



ANNUAL REPORT 2023-2024

Our vision is to make neighbourhoods better places to live.



Burnaby Neighbourhood House is a community driven and community funded agency located on the unceded territories of the TsleilWauthuth (səllətaʔt), Kwikwetlem (kʷikʷəɫ əm), Squamish (Sḵwwú7mesh Úxwumixw) and Musqueam (xʷməθkʷəəm) nations with a unique focus on neighbours supporting neighbours.

CHAIR'S MESSAGE

2023-2024

I am honoured to be 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. My role as Board Chair leading and representing BNH continues to be one of the most enlightening, proud, and humbling experiences of my life. Over the past year, BNH has risen to the many challenges and opportunities in our Burnaby community, and has been working hard to prepare for the future. I am excited to share with you BNH's unique ability to grow and adapt, and engage and connect people in all corners of our city and beyond.

Our strength comes from the passion of our people, and engaging the Burnaby community. 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!

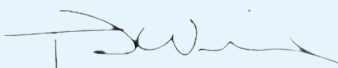
Burnaby continues to grow in popularity as a prime destination for individuals, organizations, and families to live, learn, and work. BNH has also grown and responded to the increasing needs of a growing community. We have grown with expanded settlement support for our Newcomers to Canada, child care and afterschool programs, an integrated support system for seniors in need, and providing food through our food hubs and food delivery. We have also had a leadership role in helping develop Burnaby's poverty reduction strategy. As you can see, it has been a very busy year and we have so many highlights to celebrate. BNH has engaged with more people and organizations, and connected more people together than ever before.

For the future, we are continuing to integrate and expand the programs and services of BCSS, BSOS, and BMW into a seamless continuum of support delivered by BNH to Burnaby residents. Our Board and BNH staff have also been hard at work making progress on our strategic priorities and creating our new Brentwood House.

On behalf of the Board of Directors, I want to give special thanks and recognize the immense leadership and vision of our CEO and founder, Antonia Beck. It is an honour and pleasure to work every day with her and her leadership team in our efforts to help our community.

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 2025.

Sincerely,



Ted Wiens
Board Chair



BOARD & COMMITTEES

Ted Wiens	Board Chair	Finance
Alfred Romann	Vice Chair	Finance
Nikhil Jain	Treasurer	Finance Committee Chair
Sue Montabello	Secretary	HR Committee Co-Chair
Kathy Berggren-Clive	Board Member	Governance Committee Chair
Kelvin Wu	Board Member	HR Committee Co-Chair
Ronnie Bahia	Board Member	Governance
Kevin Rakhra	Board Member	Governance
Harjit Sandhu	Board Member	Finance
Robbin Sheriland	Board Member (until June 2024)	
Kathryn Yamamoto	Board Member	Governance, Fundraising
Jenny Zhao	Board Member	HR Committee

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.

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

Many people benefited from the combined programs and services of Burnaby Neighbourhood House, Burnaby Community Services, Burnaby Meals on Wheels, and Burnaby Seniors Outreach Services Society:

Participant contacts with staff and volunteers – **325,685**

Adults – **10,011**

Youth – **1,356**

Children – **3,586**

Volunteer Hours – **28,641**

Volunteers – **758**

BNH HIGHLIGHTS:

- Brentwood, South and North Houses provided information and referral to **22,553** community members.
- **2,400 members** participated in programs that were led by volunteers in BNH's community engagement programs.
- The Stride Early Years Centre opened to expand BNH's child care services by **37 licensed spaces**.



- **142 youth** provided **3512 volunteer hours** and **35 youth** participated in our gang and guns prevention program, (YAP).
- The Youth Employment program provided support for **70 youth** to gain employment skills, improve interview and resume skills and find long-term employment.

- Digital Literacy program volunteers assisted **427 individuals** during close to **6000 visits** providing support to access information, fill out forms, navigate government sites and improving over-all access to the digital world.
- The Community Adult Literacy program provided over **2000 hours** of tutoring support to increase literacy and numeracy skills to 13 learners.



- **2,495 individuals** supplying over **27,500 hampers** that provided over **62,000 meals** to seniors, children and families in our community.
- **947 seniors** made 7,469 visits to social connections programs, ensuring that vulnerable older adults stay healthy and involved in their community.

BNH HIGHLIGHTS:

- BNH partnered with Burnaby Family Life to lead the community process to develop Burnaby's Poverty reduction strategy which will be completed in 2025.
- The **BNH Settlement and Integration team supported 2,000 newcomers** in their first language ensuring accessibility for individuals from varied linguistic backgrounds. Support included case management, information and orientation, access to government benefits, and connections to local community resources.
- **Over 500 newcomers were connected to the Neighbourhood House** through conversation circles, community events and dinners, and social connection programs that fostered community connections and sense of belonging.
- The BNH Justice, Equity, Diversity, Inclusion (JEDI) Committee, comprised of staff, management, and board members, continued its mission of promoting organization-wide awareness and training in JEDI principles. This ongoing commitment underscores BNH's dedication to fostering an inclusive environment for all.



BURNABY COMMUNITY SERVICES HIGHLIGHTS:

- In 2023 the **Christmas Bureau supported 790 low income families** to celebrate Christmas during the holiday season. 1,643 children and 1,241 parents were served through the Toy room **in addition 253 seniors**, who were provided hampers and **600 at-risk individuals**.
- **Volunteers provided 38 seniors with 246 drives** to medical appointments over the course of a year in the seniors' transportation program.
- The **Camping Bureau raised over \$18,000**, enabling us to provide summer camp subsidies to over 180 children living in Burnaby.
- **BCS Navigation and Advocate program supported 11,269 individuals** with form filling, income tax, information and referral inquiries.
- A partnership with Burnaby Family Life provides access to a poverty advocate at the Brentwood House.
- A successful first ever Summer Social Street party on Rosser Avenue hosted by the newly established Brentwood House with participation of 10 community partners was attended by over 200 community members.



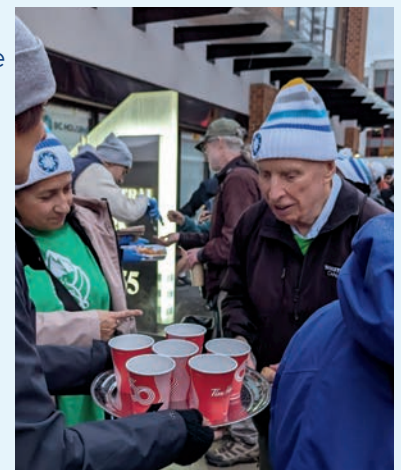
BURNABY MEALS ON WHEELS HIGHLIGHTS:



- The Burnaby Meals on Wheels program provided wrap around supports to a **total of 469 seniors** through the year with volunteers who delivered meals while also providing health checks and connection to other local supports.
- BMW staff arranged for **15,439 prepared meals** to be delivered to seniors (including 1630 that were free or by donation meals).
- BMW worked with the BNH food hub and seniors' team to include **580 free grocery deliveries and 824 foodbank hampers** with the regular meal deliveries,
- A total of **34 volunteers gave a total of 2,151 hours** to ensure that isolated seniors received meals throughout the year.

BURNABY SENIORS OUTREACH HIGHLIGHTS:

- Caregiver support groups helped caregivers, many who were seniors themselves, to connect with staff, and benefited from referrals to valuable programs and supports.
- Caregiver Lunch and Learns held in North and South Burnaby, 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.
- A total of **189 individuals attended caregiver support activities** throughout the year.
- **133 individuals living with dementia and their caregivers attended programs** for individuals living with Dementia which included a monthly Brentwood Dementia Friendly Cafe and a weekly Seniors Memory Club.
- BSOS increased accessibility of Dementia programs across Burnaby by starting a second Dementia Friendly Café in South Burnaby.



FINANCIAL REPORT 2023-2024

Statement of Financial Position

31 August 2024

Assets:

Current

Cash	1,293,083
Short term investments	420,796
Accounts receivable	243,729
Prepaid expenses	25,207
Due from related parties	65,894

Total Current Assets **2,048,709**

Tangible capital assets (see note below) **1,032,225**

Total Assets **3,080,934**

Liabilities and Net Assets:

Current

Accounts payable and accrued liabilities	498,563
Federal government remittance payable	46,745
Deposits	228,615
Deferred operating contributions	615,570

Total Current Liabilities **1,389,493**

Deferred capital contributions **297,625**

Total Liabilities **1,687,118**

Net Assets

Unrestricted	49,216
Invested in tangible capital assets	734,600
Internally restricted	610,000

Total Net Assets **1,393,816**

Total Liabilities and Net Assets **3,080,934**

The total purchase of capital assets during the year was **\$18,629**.

Statement of Operations

For the year ended 31 August 2024

Revenues:

Grant income	4,738,727
Program fees	2,151,531
Donations	149,871
Interest and other	142,961
Fundraising	141,315
Gaming revenue	109,648
In-kind donations	34,740
House merchandise	2,227
Total	7,471,020

Expenses:

Program wages and benefits	4,811,033
Program expenses	1,838,061
Program rent	321,583
Administration and operations	955,116
Total	7,925,793

less: Administrative recovery and allocation* 864,692

Total **7,061,101**

Revenues over expenses for the year **409,919**

*Administration recovery and allocations are reported as a reduction of expenses on financial statements.

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 and prepared by Rolfe, Benson LLP Chartered Accountants are available upon request.

FUNDERS AND SPONSORS 2023-2024

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

- A Hopkins Insurance and Financial Services Inc
- A. Bahari
- A. Kenney-Lee
- A. MacNeil
- Active Earth Engineering Ltd.
- Annie's Place Group Care Corp.
- Anthem Properties Group Ltd.
- BC Association of Farmers' Markets
- BC Gaming & Enforcement Branch
- BC Housing
- Beedie Foundation
- BlueShore Financial
- BMO Nesbitt Burns
- Burnaby Board of Trade
- Burnaby Firefighters Charitable Society
- Burnaby North Secondary School - Christmas Cheer Committee
- Burnaby Parks Recreation & Cultural
- Burnaby Principals' and Vice-Principals' Association
- C. Hoyt
- C. Sokugawa
- C. Stuart
- C/O Strategic Charitable Giving Foundation
- George & Bonnie Game Charitable Fund
- Canada Revenue Agency
- Chambers of Commerce Group Insurance Plan
- CIBC
- City of Burnaby
- Coast Capital Savings
- Community Action Initiative Society of BC
- Concord Pacific Developments Inc.
- CPAC (Langley Gardens) LP
- D. & M. Chu
- D. Jiles
- Decoda Literacy Solutions Society
- Deer Lake Law Group
- Destination Toyota Burnaby
- Doordash Technologies Canada
- Dr. Micheli Bevilacqua Inc.
- Employment and Social Development Canada
- Ethiopian Community Association of BC
- Fraser Health
- Gateway Casinos & Entertainment Limited
- Gift Funds Canada
- Gulf & Fraser Fishermen's Credit Union
- Heights Merchant Association (BIA)
- Heights Neighbourhood Association
- Hemlock Printers Ltd.
- Hospital Employees' Union
- Human Resources and Social Development Canada
- IG Wealth Management
- Immigration, Refugees and Citizenship Canada
- Innovation, Science and Economic Development Canada
- Integrity Project Consulting
- Intracorp
- J. E. Godwin
- JT Charitable Trust
- K. Butler
- Knights of Columbus
- University Canada West
- Legion Branch 148
- M. Tahmasebi-Rad
- M.O. Productions
- Macdonald's Home Health Care
- Mazon Canada
- Metropolis at Metrotown
- Metrotown Mazda
- Ministry for Advanced Education and Labour Market Development
- Ministry for Children and Family Development
- Mr. M. Jonker
- New Horizons for Seniors Program
- Odium Brown Limited
- PARC Communities Management Ltd.
- Parkland Refining (B.C.) Ltd.
- Payworks
- PNG Enterprise Foundation
- R. Fan
- Raymond James Canada Foundation
- RBC Foundation
- RBC Royal Bank
- Rotary Club of Burnaby
- Rotary Club of Burnaby Metrotown
- S. Chaturvedi
- S. Nash
- Scotiabank
- TD Bank Group
- The Danish Lutheran Church of Vancouver
- The Province Empty Stocking Fund
- Thunderbird Marina (2017) Ltd.
- Trans Mountain
- Vancity
- Vancouver Foundation
- Wanson Development Ltd.
- Wesgroup Properties
- Wheaton Precious Metals Corp.

In-Kind Contributions

- Hemlock Harling Distribution Inc.
- A. Jones
- A. Longair
- B. Hoy
- Burnaby Now
- C. Fernyc
- C. Gibbons
- Clearview Demolition Ltd.
- Code 13 Cyber Security & IT Management Inc.
- D. Chan
- D. Stadelman
- Delta Hotesl Conference Centre Burnaby
- E. Lam
- Fapara Holdings
- G. Wong
- Global BC
- K. Woodall
- M. Bridges
- M. Filmer
- Milk lady Soap Co.
- Minuteman Press Burnaby
- N. Campbell
- N. Mordant-Taplin
- R. Elliot
- R. Males
- S. Allen
- Weiler Smith Bowers Consulting Structural Engineers
- Lower Mainland Christmas Bureau
- Shape Properties

South House

4460 Beresford Street Burnaby, BC V5H 0B8
604-431-0400
info@burnabynh.ca

North House

4908 Hastings Street Burnaby, BC V5B 1P6
604-294-5444
northinfo@burnabynh.ca

Brentwood

2055 Rosser Avenue Burnaby, BC V5C 0H1
604-299-5778
reception@bbyeservices.ca