



2019-2020 Annual Report

FRASERSIDE YEAR IN REVIEW

Reporting Period: April 1, 2019 to March 31, 2020

Fraserside Community Services Society

330 - 550 Sixth Street, New Westminster, BC V3L 3B7

Tel: 604-522-3722 Fax: 604-522-1116

Email: info@fraserside.bc.ca

fraserside.bc.ca



EXECUTIVE SUMMARY

To our valued stakeholders:



Fraserside is a remarkable organization made up of extraordinary employees who strive to support persons served with integrity and compassion every moment of every day of every year. Our values are consistently embedded in all we do, especially during the pandemic.

The 2019/20 Annual Report is an abbreviated description of our important work during this unusual year. The reporting period ended with the COVID-19 Pandemic.

Rest assured, Fraserside's laser attention to the health and safety of persons served and personnel has resulted in no COVID-19 cases to date. And, we will resume our more fulsome reporting next year and years to come.

In this Report you will read about our strategic plan, quick facts about who we are, contributors to Fraserside, who we serve, financial highlights, our strategic initiatives and finally an invitation to join us. While this is a pandemic version of our Annual Report, I have no doubt that by reading the Report, you will see and feel the incredible importance of the Fraserside endeavour. Enjoy!

Lynda Edmonds

Lynda Edmonds
Chief Executive Officer

TABLE OF CONTENTS

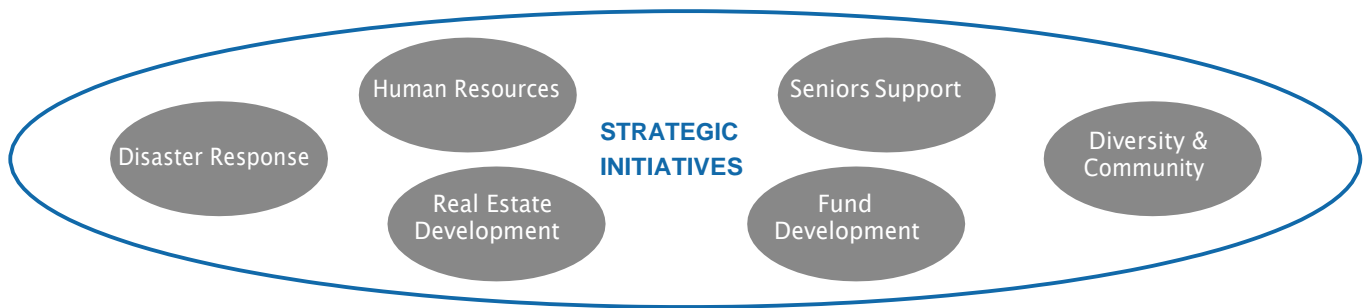
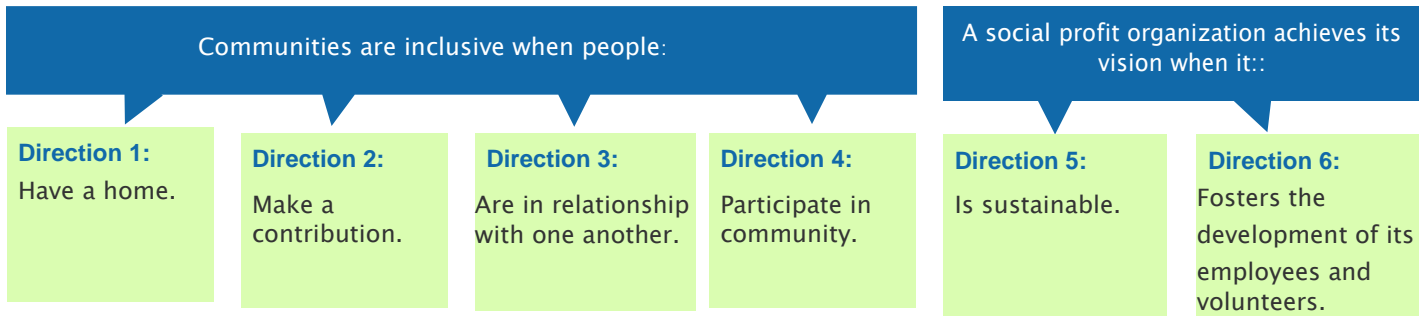
Executive Summary	2
About Fraserside	3
Our Contributors	4
Our People	5
Persons Served	6
Financial Highlights	7
Looking Forward	8
Join Us	9

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 Westminister 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.

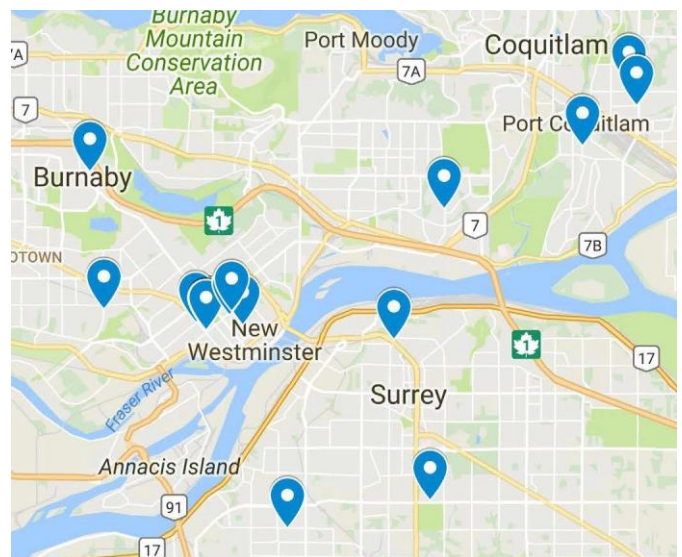
14 facilities We provide housing at 11 facilities.

Six communities We operate throughout Metro Vancouver.

1,384 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 2019-2020.

Funders:



FRIENDS OF FRASERSIDE

Janine Reid
Yunsoo Kim
All Seasons Development
David Vallee
Costco Wholesale
Geoff & Sandi Pinkerton
Ruby Campbell
Jim Lacroix
Flo Girard
Elizabeth Wertz
Terry Vato
Veronique Boulanger
Naomi Perks
Heather Bemister
Erin Betts-Youdan
Joanna Kyriazis

TRUSTED LEADERS CIRCLE

G&F Financial Group
Lorraine Hartle Kurt Wipp

VISIONARIES CIRCLE

BC Disability Alliance
Vancity Community Foundation

DIVERSITY ADVOCATE

George & Margaret Edmonds
Assante Dental
Spacious Construction Corp

BELONGING CHAMPION

William McDermott
New Westminster Italian Mutual Aid Society
Lynda Edmonds
Anne Beattie
Unifor Local 456
New Westminster Rotary Club

IN KIND DONORS:

House of Grace
Worldwide Shift Distributors
Shoppers Drug Mart
Patterson Brands
Save On Foods
Pacific Breeze Winery
Fratelli's Italian Baking
Freshii Uptown
Massey Theatre
Schmunk Gatt Smith & Associates



OUR PEOPLE

- 173 employees worked for Fraserside this reporting period
- Our next employee engagement survey is scheduled for November 2020.
- The employee turnover rate increased from 16.9% last year to 18.3% this year. Often part-time employees left Fraserside to find work that gave them increased hours.
- Employee injuries remained relatively flat compared to the previous year however the average number of days taken due to injuries increased from 7.5 to 12.3 days.

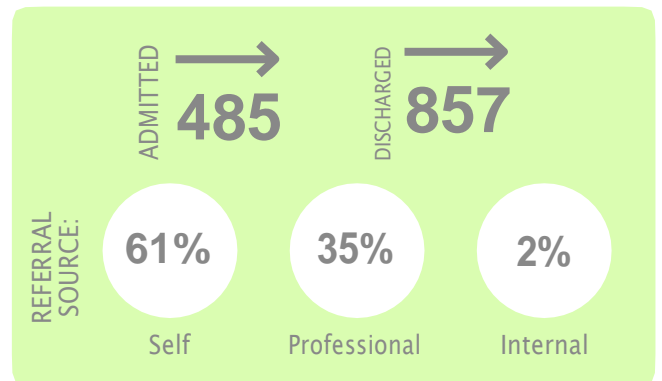
PERSONS SERVED



1,384
Persons served



Of the 127 persons served who gave feedback:



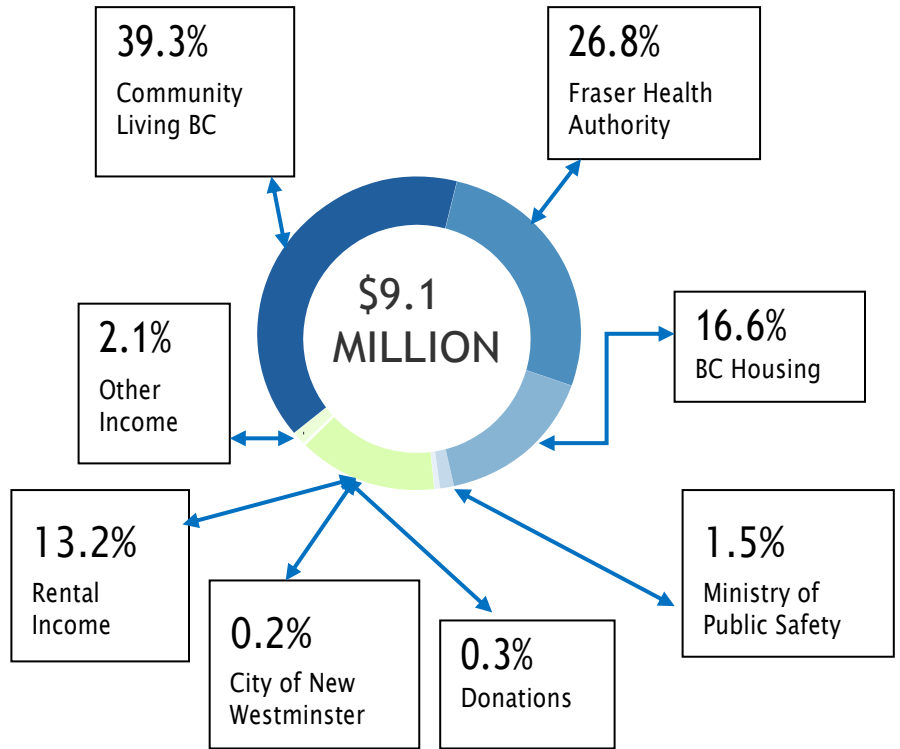
Of the 1,384 persons served, the following were served by our programs and services:



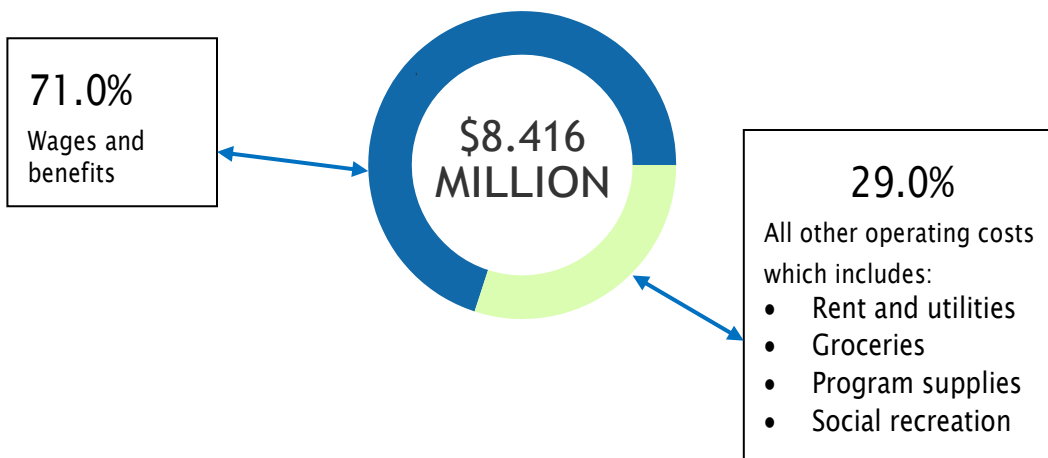
FINANCIAL Highlights

April 1, 2019 to March 31, 2020

Revenue



Expenses



Strategic Initiatives: Looking Back to 2019/20 and Looking Forward to 2020/21

The first year of our five year strategic plan saw progress in four of our six Strategic Initiatives.

Disaster Response

We recognize our business and ethical responsibility to have a comprehensive disaster response plan. Disability Alliance provided a grant to Fraserside to create an Emergency Response Plan, to be shared provincially. Before the Report could be written, the COVID-19 virus struck BC and Fraserside.

Fraserside has been well served by our Agency Policies & Procedures, Collective Agreement and Occupational Health and Safety Committee to address the pandemic. Because we were prepared in advance of the pandemic onset, because of the management team's focused attention and because of the diligent commitment of our employees, Fraserside fared well during the first months of the pandemic. Looking to the new fiscal year, a Pandemic Mitigation Response Report and Guide as well as an Emergency Response will be completed.

Human Resources

Fraserside is keen to recruit new people to work with us, to encourage employees to stay with us and to develop plans when people move on. This year, we reached out to community college programs, attended job fairs and created brochures to generate practicum placements and to support recruitment efforts. We are excited to promote opportunities for both practicums and employment!

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. Though projects were in their nascent stage of development in 2019/20 we advanced the implementation of the Agency's Real Estate Strategic Plan. Planning initiatives to redevelop and refurbish projects commenced. Preparations began for the closure and expansion of programs. Implementation of plans and preparations will come to fruition in the years ahead.

Fund Development

Fraserside's fund development efforts saw a jump-start due to the hiring of our new Fund Developer. Fraserside's Board of Directors formed a new Fund Development and Community Engagement Committee. We achieved 100% increase in donations, 59% increase in our base of donors and 76% donation retention rate. Fraserside participated in thirteen community engagement activities including New Westminster Chamber of Commerce Events, community events, service club meetings and stewardship events. Looking forward to the New Year, we will run a fund raising campaign in the fall of 2020.

Seniors Support

Many of our persons served are entering into their senior years, and their needs are evolving. Seniors support will be the focus of the second half of the Strategic Plan.

Diversity & Community

We will work with the community to increase the experience of belonging felt by persons served at Fraserside. Diversity and community will be the focus of the second half of the Strategic Plan.

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.