



2019 Annual Report

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About Britannia



Britannia Community Services Centre Society originated out of 1970s cooperative community action. Local citizens and various civic agencies created the organization in 1974 to coordinate and integrate a wide range of human services to meet the interests and needs of residents. The Centre had its official opening in June of 1976.

Britannia Community Services Centre Society operates as an independent agency from other City services. Through a locally elected Board of Management, the non-profit society provides a leadership role in developing and facilitating recreation, arts, social, library, and education services to the neighbourhoods of Grandview-Woodland and Strathcona, including the Downtown Eastside. The Society functions under the British Columbia Society Act and is governed by a Board of Management made up of 14 elected members and 3 appointed members from our partner agencies: the Vancouver School Board, the Vancouver Public Library, and the Vancouver Board of Parks and Recreation.

In collaboration with the City of Vancouver, the Vancouver Board of Parks and Recreation, the Vancouver Public Library, and the Vancouver School Board, the Society manages an 18 acre site that includes a pool, an ice rink, a fitness centre, a boxing ring, gymnasiums, meeting rooms, a public library, a teen centre, a 55+ centre, childcare facilities, an elementary school, a high school, the ʔwəlxwəwən ct carving pavilion, and multipurpose facilities.

Board of Management 2019 - 2020

Executive Committee:

President: Scott Clark
Vice/Acting President: Ingrid Kolsteren
Acting Vice-President: Pamela Dudas
Treasurer: John Flipse

Executive Members: Vera Jones
Freya Kristensen

Directors: Susanne Dahlin
Annie Danilko
Farren Gillaspie
John Morra
Craig Ollenberger
Andrew Phillips
Naina Varshney
Emily Vickery
Li Mei Yip

Staff Rep: Jane Stanier

Partners:

Vancouver Public Library
Vancouver Park Board
Vancouver School Board
Community Education Coordinator

Megan Langley
Peter Odynsky
Alec MacInnes
Ron Scott

Senior Staff:

Executive Director
Manager of Administrative Services
Manager of Child Care

Cynthia Low
Jeremy Shier
Jacky Hughes

Liaisons to Britannia:

Vancouver School Board

Vancouver Park Board

Carmen Cho
Barbara Parrott
Stuart MacKinnon

Honourary Board Members:

Michael Clague, Maurice Egan, Thelma Lindsay, John Minichiello, Margaret Mitchell, Gwen Giesbrecht

Society Objectives

1. Develop and encourage new arrangements for coordination and integration of community services provided by a variety of agencies and individuals.
2. Provide a centre for social action, a place where people meet to discuss the local area and neighbourhood problems and work together to solve them.
3. Advocate and support Reconciliation in collaboration with Indigenous peoples within the mandate of the Centre and in the context of historical, social, and systemic inequities for Indigenous peoples.
4. Maintain effective two-way communication between the Centre and the community, both to ensure constant awareness of community needs, and to inform local citizens on the availability of programs and services.
5. Provide means of community involvement in the development and delivery of all programs with which the Centre is associated and thereby making such programs responsive to changing needs.
6. Provide local citizens with access to all programs and services in the Centre.
7. Sponsor, and where necessary, operate programs and services in the community.
8. Ensure that the necessary staff and facilities are available to achieve the above.

Mission & Vision

Vision & Mission

Our dream:

The wellbeing, sense of belonging, joy, and empowerment of everyone in our community.

To realize our dream:

We are stewards of spaces that support social connection, creativity, recreation, reconciliation and the realization of the full potential of people and communities.

In partnership with our communities, we create integrated programs, services, and opportunities on the unceded territories of the xʷməθkʷəʔəm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətaʔ / səliłwiltulh (Tsleil-Waututh) Nations.



Message from the Acting President

Vision Statement

Our dream:

The wellbeing, sense of belonging, joy, and empowerment of everyone in our community.

This vision couldn't be more relevant at this time. The past year and a half has really highlighted the strengths and stresses of our community, especially for those most impacted by the pandemic. Although our May AGM was postponed and the goals and plans we were working on were abruptly interrupted by the COVID-19 pandemic, the needs and activism of our community were clarified and amplified. Even while Britannia closed many facilities and focused on our COVID-19 response, the Board continued to meet to ensure governance and service continued.

Board Activities

- **Strategic Planning.** After months of planning, our 2020-2024 Strategic Plan passed in February 2020. It is currently being reviewed to ensure it's consistent with COVID-19 conditions.
- **Renewal-Planning and Development.** The City is committed to proceed with the first phase of the Renewal — a rezoning application and development of the pool building.
- **Reconciliation in Action.** We supported a number of amazing events in 2019, including the Mother's Day Traditional Pow Wow and a Reconciliation in Action event. Through our 2020-2024 Strategic Plan, we are committed to anti-racism and anti-oppression work through organizational change, staff training, and supporting community programming. We reestablished an Anti-Racism and Anti-Oppression statement and committee to further this work in a meaningful way.

Britannia's COVID-19 Response

- As of March and after some technical challenges, we adapted and began holding remote board and committee meetings. The SEA (Seniors, Elders and Advocates) Committee members were some of the first to meet via Zoom.
- June saw our first National Indigenous Day Spring Solstice Coffee House on Zoom.
- Volunteers and staff have contacted over 1500 people for weekly check-ins, connecting with seniors and youth in our community.
- In partnership with the Grandview Woodland Food Connection, volunteers have delivered over 3500 food hampers to households in our neighbourhoods. We process and deliver up to 800lbs of food every day. Volunteers have contributed over 5000 hours in the past year.
- Britannia was one of the first to offer child care to children of frontline workers.
- We quickly adapted and developed safety protocols to offer summer day camps to over 150 kids.

Thank You

Britannia's COVID-19 response would not have been possible without the incredible commitment and energy of our wonderful volunteers, staff and board members. **Thank you** all so much for your dedicated ongoing work. We have become increasingly aware of how much work needs to be done. And yet we are inspired by the people in this vital, strong, and supportive community. It is a privilege to be part of the Britannia community.

Sincerely,

Ingrid Kolsteren
Acting President

Anti-Racism Statement from the Britannia Board

Britannia is located on the unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Selilwitulh (Tsleil-Waututh) Nations, and we hold the heritage of these lands close in our everyday work. We aim to embrace Indigenous values and practices and are committed to reflecting Indigenous protocols, beliefs, and ways of being in our work. We thank those who came before us and who have guided our learning.

Dear Britannia Community,

Racism has no place at Britannia, in our community, or outside our doors.

The anti-Indigenous, anti-Black, and anti-Asian racism that has been recently portrayed in the media is not new; it's on our streets, in our neighbourhoods, and embedded in the way we live. We are saddened, pained, and outraged by the on-going racism and violence that Black, Indigenous, Asian and racialized communities face. We write this statement today in solidarity with these communities as well as anti-Indigenous racism, Black Lives Matter, and all anti-racism activists here and everywhere.

We write this statement as our re-commitment to combating systemic racism in and outside of Britannia Community Services Centre.

And we write this statement knowing that we still have much to learn. We have made mistakes. We have missed opportunities. We have left folks behind.

We strengthen our resolve to being a place for the community to gather and develop collaborative solutions to community issues. Britannia exists today because a group of youth and concerned citizens came together to address the needs of the community. We are a testament to the power a community wields when it comes together.

Join us to create an Anti-Racism and Anti-Oppression Committee. We ask all interested community members, advocates, and knowledge keepers to work together to reflect on the harm we have done and act to prevent harm in the future. We need to have a better understanding of the mistakes we have made and continue to make in order to make meaningful and lasting change. How can we transform into a community where no one is left behind?

We have much more work to do as we change who we are to become who we want to be. We invite you to grow as we grow and continue our work towards making our spaces safer and welcoming to all.

The first two meetings of the Anti-Racism and Anti-Oppression Committee will take place on September 2, 2020 and October 7, 2020 at 6:00pm via Zoom. Future dates to be decided. For the Zoom meeting links, please contact britanniac@vancouver.ca.

Sincerely,

Britannia Board of Management



The “Weaving Our Community Together” mural by Hazel Bell-Koski and the Britannia community (Oct 2018) with guidance from Squamish cultural teacher Wes Nahanee.

One hundred and thirteen people, ages 3 to 80, made a mark on this wall—from dots to horses, and raindrops to huckleberries. Elders, teens, children, families, Coast Salish, Anishinaabe, Cree, Latino, Italian, LGBTQ2IA+ community members, and all different abilities. Our theme for the project was “All Our Relations”.

Embedded in the mural are many stories and teachings.

Message from the Executive Director

At Britannia we believe that every resident in our neighbourhood should have a chance to thrive and contribute to their communities in whatever way they choose. In 2019, we brought staff, volunteers and residents together to discuss how we can support and inspire people to create the communities they want. Our Britannia 2020-2024 Strategic Plan is a map that will help us provide opportunities for grassroots leadership and community-based decision making in an environment where diverse perspectives are valued.

The process to develop the plan was extremely gratifying and exciting, as well as a reminder of how important it is to gather to share and listen. We learnt about each other and from each other and we passed on our passion for our community. Individuals voiced their positive and negative experiences and we took the risk to share our ideas and aspirations. Together we created Britannia's 2020-2024 Strategic Plan and together we are determined to bring the plan to life.

Sincerely,

Cynthia Low
Executive Director

Message from the Manager of Child Care

The Britannia Child Care Hub is made up of the Britannia Preschool and Out of School Care, Eagles in the Sky Daycare and Out of School Care, Grandview Terrace Daycare and Out of School Care, and the Mount Pleasant Toddler and Day Care programs. We provide over 250 licensed spaces and oversee over 50 regular staff and 30 auxiliary staff.

2019 Highlights

- The Britannia Child Care Hub focused on the implementation of the Society's strategic plans.
- We redeveloped the Hub's policies and procedures manual.
- In May of 2019, Britannia provided training for educators on Indigenous cultural awareness and reconciliation for children 3-5 years of age, as well as the new Early Learning Framework.
- In December of 2019, the Child Care Hub collaborated on the hiring of Jacky Hughes, the new Manager of Child Care Services.

2020 Updates

As the COVID-19 pandemic began to unfold, the Britannia Child Care Hub stepped up to provide child care for parents in our community who work on the frontline. With the implementation of the provincial Temporary Emergency Funding via the CCOF Program and federal government financial supports, we have been able to provide families with fee reductions, and our educators with wage enhancements and increased professional development funding. As we move into the fall and winter months, we are working on ensuring the health and safety of our educators, children, families and community during the pandemic, while continuing to provide meaningful care and learning environments.

Sincerely,

Jacky Hughes
Manager of Child Care Services

Message from the Community Recreation Coordinator



Volunteers at a Garden Wok Party.

The goal of Britannia's Recreation Department is to provide high quality programs that are accessible, responsive, inclusive, and meet community needs.

2019 brought new vigor and enthusiasm to the team with a number of new faces. We have a new Pool Programmer, a new Weaving Our Community Together Coordinator, a new Mother's Day Traditional Pow Wow Coordinator & Reconciliation in Action Coordinator, a new Community Arts Programmer, a new Maintenance Technician and a new Communications Assistant. All come with a great deal of experience and ability and have proven already to be valued team members.

Major Accomplishments

Our programming in 2019 made some big strides:

- Our 55+ Centre members and staff introduced more free programs, including popular Drum Making Workshops.
- The Stone Soup Festival continued this year with approximately 2000 attendees.
- Wild Minds had the most successful year yet, bringing youth mostly from Streetfront and Outreach to explore, learn, play, and work in the beautiful Strathcona and Cottonwood Community Gardens.
- Kith and Kin has been a remarkable success with "tech-café" style workshops for Indigenous participants to use historical documents to trace their family histories.
- 2019 marked the return of the Mother's Day Traditional Pow Wow at Trout Lake, after an 11-year hiatus. The event drew crowds of over 5000 people throughout the weekend, including hundreds of dancers, over 60 vendors, a free community feast for 1000 community members, and traditional community giveaways.
- We added an afterschool Swim to Survive program in partnership with Ray-Cam, consisting of 12 after school lessons for children who wouldn't normally get the opportunity to take classes.
- The Britannia Rink had a complete rebuild of the mechanical systems and is now much more efficient and safe.
- 2019's RIA event featured activities for all ages, an Indigenous art market, cultural performances, interactive art tables, information booths and a community feast.
- The Teen Centre got a facelift and deep cleaning, allowing us to better utilize this great space.
- We hosted multiple power weekends, workshops and community events with our Girls Who LEAP program for over 120 young women. In 2020 we hope to launch the young men's version, Boys Who DARE.
- Funseekers Daycamp was extremely popular, serving upwards of 80+ children every week during the summer, winter, and spring breaks. The Leisure Access Program (LAP) and our own Britannia Subsidy were instrumental in enabling our community to access care and programming for youth during the breaks; many would not have participated in camps if not for those programs.

Sincerely,

Peter Odynsky
Community Recreation Coordinator

2019 Highlights

Strategic Planning

Our major accomplishment in 2019 was to develop our 2020-2024 Strategic Plan. Through the planning process we had the benefit of hearing from our staff, volunteers and community members. The information they provided contributed to the plan, but we were also able to take feedback and comments to apply immediately.

The planning process reminded management and the Board how creative, passionate and thoughtful our staff are in their work at Britannia. Many of our staff members also live in the community and contribute to the quality of life of their neighbours and the vitality of the neighbourhood.

In light of the COVID-19 pandemic, the board is currently reviewing and updating the Plan to ensure it's in line with new priorities. The current report is available online at britanniacentre.org/strategicplan.

Our Staff

After a number of years with vacant positions and staff off on leaves, we now have a full team with a number of new staff in leadership roles. 2019 was all about bringing the new team together and gelling with common goals and purpose.

Of note, staff and the community came together to help Britannia re-vision and develop a strong Strategic Plan that will carry us forward into the next decade. We worked together with the Park Board maintenance team to rebuild the Rink's mechanical systems to be safer and more efficient than ever before. Our youth team mobilized to operate the Britannia Emergency Warming Centre at 1739 Venables for 30+ nights during January-March of 2019, and well as three nights in November. Our Warming Centre provides low-barrier overnight respite to homeless and marginalized people during Extreme Weather Responses, as well as snacks and coffee and referrals as needed. Twenty or more patrons attended nightly. Our team also worked together to improve and refine on-site communications and Occupational Health and Safety. Having a strong and dedicated team made all of these accomplishments possible.

Acknowledgements

Congratulations to Jessica Savoy and Lindsay Grant who went off to the BC Indigenous Youth Intern Program. We hope they will take what they have learnt here at Britannia to all of their future endeavors. In turn, they contributed to our capacity as a team and made an impact to our development as an organization.

After 16 years as the Special Events Coordinator, Katherine Polgrain announced her retirement for 2020. Her tireless efforts to create engaging and free arts-based events during her years of service for the community are greatly appreciated. We wish her all the best in future endeavors.

We would also like to extend special recognition to Wally Tarrant and Rocco Cillo who have been with us for over 25 years. Our staff are truly our greatest resources and change agents.



Stone Soup Festival, 2019.



Kailani Austin (Squamish and Dakelh Nations) from *Girls Who LEAP* program.



REDress Day.

New Staff

Marie-Louise Beesley

Joining the Britannia team in October 2018, Pool Programmer Marie-Louise Beesley completed her first full year of programming at Britannia in 2019. Marie-Louise has been a certified aquatic professional for over 33 years. She has worked at most of Vancouver's pools (indoor and out) and beaches. Marie came to Britannia after being heavily involved in the set-up and opening of Hillcrest Pool and is looking forward to using that experience to help with Britannia's upcoming Renewal. She also is an avid long distance open water swimmer.

Daniel Cook

We welcomed current staff member Daniel Cook into a new role as the Weaving Our Community Together Coordinator. Daniel comes from the Nisga'a and Huu-ay-aht Nations. He grew up in potlatches and canoes. Much of his education and work has been in creating safe spaces for Indigenous peoples to come together to share culture, stories, food, and most importantly, laughter. He hopes to do the same with Weaving Our Communities Together, and is thankful to be able to sit down and listen to the many seniors and Elders of Britannia Community Services Centre — kleco kleco ("thank-you" in the Nuu-chah-nulth language spoken by the Hu-ay-aht Nation).

Teka Everstz

Mother's Day Traditional Pow Wow Coordinator and Reconciliation in Action Coordinator, Teka, joined the team in April 2019 — mere weeks before the Mother's Day Traditional Pow Wow. In those few short weeks, Teka pulled off a massive event attended by thousands of people from all over Turtle Island (North America). Teka Everstz is a proud member of the Kanien'kehà:ka people, from the Mohawk Nation Territory of Kahnawake. Joining Britannia, he brings over 22-years of experience in managing multiple, complex projects with a background in cross-cultural community capacity-building and a proven record of success in socioeconomic development initiatives.

Jacky Hughes

Jacky has been an Early Childhood Educator for 23 years, both as an educator working with children and in a leadership role, alongside many inspiring educators. She is passionate about early care and learning and is committed to the continued advocacy of children, families and educators. Jacky is excited to be joining the team at Britannia Community Services Centre and is looking forward to focusing on building new relationships and increasing her knowledge of the background, histories and current needs of this community.

Fraser McElroy

Our new Sports Recreation Programmer started on December 18, 2018. Fraser, a born and raised Vancouverite, has been with the Parks Board for over 15 years with time at Roundhouse, Creekside, Renfrew, Hillcrest, Hastings, Mount Pleasant, and now at Britannia. An avid recreational sports player, Fraser plays on two local softball teams (Trout Lake and Woodland).

Bea Miller

Our new Community Arts Programmer joined the team in September 2019. A born-and-raised Vancouverite, Bea brings over 10 years of experience from the community non-profit world including: developing and delivering arts programs, administering community services, creating community-engaged art, and planning festivals and events. Her passions include eco-art and textile-based crafts, as well as cycling, gardening, and swimming.

2019 Highlights

Walter Ramos

Walter comes to us with a great deal of experience and knowledge in pools and rinks after a number of years at the West End Community Centre, Killarney Community Centre and the Vancouver Aquatic Centre. Under his leadership we successfully replaced the Rink plant, and upgraded the whole electrical system and the rink boards. His experience and skills are a huge benefit to us at Britannia. Walter is a certified Jiu-jitsu instructor and a keen competitor.

Cyn Williams

Cyn Williams, our Communications Assistant, joined the team in February 2019. Cyn has been doing communications and program administration work in the non-profit world for the last 8 years. As an East Van community member, Cyn is excited to amplify community voices through her work and support all of the amazing programs that Britannia has to offer. Cyn is a goldsmith and dabbles in illustration, painting, bike mechanics, softball, and dodgeball.

Programs



55+ cedar weaving.

55+ Programs

- 55+ Centre members and staff worked toward removing barriers by introducing more free programs, encouraging LAP registrations, and working closely with our partners and other agencies to support and encourage Elders and youth through the lens of reconciliation and community integration.
- Our Drum Making Workshops led by Elder Joe Calder were very popular.
- Elders from our Weaving Our Community Together program participated in the 2019 Elder's Gathering, hosted at the Vancouver Convention Centre.

Arts & Culture

- The Britannia Art Gallery had 12 successful exhibits with a variety of media and topics; approximately 400 participants engaged with the work of over 40 local artists.
- Our Arts and Culture Committee, who are great advocates for community art in our neighbourhood, continued to support and inform ongoing programming.
- Successful events included the annual Stone Soup Festival with approximately 2000 attendees; Artful Sundays with 22 performers, 41 artist vendors, and over 1000 visitors every week; the quarterly Coffee Houses with 20 local performers and over 250 attendees; and the Christmas Craft Fair with 50 artists at 39 tables, and welcomed over 2000 attendees.

Grandview Woodland Food Connection

- FoodFit, our popular 13 week health and wellness program focusing on physical activity and healthy eating, received two-years of funding from Community Food Centres Canada.
- Wild Minds, now in its third year, was our most successful yet. We brought together 14 youth mostly from Streetfront and Outreach to explore, learn, play, and work in the beautiful Strathcona and Cottonwood Community Gardens. In partnership with the Environmental Youth Alliance, this program focuses on supporting connections with urban wilderness.

Kith and Kin

- The Aboriginal Life in Vancouver Society, Northwest Indigenous Council, Vancouver Public Library's Britannia Branch, Library and Archives Canada, and the Indian Residential School Survivors Society started offering "tech-café" style workshops for Indigenous participants to use historical documents to trace their family histories.
- Britannia Community Services Society has supported this endeavour by referring community members to this valuable service, and by promoting it at community events.
- To date, approximately 64 individuals have attended workshops.
- This workshop provides an avenue for hyper-local steps towards reconciliation and restitution.

Latin American Youth Program (LAYP)

- In 2019 the Latin American Youth Program had a significant increase in participants. Youth from all over Latin America attended the program activities and many of them now feel more comfortable accessing programs and activities at Britannia; a number of youth participated in the after school boxing program.
- We formed a Britannia soccer team that participated in the International Soccer Festival in July, held a parenting workshop for Latin American parents, and helped youth get involved with volunteer opportunities.
- Our cooking program, in which we invite community members to come and share their traditional recipes with youth, was very popular.



The LAYP soccer team.



Mother's Day Traditional Pow Wow

- 2019 marked the return of the Mother's Day Traditional Pow Wow at Trout Lake, after an 11-year hiatus. This memorable event garnered significant interest from both local Indigenous community members and community partners alike.
- With such excitement around the Pow Wow's return, the event drew crowds over 5000 people throughout the weekend, including hundreds of dancers, over 60 vendors, a free community feast for 1000 community members, and traditional community giveaways.
- The 2019 Mother's Day Traditional Pow Wow was the largest pow wow in the history of Vancouver.

Pool and Fitness Centre

- We added an after-school Swim to Survive program in partnership with Ray-Cam, consisting of 12 after school lessons for children who wouldn't normally get the opportunity to take classes.
- We increased pool accessibility for families during school closures by adjusting the schedule for holidays and vacations to allow public swimming during the daytime.
- We worked with staff to create a safe environment with consistent and timely response process, and increased staff training by including the Canucks Autism Network (CAN) in our In-service.
- In partnership with the Vancouver Foundation, we continued to offer the Soaire Sankey Memorial Grant of \$1000 to help fund youth interested in pursuing a career in lifeguarding.

2019 Highlights

Rink

- The Rink had a complete rebuild of the mechanical systems and is now much more efficient and safe. We worked with the Park Board rink services team to accommodate the spring, summer, and fall user groups that lost access to the ice during the 3 ½ month closure, and successfully continued running the Britannia Women's Spring Hockey league by moving the program to Hillcrest Ice Rink.
- We continued to build relationships with Rink user groups, minor sport groups, community partners and members through the roll out of new procedures and policies following the re-opening.
- We expanded programming in partnership with CAN to add an additional day of lessons to run concurrently with Britannia's skate lessons. As a result of this side-by-side programming, four CAN participants moved into Britannia Skating lessons in 2019.



The Coastal Wolf Pack dance group.

Reconciliation in Action (RIA)

- RIA is an interactive community event celebrating the diverse cultures in the Britannia neighbourhood. 2019's RIA event featured activities for all ages, an Indigenous art market, cultural performances, interactive art tables, information booths and a community feast. This event took place throughout the main walkways within Britannia Community Centre, with Learning Hubs featuring various partnering organization or business highlighting: health & wellness, food sovereignty, education, and celebration.
- The RIA Committee took on a unique partnership with ALIVE Society and encountered many challenges and many mistakes were made. Britannia will be reviewing how we work as allies with small grassroots groups, individuals and organizations; it demands that we look at our colonial foundation and the systemic barriers to true collaboration and power sharing.

Sport & Fitness

- Micro Footie: We worked with coach Jason Kyle to increase the amount of subsidized registration spots and increased the number of divisions.
- Boxing: Britannia created an accessible recreational boxing program for all. We purchased new equipment to completely re-outfit the boxing gym. Attendance was at an all-time high, with the addition of Out of School Care, women's, seniors' and youth boxing programs.
- Gymnastics: We purchased new equipment, increased the number of registration spots, and added new programs.



Our new 55+ Boxing program was a hit!

Teen Centre

- A fall and winter facelift and deep cleaning took place at the Teen Centre, allowing us to better utilize this great space, make room for existing items, and identify areas of need. We audited all supplies and were able to donate some items to community members with need.
- Shopping for and acquiring new furniture has been a hit with the Teens, who have shown much appreciation. The staff and youth wrote out 'Wish-Lists' for the Teen Centre and we were able to acquire all requests prior to the new year.

Vietnamese Seniors

- We helped low income seniors apply for social assistance and Old Age Security, and find affordable housing through BC Housing and SAFER.
- We coordinated and participated in the Community Volunteer Income Tax program to help seniors and low income families file their income tax returns.
- We collaborated with the Multicultural Family Centre at REACH to organize joint programs, including line dancing and a community kitchen.

Volunteer Program

- The Better Impact platform was rolled out to most of our regular volunteers. Training opportunities were provided on topics such as cycling leadership, Food Safe, and de-escalation training.
- The community volunteer Income Tax Clinic saw historical number of returns in 2019.
- We held two large volunteer appreciation events and organized numerous fun outings and fieldtrips for volunteers.
- The Micro Footie volunteer program remained strong; 173 volunteer soccer coaches were recruited, screened, and trained. Such a feat is a testament to great teamwork.

Weaving Our Community Together

- Our Change of Season Dinner was a big success and included cultural teachings about the Winter Solstice; a youth drum giveaway ceremony; and a Vietnamese, Latin-American and First Nations interactive dance.
- We offered Healing Circle Dinners in partnership with REACH and Drop-In Wednesday Elders Lunches, which welcomed youth and healing work.

Youth Programming

- Off the Grill was back in 2019, serving weekly meals to the community from May to September. It was extremely well received by community members, many of whom would call in weekly to see what was on the menu! The program offers a positive avenue for youth to gain valuable experience working in food prep and customer service, as well as instill responsibility, community development, and ownership of an initiative.
- In partnership with Britannia Community Education and SheValesco, we hosted multiple power weekends, workshops and community events with our Girls Who LEAP program. Over 120 young women engaged with topics such as leadership, social media awareness, personal development, self-confidence building, respect for themselves and others, giving back to their community, connection to elders, and going outside comfort zones. In 2020 we hope to launch the young men's version, BoysWho DARE.
- Britannia youth partnered with the YMCA Community Action Network to create two legacy projects. One was increasing the recycling program at Britannia and educating about how/what to recycle. Our other project, involving mostly older youth, designed a mentorship program and highly effective resource materials.
- The Youth Extravaganza was held on Sept 27; approximately 300 young people attended this back to school event that included caricatures, food, sumo suit wrestling, art and crafts, a jumbo obstacle course, temporary tattoos, and lots of prizes! Over 30 youth volunteered for the event.
- Funseekers Daycamp was extremely popular, serving upwards of 80+ children every week during the summer, winter, and spring breaks. The Leisure Access Program (LAP) and our own Britannia Subsidy were instrumental in enabling our community to access care and programming for youth during the breaks; many would not have participated in camps if not for those programs.

Message from the Treasurer

As Treasurer of the Board and Chair of the Finance Committee, I would like to thank the board members who elected me again as Treasurer, for their trust and support, as well as the members of the Finance Committee for their commitment to Britannia. The Treasurer and the Finance Committee oversee and are responsible for the Centre's operating budget of \$8,500,000. Revenue is derived from a variety of sources, including the City of Vancouver who funds core functions such as programming, administration, and maintenance. Basic funding is augmented by monies received from gaming grants, and by a wide variety of other grants, contributions, and registration fees.

In 2019, Britannia completed the year with a deficit of \$56,919. This deficit was planned, as 2019 was the year that Kickstand Community Bikes moved out of Britannia to operate under its own society. The surpluses that Kickstand incurred over its time as a Britannia program were paid to Kickstand. The Britannia Finance Committee worked with Kickstand Community Bikes throughout 2019 in developing its startup plan to ensure its success as an independent organization. Being a part of creating a new volunteer-driven organization that has a clear benefit to the local community and setting it up to be successful is something I am truly proud to be a part of.

Sincerely,

John Flipse
Treasurer

Message from the Manager of Administrative Services



A participant in our Latin American Youth Program.

Administration at the Britannia Community Service Centre includes finance and accounting, human resources, and facilities. In Fiscal 2019, the Britannia Society closed out the year with an audited annual deficit of \$56,919. This includes a payment to Kickstand Community Bikes of \$87,400 which represents the surpluses it accrued while operating as a Britannia program. Without the payment to Kickstand, the Britannia Society completed the year with a surplus of \$30,481.

Compared to 2018, total revenues increased by 8%, to \$8,528,738, core funding from the City of Vancouver increased by 18% to \$4,322,198, while operating expenses increased by 8% to \$8,498,257. Operating expense increases were primarily from wage expenses for increased programming. Britannia remains in a strong position financially with \$765,957 in net assets, in which \$141,285 are invested in capital assets.

Sincerely,

Jeremy Shier
Manager of Administrative Services

THE BRITANNIA COMMUNITY SERVICES CENTRE SOCIETY

Statement of Financial Position

December 31, 2019, with comparative information for 2018

	2019	2018
Assets		
Current assets:		
Cash	\$ 226,190	\$ 375,854
Short-term investments (note 3)	488,982	282,757
Amounts receivable:		
City of Vancouver	480,023	516,049
Other	267,711	178,149
	<u>1,462,906</u>	<u>1,352,809</u>
Investments (note 3)	835,543	1,314,398
Capital assets (note 4)	630,711	667,637
Due from City of Vancouver and Parks Board (note 8(a))	230,800	216,000
	<u>\$ 3,159,960</u>	<u>\$ 3,550,844</u>

Liabilities and Net Assets

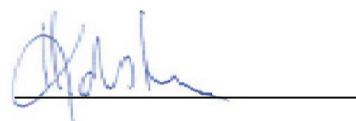
Current liabilities:		
Accounts payable and accrued liabilities	\$ 226,090	\$ 189,716
Deferred contributions (note 5)	366,209	377,898
Deferred revenue (note 6)	250,295	241,443
Due to related parties (note 7)	715,983	1,062,028
	<u>1,558,577</u>	<u>1,871,085</u>
Employee future benefits (note 8)	265,000	251,700
Working capital advance (note 9)	81,000	81,000
Deferred capital contributions (note 10)	489,426	509,183
	<u>2,394,003</u>	<u>2,712,968</u>
Net assets:		
Invested in capital assets (note 11)	141,285	158,454
Internally restricted (note 12)	624,672	679,422
	<u>765,957</u>	<u>837,876</u>
Economic dependence (note 19)		
Subsequent event (note 20)		
	<u>\$ 3,159,960</u>	<u>\$ 3,550,844</u>

See accompanying notes to financial statements.

Approved on behalf of the Board:



Director



Director

THE BRITANNIA COMMUNITY SERVICES CENTRE SOCIETY

Statement of Operations

Year ended December 31, 2019, with comparative information for 2018

	2019	2018
Revenue (note 14):		
Contributions from City of Vancouver for operating purposes	\$ 4,322,198	\$ 3,669,411
Rink and Pool	1,012,621	1,206,312
Donations, membership fees and special events	108,426	110,247
Province of British Columbia gaming grant	105,285	105,071
Contribution from Britannia Community Services Foundation	57,085	51,117
Amortization of deferred capital contributions	19,757	19,757
Interest	17,212	24,587
Rentals	14,128	20,475
Programs:		
Recreation	1,728,854	1,583,686
Child Care	694,682	674,821
Community education	442,575	405,362
Other	5,915	5,866
	8,528,738	7,876,712
Expenses:		
Maintenance and operations of buildings, equipment and grounds	1,897,776	1,560,381
Salaries, wages and employee benefits Park Board Staff	1,750,160	1,744,782
Salaries, wages and employee benefits Administration	1,609,296	1,501,816
General programs	526,838	454,709
Administration	167,930	165,657
Gaming grant for children, youth, and senior programs	105,285	105,071
Amortization of capital assets	36,926	38,226
Programs:		
Recreation	1,286,926	1,204,721
Child Care	678,791	662,777
Community education	425,805	412,961
Other	12,524	9,885
	8,498,257	7,860,986
Excess of revenue over expenses before the undernoted	30,481	15,726
Contribution to Britannia Community Services Foundation (note 12)	-	(152,484)
Transfer to Kickstand Community Bikes Society (note 7(b))	(87,400)	-
Deficiency of revenue over expenses	\$ (56,919)	\$ (136,758)

See accompanying notes to financial statements.



Compared to 2018-2019, the work of our Planning and Development Committee in 2019-2020 was much more focused on working directly with our site partners — the City of Vancouver, Vancouver School Board, Vancouver Board of Parks and Recreation, and the Vancouver Public Library — on the next stage of the Renewal following City Council's passing of the Britannia Renewal Master Plan. Together, we identified the scope of work to be done and presented a proposal to hire consultants to work on the next stage to rezone the site and design our new pool facility. At the partners table, Britannia's role is to bring the voice of the community into this collaborative facilities planning process. While there are diverse perspectives and priorities, all the partners have a common goal to build the best recreation, education, library and social service hub for residents of the City.

As the Renewal moves forward, the Britannia Board is committed to advocate for the needs of Grandview-Woodland and Strathcona residents. Our Board has raised concerns about the Renewal Master Plan such as the phasing of the development, housing on the site, and facilities for our popular gymnastics program. In 2019, we developed a 2020-2024 Strategic Plan to ensure we are representing the needs of our community and to guide our decision-making throughout the Renewal. Now that the COVID-19 pandemic has impacted the City and the delivery of services, we need to refresh our Strategic Plan and adapt to our community's emerging needs. We have learned so much through our COVID-19 pandemic response about what is really important to our community: community resilience and engagement, outreach, food security, and mental health and isolation. We want to ensure that these things are reflected in our Strategic Plan and guiding the Renewal process during these critical next stages.

We recognize that the pandemic will also impact how we consult and engage with the community in the future. We hope to reach as many voices as possible, which is why we are working with Consultants Sean MacEwan and Scott Hein to help us realize a collective vision. As former city planners, they come with extensive expertise and experience. We will continue to work closely with our partners as we move forward.

Our Planning and Development Committee meets on 3rd Tuesday of the month via Zoom. If you would like to attend or get involved, please contact Teka Everstz at teka.everstz@vancouver.ca.

Sincerely,

Susanne Dahlin
Chair of the Planning and Development Committee

2020 Plans

1. Strategic Plan: To co-create with staff and community direction for the organization.

- Our 2020-2024 Strategic Plan was completed and passed by the Board of Management in January 2020, including implementation and evaluation strategies. Our 2020 goal is to assess and update the plan to reflect our changing priorities due to the COVID-19 pandemic.

2. Communication Action Plan (continued from 2019).

- Co-create with staff strategies that support better communication within staff teams and in community, including: better integration and communication with site partners, two way communication with community organizations and community, a staff engagement and accountability framework that includes management support for staff when dealing with difficult patrons, and a community engagement and accountability framework.

3. Staff training and capacity building.

- Co-create with staff strategies for engagement and involvement in the Society with the aim of increasing job satisfaction and work/life balance.
- Assess and create policy around hiring practices.

4. Britannia Renewal.

- To continue to work collaboratively on the Britannia Renewal by engaging site partners and staff to ensure that the community is informed, engaged and included; and that issues previously identified by the Britannia Board of Management are addressed.

2019 Snapshots

