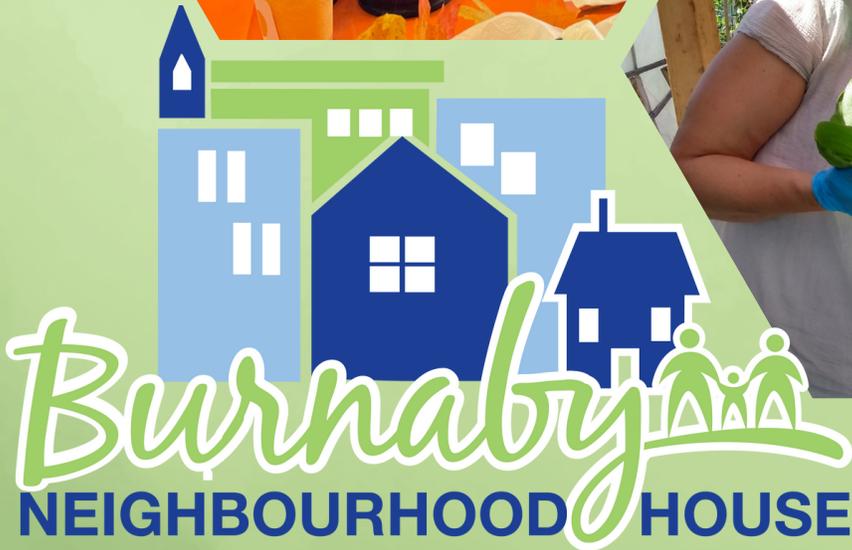


Our vision is to make
neighbourhoods better
places to live



ANNUAL REPORT 2022-2023

CARE

CONNECT

ENGAGE

BELONG

Burnaby Neighbourhood House is a community driven and community funded agency located on the unceded territories of the TsleilWauthuth (səlilwətaʔt), Kwikwetlem (kʷikwəɫ 'əm), Squamish (Sḵwəwú7mesh Úxwumixw) and Musqueam (xʷməθkʷəy̓əm) nations with a unique focus on neighbours supporting neighbours.

CHAIR'S MESSAGE

2022-2023

This past year was my first full year as the Board Chair of Burnaby Neighbourhood House, which also included our additional community organizations Burnaby Community Services Society, Burnaby Seniors Outreach Society, and Burnaby Meals on Wheels. While I have personally been involved with BNH in some way over the past 20 years, this past year as Board Chair has been one of the most enlightening, proud, and humbling experiences of my life. I have been privileged to be able to see how BNH has such a powerful and unique ability to grow and adapt, and engage and connect people in all corners of our city and beyond.

Most important, I want to extend my sincere thanks to our BNH Board of Directors, CEO Antonia Beck and her leadership team, amazing employees and volunteers, supporters, all levels of government, and our partner community organizations and residents. I see the desire and passion in all of you to do what is right and what is needed to help the people of Burnaby every single day. Your precious time, engagement, and financial support is greatly appreciated!

Burnaby continues to grow in popularity as a prime destination for individuals, organizations, and families to live, learn, and work. BNH has also grown and responded to the increasing needs of a growing community. This past year we have so many highlights to celebrate. BNH has engaged with more people and organizations, and connected more people together than ever before. We have fully integrated the programs and services of BCSS, BSOS, and BMW into a seamless continuum of support delivered by BNH to Burnaby residents. And, we have been recognized as a best not-for-profit by Burnaby Now readers in 2023.

BNH will continue to be the place where everyone can find a sense of belonging, and build connections together to build a stronger community. Our values of "care, connect, engage, and belong" can be found in all of our community support and programs including settlement services, education programs, afterschool and daycare, digital literacy, food hubs and meal delivery, and many others.

Again, we are so grateful to you all for all of your support to Burnaby Neighbourhood House. It is a joy to see how we all partner and work together to make such a positive difference for the residence of Burnaby. This next year will bring new opportunities and challenges, and we are ready to work together with our community partners to achieve great things in 2024.

Sincerely,



Ted Wiens
Board Chair



BURNABY NEIGHBOURHOOD HOUSE BOARD & COMMITTEES

Ted Wiens	Board Chair	Strategic Directions Chair, Finance
Alfred Romann	Vice Chair	Finance, Strategic Directions
Shyam Sandhu	Treasurer	Finance Chair
Sue Montabello	Secretary	Strategic Directions, Fundraising
Colette Babinszki	Board Member	Personnel & Policy Chair
Kevin Rakhra	Board Member	Strategic Directions, Fundraising
Kathryn Yamamoto	Board Member	Strategic Directions, Fundraising
Ronnie Bahia	Board Member	Personnel & Policy
Harjit Sandhu	Board Member	Finance, Fundraising
Kathy Berggren-Clive	Board Member	Personnel & Policy
Robbin Sheriland	Board Member	Strategic Directions
Ying Qian (Jenny) Zhao	Board Member	Personnel & Policy

The Burnaby Neighbourhood House Board of Directors are also the directors for Burnaby Community Services, Burnaby Meals on Wheels, and Burnaby Seniors Outreach Services Society.

Board Committees

BNH Board members serve a number of leadership committees including: Finance; Strategic Directions; Fundraising; and Personnel Policy. The board committees are comprised of board members and local volunteers with leadership expertise.

Board Committee Volunteers Include:

Parisa Pajouhesh – Personnel & Policy
Sanan Abwbakr – Personnel & Policy

Senior Management Team

Antonia Beck – Chief Executive Officer
Kamaljit Rai – Director of Finance
Jill Sakamoto - Director of Operations
Kimberly Barwich - Director of Community Programs
Sara Shaw - Director of Children and Family Programs
Gulalai Habib - Director of Settlement and Integration

BURNABY NEIGHBOURHOOD HOUSE HIGHLIGHTS

Many people benefited from Programs and Services:

Participant contacts with staff and volunteers – 245,923

Adults – 14,242

Children and Youth – 5,998

Volunteer Hours – 29,290

Volunteers – 1,210

- Daycare operations expanded with the opening of Marlborough Early Year's Care adding 36 spaces for licensed care.
- Staff and volunteers increased community engagement programs at BC Housing with a kids club, holiday events, and health and wellness group, engaging with 253 individuals and families.
- The BNH settlement and integration team funded by Citizenship, Immigration and Refugees Canada (IRCC) allowed BNH to support one thousand immigrant and refugee families and individuals of all age groups. More than half of these newcomers were among the recently arrived immigrants and refugees.
- Newcomers supported were comprised of Economic class, Refugees, Family Class, Humanitarian and Compassionate and others, coming from the following top 10 country of origins: Afghanistan, Philippines, Iran, Peoples' Republic of China, Syria, Iraq, Democratic Republic of Sudan, Colombia, and Dominican Republic.
- First language services were provided in Arabic, Cantonese, Dari, Farsi, Filipino, English, Mandarin, Spanish, Pashu and other language. Cultural relevant information/orientations, access to mandatory Federal, Provincial and Municipal benefits, referrals to community resources, and opportunities for their socio-economic Intergrations were provided.
- A new form filling program was launched matching senior volunteers with seniors needing support filling forms such as BC Housing applications, Passports, rental rebates etc.
- Nearly 1,000 participants accessed much needed food from our two food hub locations.
- Over 300 community members received support in one-on-one literacy tutoring and Digital literacy.
- 679 registered volunteers gave over 26,400 hours to lead programs, sort food, help with community events, lead as board members, and many other activities, helping BNH make neighbourhoods better places to live, work and play. An additional 531 occasional volunteers gave 2,890 hours to support one time projects through the year.
- 45 Youth were supported to develop work-ready skills, build resumes, conduct job searches and find long term employment opportunities.
- Over 11,200 community members received information/referral support from our Welcoming Space volunteers and staff at our 3 locations.
- 600 seniors made 6,614 visits to social connections programs, ensuring that vulnerable older adults stay healthy and involved in their community.
- BNH was out in the community, engaging with our neighbours at events such as Hats Off Day, Burnaby Pride, Canada Day and many others. The annual Street Party at South House brought over 2,000 people together to share a hot dog, learn about resources in the community and enjoy some fun activities.
- BNH began an exciting new pilot with the Primary Care Network, The Burnaby Division of Family Practice and the Prime Care Clinic in Edmonds. Doctors are able to refer isolated, frail seniors directly to the seniors team for support to access much needed resources and build social connections. The program has recently expanded to the Metrotown Urgent Care.
- In an exciting new relationship, BNH, the Primary Care Network and the Vancouver Dudes Club joined together to launch the Burnaby Dude's Club. This group meets weekly at the BNH Community Hall, and aims to build solidarity, brotherhood, trust, and positive role models together with men.

FINANCIAL REPORT 2022-2023

Statement of Financial Position		Statement of Operations	
31 August 2023		For the year ended 31 August 2023	
Assets:		Revenues:	
Current		Grant income	2,942,554
Cash	721,987	Program fees	2,502,367
Short term investments	366,548	Fundraising	141,038
Accounts receivable	200,525	Donations	140,038
Prepaid expenses	48,246	Gaming revenue	121,969
Due from related parties	87,623	Other	87,699
Total Current Assets	1,424,929	Consulting fees	43,919
		House merchandise	765
Tangible capital assets (see note below)	1,064,222	Total	5,980,349
Total Assets	2,489,151		
Liabilities and Net Assets:		Expenses:	
Current		Program wages and benefits	3,833,136
Accounts payable and accrued liabilities	393,500	Program expenses	1,480,149
Federal government remittance payable	39,272	Program rent	288,272
Deposits	100,393	Administration and operations	801,874
Deferred operating contributions	661,550	Total	6,403,431
Total Current Liabilities	1,194,715	less: Administrative recovery and allocation*	585,535
Deferred capital contributions	310,539	Total	5,817,896
Total Liabilities	1,505,254	Revenues over expenses for the year	162,453
Net Assets			
Unrestricted	30,214	<p>*Administration recovery and allocations are reported as a reduction of expenses on financial statements.</p> <p>A detailed copy of the audited BNH financial statements as well as the financial statements of Burnaby Community Services, Burnaby Meals on Wheels and Burnaby Seniors Outreach as reported on by Rolfe, Benson LLP Chartered Accountants are available upon request.</p>	
Internally restricted / Board restricted	200,000		
Invested in tangible capital assets	753,683		
Total Net Assets	983,897		
Total Liabilities and Net Assets	2,489,151		
The total purchase of capital assets during the year was \$74,776.			

BURNABY COMMUNITY SERVICES HIGHLIGHTS

- 8 volunteers helped 294 individuals to file their income tax returns. This represents 207 volunteer hours.
- Staff helped 5,974 individuals register to access and receive Burnaby parks and recreation credits.
- We are pleased that in 2022, BCS resumed our partnership to work with UBC's LSLAP and Seniors First BC to facilitate legal advice and law clinics.
- Multiple community resource publications were created and distributed, including 40,000 copies of the Community Resource Guide, 25,000 copies of the As We Age Seniors Resource Guides, 6,000 copies of the Seniors Resources Cards, and 12,000 copies of the Community Outreach cards.
- Volunteers provided 52 seniors with 163 drives to medical appointments over the course of a year in the seniors transportation program.
- In 2022 The Christmas Bureau enabled 3,150 low-income individuals to celebrate Christmas during the holiday season. 1,420 children and 1,018 parents were served through the Toy room in addition to 500 homeless/precariously housed individuals and 212 low income seniors who were provided with hampers.



BURNABY MEALS ON WHEELS HIGHLIGHTS

- The Food Access and Connections program for Seniors delivered hot nutritious meals to elderly and physically challenged individuals that supported good health and living independently in their own homes. We also successfully integrated the BNH seniors frozen meal and food hub delivery program into the BMW program structure.
- 381 seniors were supported. We provided 16,831 prepared meals to seniors (including 1344 that were free or by donation meals). With meals, we provided 981 free grocery deliveries and 1,087 foodbank hampers. 39 volunteers gave a total of 2,918 hours.
- The BMW program began working very closely with the BNH senior's team providing an integrated continuum of supports to Burnaby seniors. Programs and operations became fully integrated into the continuum of program supports offered by BNH seniors' Department.



BURNABY SENIORS OUTREACH SERVICES SOCIETY HIGHLIGHTS

- The Senior Peer Support program continued to train seniors to provide 1-on-1 peer support, as well as community outreach at events, and accompaniment to community programs.
- 17 new peer support volunteers were recruited and trained and added to the team.
- The volunteers, along with staff, supported 773 isolated seniors – 288 at community outreach, 150 accompaniment/connection to program, and 335 through information and referral.
- Caregiver support groups were offered helping caregivers to connect with staff, many of them the caregivers were also seniors and benefited from referrals to valuable programs and supports. Caregiver Lunch and Learns were held in North and South Burnaby and offered caregivers a hot meal and presentation around caregivers topics such as health care system navigation and grief and loss, as well as a self-care component at the end of the session. Staff and volunteers also provided one-on-one support to caregiver. In total, 175 individuals attended caregiver support activities.
- 143 Individuals living with dementia and their caregivers were provided with Dementia Friendly Support programs which included the monthly Dementia Friendly Cafe and weekly Seniors Memory Club.



FUNDERS AND SPONSORS

2022-2023

We gratefully acknowledge these funders for their support to programs and services:

Active Earth Engineering Ltd.
The Amazing Brentwood
Andrew & Colette Babinszki
Ms. A. Kenney-Lee
Anthem Properties
BC Association of Farmers' Markets
BC Gaming & Enforcement Branch
BC Housing
BC Technology of Learning Society
Beedie Foundation
Believec0: Partners Ltd.
BGH Community Fund
BlueShore Financial
BMO Nesbitt Burns
Bosa Properties Charitable Foundation
Burnaby Board of Trade
Burnaby Firefighters Charitable Society
Burnaby North Secondary School - Christmas Cheer Committee
Burnaby Parks Recreation & Cultural
Burnaby Rainbow Preschool Association
Canada Revenue Agency
Chambers of Commerce Group Insurance Plan
City of Burnaby
Clearview Demolition Ltd.
Coast Capital Savings
COBS Bakery
Concord Pacific Developments Inc
Ms. C. George
CUPE Local 379
Decoda Literacy Solutions Society
Deer Lake Law Group
Doordash Technologies Canada
D-Third Development Ltd.

Employment and Social Development Canada
Empty Stocking Fund
Ethiopian Community Association of BC
Fraser Health
Freshslice Cares Association
Gateway Casinos & Entertainment Limited
George & Bonnie Game Charitable Fund
Gulf & Fraser Fishermen's Credit Union
Heights Merchant Association (BIA)
Hemlock Printers
Hospital Employees' Union
Human Resources and Social Development Canada
IG Wealth Management
Immigration, Refugees and Citizenship Canada
Innovation, Science and Economic Development Canada
Intracorp
Ironworkers Union Local 97
Mr. J.E. Godwin
JT Charitable Trust
Knights of Columbus
Lower Mainland Christmas Bureau
MAC & MAC Hydrodemolition Services Inc.
Ms. M. Steiman
Metropolis at Metrotown
Metrotown Mazda
Mr. M. Jonker
Ministry for Advanced Education and Labour Market Development
Ministry for Children and Family Development
Mr. C. Sokugawa
Ms. M. Tahmasebi-Rad

Mulberry PARC
Ms. N. McGraw
Ms. N. Gupta
New Horizons for Seniors Program
Nexus Insurance Brokers Ltd.
Odlum Brown Limited
Parkland Corporation
Parkland Refining (B.C.) Ltd
PNG Enterprise Foundation
The Province Empty Stocking Fund
RBC Foundation
RBC Royal Bank
Ritchie Bros Auctioneers
Rogers Business
Rotary Club of Burnaby
Rotary Club of Burnaby Metrotown
Royal Canadian Legion Vancouver (BC/Yukon)
Branch 44
Scotiabank
SFU BASS
Shape Property Management Corp
Tallboys Brewing Corp.
TD Bank Group
Ted Rogers Foundation
The Connor, Clark & Lunn Foundation
The Hamber Foundation
Thunderbird Marina (2017) Ltd.
Tourism Burnaby
Trans Mountain Canada Inc.
United Way of Lower Mainland
Vancity Savings Credit Union
Vancouver Foundation
Vancouver Christmas Bureau
Wal-Mart Canada Corp
Wesgroup Properties
Wheaton Precious Metals Corp.

In-Kind Contribution

Mr. A. MacNeil Minuteman Press Burnaby
Beaver Electrical Machinery Ltd. Mr. M. Bridges
Mr. B. Kuseler Mr. C. Stuart
Burnaby Now Mr. D. Jiles
Delta Hotels Conference Centre Burnaby Mr. D. Stadelman
Mr. E. Lam Mr. N. Campbell
Fapara Holdings Mr. R. Males
Global BC Mr. P. Doiron
Integrity Project Consulting Mr. R. Elliott
Ms. K. Woodall Square Nine Builders
Left Coast Naturals Tai Beauty Group
Milk lady Soap Co.

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