

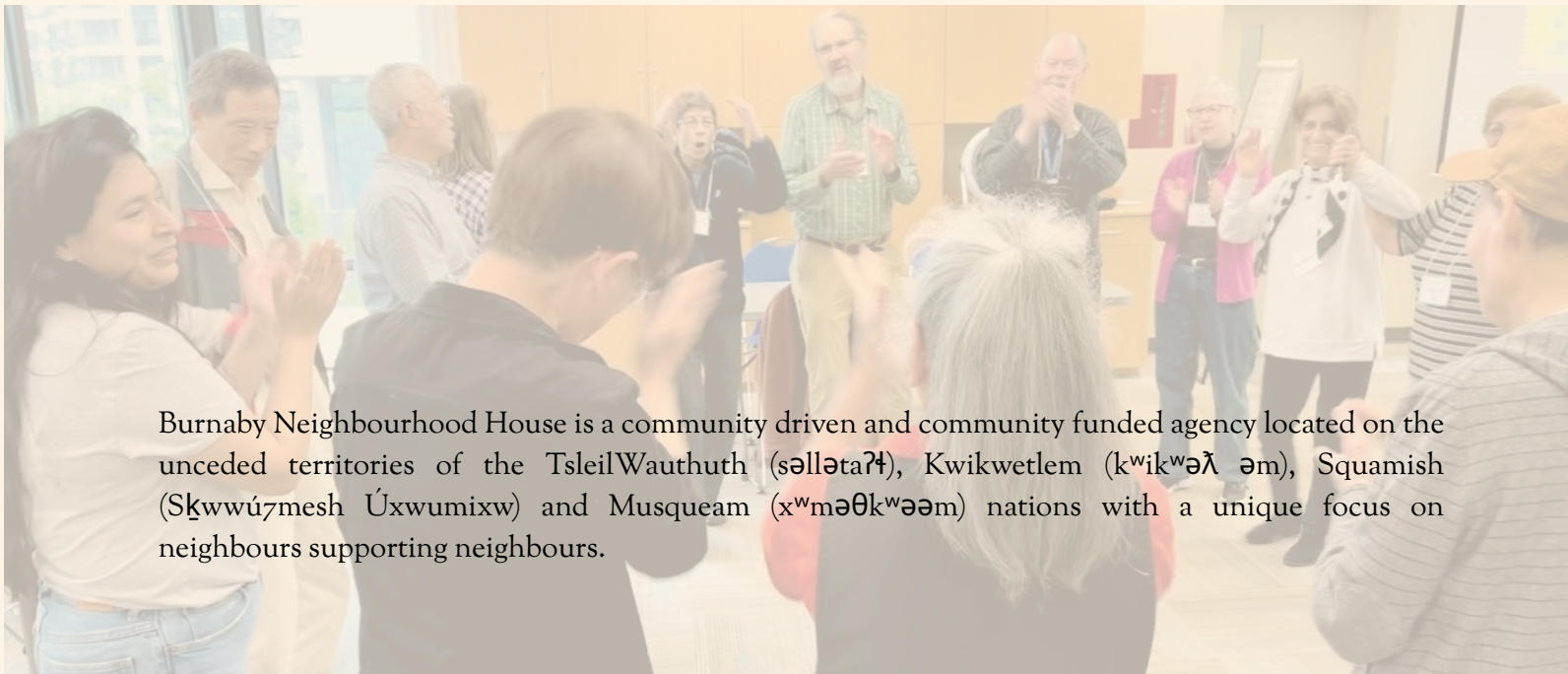


Burnaby
NEIGHBOURHOOD HOUSE

CARE **CONNECT** **ENGAGE** **BELONG**

Annual Report 2024-2025

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 (kʷikʷəl əm), Squamish (Sḵw̓w̓ú7mesh Úxwumixw) and Musqueam (xʷməθkʷəθm) nations with a unique focus on neighbours supporting neighbours.

Chair's Message 2024-2025

I am honoured to be Board Chair of Burnaby Neighbourhood House, which also includes our additional community organizations of Burnaby Community Services Society, Burnaby Seniors Outreach Society, and Burnaby Meals on Wheels. My time with BNH continues to be one of the most enlightening, proud, and humbling experiences of my life and I am so fortunate to be part of such a talented, passionate, hard-working, and dedicated board. 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. Our board is grateful that we have an amazing Senior Management Team leading our organization and the BNH employees and volunteers who are passionate about identifying opportunities to grow and adapt, and engage and connect people in all corners of our city and beyond. I want to give a huge thank you to our 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!

This past year has also brought big changes to our organization. Our Founder CEO, Antonia Beck has officially retired. For almost 30 years, Antonia has touched countless lives, built an incredible community organization, and been instrumental in helping Burnaby become a desirable place to live. I want to extend my sincere thanks and gratitude to Antonia for a career and life devoted to community building and helping others, and wish her a very well deserved retirement for her and her family. We are very excited to announce and introduce our new BNH Executive Director, Mikaela Torres. Mika has an extensive background of community service and leadership that she brings to BNH. Most recently, Mika was the very successful Executive Director of Central Vancouver Island Multi Cultural Society for the past four years. She also brings over 10 years of experience in the settlement sector, including senior leadership positions, and also has multiple University degrees from SFU and UBC. Congratulations again Mika!

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 BNH, BCSS, BSOS, and BMW into a seamless continuum of support for the residence of Burnaby.

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 2026.



Sincerely,

A handwritten signature in black ink, appearing to read 'Ted Wiens', written over a light blue background.

Ted Wiens
Board Chair

Board & Committees

Ted Wiens	Board Chair	Finance, Strategic Directions
Alfred Romann	Vice Chair	Strategic Directions Committee Chair, Finance
Nikhil Jain	Treasurer	Finance Committee Chair
Sue Montabello	Secretary	HR Committee Chair
Kathy Berggren-Clive	Board Member	Governance Committee Chair
Esther Moreno	Board Member	Fundraising Liaison
Ronnie Bahia	Board Member	Governance
Harjit Sandhu	Board Member	Finance
Jenny Zhao	Board Member	HR
Azza Rojbi	Board Member	Governance
Kyle Nelson	Board Member	Governance, Strategic Directions
Wanja Mwariga	Board Member	HR
Kelvin Wu	Board Member (until December 2024)	HR
Kevin Rakhra	Board Member (until December 2024)	Governance
Kathryn Yamamoto	Board Member (until December 2024)	Fundraising, Governance

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

Mikaela Torres	Executive Director
Antonia Beck	Chief Executive Officer (until November 2025)
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 – 387,263

Adults – 7,928

Youth – 229

Children – 3,473

Volunteer Hours – 28,408

Volunteers – 670

BNH Highlights

- Volunteer-led programs allowed over **600 neighbours** to participate in community building activities ranging from community gardens to exercise, fix it cafes to art projects.
- **61,289 individuals** benefitted from the support of BNH's two food hubs, ensuring needy seniors, families and individuals have access to nutritional food.
- Over **1,000 low income people**, including food hub participants, seniors and newcomers, were supported by volunteers to complete their taxes and ensure that they are accessing all credits and benefits that they should.



- Nearly **8,000 visits** were made to **volunteer-led digital café sessions** where participants were supported to improve their digital literacy and increase their access to our increasingly on-line world.
- Nearly **1,000 residents of local BC Housing buildings** participated in programs that helped them to decrease isolation, enjoy new activities and increase their knowledge of local support services.
- **221 local community-led projects** were funded by the Small Grants projects resulting in a range of community building activities.

- Family Place Facilitators were all trained to deliver the Mother Goose program, which will allow us to offer this program on a regular bases now.
- **Early Years Outreach supported 465 families** this year with accessing housing, baby supplies, food programs and parenting support.
- **629 families** were able to work or go to school because they had access to licensed child care.
- **111 at risk school age children** were supported in safe afterschool programs through our Friendship Clubs.
- **330 children** had access to **summer day camp** programs through our afterschool programs.



BNH Highlights

- Nearly 2,000 seniors engaged in activities ranging from exercise, lunch programs, dementia support, lunches and others, which helps them age well in their homes and gain access to valuable services in the community.



- First Annual Nourish your Neighbours brought Food Hub partners together to collectively increase awareness of food security issues in Burnaby. The event raised \$10,000 for local food hubs to support their efforts to provide healthy food to our neighbours.
- BNH joined 33 other Neighbourhood Houses across the province to create the BC Neighbourhood House Network and participated in the 1st annual Network meeting in Victoria which includes connecting with our local MLAs.

- The Settlement and Integration program team positively impacted the process of remaking home in Canada for a total of 1,485 newcomer immigrants and refugees in our communities through a range of 255 Community Connection programs, such as Informal Language Learning, Matching Activities, Children and Youth programs, Well-Navigation program, Women’s Entrepreneurship, Indigenous-Newcomer Connections and cultural celebrations.
- Settlement case counselling and support have been provided to a total of 1,303 individuals (comprised of 1,122 adults, 82 youth and 99 children) through 1,323 individual and/or family sessions and have address complex issues of migration and displacement.



- A hiring process took place for a new executive director to success retiring CEO Antonia Beck and Mikaela Torres accepted the position in advance of her ED appointment in Fall 2026.
- The BNH JEDI Committee comprise of Staff, Management and Board of BNH continued to its bi-monthly meetings and development and/or provided inputs for key organization documents for an Anti-Racism and Anti-Oppression framework in various areas of the organization.

Financial Report 2024-2025

Statement of Financial Position 31 August 2025

Assets:	
Current	
Cash	1,563,827
Short term investments	702,271
Accounts receivable	97,305
Prepaid expenses	23,193
Due from related parties	61,290
Total Current Assets	2,447,886
Tangible capital assets (see note below)	1,012,919
Total Assets	3,460,805

Liabilities and Net Assets:

Current	
Accounts payable and accrued liabilities	568,574
Federal government remittance payable	49,003
Deposits	146,465
Deferred operating contributions	737,124
Total Current Liabilities	1,501,166
Deferred capital contributions	265,809
Total Liabilities	1,766,975

Net Assets

Unrestricted	36,720
Internally Restricted	910,000
Invested in tangible capital assets	747,110
Total Net Assets	1,693,830
Total Liabilities and Net Assets	3,460,805

The total net addition of capital assets during the year was \$27,172.

Statement of Operations For the year ended 31 August 2025

Revenues:	
Grant income	5,136,634
Program fees	2,486,743
Fundraising	178,730
Donations	168,669
Interest and other	136,809
Gaming revenue	115,769
In-kind donations	33,480
House merchandise	1,555
Total	8,258,389

Expenses:

Program wages and benefits	5,427,127
Program expenses	2,017,371
Program rent	326,048
Administration and operations	1,179,061
Total	8,949,607
less: Administrative recovery and allocation*	991,232
Total	7,958,375
Revenues over expenses for the year	300,014

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

A detailed copy of the audited financial statements as prepared by Rolfe, Benson LLP Chartered Accountants is available upon request.

Burnaby Community Services Highlights

- Christmas Bureau hosted its very first Toy Room launch at the Amazing Brentwood celebrating the generous contributions of sponsors and supporters. **Toy Room helped 873 families providing 1,803 children and youth with gifts and provided more than 200 seniors received hampers** over the season.
- **Volunteers provided rides to 287 seniors** who needed support to access to medical appointments in the community.
- **Camping Bureau raised \$11,658** to subsidize trips to camp and day camp for low income families.
- In collaboration with community members and partner agencies, Brentwood Neighbourhood House held its second annual Summer Street Party, providing entertainment and access to information for over 500 community members.
- **79 seniors experiencing memory loss and their caregivers participated in supportive program** to help them access necessary services and to develop social connections to decrease isolation.
- Brentwood Neighbourhood House Welcoming Place provided information and referral, form filling support, and other supports **to over 12,000 community members**.



Burnaby Meals on Wheels Highlights



- The Burnaby Meals on Wheels program provided wrap around supports to a total of **455 seniors** through the year with volunteers who delivered meals while also providing health checks and connection to other local supports.
- BMW staff arranged for **15,866 prepared meals** to be delivered to seniors (including 1456 that were free or by donation meals). BMW worked with the BNH food hub and seniors' team to include **715 free grocery deliveries** and **1,064 foodbank hampers** with the regular meal deliveries.
- A total of **38 volunteers gave a total of 3,420 hours** to ensure that isolated seniors received meals throughout the year.

Burnaby Seniors Outreach Services 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 presentations around caregivers' topics such as Mental Health and Allied Health Services in Burnaby.
- A total of **175 individuals attended caregiver support activities** throughout the year.
- **131 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.



Funders and Sponsor 2024-2025

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

Burnaby Neighbourhood House:

Amacon Management Services Corp
 Anthem Metrotown Hotel LP dba Holiday Inn Express Metrotown
 Anthem Properties Group Ltd.
 BC Association of Farmers Markets
 BC Centre for Ability
 BC Housing
 Beem Credit Union
 BMO Nesbitt Burns
 Burnaby Firefighters Charitable Society
 Canada Revenue Agency
 Chambers of Commerce Insurance Plan
 City of Burnaby
 Decoda Literacy Solutions Society
 Delta Hotels Burnaby Conference Centre
 DoorDash Inc.
 Ethiopian Community Association of B.C.
 Fapara Holdings
 Gateway Casinos & Entertainment Limited
 Hibernia Financial Group
 Immigration, Refugees and Citizenship Canada
 Investors Group Financial Services Inc.
 IUOE Local 115

K2 Athletics Inc.
 Kebet Holdings Ltd.
 Kensington Square Dental Centre
 Metropolis at Metrotown
 Metrotown Flooring centre Ltd.
 Metrotown Mazda
 Metrotown Mitsubishi
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 Ministry of Education and Child Care
 Ministry of Housing and Municipal Affairs
 Minuteman Press Burnaby
 PARC Communities Management Ltd.
 Parkland Refining (B.C.) Ltd.
 PNG Enterprise Foundation
 Pro-Tact Security Group Ltd.
 Province of British Columbia
 RBC Royal Bank
 Rotary Club of Burnaby
 Rotary Club of Burnaby Metrotown
 Royal Canadian Legion
 Safeway
 Scotiabank

Shape Property Management Corp
 Spirit of the Children Society
 The Province Empty Stocking Fund
 Trans Mountain
 United Way British Columbia
 University Canada West
 Vancity Community Foundation
 Vancouver City Savings Credit Union
 Vancouver Foundation
 Willingdon Avenue Developments LP
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 J. O'Connor
 L. Henry
 L. Oxendale
 M. Frey
 N. Gupta
 P. & K. Lawson
 S. Cheung
 V.Geyer
 W. Randall

Burnaby Community Services:

BC Association of Farmers Markets
 Burnaby Board of Trade
 Burnaby Civic Employees Union Local 23
 Burnaby Firefighters Charitable Society
 Burnaby North Secondary School - Christmas Cheer Committee
 Canada Revenue Agency
 Cellcentric Fuel Cell Canada Inc.
 CIBC
 City of Burnaby
 Coast Capital Savings
 Concord Pacific Developments Corp.
 Dr. Micheli Bevilacqua Inc.
 Everclean Facility Services Ltd.
 Gateway Casinos & Entertainment Limited
 Hyfluence Systems Corp
 Hemlock Printers Ltd.
 Integrity Project Consulting
 JT Charitable Trust
 Knights of Columbus
 London Drugs Foundation
 Lower Mainland Christmas Bureau

Magic Stronghold Games
 Marine Roofing Management LTD.
 Metropolis at Metrotown
 Northridge Excavating Ltd
 Odlum Brown Limited
 Parkland Refining (B.C.) Ltd.
 Province of British Columbia
 Rotary Club Burnaby Metrotown
 Royal Canadian Legion #148
 Tai Beauty Group
 The Province Empty Stocking Fund
 The Royal Canadian Legion (BC/Yukon) Branch 44
 Thunderbird Marina (2017) Ltd.
 TNG Television Production Ltd.
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 M. Bridges
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 M. Tahmasebi-Rad
 N. Campbell
 N. Petropolis
 P. Connell
 R. Elliott
 S. Nash
 W. Hallett

Burnaby Meals on Wheels:

City of Burnaby
 Province of British Columbia
 George & Bonnie Game Charitable Fund
 Vancity Community Foundation



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Brentwood

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Burnaby Seniors Outreach Services Society:

City of Burnaby
 Province of British Columbia
 United Way British Columbia