed happier and less depressed. This really confirms for me the important job we have to assist our residents in integrating with, and having access to services within, the community."*

Other "Social Responsibility" and "Integrity" Highlights from 2018-2019:

Trained persons served by our Bolivar Court program in naloxone.

Our Perspectives counsellors offered group counselling to New Leaf Clubhouse members.

Fraser Health accepted our proposal to enhance our Delta House program.

Completed an audit of our financial statements and submitted to the Canada Revenue Agency for publication.

Met all funder reporting requirements.

The Home Share team fulfilled all recommendations from Community Living BC to improve our service, resulting in improved matching between persons served and Home Share Providers, and enhanced satisfaction of all stakeholders.

COMMUNITIES OF BELONGING

People thrive when they belong in relationships with individuals, groups and communities. Our sense of well being is significantly determined by the contributions we make.

Todd's Story

In early 2018, Todd – a self-advocate served by our Community Inclusion program – encountered Lynda, Fraserside's Chief Executive Officer, on the bus in New Westminster and offered to take Lynda on a tour of the transit system from his perspective as a wheelchair user. Todd's advocacy work aims to increase awareness for his diversity and inspire more inclusion amongst transit users and decision makers.

"I'm not complaining. I just want to show people. This is what I have to deal with. It's not a piece of cake. If they could see what I deal with, it might make it a whole lot easier for people to better help people in wheelchairs."

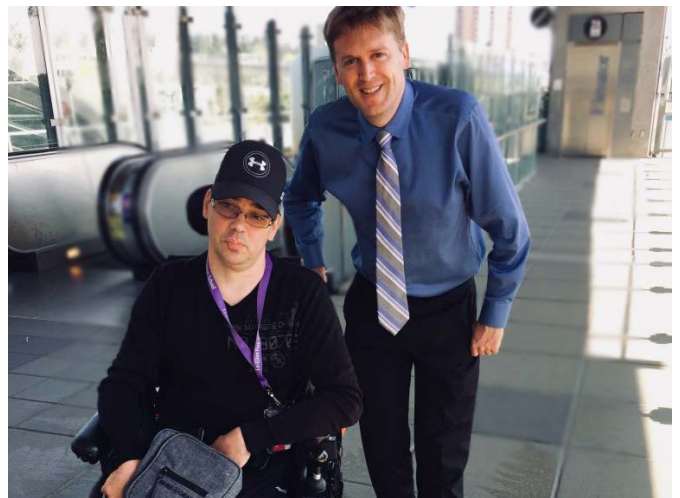
A few months later during a visit to Fraserside, the mayor of New Westminster, Jonathan Coté, who is also a member of TransLink's Mayors' Council, heard about Todd and Lynda's transit tour and invited himself to join.

With the help of Fraserside personnel, Todd planned the tour. The group would travel by bus and SkyTrain, experiencing line-ups and elevators, from our Horizons facility in New Westminster to Lougheed Town Centre station, and back again. Todd planned the tour to take 1.5 hours.

When the #106 bus finally arrived on April 27th to take Todd and his group on their tour, they were unable to board – the space designated for wheelchairs was already occupied. Unfortunately, says Todd, this is a common occurrence: *"I get turned away about once every five trips. And I don't always get told why. It impacts my life when I'm trying to get somewhere. People expect me to be on time but I can't with the buses."*

The next bus had space for Todd and his motorized electric wheelchair and he showed his group how he navigates it on the bus ramp and around the spot designated for wheelchairs, scooters or strollers.

As the bus driver helped Todd secure his wheelchair, the group observed the anxious energy from other riders, which



Todd explained is common. *"I come across some people on transit who are rude and bossy. And a lot of passengers wear earphones. They're oblivious to others, including wheelchairs."*

The group also experienced the limited space of the elevators at each station, making it challenging to stay as a group and for Todd to maneuver and reach the buttons. Todd kept a level-headed perspective: *"I just try to deal with it as it happens. There's a lot of things I could get upset about but, with transit, I don't."*

Other "Communities of Belonging" Highlights from 2018-2019:

Peterson Place hosted their fourth annual barbecue for residents and personnel.

Personnel at our Mental Health programs encouraged residents to participate in the day-to-day life of the house based on their personal needs and goals.

The agency hosted our annual summer picnic for all personnel and persons served, and 11 winter celebrations for personnel, some of which included persons served.

FACILITATING HOME

People belong when they have a home.



Our Hyde Creek facility in Port Coquitlam.

Renovated three staffed residences including the duplex that houses our Hyde Creek program.

Increased safety on our Bolivar Court/Peterson Place site by integrating the supervision model and increasing staffing.

Worked closely with BC Housing and Fraser Health to support a rezoning application to the City of Surrey to construct 38 new modular housing units on the Peterson Place site for people experiencing homelessness in the region.

Continued to work with Fraser Health Authority to expedite referrals for mental health supportive housing.

95% of persons served by our Mental Health programs remained housed or experienced a successful transition to suitable housing.

92% of persons served by our Perspectives counselling programs reported being able to improve their housing, or remained housed, as a result of receiving counselling.

65% of persons served by our Family Emergency Shelter transitioned to independent living, exceeding the funding average by 5%.

92% of persons served by our Peterson Place program remained housed for more than six months or transitioned to suitable housing.

FACILITATING CONTRIBUTION

People belong when they make a contribution.



Our Mobile Work Crew.

New Leaf Clubhouse personnel helped members fundraise for their participation in the Vancouver Sun Run.

Persons served by our Horizons program made and sold greeting cards and baked goods, delivered newspapers, participated in a community kitchen, and volunteered at the local Salvation Army.

Persons served by our Social Housing programs connected with WorkBC services and library programs.

Our Mobile Work Crew won more contracts, hired more personnel and purchased a new lawn mower. Team members also received a wage increase, and increased their skills by 10%.

Worked with fellow owners of Fraser Works Co-op to successfully renew our service contract in New Westminster and subcontract with a different provider in Burnaby.

100% of persons served by our Supported Employment program participated in one or more paid work opportunities.

88% of persons served by all Mental Health and Counselling programs volunteered, held part-time work or participated in meaningful activities outside their programs.

75% of persons served by our Counselling programs reported an improvement or stabilization of their employment situation as a result of receiving counselling.

FACILITATING RELATIONSHIPS

People belong when they are in healthy relationships.



Personnel and persons served at our Horizons facility in New Westminster.

New Leaf Clubhouse offered socializing opportunities to members in-house and in the community such as floor hockey, dances, coffee houses, movie nights, and one-on-one conversations.

Personnel at our Mental Health housing programs facilitated resident meetings to develop trust and share information.

Purchased a replacement accessible van for use by our Horizons program and personnel in our Community Living programs coordinated trips for persons served to Slave Lake and the PNE as well as inter-agency social opportunities.

Continued to encourage persons served to set goals related to relationships and community activities, resulting in 20% of persons served reporting at least one relationship goal and 84% of those goals being achieved. Persons served attended 5,543 activities in the community.

100% of persons served by our PEACE program learned about healthy relationships and can identify healthy relationship traits.

89% of persons served by our Perspectives counselling programs reported an improvement in their relationships.

91% of persons served by our Peterson Place program have a daily check-in with support workers.

SUSTAINABLE OPERATIONS

A social profit organization achieves its vision when it is sustainable.



Personnel at Peterson Place in Surrey.

Board of Directors established policies and procedures related to governance, defined our new five-year strategic plan and, with two grants from the Vancity Foundation, prepared a Real Estate Strategic Plan.

Repaired and performed maintenance projects to all facilities.

Conducted risk condition assessments of various facilities, and analyzed and mitigated against risk across the agency each fiscal quarter.

Drafted the beginnings of a Disaster Response Plan.

Hired new managers for our Community Living and Social Housing departments, and a Fund Development Coordinator.

Kept our overhead and administrative costs reasonable, and projected our spending accurately.

Launched a virtual server, installed security routers and VPN at facilities, and trained personnel to prevent security breaches.

Reviewed all incidents related to persons served, and decreased the number of incidents by 34%.

Increased timely rent payment by Hunter Heights tenants.

PERSONNEL DEVELOPMENT

A social profit organization achieves its vision when it fosters the development of its employees and volunteers.



Personnel with residents at our Calcutt House in Port Coquitlam.

Employees received a three-year 2% wage increase as per the collective agreement announced by the Community Social Services Employers' Association.

Reviewed all personnel-related incident reports, created an injury mitigation plan, decreased the number of personnel-related incidents by 61%, and decreased the number of employee days absent due to WorkSafeBC claims by 65%.

Completed Occupational Health and Safety assessments of all facilities, and completed 342 drills with 100% adherence to procedures.

Conducted our bi-annual Employee Engagement survey, receiving a 22% response rate, and made action plans to address major concerns raised.

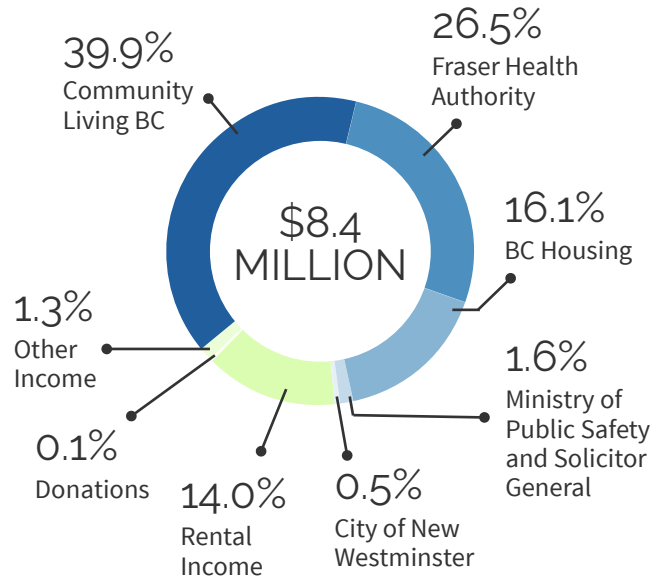
Many programs hosted practicum students including our Family Emergency Shelter which hired one student for casual work.

Delivered our Training and Orientation modules as well as training in Positive Behaviour Support, Food Safe, naloxone use, Residential Centred Clinical Systems, Nonviolent Crisis Intervention, and First Aid.

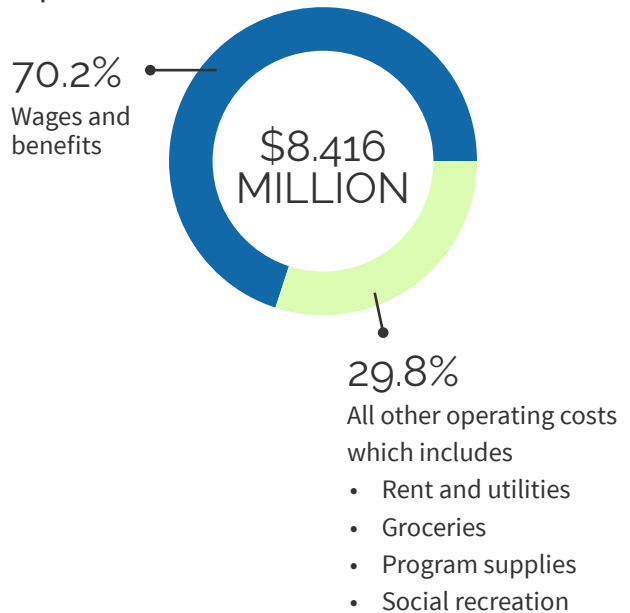
FINANCIAL HIGHLIGHTS

April 1, 2017 to March 31, 2018

Revenue



Expenses



LOOKING FORWARD

Next year is the first of our new five-year strategic plan. Because we set ourselves a big vision back in 2014, the new plan looks very similar to the former. However, we've enhanced it with the addition of six strategic initiatives – specific projects that address issues we've identified over the past few years and which will allow us to enhance our existing service contracts. The initiatives are:

Disaster Response

We recognize our business and ethical responsibility to have a comprehensive disaster response plan. We have developed the beginnings of a three-phase plan but will utilize our resources to fully develop and implement a new Disaster Response Plan.

Human Resources

Our experience operating with two vacant management positions this year, as well as ongoing recruitment challenges with all Fraserside positions, drove home the impact of the currently low unemployment rate in the region and has driven us to develop a recruitment, retention and succession plan for the next five years.

Seniors Support

Many of our persons served are entering into their senior years, and their needs are evolving. This initiative will see us invest in personnel training, facility enhancements and other means to continue supporting them to live fulfilling and rewarding lives.

Real Estate Development

The demand for affordable housing is felt across all programs of our agency, not to mention most people in the Lower Mainland. We will use our existing assets and create partnerships to develop more affordable housing.

Diversity & Community

We will work with the community to increase the experience of belonging felt by persons served at Fraserside. We will continue to ensure Fraserside welcomes the diversity of all.

Fund Development

To fulfill the above initiatives, we require funding and resources. We will create a culture of philanthropy within Fraserside and invest in our fund development efforts.

JOIN US

Are you inspired to create communities of belonging? Become a Fraserside employee, board director or donor.



Career Opportunities

As a multi-service organization, Fraserside offers opportunities to work in a variety of positions, from front-line service delivery to administration.

For a list of current job postings, visit:

<https://www.fraserside.bc.ca/join-our-team/job-postings/>

We also facilitate practicum placements. Place your request with our Human Resources Assistant at hr@fraserside.bc.ca or 604-522-3722, ext. 115.



Board of Directors

As a Fraserside Board Director, you will work with a dynamic group of leaders who share your values and strive to give back to the communities in which they live and work. In particular, board directors are responsible for Fraserside's strategic and human resources planning, financial health, organizational operations and community relations.

For more information, visit: <https://www.fraserside.bc.ca/join-our-team/become-a-board-member/>



Donate

Although our work is funded primarily through government contracts, the people we serve have additional needs that are not currently funded. These needs are identified by our six strategic initiatives and need your generous gift to be implemented.

For more information about becoming a donor, visit <https://www.fraserside.bc.ca/donate/> or contact our Fund Developer at heatherb@fraserside.bc.ca or 604-522-3722, Ext. 111.