



# 2021-22 Annual Report

## FRASERSIDE YEAR IN REVIEW

Reporting Period: April 1, 2021  
to March 31, 2022

# EXECUTIVE SUMMARY

Dear Friends of Fraserside,



Welcome to Fraserside's 2021-22 Annual Report! I recognize and respect that New Westminster where I work and play is on the unceded and traditional land of the Halkomelem speaking peoples. I acknowledge that colonialism has made invisible their histories and their connections to the land.

Thank you for your interest in Fraserside and in learning about our 2021-22 story.

Did you know that 2022 is Fraserside's 50th Anniversary? We go back 50 years to when six New Westminster neighbours came together because they were living in poverty and facing barriers. They were inadequately housed and could not find or keep work. Most had burned bridges with their families. But they had a seed of a belief that if they came together in community, their lives could be different. Together they created Fraserside and discovered hope. These were the Founders of Fraserside Community Services Society. It will not come as a surprise to you that we still have neighbours who struggle to find an adequate home, who want to contribute but face challenges, and who have lost relationships.

Let me tell you about Amanda. You can imagine Amanda as a neighbour, chatting about the weather or her cat. She just seems so typical. But Amanda has lived in shelters in Metro Vancouver for the past seven years. She told me how one night she awoke to a staff member standing over her as she slept. She left that shelter, as she had many others, because she felt deeply unsafe. Amanda said what she most wanted was a room that had a door she could lock. She wanted to find a small job and reconnect with her brother who she knew cared for her.

Neighbours like Amanda live among us and sometimes they are us. Isolation steals away belonging, poverty steals resilience, and barriers steal hope. But those six Fraserside Founders, who believed in this community of belonging, are the source of our hope. They created Fraserside in our community because people in New Westminster cared to believe in a community of belonging. And we know New Westminster and neighboring communities still care.

Fraserside's Founders reached out to their community 50 years ago with the same seed of hope that we come to work every day: to create communities of belonging.

Fraserside started in 1972, so now in 2022 we are celebrating our 50th anniversary. You may or may not know that Fraserside actually has 14 facilities in New Westminster and five neighboring municipalities. Some of Fraserside's supported

homes are duplexes where four to five individuals share a home. Others provide individual homes for up to 100 people who otherwise would be precariously housed. Now, 230 Fraserside employees serve 1,000 people each year in our homes throughout Metro Vancouver.

Fraserside provides services to people living with mental health challenges, substance use issues, developmental disabilities, people living in unsheltered and precarious housing, and in poverty.

Last year was both disheartening and inspiring. Disheartening because the pandemic came and went and then came again. How discouraging was that? But Fraserside employees stepped up and in year two of the pandemic, we were much more proficient at keeping ourselves and each other safe.

We also learned what mattered, as did people around the world. We learned to care for one another, even at our own expense. To be honest, people who work at Fraserside have known this for 50 years. But people in our communities and around the world came to celebrate the many acts of caring: by looking after one another, we look after ourselves.

Fraserside grew in 2021-22: 81 new residents moved into the modular homes built by BC Housing at Peterson Place, and in March we celebrated its first year anniversary. The Home Share program moved into Surrey and Delta and engaged service providers who provide homes to persons served through Community Living. Summit House expanded from supported housing for five persons served to an Assisted Living home, for ten persons served, in Port Coquitlam. These are important milestones and I cannot say enough about the Fraserside employees who turned these dreams into reality. We are also deeply grateful to our funders for having confidence in Fraserside to fulfill our commitments.

Please read Fraserside's Annual Report and witness the commitment of Fraserside employees. People come to work at Fraserside to live into their values: diversity, social responsibility, compassion, integrity, and communities of belonging. Fraserside has been committed to its values for 50 years. Read each page of Fraserside's Story: 2021-22 Annual Report and discover the reason we dare to hope.

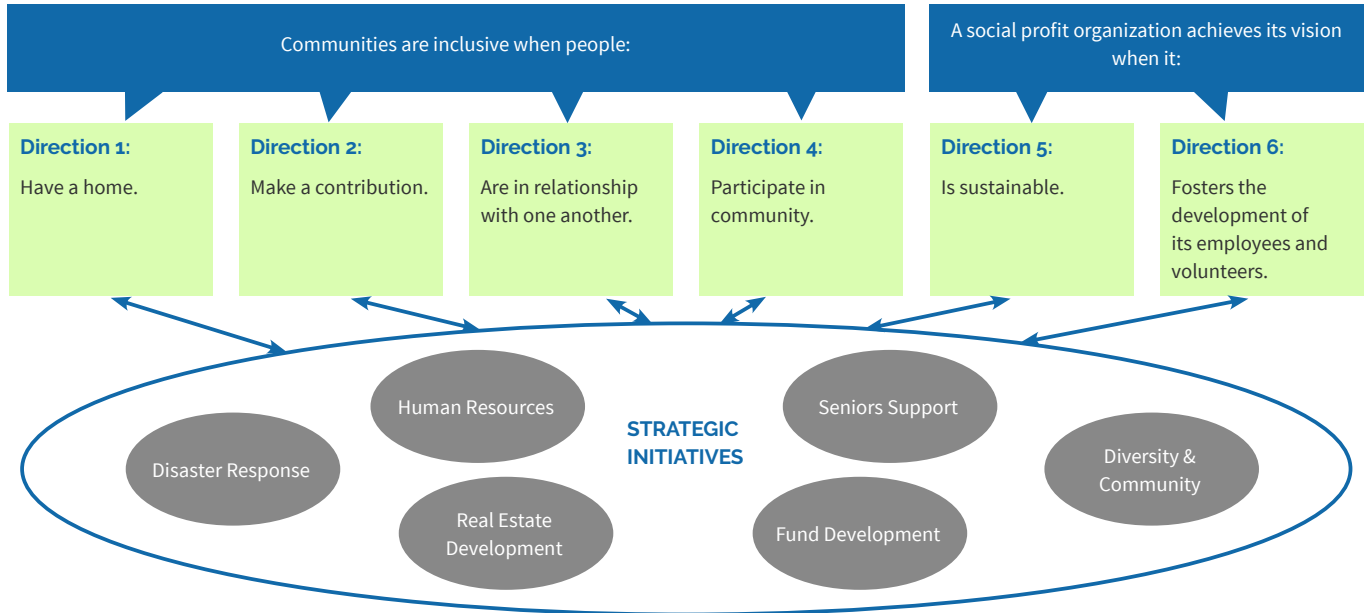
Lynda Edmonds  
Chief Executive Officer

# 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.



# 20

PROGRAMS

# 14

LOCATIONS

# 6

COMMUNITIES

# 221

EMPLOYEES

## Board of Directors:

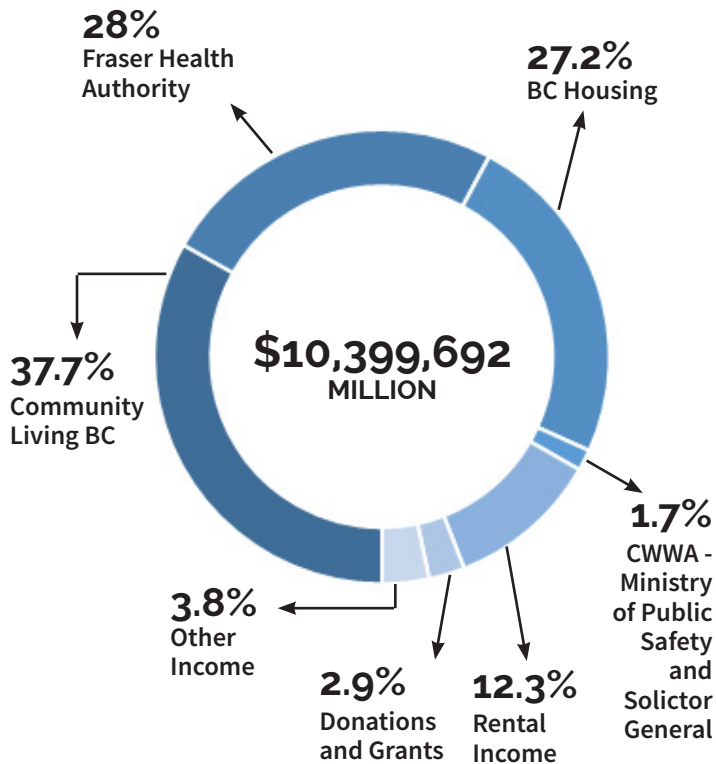
Tamara Hunter, President  
 Gavin Wallace, Vice President  
 Thomas C. Fink, Treasurer  
 Rob Sider, Secretary  
 Kathryn Petersen, Director  
 Ruby Campbell, Director  
 Lorelei Kesteven, Director  
 Carolyn Rhee-Thompson, Director

*We acknowledge that Fraserside works and resides on the traditional and unceded territory of Coast Salish Peoples, including the Qayqayt, Kwikwetlem, Tseil-Waututh, Katzie, Semiahmoo, Kwantlen, and Tsawwassen First Nations.*

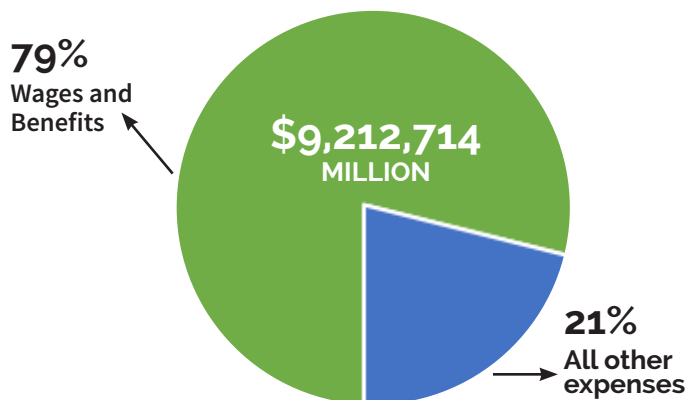
# FINANCIAL HIGHLIGHTS

April 1, 2020 to March 31, 2021

## Revenue



## Expenses



\*2021-22 financials to be reported in September 2022 following the audit.

# OUR FUNDERS



# OUR DONORS

Fraserside is grateful for the generous contributions of individuals, corporations, community organizations and foundations who help us deliver high-quality services. Your donation is supporting those in need. You make us a better service-provider in the community, and for that we are thankful.

## 220

DONATIONS  
MADE

## 6

NEW MONTHLY  
DONORS

## \$328

AVERAGE GIFT VALUE

## 24

NEW  
DONORS

## 74%

ONLINE  
DONATIONS

## THANK YOU DONORS!

### Trusted Leaders: \$5,000-\$14,999

- Piva Modern Italian Restaurant
- C. Ian Mottershead
- Progressive Sealing Inc.
- Rotary Club of New Westminster

### Belonging Champion: \$1,000-\$4,999

- Unifor Local 456
- Choices Markets Burnaby Crest
- City of Surrey
- William McDermott
- Forrest and Gail Day
- Lynda Edmonds
- Greater Vancouver Food Bank
- Kruger Products
- Nomodic
- John Wood
- Telus Communications

### Diversity Advocate: \$500-\$999

- Barry Dykes
- Nancy Matheson
- PEA-HESU Chapter
- Denise Bemister
- Christine Poissant
- Six12 Creative
- Rob Sider
- Gavin Wallace
- Andre Waller
- Joy Miller

*\*Fraserside offers sincere apologies to any individual we inadvertently missed at the time of publishing this list.*



# OUR IMPACT



## Moving Forward with Steve

Stephen, New Leaf Clubhouse's member, shared with the supervisor how COVID was affecting his life. He stated that the isolation was the biggest challenge along with not knowing what to expect. Thinking that other members may be feeling the same, he started a group "Moving Forward with Steve" - to talk with his peers about how they were coping with the pandemic and come up with ideas and strategies together to support each other. Steve started researching and gathering the most current information and relaying that to the group for discussion. The group members have found this initiative helpful, reassuring and comfortable. Most participants also use the coping strategies in their daily lives.

**"Fraserside is home for me."**



# 922

persons served

# 540

males served

# 396

females served

# 111

have used more than one Fraserside service

# 100%

client satisfaction in all programs

*"I started with participating in some groups to up my activity level. With some help which included resume-building tips, some interview preparedness questions, followed by some mock interviews, I submitted some resumes. I was called in for an interview shortly afterwards, and about a week later was hired onto the team I applied for."*

**"My self-confidence has skyrocketed, and I was able to accomplish things I never thought I was able to."**

**"I lived at Peterson Place. I fixed myself with the help of supportive staff, by having a safe good home as a base. I moved out, connected with my kids and grandkids, started working and now I am taking courses toward a career. I have never been happier. Thank you Fraserside and thank you Peterson Place."**



# In Memory Of

*Arshin Aghababaie*

*Aurora Cohen*

*Michael Coster*

*Michael Mollison*

*Tracy McKinlay*

*Barbara Rasmussen*

*We lost these persons served in 2021-22.*

# PROGRAMS & SERVICES

## MENTAL HEALTH & COUNSELLING

- Bear Creek • Fraserdale • Summit House • Calcutt Place • Delta House
- Ibsen Apartments • New Leaf Clubhouse • Perspectives Substance Use Counselling Services for Youth, Families & Adults • PEACE Program for Children and Youth Experiencing Violence

## COMMUNITY LIVING

- Mundy Residence • Gilley Residence • Horizons/Community Inclusion
- Home Share Services • Mobile Work Crew • Supported Employment for Job Seekers and Employers

## SOCIAL HOUSING

- Family Emergency Shelter • Peterson Place • Hunter Heights



# MENTAL HEALTH & COUNSELLING



-  **632** persons served
-  **51** residents
-  **160** Club members
-  **391** received counselling

<b>100%</b>	<b>96%</b>	<b>93%</b>	<b>90%</b>	<b>81%</b>
in our PEACE program learned about healthy relationships and can identify healthy relationship traits	in our Counselling program reported an improvement in their substance abuse	of our Counselling clients reported improved or stable housing as a result of receiving counselling	in our Counselling programs reported an improvement in their relationships	in our Mental Health & Counselling programs volunteered, held part-time work or participated in meaningful activities outside their programs

**Summit House** became a fully registered ALR (Assisted Living Registry) site during this fiscal year. We moved from being a six-bedroom home to a 24-hour staffed, 10-bed site.

**Fraserdale**, our program that supports adults with mental health challenges, is now a 10-bed ALR program.

Persons served in the Mental Health and Counselling programs enjoyed **2,698 hours of community access**.

**“Our members have been a large part of each other’s emotional and mental recovery during the pandemic. The support, care and friendship between our members has increased substantially. They display such compassion and empathy for each other.”**

*Bear Creek House set up raised garden boxes so residents could start a vegetable garden. The residents are enjoying their time growing vegetables together, connecting with nature, and exploring this hobby as a group, which is also improving their mental health. The residents also started a recycling program, and are using the return funds for social outings in the community.*



# COMMUNITY LIVING



**11** residents in  
staffed homes

**41** provided  
with home  
share stays



**107** persons  
served



**7** Mobile Work  
Crew members



**14** supported with  
employment opportunities

**34** provided with  
volunteer, recreational  
and social opportunities



*During the Holiday season, the Home Share persons served received custom-made/printed t-shirts with their favorite characters, teams or games, along with their names or initials on their t-shirts. Each individual also received gloves, hand sanitizer, touques, toothpaste/brushes, hot chocolate, and Christmas candies. Some of the ladies received sanitary pads and scarfs that were donated to us.*

The HOME SHARE program achieved a milestone expanding to the Surrey/Delta region. Home share went from 30 signed contracts (2020-2021) to 45 in 2021-2022.

**65%** of individuals in the  
**SUPPORTED EMPLOYMENT** program  
are in employment, attained  
employment or have returned to  
previous employment.

# SOCIAL HOUSING

## AT PETERSON PLACE

**95%**  
daily check-ins

**52,050**  
meals served

**9,125**  
Harm Reduction  
Kits distributed

## NEW ADDITIONS:

- Heat treatment room
- Donation room
- Access to nurse on-site
- Naloxone kits provided
- Harm Reduction Kits available



**183**  
persons  
served



**87** homeless  
persons housed  
**27** living in low-income  
housing at Hunter Heights



**25** families  
received emergency  
shelter

## AT FAMILY EMERGENCY SHELTER

**43%**  
moved into  
independent housing

**32%**  
moved into "other  
stable housing"

**100%**  
reported feeling  
safe in the shelter



Children at the Family Emergency Shelter took part in various fun activities such as pumpkin carving and summer BBQ picnic. During the holiday season, they built a snowman, decorated gingerbread houses, enjoyed a lovely Christmas meal, and received beautiful presents under the Christmas tree.

Fraserside celebrated the First-Year Anniversary of the new modular homes at Peterson Place in Surrey with an Open House. Present at the event were Fraserside's Leadership team and employees, Board Directors, funders, local government officials and community partners.



# FRASERSIDE'S STRATEGIC INITIATIVES

Fraserside's 2019-24 Strategic Plan identifies six Strategic Initiatives.

## Seniors Support



- Focused on **updating Individual Service Plans** to incorporate individualized planning for post-retirement, care options and end-of-life wishes for Community Living persons served. This involved a person-centered approach that included conversations with families, friends and legal representatives

- Integrated **more options for seniors** in their activity schedules that align with their transition plans and aging factors
- Incorporating individual care options and planning for seniors' served in our programs has **enhanced the support and services** we provide

### Action Plan 2022-23:

- Implement even more activities post pandemic
- Ensure that the quality of life for persons served remains abundant and integrates personal desires with continued opportunities for community inclusion
- Fraserside will participate in provincial initiatives that pertain to seniors, which are led by the BC CEO Network and the BC Non-Profit Housing Association

- Created a **Disaster Response Plan** for four more programs: Delta House, Bear Creek, Fraserdale, and Summit House
- Implementation of IT disaster response plan including partial **move to cloud based systems**
- Continue to equip

employees to **recognize social engineering online attacks** that can compromise our employees, the people we serve, and the agency

### Action Plan 2022-23:

- Develop and implement the Disaster Response Plan template to all Fraserside

facilities, including business functions: HR and Finance

- Continue IT transition to all cloud-based systems
- Continue to invest in training and awareness of cybersecurity and privacy protections
- Develop and implement Extreme Heat mitigation plan

## Disaster Response



## Human Resources



- Had resumed **student placements** but discontinued again due to the concerning situation with the pandemic. The reputation of Fraserside in the student community is impressive
- FHA and CLBC implemented **mandatory vaccination policy** for all employees working under

programs funded/licensed by them. Within a short amount of time, we collected the vaccination proof of all applicable employees

- Fraserside has **encouraged all its employees to get the vaccine**. HR used internal communications to encourage employees to realize the benefits of being vaccinated. No employee was laid off for not

being vaccinated

### Action Plan 2022-23:

- Employee recruitment strategies focusing on transitioning practicum students into employment positions to be undertaken once public health restrictions ease
- Will ensure that all new employees and practicum students are fully vaccinated

- Developed a **plan for a Hub in New Westminster**, that provides affordable homes, as well as program and office space for Fraserside and the community
- Fraserside's leadership and Board of Directors worked

with consultants to develop the **Vision and Concept for the Hub Model**

- Fraserside received funding from Reaching Home to **refurbish Calcutt House**; work began on the **Hunter Heights renovation**, funded by BC Housing

### Action Plan 2022-23:

- Continue the refurbishment projects at Hunter Heights and Calcutt House
- Advance the vision of the New Westminster Hub such that it moves closer to becoming a reality

## Real Estate Development



# FRASERSIDE'S STRATEGIC INITIATIVES

## Diversity & Community



Offered **four different types of Indigenous-focused training** to all employees to better understand Indigenous people, communities, and the issues impacting them.

Celebrated and promoted special events such as **Red and Orange Shirt Day** on June 2, and **National Day for Truth and Reconciliation** on September 30, 2021.



Presented a token of appreciation to all employees for their good work along with a **card created by an artist born in the Northern Tutchone First Nation**.

The **Truth and Reconciliation Working Group** was formed in October 2021, to support Fraserside's articulation and implementation of the Truth and Reconciliation Initiative.

**109** employees received Indigenous-focused training.

## Action Plan 2022-23:

- Provide opportunities to employees for Indigenous Culture training
- Retain and recruit personnel from culturally diverse backgrounds
- Recruit board members to reflect/ represent the diversity of those served by Fraserside

## Fund Development



Activities involved **holiday hampers** for low-income families; **personal hygiene items** and treats for adults with developmental disabilities; **Christmas gifts and a holiday meal** for families with children at the Family Emergency Shelter, among others.

**Broadened our audience** to other communities we serve and **increased public awareness of Fraserside's services** and community impact, through Peterson Place Open House and regional coverage by City TV for our New Leaf Van Campaign.



Launched **fundraising campaign** to replace passenger van for New Leaf Clubhouse. Clubhouse members enjoyed participating in the Ugly Van campaign where they decorated their old van with holiday decorations. This initiative received **regional coverage by City TV, and the campaign raised \$40,000**.

## Action Plan 2022-23:

- End of Year Campaign
- 50th Anniversary events
- Continue to look for opportunities to partner with other businesses and organizations to further our fund development plan and increase organizational capacity
- Further extend audience reach through media outlets via earned media or sponsored content

# GET INVOLVED

There are many ways to be part of Fraserside Community Services Society. Let's create communities of belonging together!

## Career Opportunities

- Do you have a passion for making a difference in people's lives?
- Do you believe in creating communities of belonging where the diversity of all people is welcome?

Check out our current vacancies at:

[www.fraserside.bc.ca/join-our-team](http://www.fraserside.bc.ca/join-our-team)

## Practicum Placements

Build your personal and professional skills through a practical internship with Fraserside in the social service field. To discuss the possibility of gaining work experience with us, contact our Human Resources Generalist at 604-522-3722, ext. 115 or [shahzeema@fraserside.bc.ca](mailto:shahzeema@fraserside.bc.ca).

## Join our Board of Directors

As a not-for-profit organization, Fraserside is governed by a Board of Directors – volunteers from the community who share the mission and vision of the organization and are responsible for its well-being. As a Board director, you'll have the opportunity to gain experience in governance and in the not-for-profit sector, develop and broaden your leadership skills, and expand networking opportunities. Also, you will have the opportunity to contribute to a values-based organization. If you're interested in becoming a Board director, contact us at 604-522-3722.



## Donate

Every donation makes a big difference to the people we help in our community. We will put your gift to good use toward supporting Fraserside's highest priority needs, to do the most good for the people we serve.

Donations are gratefully accepted in each of the following ways:

- Online Donations
- By cheque to "Fraserside Community Services Society"; mail to 330-550 Sixth Avenue, New Westminster, BC V3L 3B7

Join our Monthly Giving Club at [www.fraserside.bc.ca/donate](http://www.fraserside.bc.ca/donate)

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## Fraserside Community Services Society

Phone: 604-522-3722 Fax: 604-522-1116

Email: [info@fraserside.bc.ca](mailto:info@fraserside.bc.ca)

Administration Office (Sixth & Sixth Building)  
330 – 550 Sixth Street New Westminster, BC V3L 3B7

[www.fraserside.bc.ca](http://www.fraserside.bc.ca)

Connect with us on social media:

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