



BURNABY FAMILY LIFE

A PLACE TO GO... A PLACE TO GROW!



Burnaby Family Life envisions a healthy and inclusive community where individuals and families can thrive.

2022

Annual Report



STRATEGIC PRIORITIES

In February 1971 Burnaby Family Life (BFL) enthusiastically opened its doors with the purpose of supporting families going through different challenges in life and had a vision of becoming a place where people can thrive, and families get stronger.

This year marked the first year of our new Strategic Plan outlining the organizations vision for the next three years and identifying goals and objectives for BFL. The methodology and preparation was developed over several months and in September of 2021 a Strategic Plan was articulated building alignment within the executive leadership team, managers, and staff. With this shared focus BFL looks forward to continuing to develop and deliver life-changing programs and services that contribute to making Burnaby a great place to call home.



AGENCY MESSAGE

As we look back on our first year as Board Chair and Executive Director, we are reminded of the power of collective effort by individuals focused on cultivating healthy and inclusive communities. Surrounded in change, we learned how brave our teams are as they embraced a changing world and its direct impacts on how we deliver services and engage with each other. Through this we emerged stronger, we used the changes to help us grow, create new opportunities, and chart a path forward.

As we reflect on the past year, Burnaby Family Life recognizes that the way in which we engage and strengthen families and communities has changed. We learned that how we connect, communicate, and rebuild relationships with families, individuals, colleagues and community must be our priority.

As a community we all grappled with the loss of relationships at a time in which we needed the security, and support of those relationships. To decrease isolation and increase opportunities for individuals to be in trusted spaces with access to resources and support, BFL continued in this last year to keep its doors open whether virtually or in person. We value the dedication of our employees and volunteers for their daily efforts in making each interaction with community meaningful.

What kept us moving forward, focused, and energized? Our organizational values. Our values have been the glue that has kept us connected, and what guides each of our staff, board directors, and volunteers. Our focus on learning about the diversity of individuals is shared by our community partners with whom we hold a common vision of a more welcoming and inclusive Burnaby.

We are filled with gratitude for the dedication of our staff, volunteers and funders and recognize that it is through their trust in our organization that allows us to continue to provide needed services within the community of Burnaby. We are filled with hope and the realization that although, "Change is the only constant in life." (Heraclitus), we are equipped to embrace it and move forward.



JERRY CHEN, BOARD CHAIR



NAVREEN GILL, EXECUTIVE DIRECTOR



Mission

Burnaby Family Life's mission is to deliver high quality services that meet the current and emerging needs of individuals, families and the community in all its diversity. We facilitate and empower collaborative community solutions to enable all to reach their full potential.

Values

Collaboration:

BFL believes that the results of working together are the greatest reward.

Empowerment:

BFL supports everyone in finding their own voice and developing their strengths.

Professionalism:

BFL is committed to quality services with high ethical standards of confidentiality and honesty.

Learning:

BFL embraces and encourages lifelong personal and professional growth and development.

Respect and Inclusion:

BFL is a welcoming place where differences and similarities are shared and honoured.

Advocacy:

BFL is committed to advocating for building programs and services for the community.

Leadership:

BFL is committed to leading the discussion to provide comprehensive community solutions for all.



How we lived our values...

Collaboration:

- Collaborations with community organizations and our funders allowed us to provide services in response to the needs of the community
- By utilizing outdoor spaces, BFL engaged in its family focused services and early years services and provided opportunities to address the learning loss experienced within the early years as a result of COVID-19

Empowerment:

- Board leadership training with The Governance Coach™
- Engaged with SCALE Collaborative in understanding the needs of Burnaby residents and developing strategies for growth

Professionalism:

- BFL continued offering quality services and uninterrupted services throughout the year
- We welcomed four new board members this year
- Implemented new practices to better serve clients' needs and enhance organization success

Learning:

- BFL continued embracing changes in technology and implemented new systems to better reach clients and create organizational efficiencies
- Developed skills through training so that all staff can continue providing opportunities for parents and children to engage in needed services and support
- Through training, BFL staff began their reconciliation journey by acknowledging the systemic and institutional oppression, historic wrongs that the Indigenous peoples experienced

Respect and Inclusion:

- BFL is a leader in providing community events through our work within the Burnaby Intercultural Planning Table, providing education and awareness to all residents of BC around the issues of racism, reconciliation, and newcomer experiences
- Internal initiatives were developed and new programs offered
- As an agency we are taking our first steps in Truth and Reconciliation and continue learning
- BFL, through Burnaby Together, is closely working on a research study that will inform a community wide response to incidences of hate and racism, and inform municipal actions

Advocacy:

- BFL continued to innovate and advocate for the needs of clients
- BFL programs focused on developing resilience and strength
- BFL continues to advocate for affordable child care, two of our centres are \$10aDay Child Care sites
- BFL, through our work with BCAT continues to advocate for awareness around the opioid crisis

Leadership:

- Recognized by the Burnaby Board of Trade as the Not for Profit of Year 2021-2022
- Welcomed a new Executive Director
- BFL leadership co-Chairing tables within the community
- Engaging with SFU in conducting meaningful research that will inform the services of Burnaby
- In our goal to increase leadership capacity in managers, Justice Institute training was attended

FINANCIAL SUMMARY

We are pleased to report on the financial performance of Burnaby Family Life for the fiscal year ending March 31, 2022. This year we ended with a surplus of \$95,549. Financial results are indicative of a return to full onsite operations and all services returning to normal and the desire of the community to engage in those services.

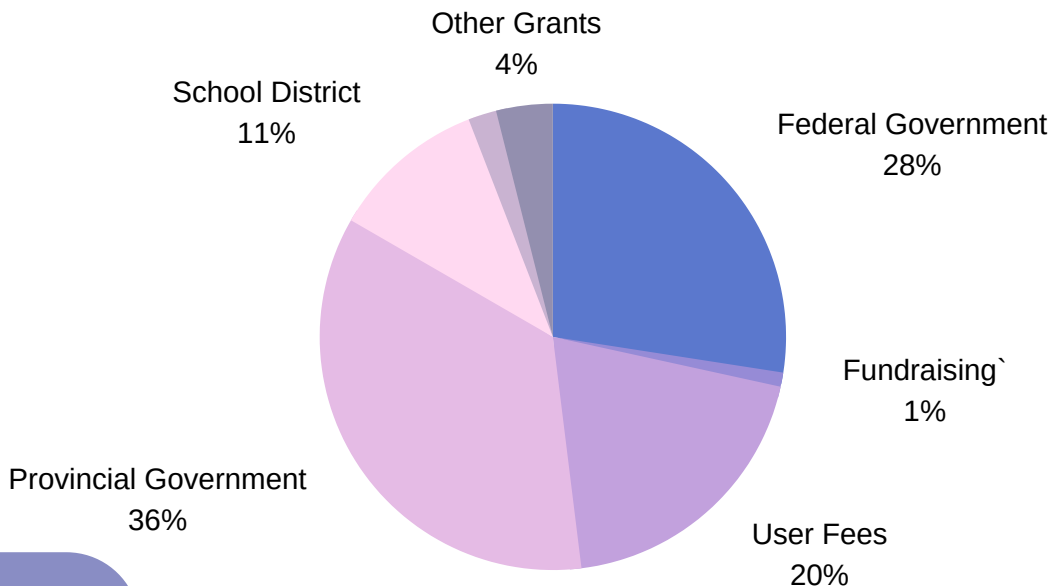
Total revenues increased by 15% compared to the previous fiscal year, we also saw a 23% increase in total expenditures. We want to thank the Burnaby Family Life staff for continuing to provide innovative and excellent services to our clients this past year. BFL is grateful to all our funders for continuing to provide the resources and support that allowed us to continue delivering the important and needed services to our community.

This year we saw some program changes that impacted our budget. On August 31, 2021 we closed the Occasional Child Care program after several years. We also saw increased funding opportunities for our Federally Funded Local Immigration Program including a new program aimed to improve access to newcomer services in Burnaby. On March 1, 2022 Morley Child Care Centre became our second \$10 a Day ChildCareBC Centre which is an exciting opportunity for BFL and our clients. We would also like to recognize this was the first full year with our new Executive Director, Navreen Gill.

BFL continues to ensure that the needs of Burnaby and its neighboring communities are met and look forward to another successful year at Burnaby Family Life.

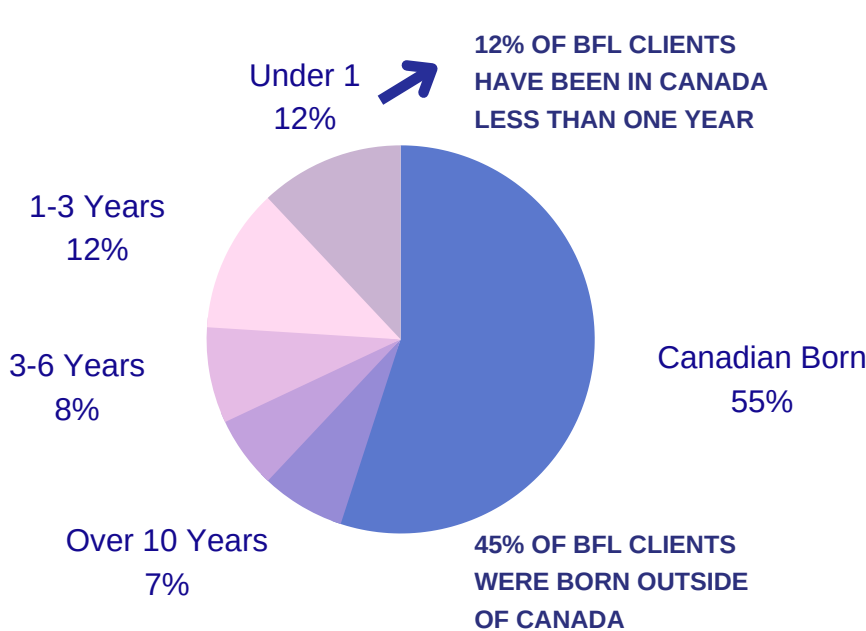
Jason Welch, Treasurer

2021-2022 REVENUE SOURCES



CLIENT SERVICES

BFL's commitment to serving families and those in our community continues as we offer life-changing programs and services that foster a sense of belonging for all. BFL aims to provide quality services and opportunities for families and individuals in all their diversity. We are committed to enhance growth and development by providing child care in six licensed centres, parenting support classes, individual support groups, family drop-ins programs, pregnancy outreach programs, family life education programs, summer camp, newcomer support and counselling for women and children who have experienced trauma and abuse.



2100
clients served

3247
client admissions

175,101
total service hours

BFL is proud to offer programs and services that support newcomers.

67% of clients speak a first language other than English

39 different first languages spoken by staff

66 different first languages spoken by clients



FAMILY LIFE EDUCATION PROGRAM

The Family Life Education Program provides a variety of parenting and support groups for individuals to create healthy and nurturing environments for their families and themselves, in a diverse community. Additionally, our services encourage the successful settlement and integration of immigrants and promote the acceptance of diverse cultures in Canadian society.

All programs are provided in a group format, guided by a facilitator, balancing group activities and discussions with structured learning. Each session provides education and discussion on topics related to parenting, child development and personal growth. Participants socialize and share their experiences with each other, building lasting social connections.

Programs include, but not limited to, Nobody's Perfect, Systematic Training for Effective Parenting (STEP), Anger Management for Men, Fatherhood, a Journey, Immigrant Women Support Group and Parenting for Immigrants.

Being able to provide uninterrupted services and support to parents and caregivers, especially vulnerable families, as the pandemic disrupted family life has been one of the biggest achievements this year.

“Sharing ideas and information with different people who have different cultures and experiences was the most valuable thing”

CLIENT QUOTE

SPECIAL THANKS

We extend our gratitude to our funder Ministry for Children and Family Development for acknowledging and recognizing the impact of our programs and our efforts in reaching out to parents/caregivers who are most in need. We would also like to express our sincere gratitude to our staff, volunteers and community partners for supporting our programs – Maywood Community School, Second Street Community School, Stride Community School, Burnaby South Secondary School, Family Services of Greater Vancouver, and the MOSAIC Family Centre.

178 unique clients served, speaking 38 different first languages





FAMILY RESOURCE PROGRAM

The Family Resource Program (FRP) provides a range of services to support parents and caregivers. The program goals are to strengthen healthy family-child relationships through opportunities for parents and caregivers to become informed of and involved in supporting the positive development of children within the context of the family. All programs value cultural diversity and provide opportunities to increase each family's knowledge of children's health and development, knowledge of community resources and opportunities for family networking and advocacy.

Service areas include Family Drop-In, Learning Together through Play, Parent-Child Mother Goose, Baby and Me Second Stage, which assists the transition of mothers from postnatal services to other support programs of the community.

"So happy to have discovered this program and grateful for the chance to meet other families and socialize. Staff and families are all nice and supportive and nice having guest speakers. Thank you BFL!"

CLIENT QUOTE

SPECIAL THANKS

We would like to thank the Burnaby Public Library, Early Years' Consultant Anita Olson from Family Services of Greater Vancouver, Information Children, Public Health Nurses from the Dental Program and Consultants from YMCA CCRR for their ongoing support and partnership in supporting the healthy development of families and children in Burnaby.

We would also like to thank parents/caregivers and children for their continued trust and support in our programs.

A special acknowledgement to the Family Resource Program staff for never giving up and continuing to serve families and children through some of the most challenging times.

958 unique clients served



14,152 group hours delivered



MORLEY CHILD CARE CENTRE

Morley Child Care Centre offers three licensed programs are offered at our centre: Daycare, Preschool (children between 30 months to five years old) and Out-of-School Care (from Kindergarten to Grade 5). We also have four designated spaces in our daycare program for children of parents transitioning from the Young Parent Program at our Burnaby South Centre. This offers a smooth transition for children and allows parents to continue with their education even after their children turn three.

We believe each child develops at an individual pace and each has unique strengths, interests, personality and ways of learning. Our programs provide an inclusive environment that supports children in meeting developmental milestones and reaching their own full potential through age-appropriate programming.

We are excited to have been chosen as a \$10 a Day ChildCareBC Centre so our parents who need financial support can benefit paying lower fees in all of our Morley programs.

"Staff care and are invested in fostering the growth and development of the children."

CLIENT QUOTE

SPECIAL THANKS

This year we are extremely grateful for the support of the following key partners:

- Morley Elementary School Principal – Lisa Pitt, who collaborated daily with us to build a safe environment for our community
- Morley Elementary School librarian – Marisa Bonar, who donated children’s story books to our programs
- Early Childhood Pedagogy Network – Natsuko Moteji, who continued to provide our staff ongoing professional training in the Early Learning Framework
- The BC Centre for Ability consultant – Lorraine Bascombe, who provided ongoing support of consulting services for children with extra support needs
- The BC Ministry for Children and Family Development, for the Health and Safety Grant that allowed for the purchase of PPE and supplies, and their commitment of funds which allowed us to maintain the health and safety for all children and staff

**51,276 total
service hours**





BURNABY SOUTH CHILD CARE CENTRE

The Burnaby South Child Care Centre provides quality licensed child care for children between eight weeks and three years of age. Our center proudly continues to be a \$10 a Day ChildCareBC Centre.

At Burnaby South our primary focus on the Young Parent program families attending secondary school. In partnership with the Burnaby School District, priority is given to these young families. Young parents are able to bring their child every day to continue focusing on studies.

This year we found ways to work creatively and in partnership with the Youth Engagement Support (YES) worker and the Young Parent program school teacher in supporting the transition back to class for young parents. Our team recognizes the need to support young parents as they graduate from our services and provide transitional support for child care services.

"Staff care and are invested in fostering the growth and development of the children."

CLIENT QUOTE

**34,737 total
service hours**



SPECIAL THANKS

This year we are extremely grateful to the support of the following key partners:

- Farmer's Market Nutrition Coupon Program, our Young Parent Program, who received \$21 a week for 7 months allowing participants to spend on purchasing fresh fruits and vegetables that are in season and grown locally
- Burnaby School District for their continued partnership in supporting young parents and their children
- Fraser Health Authority for their licensing and environmental health support throughout the pandemic
- BC Ministry of Children and Family Development for the extra financial support we received for our COVID-19 Response Plan (Health and Safety Grant) and who also provided care packages for the Young Parent Program with many items for the children and moms
- Supported Child Development at the BC Center for Ability for the support providing resources to staff to support children with extra needs and developing individual plans to meet the needs of the child. Additionally they provided workshops and training opportunities on inclusions and specific child care related topics
- The continued support of our current families who generously donated clothing and shoes



MONTECITO CHILD CARE CENTRE

Montecito Child Care Centre is our newest centre located on the grounds of Montecito Elementary, and serves children between the ages of thirty months to five years old.

We believe children are unique individuals who are capable and independent with different strengths and learning methods. Our program provides an inclusive environment to meet each child's developmental milestones by using their interests and creating age appropriate activities to help each child reach their full potential through Emergent Curriculum.

Staff continuously work together with families with open and respectful communication, providing resources and support to connect them with one another and to the broader community.

In our child care centre we provide an environment for educators to feel safe and confident in learning and trying new things by supporting one another.

This past year we were excited to welcome families into the program for the first time as we had opened our doors in the middle of the pandemic. We are excited to continue getting to know our families and engaging with them more.

SPECIAL THANKS

We want to thank the Government of British Columbia – Ministry of Children and Family Development and the City of Burnaby for the support and funding for this centre. It has helped many families in the area of North Burnaby, who needed child care. We also want to say thank you to Montecito Elementary School in continuing to provide a safe environment for all the children and staff.

"When the educators share details about her day that demonstrate that they really understand who she is and that she is seen and understood."

CLIENT QUOTE

**44,722 total
service hours,
averaging 951
hours per child**





LINC CHILD-MINDING PROGRAM

Our LINC Child-minding program provides quality care in a safe and caring environment for children while their parents or guardians participate in Language Instruction for Newcomer to Canada (LINC). The licensed child-minding program has been delivered by BFL since 2011 and offers services to children from 18 months up to six years (school age). Various learning opportunities are provided to support the early learning and development of children of immigrant families. The program values cultural diversity and aims to increase the family's knowledge of children's health and development, community resources and opportunities for family networking and advocacy.

The learning and growth of each child and the smooth adjustment of the family into their new communities is important and valuable to the LINC Programs.

"My kids has been always scared to be with anyone but parents, since they went there and they become more social and better active in playing."

CLIENT QUOTE

Burnaby Family Life is partnered with two different agencies for the LINC Child-minding Program: the Burnaby School District and MOSAIC. This program is delivered at three locations: Brentwood Learning Centre, Edmonds Resource Centre and Windsor Adult Education Centre; with the Windsor location providing programs in two rooms.

SPECIAL THANKS

Special thanks to all children and families for all your support during these unprecedented times. We were able to provide services to our families and staff safely. We are also very grateful for the hard work, commitment and dedication offered by staff.

**Served 162 children
speaking 21 different
first languages
representing 19
different countries**





CHILDRENS PROGRAMS

The Children's Program provides quality care for children ages 18 months to 12 years for parents and caregivers participating in different BFL programs. The Children's Program enhances growth and development in children by providing a sensitive, nurturing environment through play-based activities. We believe that all children are entitled to safe and healthy child care that encourages their physical, emotional, social, intellectual, and cultural development, respects diversity and supports their families.

Children's Programs normally include child care for 14 different adult programs at four BFL locations, however, this year since adult in-person groups were offered virtually for the first two quarters, we were unable to offer child care for these participants.

As service delivery shifted to virtual programs in the beginning of the year, our Children's Program adapted, demonstrating staffs ability to modify and create new opportunities for families.

"Being able to interact with program facilitators instead of watching live streams or pre-recorded programs. I can see that staff spend time to prepare and plan lessons that are shared with families before the session. That is much appreciated."

CLIENT QUOTE

We created virtual, outdoor and in-person programs so that we could continue to engage and reach out to the children and parents/caregivers in meaningful ways.

We are proud of the flexibility and resilience of our staff as they recognized how important these programs were for families. Services, as a result of staff dedication, continued to be offered, providing a safe, connected and nurturing places for families.

Our programs and efforts continued to support the social, emotional, physical, language and cognitive abilities of children and promoted messages of positive mental health and creative ideas for learning through play.

SPECIAL THANKS

We are grateful to our funder Ministry of Children and Family Development for their flexibility and willingness to support the adapted programs.

Children represented 23 countries of origin with 27 different first languages





MOVING AHEAD PROGRAM

Moving Ahead is a program designed to support Government Assisted Refugees and the vulnerable immigrant population that face significant barriers to settlement and integration in Canada. Program eligibility is based on immigration status, complexity, and severity of the client's barriers to settlement. The program aims to empower vulnerable immigrants through intensive one on one case management and offers a variety of education and support programs to help them overcome settlement and integration barriers and move towards achieving their settlement goals.

Despite disruptions to many in person services due to the pandemic the Moving Ahead Program Case Managers provided uninterrupted services to their clients. Case managers provided individual training to clients with low computer and English language literacy so that they could access essential services, such as banks and medical services during the pandemic. Case managers also interpreted and helped clients to understand and follow all essential COVID-19 health and safety protocols to remain safe and healthy.

SPECIAL THANKS

A thank you to Dipesh Shah for continuing to volunteer his time to file income tax for all our clients.

A special acknowledgement to the Moving Ahead Program case managers for their dedication and determination in supporting, serving, and advocating for some of the most vulnerable people in our communities.

"The positive feedback we received from our clients is testimony to the exceptional work put in by the case managers and an acknowledgement of our efforts to provide meaningful and timely support and services to some of the most vulnerable people in our community as we faced another challenging year with the pandemic."

STAFF QUOTE

**63% of clients
have been in
Canada for less
than one year**





PRENATAL SERVICES

The Pregnancy Outreach Program offers prenatal services to promote positive health and wellness with at-risk pregnant women through education and support in a safe and inclusive environment. The program serves women in crisis and struggling with multiple barriers such as being new to Canada, low income, social isolation, anxiety, depression, food security issues, and varying situations of abuse. We strive to improve mother and infant health, foster social and community networks, and empower women to their fullest potential. This program is delivered through continuous care in group and one-to-one sessions, encouraging an inclusive and non-judgmental environment.

We are proud to have offered uninterrupted service during the pandemic. Accessibility to services and technology was a factor in reaching women early in the pandemic. We saw that as we shifted our service model, our reach into community depended. With closed borders and limited immigration, we saw an increase in Canadian-born women attending our program. We also saw a rise in working women who had the flexibility to participate virtually during work hours. Despite immense challenges put forth by the pandemic, this year we made significant gains and were able to provide our women more items than ever.

SPECIAL THANKS

We would like to give a special thanks to many organizations that went above and beyond to support the program this year: BCAPOP, Pro Organics, Farmers Market Nutrition Coupon Program, Burnaby Life Quilters, Baby Go Round, the Greater Vancouver Food Bank, Caring Hearts, BCCA, Save-On-Foods, Burnaby Primary Care Network, Burnaby Neighbourhood House, ISSofBC, Pacific Spirit Quilters Guild, Burnaby Senior's Knitting Group, Family Services of Greater Vancouver, Soap for Hope, Anonymous Basket Builder, Yellow Pages Burnaby, Lussobaby, Reylan D. Wood & Co, Brock Floral Studio, West Coast Seeds, and several independent donors. We are grateful to have had guest organizations facilitate educational sessions at our groups and our fantastic volunteers for their commitment to the women and families we serve.

"I loved all info I got about a variety of topics. I definitely felt more prepared for the birth and taking care of baby. It was really nice to feel like a part of a community especially during this pandemic. It was also great to be able to reach out to someone with any questions I had."

CLIENT QUOTE

87% of participants born outside of Canada





POSTNATAL SERVICES

Postnatal Services offered through the Pregnancy Outreach Program promote positive health and wellness with at-risk pregnant women through education and support in a safe and inclusive environment. The program serves women in crisis and struggling with barriers such as being new to Canada, low income, social isolation, anxiety, depression, food security issues, and varying abuse situations. We strive to improve mother and infant health, foster social and community networks, and empower women to their fullest potential. This program is delivered through continuous care in group and one-to-one sessions, encouraging an inclusive and non-judgmental environment.

Our postnatal women often share the feeling of belonging, safety, and support they get from our groups – that it feels like a family. It is the highest compliment of success we can get, especially during the pandemic when challenges were amplified in a vulnerable population. The team works tirelessly to ensure that every group session feels warm, inviting, and safe regardless of a person's background, religion, or life experience. The positive effects of these actions show every year in the client feedback.

SPECIAL THANKS

We would like to give a special thanks to many organizations that went above and beyond to support the program this year: BCAPOP, Pro Organics, Farmers Market Nutrition Coupon Program, Burnaby Life Quilters, Baby Go Round, the Greater Vancouver Food Bank, Caring Hearts, BCCA, Save-On-Foods, Burnaby Primary Care Network, Burnaby Neighbourhood House, ISSofBC, Pacific Spirit Quilters Guild, Burnaby Senior's Knitting Group, Family Services of Greater Vancouver, Soap for Hope, Anonymous Basket Builder, Yellow Pages Burnaby, Lussobaby, Reylan D. Wood & Co, Brock Floral Studio, West Coast Seeds and several independent donors. We are grateful to have had guest organizations facilitate educational sessions at our groups and our fantastic volunteers for their commitment to the women and families we serve.

"Feeling a part of a new mom group and a part of a community. Being able to ask questions and get info from knowledgeable sources."

CLIENT QUOTE

84% of participants born outside of Canada





HEALTHY CARE PREGNANCY PROGRAM

In the summer of 2020 Burnaby Family Life became the host agency for a new pilot project called the Healthy Care Pregnancy Program (HCPP) as Burnaby Family Life has a long-standing relationship with the community as the providers of the Pregnancy Outreach Program in Burnaby and New Westminister.

The objective of the program is to support women with a history of, or who are currently using, substances and are pregnant or up to 7 months postpartum, providing them with wrap-around support in-home, community, and acute care settings. Common themes for support areas were housing instability, interpretation of communication and advocacy with ministry meetings, food and resource accessibility, and mental health and recovery struggles.

The success of the program primarily comes from its flexibility and its main goal of being client-centred. With this framework, we have successfully supported families in getting housing, reuniting with their cultural history or traditions, and feeling better about themselves through mental and emotional support.

SPECIAL THANKS

We would like to thank both the Provincial Health Services Authority for funding the project and the BC Association of Pregnancy Outreach Programs for their administration of the project and funds. We are proud to offer this program and are pleased to say the funding has been extended until March 2023. Community partners and potential referring agencies have well received the program, and for this, we thank them. A huge thank you to our dedicated staff that help support women and families and promote the program in the community.

Goals that the program include:

- **promoting and maintaining mother-baby togetherness**
- **increasing support for parenting**
- **breastfeeding**
- **improving overall wellbeing**
- **empowering women who are enrolled to make the best decisions for themselves and their baby**

"I felt so supported and grateful for the emotional and physical support."

CLIENT QUOTE



COUNSELLING SERVICES

PREVENTION, EDUCATION, ADVOCACY, COUNSELLING AND EMPOWERMENT (PEACE) program is an intervention and prevention program for children and youth, ages three to 18, who witnessed domestic violence and abuse. The goal of the program is to help children and youth heal from the trauma they have experienced and to interrupt the cycle of intergenerational abuse.

This year our individual counselling service was full in both the PEACE and YEA program. We were able to offer our services in-person, or remotely via telephone and on-line counselling. This school year we offered Open Art Studio at Burnaby Youth Hub. This way we were able to serve vulnerable youth in our community.

**2729 direct
counselling service
hours provided**



SPECIAL THANKS

We are grateful to have had volunteer support of practicum student from the Adler University who helped us with our individual and group clients.

STOPPING THE VIOLENCE (STV) Counselling service provides free individual counselling and therapy groups for women who have experienced abuse (i.e., physical, sexual and/or emotional, including witnessing domestic violence in childhood). The mission of the program is to educate, support and empower women, so they may heal from the impacts of trauma and lead healthier and more productive lives.

This service area provides individual counselling and a range of therapy groups: Discovery and Empowerment through Art Therapy, Adult Survivors of Sexual Abuse (Phase 1 – 3) and Mindfulness for Survivors. Master's level psychotherapists and practicum students facilitate these services. All programs provide violence, gender-informed and women's-centered psychological care to ensure that women feel safe and empowered. This year we ran Mindfulness for Survivors group based on yoga and mindfulness exercises, conducted one art-based therapy group and three phases of Adult Survivors of Childhood Sexual Abuse (ASSA) group. Groups have been successfully delivered remotely and in-person. We continued to communicate and network with other agencies, and we widely advertised our service.

"Having someone offer a safe place for my children to go weekly to express themselves, learn, just feel good and happy has been great. It has been a consistent support system."

CLIENT QUOTE

BFL IN THE COMMUNITY

Burnaby Family Life envisions a healthy and inclusive community where individuals and families can thrive and we value our leadership role in Burnaby when it comes to supporting newcomers. We have worked very hard, for many years, to hire a staff team that represent the cultural diversity of Burnaby. Collectively our staff speak more than 35 different languages and we have adapted programming to reflect the municipality's cultural diversity.



We were honoured to receive the award of excellence for “Not For Profit Organization of the Year” for 2021 from the Burnaby Board of Trade and City of Burnaby. This is even more meaningful as we celebrated our 50th year of service to the community in 2021.



BURNABY COMMUNITY ACTION TEAM

It has now been five years since the province first declared a public health emergency on April 14, 2016, due to the rising death toll of the opioid crisis. As the opioid crisis continues to grow, the Burnaby Community Action Team (BCAT) comprised of 40 organizations and Peer Workers build community awareness, decrease stigma, provide harm reduction, and provide Naloxone training for Burnaby residents.

The BCAT group is a diverse group of community partners, rooted in peer involvement and dedicated to filling the needs in the community. The peers themselves bring a type of experience to the BCAT group no schooling could teach a person, through lived experience some of us have been homeless and most of us have been through the nightmare of addiction ourselves, we start off volunteering and work our ways up to peer support roles setting up cooling stations in the summer, harm reduction and outreach all year round, prepared to help anyone that may need support even if it's just a simple conversation we are here to listen. We help build connections to the community through awareness and events like this letting y'all know we're a bunch of people from all walks of life that our trying our best to make a difference within our community to leave behind a positive impact. People affected by overdose could be our neighbours, uncles, daughters, sons, brothers sisters, co-workers, a broad spectrum of people! Overdose mostly affects men in the prime of their life, but we are losing women in our community also, Overdose continues to mostly occur indoors, not just people who are homeless. Stopping the stigma is critically important, and Language Matters!

People are people. Connections to each other are important. Reduce stigma by check in with each other.



BURNABY INTERCULTURAL PLANNING TABLE

The Burnaby Intercultural Planning Table (BIPT) continues working towards the goal of making Burnaby a welcoming and inclusive community. 2021-2022 was an incredibly active and successful year for the BIPT. This was the second year of the five-year grant funded by Immigration, Refugees and Citizenship Canada, to continue working towards the goal of making Burnaby a welcoming and inclusive community.

Our dedicated Employment, Intercultural Connections, Cultural Representation & Civic Engagement, and Access to Information & Services Working Groups focused on the table's priorities throughout the year and were very active in hosting several events to meet the needs of newcomers and garner better engagement with all residents in Burnaby. These events range in topics but all have a goal of encouraging cultural diversity and cross-cultural understanding in Burnaby,

This year the table also began an in-depth research project for understanding and dismantling the impacts of racism on Black and racialized communities in Burnaby is ongoing. For this research and the previous funding received from IRCC, Multiculturalism, SFU, we received Canadian Heritage funding. This work will be finished by March 2023. We also received additional Service Delivery Innovation funding from IRCC to develop a Community Based Planning model for settlement services. This project will end by March 2024.

The Immigration Advisory Council welcomed three new members to the council from India, Syria, and Afghanistan. One of the council's on-going goals is to increase its membership and so having a few new individuals who represent the diversity in Burnaby and who come from different countries, occupational backgrounds, skills, and knowledge, was an accomplishment for the team.

A big thank you to all our table members for their support and thank you to the residents of Burnaby for their support and participation. The BIPT is proud to serve its community, ensuring that it is welcoming, inclusive, supportive, and safe for all.



BURNABY TOGETHER

The Burnaby Together Coalition was formed as part of the provincial government's Organizations Against Racism and Hate (OARH) program established in 2001 was designed as a community driven initiative and primarily focused on regions outside the Lower Mainland. In 2020, the program was restructured as Resilience BC – End Racism and Hate. The Resilience Hub supports the network of 40 spokes (local groups in each municipality) and the conveners working on faith-based hate, Asian Racism, and black racism.

2021-2022 was an active year for Burnaby Together. Several events and sessions were hosted virtually, due to the ongoing health restrictions brought on by the COVID-19 pandemic. Thanks to the Resilience funding, we partnered with the Burnaby Local Immigration Partnership, to host several sessions.

We are thankful to the City of Burnaby who provided funding to conduct an Environmental Scan that identified existing services available both locally and regionally and identified gaps in services. The Environmental Scan also aided in updating the existing protocol and helped create a two-page immediate response protocol for individuals. We would like to thank our table members for their contributions and active participation, as well as the community members who have fully supported the work.

Thank you to everyone who participated in our events as panelist, moderators, hosts, presenters, volunteers, and other roles. We appreciate their support and the role they played in helping Burnaby Together have another successful year. As we emerge from the impact of COVID-19, our work is critical in ensuring that our community is inclusive, supportive, and safe for all.



BURNABY TOGETHER
COALITION AGAINST RACISM AND HATE

INNOVATIVE PROGRAMMING

In July of 2020, BFL allocated funds to expand and deliver new and innovative programming projects. Staff had the opportunity to submit a proposal outlining project ideas and two were selected to move forward; Women Driving Their Future and Doula Support for Vulnerable Women.

Women Driving Their Future

The Women Driving their Future completed two classes in 2022. The program accommodated 22 students in both terms and so far, 40% of participants have obtained their driver's license. This program empowered women in many ways, including increased employment opportunities.

"As a new immigrant, Women Driving Their Future Program at Burnaby Family Life empowered me to learn driving, improve my living and be financial independent..."

"By obtaining my license, I am seeing a significant progress in my personal and family goals and helping me to settle and integrate in Canada..."



CLIENT QUOTES

Doula Support for Vulnerable Women

The objective of the program is to support, inform, and advocate for these clients through their labour and delivery to affect their birth outcomes positively. This is achieved by hiring experienced, trauma-sensitive doulas to provide labour and birth support to vulnerable and at-risk birthing women in Burnaby and New Westminister. Research confirms that childbirth is safest when a person feels supported throughout the process. A doula is someone who supports a birthing person during labour in ways that the medical professionals will not.

The women we serve are low-income and may have a history of substance use, war trauma, experienced abuse, or mental health challenges. Many were having their first baby in Canada and were completely new to the Canadian health care system. The doulas of the program helped create culturally safe spaces for moms, including those who are Indigenous, Muslim, and from all around the world.

"I felt so supported and grateful for the emotional and physical support..."

"She stayed with me and made me feel safe."



CLIENT QUOTES

RESPONSIVE PROGRAMMING

We continue looking at the needs of the community to adapt and innovate our programming, with a mission to educate, support and empower children, families, and individuals.

SUMMER CAMP

The Summer Camp Program provides summer care for children ages five to ten. This program offers weekly themes for participants and include weekly outings with special events. Families are able register on a weekly basis to suit their needs. We are excited to add additional locations in the coming year.

"BFL was really helpful. I couldn't take anytime off and they were there for me the entire summer. Thank you!"

CLIENT QUOTE



YOUR DONATION MATTERS...



Burnaby Family Life envisions a healthy and inclusive community where individuals and families can thrive and your donation can impact the local community tremendously and support those who need it the most.

Donations provide stability within our programs to serve vulnerable families in Burnaby. Give today, either as a one-time gift or as a monthly supporter and immediately make a difference.



Thank You

We want to thank our dedicated volunteers who supported Burnaby Family Life this past year, volunteers are essential in creating and maintaining strong communities. Burnaby Family Life relies on volunteers, and they are an important part of the organization.

We would like to give a special thanks to our volunteer board members. Burnaby Family Life's Board is made up of a group of very dedicated volunteers who are leaders in their respective professions, as well as in the community. Their passion is infectious and their dedication is greatly appreciated.



JERRY CHEN, CHAIR
NEVIN LAU, VICE CHAIR
JASON WELCH, TREASURER
RUTH HUANG, SECRETARY
BALJIT LALLI, DIRECTOR
EVA LEWIS, DIRECTOR
TANYA VALOIS, DIRECTOR

We say goodbye this year to Nevin Lau as he has reached the end of his term serving on the board at BFL. During his time on the board Nevin served not only as a Director, but also Treasurer, Vice Chair and Chair where his contributions for the last six years have been invaluable.

Nevin has generously provided his time, knowledge skills and enthusiasm to make BFL a successful organization. We know that Nevin's dedication to the organization and community will continue. Thank you Nevin!



We want to thank our funders and all community partners that helped support the agency this past year. In addition to the many community supporters, we also want to thank our regular monthly donors and members for their contributions.



BECOME A MEMBER TODAY...

For an annual minimum contribution your membership is an endorsement of our work, a meaningful way to recognize the value of what we do. It's your way to encourage us to keep developing and delivering life-changing programs and services that contribute to making Burnaby a great place to call home. Learn more about becoming a member today!

<https://www.burnabyfamilylife.org/membership>





**BURNABY
FAMILY LIFE**
A PLACE TO GO... A PLACE TO GROW!

Contact us.

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Burnaby Family Life operates on ancestral and unceded homelands of the hə́ŋqəmińəń and Sḵwəxwú7mesh speaking peoples. We are grateful for the opportunity to be on this territory.