

ANNUAL REPORT

2022-2023

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

EXECUTIVE SUMMARY

DEAR FRASERSIDE FRIENDS,

Fifty years ago, six New Westminster residents came together to found Fraserside Community Services Society to overcome isolation, poverty, and alienation. They believed that communities of belonging could make a difference in people's lives: both in their own lives and the lives of the people they cared for. They would have been proud of our organization today; Fraserside is evidence of what happens when "we create communities of belonging where the diversity of all people is welcome."

This past year tested us. It would be wrong to minimize how hard it has been to get through the pandemic, the 'echo-pandemic' with its recruitment and retention challenges, the opioid crisis, and the lack of affordable housing. Each of these challenges directly impacted Fraserside, but our dedication to our values of compassion, social responsibility, diversity, integrity, and communities of belonging

never wavered. We asked our Leadership Team for one word that described this past year. The graphic on page 17 shows the balance between the struggle and the excitement this year brought, held in love in a caring hand.

In this Annual Report, we share the profound difference Fraserside has made in the lives of people we served from April 2022 to March 2023. You will read about the persons served at Fraserside, the impact on their lives and their satisfaction. It will become evident why we believe our most valuable asset is the employees of Fraserside. We are truly grateful for the resources we receive from our funders and from donors who allow us to provide these invaluable services. This past year we refurbished buildings, grew programs, ratified a collective agreement, and enhanced infrastructure. We celebrated: New Leaf's 10-year, Family Emergency Shelter's 30 years and Fraserside's 50th anniversaries. It was a challenging yet wonderful year. Whether you are a person served, an employee, a funder, a donor, or a friend of Fraserside, you have contributed uniquely to the Fraserside Community. Stand tall as you read this report and be proud of your contribution to sustaining and nourishing Fraserside as a community of belonging.

And now, we turn our attention to the next fifty years of Fraserside's existence. What will people write about Fraserside in

the year 2072? What will Fraserside's second half-century become? While our crystal ball is far from clear, we can be sure Fraserside will look different from the Fraserside of today. I am convinced that the commitment to Fraserside values will continue. Each day that we come together with our shared values, we choose the possibility of those values standing the test of time: today, tomorrow and over the next fifty years. Thank you for your commitment to Fraserside and for joining me in welcoming Fraserside's second-half century.

Warm regards,
Lynda Edmonds



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GATHER HERE

50 YEARS OF SERVICE





OUR MISSION

MISSION

Fraserside Community Services Society supports people needing housing, seeking work, and/or living with developmental disabilities, mental health, or substance use issues, or low income.

VISION

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

GUIDING BELIEFS

Guiding our strategic plan is the belief that communities are inclusive when people have a home, make a contribution, are in relationship with one another, and participate in community. We also believe that a social profit organisation achieves its vision when it is sustainable and fosters the development of its employees and volunteers.

VALUES

Diversity / Compassion / Social Responsibility / Integrity / Communities of Belonging





PRIORITIES & OBJECTIVES

CONNECTIONS

- Support people to develop relationships and to participate in community
- Provide mental health supports and counselling services to facilitate people's stability, quality of life and sense of belonging
- Take a person-centred approach to support life transitions for person served, as they age

FUNDING & SUSTAINABILITY

- Ensure effective management and administration of Fraserside, including risk management in services, housing and IT
- Enhance public awareness of our organisation to support ongoing fund development

CONTRIBUTION

- Assist people to make a contribution through finding employment or volunteering

HOUSING & REAL ESTATE DEVELOPMENT

- Explore and evaluate the establishment of a "Hub" in New Westminster that provides affordable housing, office space, and community programming
- Refurbish two existing housing developments: Calcutt Place & Hunter Heights and continue maintenance of Fraserside's housing assets
- Strive to ensure stable housing and sense of community for the people we serve





There really is no better way to show you are part of a family than sharing a meal together. Fraserside really comes together as a community to socialise and get to know each other better with live music, games, ticket draws, face painters and a giant picnic. It is unique because of the people we serve and the employees who work alongside them. The commitment, unity and desire to offer our support to all the people we serve becomes very apparent in this setting.

"I think it is the perfect place for persons served to socialise, have fun, be themselves and realise that they are not alone in their struggles. Also this is a chance to see staff outside the work environment. I do it because I love to see all of our folks enjoy each other's company and just be themselves. Seeing all the people attending come together with one common goal in a spirit of inclusion, connecting and belonging. I also do it because it is in my DNA to help and assist."

-Picnic Committee Member

FRASERSIDE COMMUNITY SERVICES SOCIETY 50TH ANNIVERSARY

STRATEGIC INITIATIVES





SENIORS SUPPORT

VISION

Fraserside Community Services Society increasingly serves people who are ageing, especially in the Community Living Department. Fraserside will provide services that address the changing needs of this ageing population and engage in late life planning with persons served, family members and funders.

THIS FISCAL YEAR

Individual Support Plans were updated for residents at Mundy and Gilley to include end – of – life wishes with the involvement of families, friends and legal representatives.

Post retirement activity planning continued at programs including

activities such as visiting the library, Newton Senior centre and recreation centres.

Activity schedules for both in house and in the community, incorporated transition plans that considered the ageing factors and goals of individuals. Some low impact house activities included music therapy, arts and crafts, gardening and movie nights.

2024 ACTION PLAN

Fraserside will continue to build on current community inclusion activities that allow Persons served the opportunity to meet personal goals and maintain community connections.

Employees will be provided opportunities to take part in training focused on a person-centred approach to setting goals, caring for individuals with dementia and end of life planning.



DISASTER SUPPORT

VISION

Fraserside will build on our existing emergency response plans to develop and implement a strategy that is specifically designed for people with diverse abilities (employees and persons served) to maintain the safety and living arrangements of persons served, the agency's business functions during and after emergencies. This past year, we focused on Cyber Security.

THIS FISCAL YEAR

Continued IT transition to cloud-based systems –
Transition to Dayforce Payroll

Developed and implemented disaster
response plans to business functions and
facilities

2024 ACTION PLAN

Infrastructure Upgrades for Enhanced Resilience: Upgrade the technology infrastructure to strengthen resilience and response capabilities.

Training and Preparedness for Continuity: Provide comprehensive technology training and conduct drills for improved business continuity.





HUMAN RESOURCES

VISION

We will develop strategies that allow Fraserside to successfully recruit and retain employees in the current employment market. We will develop succession plans to facilitate the smooth transition of leadership and other positions. We will establish a “recruitment pipeline” whereby practicum students consider Fraserside as an agency to fulfil their long-term career aspirations.

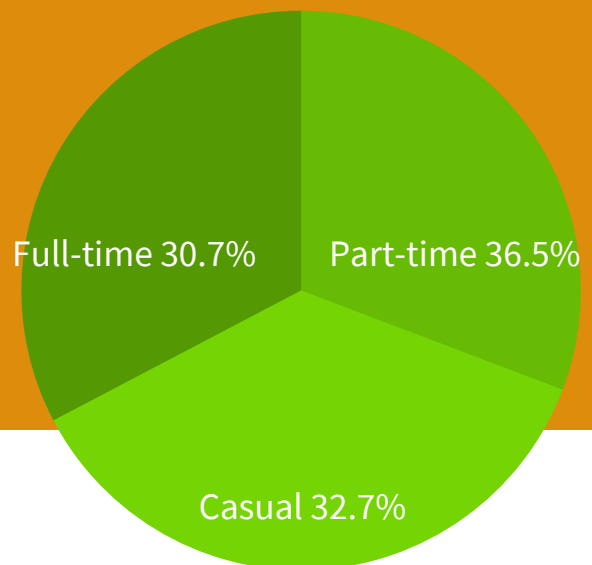
We will create a workplace culture, where employees stay over time. And we will develop succession plans that will support the advancement of employees into leadership positions.

THIS FISCAL YEAR

Employee recruitment strategies that focus on transitioning practicum students into employment positions were delayed due to public health restrictions

Implemented procedures to ensure employees in relevant programs were vaccinated as per provincial health orders

WORKFORCE MAKE UP



2024 ACTION PLAN

Continue to build upon the last year’s strategic directive of partnering with colleges to host students in practicum programs.

Contribute to the Truth & Reconciliation initiative by supporting the Indigenous Organisational Assessment Tool.



REAL ESTATE DEVELOPMENT

VISION

To grow our real estate assets to increase access to affordable housing options and consolidate program and office spaces. We will maintain our current real estate assets to ensure they are sustainable.

THIS FISCAL YEAR

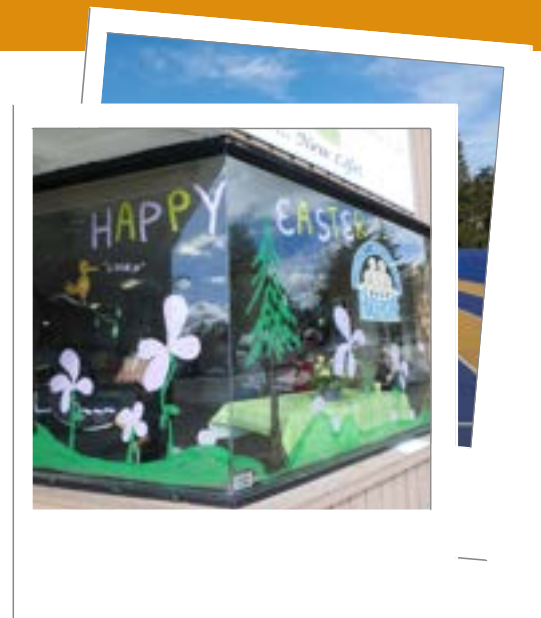
Completed the renovation project at Calcutt Place including seismic enhancement. New West Hub Action Plan; Conducted and presented Business Analysis of

potential property.

Continued development of Hunter Heights Refurbishment Project.

2024 ACTION PLAN

Fraserside aims to make intentional and proactive real estate decisions to provide access to affordable homes and integrated workplaces through increased real estate development.





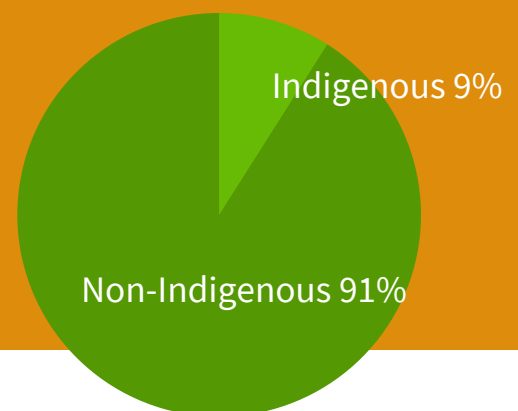
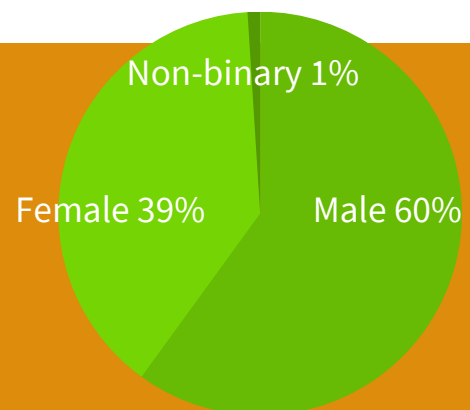
DIVERSITY & COMMUNITY

VISION

This initiative will focus on increasing the agency's understanding and application of Indigenous culture to contribute toward Canada's Truth and Reconciliation Project.

THIS FISCAL YEAR

Trained leadership (and other) employees in Indigenous Culture and Safety – 170 employees participated in at least one Indigenous Training event. Application of Indigenous training to agency policies, procedures, and practices – participated on the Indigenous Cultural Organisational Assessment Tool working group



2024 ACTION PLAN

Implement the Indigenous Organisational Assessment Tool and together with the Accessibility Survey Results, develop a Plan to increase the organisation's accessibility to Indigenous People that aligns with Canada's Truth and Reconciliation project.



FUND DEVELOPMENT

VISION

The Fund Development Plan will aim to raise vital funds for the organisation in a cost-effective and time-efficient manner. The development function will create and establish relationships with existing and potential donors to ensure current and future funding. The components of the Fund Development Plan will be implemented over the duration of the 2019-24 Strategic Plan.

THIS FISCAL YEAR

New greenhouse purchased for individuals in Fraserside's Community Living Program.

Fraserside's Mundy and Delta Houses from the End of Year fundraising campaign.

New adaptive tub and ceiling lift purchased and installed in Mundy House for adults living with disabilities.

Peterson Place Open House, the Annual Picnic and New Leaf Fall Campaign were hosted honouring Fraserside's 50th anniversary.

Holiday meals and gifts provided to families with children at the Family Emergency Shelter.

Increased organisational capacity and fund development through new business partnerships and relationships.

Over \$15,000 raised to date towards purchase of air conditioning in

Further extended audience reach, and Fraserside's profile, through media outlets via earned media or sponsored content.

2024 ACTION PLAN

Review and update existing fund development plans based on organisational needs.

IMPACT OF OUR PROGRAMS



*Local politicians supporting Fraserside's
50th Anniversary*



MENTAL HEALTH & COUNSELING

INTRODUCTION

Fraserside offers services for individuals with mental health concerns, providing opportunities to live in a supportive housing environment. Encouraging wellness, greater independence, and participation in the community through volunteering, employment and leisure; Fraserside also provides counselling support to individuals and families affected by substance use and domestic violence.

- 100% of persons' served in Mental Health homes and 72% in the Clubhouse program, volunteered, held part time work or participated in meaningful activities outside their programs.
- 90% of Mental Health persons served accessed the community.
- 2,392 hours of community access activities took place in the year.

“I believe the clubhouse is an excellent resource for people dealing with mental health issues. I was discharged from New West Mental Health early, before I was fully recovered. New Leaf was critical in getting me back on track and back on the road to recovery. I was able to get back to socialising and connecting to the community because of the support I received. This is a great team. Lots of programs to choose from. I accessed: Members Munchies, leisure activities and cooking classes for life skills. The employment program was very helpful in getting me back looking for volunteering and coaching youth sports.”

-Jim, a Member

588

Persons Served

47

Residents

202

Club Members

MENTAL HEALTH & COUNSELING CONT.



“Meet BK. BK suffered from a traumatic brain injury in 2008 from which the doctors did not think he would survive. Against all odds BK did survive but was left with serious mental health concerns. The doctors told his family that he would never work again and never be independent again.

BK was put into a number of different programs and facilities over the following years but none were the right fit and BK's recovery stalled. In 2015 BK joined the bridging program and was given an opportunity to live independently with support. In this new program BK again decided to prove all the doctors wrong and started working on his recovery. In the years that followed BK has thrived living in the bridging program.

He started out working finding odd jobs on craigslist and is now working regularly and has 4 regular clients that he does yard work and maintenance for. BK credits the bridging program and his own work ethic for his successes. BK's most recent success was being able to purchase a suit for his eldest son's wedding this summer. BK looks forward to proving people wrong for years to come.”

COMMUNITY LIVING

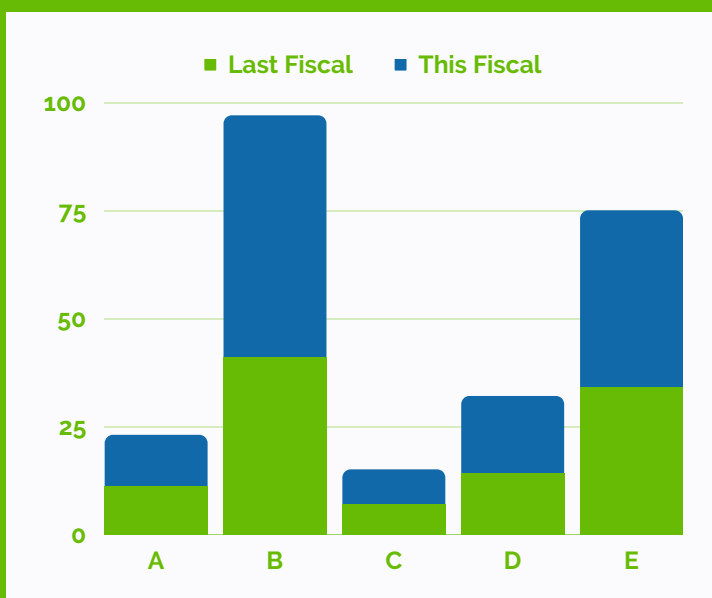
INTRODUCTION

Fraserside is committed to creating communities of belonging, providing a range of services for individuals with developmental disabilities and offering choices where they live, work, and how they wish to contribute to their community. Programs enhance independence and community involvement, individuality, and overall quality of life.

- 135 persons served.
- 67% of individuals in the Supported Employment program are in employment, attained employment or have returned to previous employment.
- 100% accessed 5 Community Inclusion Activities outside of Horizons per week.

“This year Horizons expanded our program. We welcomed 6 new persons served to our program. We now have 4 ladies and 2 more gentlemen. They all seem to enjoy coming to Horizons, and have made a wonderful addition. They are all high school friends, and are excited to continue into their adult adventures together. All of our persons served have returned to in person service. We have been able to enjoy getting back into having holiday parties, such as Christmas, Valentines, Halloween, and St. Patrick’s.”

- Horizons Program Supervisor



COMMUNITY LIVING SUPPORT HAS INCREASED

- A - Residents in staffed homes
- B - Provided with home share stays
- C - Mobile Work Crew members
- D - Supported with employment opportunities
- E - Provided with volunteer, recreational, and social opportunities

SOCIAL HOUSING

INTRODUCTION

Fraserside provides social housing programs and services targeted to those who have low income, who are homeless, or who are at risk of homelessness. A number of these social housing programs also support tenants in meeting their personal goals by connecting them to community resources in education, health, employment, life skills, and transition planning.

“I was living at a shelter for four months before moving to Peterson Place. I have been able to overcome a huge issue in my life. One of my biggest challenges was transitioning from being homeless to having a good home. It shows that people can overcome their problems with effort as well as help and resources. Fraserside really cares.”

-Peterson Place Resident

154

Persons Served

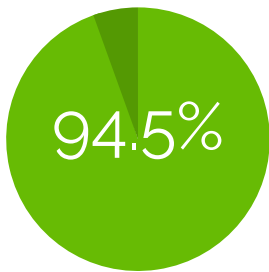
71

**Homeless
Persons Served**

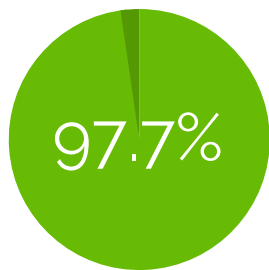
30

**Living in
Hunter Heights**

SOCIAL HOUSING PETERSON PLACE



Persons served reported they felt safe.



Persons served had daily check-ins



Harm Reduction Kits Provided
Down 20% from last year



Meals Served
Up 15% from last year



Outreach Pilot Project

Assisted residents to obtain/replace identification, opening a bank account and complete taxes.

Ministry Pilot Project

Services were provided by a Community Integration Specialist from the Ministry of Social Development and Poverty Reduction.

Haircut Pilot Project

Provided residents with barber and hairdresser services as a first step to improve resident hygiene and build confidence.

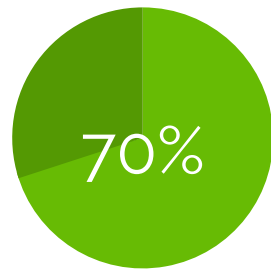
SOCIAL HOUSING EMERGENCY SHELTER



Reported feeling safe
in the shelter



Adult persons served
offered individual case
planning



Moved into independent
housing



Families Served
Made up of 37 individuals, up
33% from last year



IN MEMORIAM

KERRY TUSON
Peterson Place

PAUL BUGG
Summit

VICTORIA THIRD
Mundy Street

RHONDA STARK
Mundy Street

TERRY BOTTOMLY
Peterson Place

TERRY BOTTOMLY

May 18, 1962 – August 26, 2022

"Terry Bottomly was a beloved member of the Peterson Place community in Surrey. Terry would often sit on his walker and talk to staff about his gratitude and how great his day was. Despite his struggles, Terry always found a way to smile and would brighten up the days of his fellow residents. In celebration of his community, Terry would often engage with his neighbours to offer assistance. He regularly and enthusiastically helped other community members of Peterson Place and loved to give back. Terry will be remembered for his compassion and his outgoing, caring personality that was truly infectious. Terry Edward Bottom will be dearly missed by the Peterson Place community."

FUNDING & DONATIONS

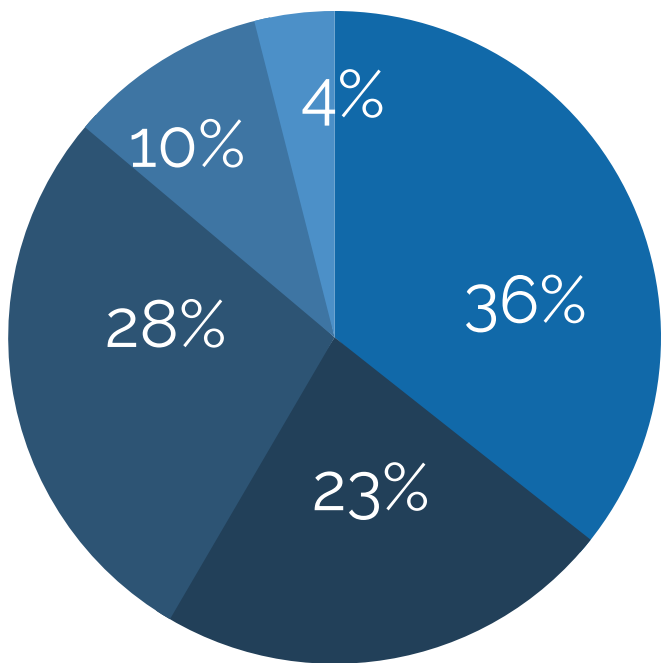




FINANCIAL HIGHLIGHTS*

*Reflects previous audited reporting period; last audit March 2022.

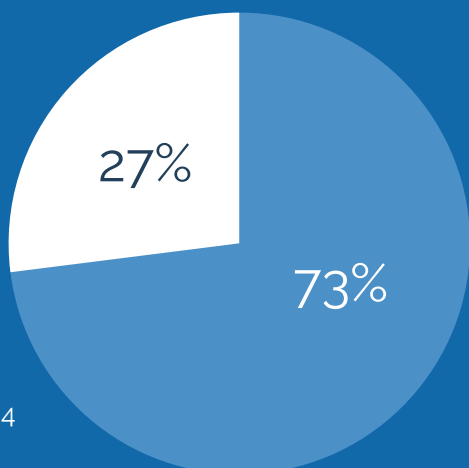
\$11,892,201.00



FUNDING SOURCES

- Community Living BC
- Fraserhealth
- BC Housing
- Rental Income
- Other

\$11,774,175.00



WHERE IT'S GOING

- Staffing
- Other



THANK YOU TO OUR DONORS

DIVERSITY ADVOCATES \$500-999

Marilyn Pitt
 Peter Mercer
 Kevin Delaney
 Phil Swift
 Christine Poissant
 Barry Dykes
 John Essex
 Chris & Paddi Robinson
 1440 Developments Ltd
 Gurmit Randhawa
 Michauds
 Gavin Wallace
 Rob Sider

BELONGING CHAMPIONS \$1,000-4,999

Andy Buzelli
 City of Surrey
 William Basil McDermott
 Anne Beattie
 Lynda Edmonds
 Lorelei Kesteven
 Nomodic Modular Structures Inc.
 Irwin Nathanson
 Forrest & Gail Day
 John Wood
 City of Surrey
 Telus Communications
 Unifor Local 456

TRUSTED LEADERS \$5,000-14,999

G&F Financial Foundation
 Progressive Sealing
 Coquitlam Rotary Club
 Sheila Grant
 Larry Racanello

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





GOVERNANCE

FIRST FOUR DIRECTIONS

Fraserside's first four directions are rooted in our belief that communities are inclusive when people:

- Have a home
- Make a contribution
- Are in relationship with one another
- Participate in the community

JOIN THE BOARD

Gain experience in governance, the not-for-profit sector, and leadership, while expanding your network and contributing to a values-based organisation.

Contact: 604-522-3722.

BOARD MEMBERS

Fraserside is a charity. We are governed by a board of directors, which is comprised of volunteers who are committed to Fraserside's vision and mission. The Board of Directors provides governance and stewardship to the organization.

- President - Tamara Hunter
- Treasurer - Thomas C. Fink
- Secretary - Rob Sider
- Director - Kathryn Petersen
- Director - Ruby Campbell (resigned)
- Director - Lorelei Kesteven
- Director - Carolyn Rhee-Thompson
- Director - Tim Shein
- Director - Andy Buzelli

We Truly Believe
"We all belong"



GETTING INVOLVED WORK WITH US

WHY WORK WITH US

- Work with purpose and meaning
- Contribute to your community and create impact
- Align your work with your personal values
- Receive a competitive salary and benefits, including a pension plan
- Find a community of belonging

SIGN UP FOR A PRACTICUM PLACEMENT

Build your personal and professional skills in the social services field with a hands-on internship.

Contact: 604-522-3722

APPLY TODAY

We serve people in New Westminister, Burnaby, Coquitlam, Delta, Port Coquitlam, and Surrey.

Fraserside employs over 200 people across a variety of career fields, including:

- Vocational workers
- Family support workers
- Employment specialists
- Mental health workers
- Clinical counselors
- Community support workers
- Supervisors and managers

Contact: hr@fraserside.bc.ca

fraserside.bc.ca/employee-home/job-postings/



GETTING INVOLVED DONATE

DONATE

Make an important difference to the people in our community. Your gift supports Fraserside's highest priority needs—doing the most good for the people we serve.

Donations are gratefully accepted in each of the following ways:

Online

<https://www.fraserside.bc.ca/donate/>

Join our Monthly Giving Club!

By cheque

Fraserside Community Services Society

330-550 Sixth St,

New Westminster, BC, V3L 3B7

