



# 2020 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 16 elected members, two of which are one year youth positions, as well as representatives from our partner organizations.

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 on the unceded lands of the Musqueam, Squamish and Tsleil-Watuth Nations. Our facilities include 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 šxʷq̓eləwən ct carving centre, and multipurpose facilities.

## Board of Management 2019 - 2020

### Executive Committee:

|                |               |
|----------------|---------------|
| President      | Annie Danilko |
| Vice President | Pamela Dudas  |
| Treasurer      | John Flipse   |

|                           |                |
|---------------------------|----------------|
| <b>Executive Members:</b> | Vera Jones     |
|                           | Naina Varshney |

|                   |                   |
|-------------------|-------------------|
| <b>Directors:</b> | Susanne Dahlin    |
|                   | Pat Hogan         |
|                   | Farren Gillaspie  |
|                   | Ingrid Kolsteren  |
|                   | Freya Kristensen  |
|                   | John Morra        |
|                   | Craig Ollenberger |
|                   | Ashki Shkur       |
|                   | Khai Truong       |
|                   | Emily Vickery     |
|                   | Li Mei Yip        |

|                   |              |
|-------------------|--------------|
| <b>Staff Rep:</b> | Jane Stanier |
|-------------------|--------------|

### Partners:

|                                 |               |
|---------------------------------|---------------|
| Vancouver Public Library        | Noreen Ma     |
| Vancouver Park Board            | Peter Odynsky |
| Vancouver School Board          | Alec MacInnes |
| Community Education Coordinator | Ron Scott     |

### Senior Staff:

|                                    |               |
|------------------------------------|---------------|
| Executive Director                 | Cynthia Low   |
| Manager of Administrative Services | Jeremy Shier  |
| Manager of Child Care              | Jacky Hughes  |
| Community Recreation Coordinator   | Peter Odynsky |

### Liaisons to Britannia:

|                        |                  |
|------------------------|------------------|
| Vancouver School Board | Barbara Parrott  |
| Vancouver Park Board   | 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 xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətaʔ / səliłwítulh (Tsleil-Waututh) Nations.*





## Message from the President

2020 will definitely be a year that we will all remember; we will feel the impact for many more years to come. Unfortunately, not all our friends and neighbours experienced this long period of COVID-19 equally. We were reminded how deep the health, social and economic risks are for people who do not have the benefit of class, race, gender and age. Britannia responded very quickly and tried to do our best to support local residents. The Board and our committees continued to meet throughout the pandemic to make sure that our activities were based in community. I am grateful to my colleagues on the Board who showed up at multiple Zoom meetings and to our staff who went above and beyond to be creative in responding to the needs of our community. Most importantly, they kept the Centre open.



The Board and committees met often to share information, experiences and stories with the staff and to guide the work of the Society. Doing nothing was not an option. So many times this year we wondered to ourselves, “Are we doing the right thing? Are we doing enough? What is needed?” Social distancing created a bit of social isolation; the Board had to make decisions in the absence of the normal day-to-day contact with our members. We have come to realize how important our members are and how much we depend on each and every person who uses Britannia; we realized how important community centres are as we plan for a resilient future.



This year we continued on with the Renewal, entering into the planning phase for the first building and the rezoning of the entire site. Britannia works on the Renewal with our partners, the City of Vancouver, Vancouver School Board, Vancouver Board of Parks and Recreation and the Vancouver Public Library; together we have hired Perkins Wills and Modus as consultants to help us do this work. Due to the pandemic, it is so much more difficult to connect with our community, hear from them, and share all the discussions that are under way. This is a once in lifetime opportunity for us to make sure that the culture, values and essence of Britannia is here for future generations.

I would also like to thank the City of Vancouver for keeping the Centre open for essential services and our partners the United Way, Grandview Woodland Food Connection, Vancouver School Board, Vancouver Board of Parks and Recreation, members of the East Vancouver Essential Network, REACH, Food Centres Canada, Britannia Secondary School, and the Vancouver Foundation for their integral support for the services we offered.

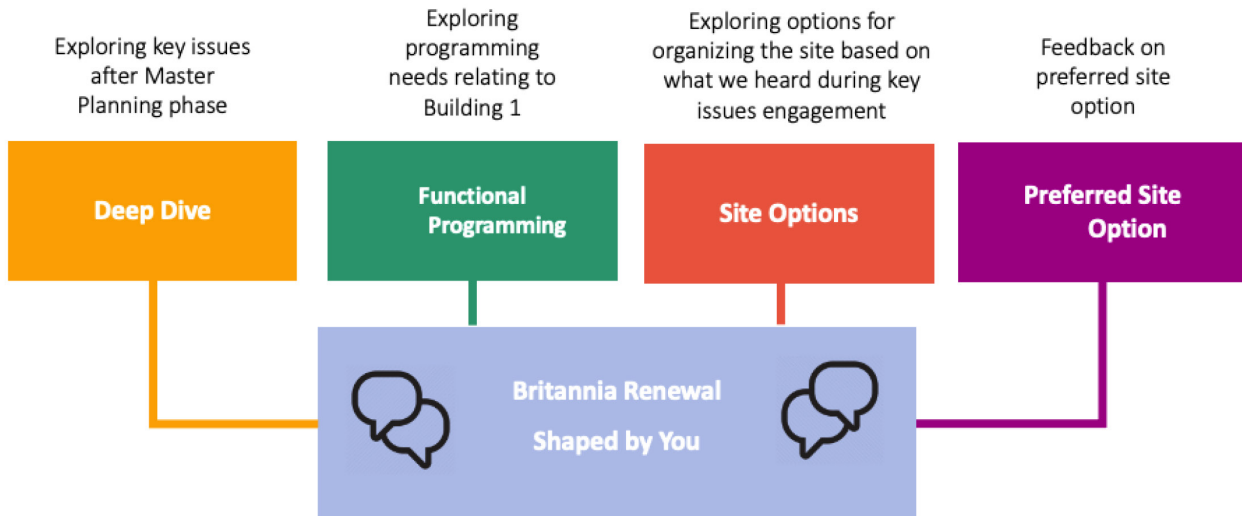
My gratitude and appreciation goes out to my fellow board members, as well as all the volunteers and staff who created a grounding sense of purpose and mission this past year.

Sincerely,

Annie Danilko, Haida Nation  
President



# Britannia Renewal Engagement Strategy



## Objectives

### Deep Dive

- Build relationships with organizations we would like to engage with.
- Inform and educate stakeholders and community members on the project history and what we've learned from previous Britannia engagement.
- Increase understanding of the diversity of interests and needs of various community members.
- Understand stakeholder and community concerns and aspirations related to the renewal process, specifically related to opportunities identified in the master planning phase.

### Functional Programming

- Understand stakeholder specific programming needs for Building 1:
  - a. Aquatics
  - b. Fitness
  - c. Gymnasium
  - d. Childcare
  - e. Housing

### Site Development Options

- Demonstrate how feedback from the Deep Dive phase influenced the site options.
- Understand stakeholder and community perspectives on and preferences for the Site Options.

### Preferred Site Options

- Inform how input from engagement influenced preferred site option.
- Gather feedback and considerations for preferred site option.

## Message from the Executive Director



In 2020, we were transformed as citizens of the world, citizens of our neighbourhoods, and as individuals. Because of the COVID-19 pandemic, we felt the impact of being disconnected and yet hyper connected to our friends, families, and communities near and far.

Thanks to the many volunteers who stepped forward to offer their help, Britannia Society responded in unprecedented ways to the pandemic to keep residents of the City healthy, safe, fed and together. Our volunteers delivered food hampers; sorted food; spent hours on the phone with Elders, seniors, youth and other vulnerable locals; provided COVID-19 updates to residents; helped low income community members file income tax returns; navigated new bureaucracies; and sustained staff with their optimism and good humour.

Our Board of Management and committee members have been steadfast in coming together, centering community needs and accessibility, and leveraging partnerships so that we can continue to offer virtual and in-person programs and services.

It has been such an honour working with our volunteers, board members, as well as our incredible staff, who have had to create, implement and follow ever changing procedures and regulations. They did this with grace and determination to keep the Centre open and to be of service to residents. Our staff worked with our partners — particularly the City of Vancouver — and many donors to bring food, support, and essentials right to the doors of vulnerable community members in our midst. We relied on decades of relationships, local knowledge, and the strength of community networks to help each other; we will rely on these bonds, now forged stronger, to thrive again.

Sincerely,

Cynthia Low  
Executive Director



Volunteers for our Emergency Food Home Delivery Program.



CFEC program participant Megumi with her children. Thanks to the Canucks for Kids Fund they received a free laptop.



# Message from the Manager of Child Care Services



The Britannia Child Care Hub (the Hub) is made up of Britannia Child Care, Eagles in the Sky Child Care Association, Grandview Terrace Child Care Society, and Mount Pleasant Child Care Society. We provide over 250 licensed spaces and oversee over fifty regular staff and over twenty auxiliary staff in various settings across the locality.

The Britannia Child Care Hub is unique in that we support four independent parent-led societies, while working with Vancouver Coastal Health, Aboriginal Child and Family Support Services, Vancouver School Board, City of Vancouver, BCGEU and many others. We share the responsibility of identifying, understanding and supporting the needs of families and children in our community. It is with the help of our many community partners that we're able to provide a range of safe, stimulating, nurturing and high quality programs that respect and embrace each child and family.

## 2020 Highlights

- Britannia Child Care and parents — along with the Canucks Family Education Centre, East Side Family Place, and Community Action Plan for Children — worked on guiding principles and environmental needs for the Britannia Renewal plans. A focus on the redevelopment will continue into 2021.
- The Hub provided opportunities for training and education in board fundamentals, ECE sector updates, pedagogical work, learning circles and educator engagement.
- The Hub collaborated with the Early Childhood Pedagogy Network (ECPN) to bring a pedagogist to the Hub programs. This initiative, funded by the Ministry of Child and Family Development, will bring ongoing professional development with pedagogical commitments to all educators in the Hub.
- Child Care Hub Programs signed a three year service agreement with Britannia Community Services Centre.

## COVID-19 Pandemic Updates

In 2020, the Britannia Child Care Hub stepped up to provide essential child care services, while ensuring quality care for community families. Thank you to all of the Hub educators who have worked through the pandemic — you have shown strength and perseverance through it all. Also thank you to Britannia Society's volunteer Board of Directors, the Britannia accounting department, the Ministry of Child and Family Development, Vancouver Coastal Health Licensing, and the City of Vancouver, who have supported our programs by responding to COVID-19 issues. Our focus in 2021 will be committing to ensuring the health and safety of our educators, children, and families, while providing meaningful care and learning environments.

Sincerely,

Jacky Hughes  
Manager of Child Care Services

# Message from the Community Recreation Coordinator

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

## COVID-19 Response

At the beginning of the COVID-19 pandemic lockdown on March 16, 2020, Britannia shifted energy into Emergency Food Home Delivery. Our staff team reached out and checked in on community members by phone in the initial days, as we realized many were afraid to go outside and had little means of accessing food. Within days, the Emergency Food Home Delivery Program was up and running and delivering high quality, healthy food boxes to people's homes, ensuring people could stay safe at home.

With the full support and participation of Britannia's recreation team and society staff, we were able to reach out to over 1600 Elders and seniors (by telephone) to let them know that we, Britannia, were still here to help them through this unprecedented and difficult time. Elders and seniors signed up for a weekly social calls and check-ins from Britannia volunteers, who helped them connect to much needed essential services (food delivery, health and financial resources, social connections, and COVID-19 updates). The phone tree is still a mainstay of support for Elders and seniors in our community over a year later. With the help of our amazing volunteers, we have continued calling those in our community who need it most. On a weekly basis, over 20 Elders and seniors get a social phone call to assess how they are doing and if they have any emerging needs.

As we called the community, we also realized that isolation was going to be a real problem for many over the next year and that the community still needed more. Throughout those the first months on the pandemic, our 55+ team reached out online and found that there was a strong desire to interact. We put together online craft programs and found that people stayed on past the program time to interact and socialize with regularity. We also moved events like our Coffee House online (thank you Paula) and saw community appreciation and participation.

## Reopening Highlights

In late summer, we restarted outdoor programming in spaces like the šxwq̓w̓eləwən ct Carving Centre, such as: the Men's Drumming Circle, Zumba, Gymnastics, Youth Basketball, Sportball, a Traditional Salve Workshop, Cedar Weaving, artist talks and more.

Youth programs were very busy but our numbers for all outdoor programs were robust, with 80 Zumba attendees, 50 gymnastics attendees, 40 youth basketball players, and 11 drummers.

As the weather changed in the fall, so did Britannia and the way we could safely offer programs. In accordance with provincial health orders, we were able to use some large indoor spaces for programs, such as Capoeira, baby and me yoga, and youth basketball.

In Winter, we were able to increase our online programming with various games, Cedar Weaving, Bingo, Somatic Yoga, Mask Making, and many other programs for our 55+ community, who had multiple weekly meetings and programs where they made art together, had social interactions, and created art and cultural pieces. We also offered more indoor programming, including Archery, Iyengar Yoga, Youth Volleyball, Youth Basketball, and youth meet ups.

Britannia has worked to create meaningful experiences for not only our community but anyone who joined us, in person or online. We continue to look at creating more online offerings as we move through the current global situation.



# Message from the Community Recreation Coordinator

## Human Resources

The key to Britannia's success is the dedication and commitment of amazing staff and volunteers. Britannia Recreation has approximately 300 part-time instructors and well over 400 volunteers each year, who plan, organize and implement a wide variety of recreational programs and services for all ages.

When the province first locked down in the spring of 2020, we closed many of our facilities on site. Even upon reopening, access to facilities was limited to dedicated staff for each building; some of our staff members who had been placed on furlough at the beginning the lockdown are still not back to full time hours.

Some key people we will miss in 2021:

- Victoria Haenel, who had been a constant on site for many years, has moved from the city. Her shoes will be hard to fill and her smile hard to replace.
- Jodi Gibson, our Youth worker, also relocated to Alberta. Youth on site have missed her positive care and compassion.
- Alinzer Armanowski from the Pool and Shannon Ellis from the Rink teams will be off for the next year as their families expand.
- Azarm Shahpoori Broojerdi, our Head Cashier, has moved to another site.
- Walter Ramos, our Maintenance Technician, has taken a position in New Westminster. His position has been filled by Inhwa Jung, who has come over from the City Real Estate and Facilities Management with a wealth of experience and skills, to lead our Pool and Rink Maintenance team.
- Ian Marcuse will be leaving us at the end of May to enjoy a life less structured as he moves on into retirement (though I expect as a strong community member we will still see him on many committees and in the community for years to come).

## Special Thanks

Britannia's community members, partners, volunteers, Board, and staff create the spirit, passion, and sense of community that Britannia is known for. Thank you for your participation, commitment, and contribution. Please know that it is greatly appreciated!

With thanks,

Peter Odynsky  
Community Recreation Coordinator



# 2020 Program Highlights



## 55+ Programs

The support and flexibility of the Britannia Board and Management team allowed us to continue to engage and support the 55+ community this past year with daily online programs and events through Zoom and social media. Another outstanding feature of this year was collaboration with many community partners.

Weekly online programs: Drum Circle, Indigenous Crafts, Weaving, Quirk-e, Healthy Aging Through the Arts (HATTA), Friday Social and Games, and phone check-ins.

On-site programs ran for a short period as well, including: Osteofit, Chinese Folk Dance, Line Dancing, Outdoor Drum Circle, Chinese Classical Dance.

Monthly online programs: Seniors Elders and Advocates (SEA) Committee, Craft Collective, Bingo, Computer Classes (YMCA).

Special Programs and Events in collaboration with community partners:

- Letters to Seniors (Community Education and Britannia youth)
- Kith and Kin (Britannia VPL and Weaving Our Community Together)
- Orange Shirt Day with residential school survivor Phyllis Jack Webstad (UBC Learning Centre)
- Remembrance Day (Indigenous Veterans Group and Britannia Elementary)
- Online Elders Stories (Britannia Elementary)
- Elders Change of Season/Christmas Zoom event
- Red Dress Day pins (Britannia Elementary)

## Pool, Fitness Centre, & Rink

- We successfully re-opened the Pool, Fitness Centre, and Rink with new COVID-19 safety protocols in mid-September with a very short lead time (one of first city facilities to do so).
- We brought back over 40 auxiliary staff.
- The pool had 615 sessions in the main pool in 2020, which allowed over 10,000 people to enjoy public leisure swims, length swims, 55+ swims and 329 "Bubble Swims". Bubble swims provides access to the warm teach pool to families of up to 8 people. All bubble swims have been sold out and the majority of our other swim sessions have been full.
- We started offering Aquafit in the pool in late November
- We have been able to continue offering the only adult group fitness class allowed under the PHO to sold out classes of 12 participants.
- Our Fitness Centre had 629 fitness time slots in 2020, allowing up to 10 people per slot to participate in individual workouts.
- We started up public skating sessions in November 2020. We offered three sessions per week. With great demand, pre-registration and drop-in spots filled quickly and we were full almost every session.
- Partner and adult user groups returned to the Rink from October to December, operating within PHO guidelines. Britannia was the first community centre to offer private user group sessions.
- We added 5 weekly public skate sessions and household-only skate rentals during the winter holiday season.





### Child & Youth Programs

In the summer, Britannia took the lead on initiating the return of summer day camps, providing a safe space for children to socialize, learn, and play in a clean, engaging environment. Our camps put an emphasis on social distancing, washing hands, and not sharing equipment, while also providing education on why we needed to be safe. After a two-day practice run, Britannia offered 9 weeks of day camp programming, with two separate camps of 24 kids each week. Camps were full every week.

We also had three weeks of Leadership Camp for youth, also at full capacity. The camp focused on personal leadership styles, building self-confidence, discussion and strategy development about current issues including: COVID-19, racism towards Black, Indigenous and People of Colour community members, and community development. Youth developed and carried out community action projects, which included a community clean up, creating care packages for the homeless in Strathcona Park, and art installations.

Since the start of COVID-19 pandemic, we have also been able to connect with and provide referrals and support for 125+ families and 250+ youth. Youth programs have been active and appreciated by the youth and families in the community. Our programs provided a method for staff to check-in with and youth and support them as needed.



# Grandview Woodland Food Connection



On March 16, 2020, at the start of the COVID-19 lockdown, the GWFC paused most programming and in partnership with Britannia Community Centre we shifted our energy into the Emergency Food Home Delivery Program. People who were afraid to go outside had little means of accessing food; we were concerned that elders and seniors, individuals with compromised health, and low income community members had limited access to food.

In the early days of the pandemic most social services, community food programs, and food bank depots closed. With long food lines and slow grocery delivery at the time, we deemed food access an essential service. Within days, the Emergency Food Home Delivery Program was up and running and we were, and throughout COVID, one of only a few organizations in the city delivering high quality, healthy food boxes to people's homes, ensuring people could stay safe at home.

The program has supported 630 households or roughly 1900 individuals throughout East Vancouver over the past year, providing barrier-free food access.

COVID-19 and this experience has only deepened our resolve to push for food systems change and poverty reduction legislation that would see all community members with equitable access and the means to purchase food of their own choosing.



## Key Impacts

- **10,570 food boxes were delivered** with a focus on highly nutritious foods, heavy on fruits and veggies.
- **358,500 lbs of food were distributed**, of which 60% was purchased and 40% was donated or recovered.
- **7180 volunteer hours were clocked** by over 190 community members, who graciously offered their time to help sort, box and deliver food. They demand our recognition above all else.
- **50+ collaborations** working together to support community members through the most dignified means, not just through referrals, but in funding and food procurement efforts, as well as strategic planning around food systems change.
- **41 businesses donated food** including roughly 10,000 prepared meals.
- **\$285,815 in funding was raised** through partner support, the Canadian Government's COVID-19 Food Relief Fund, various other funders, and hundreds of community members.

I would like to offer a huge thank you to the GWFC advisory committee for guiding our work: Anne McDonald, Donna Boky, Gail Cryer, Michelle Bonner, Naina Varshney, Toni Glick, Lezlie Wagman.

Sincerely,

Ian Marcuse  
Community Food Developer



Situated on the unceded lands of the Musqueam, Squamish and Tsleil-Watuth Nations, the Britannia Branch of the Vancouver Public Library (VPL) has strived to meet the changing needs of the Grandview-Woodland neighbourhood.



Through books, creativity supported by technology, and conversations with the community, we are a place to share stories and ideas. We are proud of our staff and the services that we offer. Our work with community partners has enabled us to deliver important programming that is needed.

2020 was a year like no other, and as the pandemic persists in 2021, the Britannia Branch continues to offer access to collections, technology, and programs. After closing its physical space in March 2020, the Britannia Branch was able to re-open with limited hours and service in July 2020. Recognizing community need, Britannia was one of the first branches to re-open its doors. Since then, we have been able to offer access to our collections, offer support in terms of community connection and navigating resources, and offer technology access.

Since March 2020, VPL Wi-Fi has been available to the public 24/7, just beyond our physical doors, without the need of a library card or password to sign in. Since July 2020, we have had nine computers available for public use; printing, scanning, and photocopying are also available.

As the Britannia Branch is also home to the Britannia Art Gallery, we continue to feature art displays and installations from local artists including: Deanna Fogstrom, Karen Gary, and Jessica Craig to name a few. Even though the art gallery and the library continue to have limited occupancy within its spaces, featuring the art and highlighting the talents of local community artists has been encouraging and inspiring to many library patrons and art gallery visitors.

While in-person programming at VPL remains on pause, Britannia's Children's Librarian Nathalie Patel and Senior Library Public Service Associate Simon Wong continue to offer weekly virtual story times on Zoom and Facebook Live respectively. With improved conditions in early August 2020, we were able to offer an in-person baby welcoming, a program welcoming new babies and their parents and caregivers to the library, which happened just outside the branch; the program was well attended and well received.



In August 2020, the community requested the restart of Connection to Kith and Kin virtually. Connection to Kith and Kin is planned and delivered in partnership with the Indian Residential School Survivors Society, Britannia Community Services Centre's Weaving Our Community Together program and Seniors Elders and Advocates Committee, Library and Archives Canada, and the VPL. As part of VPL's commitment to reconciliation, this program exists to specifically support people with Indigenous ancestry. The essence of this program is to provide individualised service to participants, to help them navigate the databases needed to find information about their lineage in a thoughtful and culturally supportive environment. By late 2020, Connection to Kith and Kin was converted and

piloted as an online program. From January to March 2021, we ran our first full season of Connection to Kith and Kin online; and in April 2021, we started our second season. Thanks to all the hard work and dedication of the partners involved and an article feature in the Globe & Mail (Feb 3, 2021), this program continues to be an important service that we offer to the community and beyond.

*(continued page 14)*

## VPL Britannia Branch

Despite the necessary restrictions and safety measures needed during these times, VPL continues to offer more. In April 2021, the Britannia Branch expanded its service hours and we are now open seven days a week; we continue to offer space for patrons to read, study and use their own devices in the library. In support of the Britannia Renewal, the library is lending out Chromebooks that patrons can borrow with a library card. Virtually we continue to offer programs like VPL Indigenous Storyteller in Residence Kung Jadee featuring Haida weaver Giihlgiiigaa (Todd Devries) from the Tsii' Git'anne Clan.

Thank you for your continued support and patronage, and I look forward to seeing you at the Britannia Library!

Sincerely,

Noreen Ma  
Branch Head, Connection to Kith and Kin Coordinator

## Canucks Family Education Centre

### 2020 Highlights & COVID-19 Response

- In early April we conducted an online survey with all CFEC families to assess needs for computers, diapers, formula, groceries and learning supplies. 40 respondents requested a device (tablet or laptop), 25 with priority needs. Some of the money we received from the Canucks for Kids COVID-19 Relief Grant went towards the purchase of 30 computers, providing CFEC families with new devices and Microsoft Office 365 software for one year, for a total cost of \$18,605.17.
- In addition, 34 families requested diapers, baby wipes, and formula. Over the 2020 calendar year, we delivered \$5,890 worth of diapers and baby essentials to the 34 families in need.
- We made and mailed out 200 non-medical masks to CFEC families, along with \$25.00 Save On Foods gift certificates. A second posting of \$25.00 gift cards was sent in the middle of June and in the fall, for a total cost of \$18,795.54.
- We worked with individuals wanting to support a number of CFEC families with rent, food, and utility bills. Four families received extra support in this way.
- A team of volunteers, organized through CFEC, purchased and delivered groceries to 70 CFEC families in the spring.
- We sent weekly updates to our families with information that was relevant to their survival and sense of hope. We also checked in with texts and phone calls – sometimes the sharing was profound, heartbreaking and uplifting for all of us. These are truly difficult and uncertain times for all of us, but particularly challenging for newcomers to Canada and low income families.
- We continued to support CFEC teachers and students as needed in the VSB and Burnaby School Districts, and also hosted, monitored and attended Zoom class sessions and fall planning meetings with teachers and school administrators.
- We edited and formatted CFEC ECE student's assignments (64 total).
- In June we pre-registered 157 adults and 84 preschool kids for all locations for fall 2020.
- 28 CFEC participants completed FoodSafe Level 1 certification in March.
- We provided \$5,000 in scholarships and a personalized Vancouver Canucks "leaving" jersey for 10 graduating youth in June 2020. Nine went on to college or university in September 2020.
- We sponsored 24 ECE Basic Certificate students, totaling more than \$6,000. This support enabled our students to continue participating in classes.



## New Programs

- **My Tween and Me:** My Tween and Me is a facilitated group program that provides parents and their tweens with the knowledge, tools and support they need during their child's transition to adolescence. Offered to parents/caregivers and their children aged 7 through 12, the program strengthens parent-child communication and supports parents in building a positive relationship with their tween (created by the BC Council for Families).
- **Magic Garden Theatre - Planting positivity:** An 4-week online program that took place once a week for 60 minutes on Zoom. MGT was focused on connecting parents and children with nature through art, story time, puppet shows, yoga and meditation to foster a positive mindset through artistic expression and movement.
- **CFEC/Burnaby Early Childhood Education, Basic Certificate:** In early spring the BCECE Registry designated CFEC as an official satellite site to the Burnaby ECE program and gave us permission to offer our first course online. On April 27, 23 participants started their first course (Interpersonal Skills) taught by Burnaby ECE teachers via Zoom, email and other platforms.

### Program Participants, July 2019 - June 2020

| Location     | Adults     | Youth (13-18 yrs) | Elementary (5-12 yrs) | Toddlers (1-5 yrs) | Infants (0 - 12 mos) |
|--------------|------------|-------------------|-----------------------|--------------------|----------------------|
| Britannia    | 285        | 42                | 106                   | 48                 | 1                    |
| Edmonds      | 120        | 14                | 55                    | 42                 | 3                    |
| Maywood      | 54         | 4                 | 29                    | 17                 | 2                    |
| Grandview    | 25         | 0                 | 12                    | 14                 | 2                    |
| <b>Total</b> | <b>484</b> | <b>60</b>         | <b>202</b>            | <b>121</b>         | <b>8</b>             |

### Adults & Child Class Registration, January - June 2020

| Location     | Class                   | Adults     | Children   |
|--------------|-------------------------|------------|------------|
| Britannia    | LL English (levels 2-5) | 31         | 12         |
|              | HL (levels 6-11)        | 28         | 16         |
|              | MATH                    | 32         | 20         |
|              | ESOL                    | 44         | 18         |
|              | CONVERSATION            | 19         | 9          |
|              | ECE                     | 23         | 0          |
|              | FOODSAFE                | 28         | 12         |
|              | MTM                     | 9          | 9          |
| Edmonds      | LL English (levels 2-3) | 21         | 18         |
|              | HL English (levels 4-7) | 23         | 21         |
| Maywood      | English Levels 5-7      | 25         | 16         |
| Grandview    | GR2R FRP                | 13         | 17         |
| <b>Total</b> |                         | <b>296</b> | <b>168</b> |

Thank you, from our families to yours! Stay safe, stay healthy and stay connected. See you in September!

Jean Rasmussen  
Founder and Executive Director

# East Side Family Place

Eastside Family Place Society is 42 years old! Established in 1979, it is an incorporated, registered charity and provincially certified family Resource Program, Early Years Family Support and Parenting Centre governed by a volunteer board of directors. We assist in the healthy development of families and caregivers with young children (birth to early 6 years) and are conveniently located off Grandview Park at 1655 William St.



Eastside Family Place Society is one of 5 full-service Family Resource Centres in the City of Vancouver. The Family Places work together in partnership, strengthening our programs and enabling best practices. Many of the families served by ESFP are single parent, and/or low-income and represent a wide range of ethnicities and backgrounds.

The past year, of course, has been very challenging with the pandemic. To continue supporting families, we quickly pivoted to outdoor and online programming. This will continue into the foreseeable future as per the health authority's directives.

## 2020 Programs and Services

ESFP offers family-friendly, play-based learning where children (birth to early 6) learn and develop socially and emotionally in a safe, non-judgmental environment. Participants enjoy opportunities for support, services, referrals to other programs and services, and networking with other parents. Many lasting friendships and community connections are made at ESFP!

- Licensed Occasional Childcare: an Early Child Educator and EC Assistant provides childcare two mornings a week for up to 8 children. This gives parents a much needed break.
- Direct support and referrals are made to relevant agencies, services and programs. Last year staff connected with parents via telephone and text during the lockdown.
- Backyard playtime is offered 3 mornings a week.
- Circle of Security and Nobody's Perfect (now on Zoom) are positive parenting programs that aim to strengthen parenting skills through a better understanding of attachment and child development.
- Family Rhythm, Rhyme + Movement and Spanish Mother Goose (now on Zoom) are early literacy programs that foster children's language, social and physical development through songs, rhymes, stories and movement.
- Busy Weeknight Dinner Cook-Alongs (Zoom) provide parents with easy and delicious meal ideas.
- Creating Connections and Calming the Self is an in-person expressive arts-based program developed at ESFP for parents and children to foster co-regulation and self-expression.
- Weekly in-person self-care sessions for new mothers and their infants resumed in the fall.
- A variety of workshops offered on Zoom focused on parenting, health and safety, self-care, and other relevant topics.
- Food Skills and Little Sprouts Community Garden: Children and their parents/caregivers learned about growing and cooking nutritious foods.

## Donations and Funding

ESFP gratefully accepts donations and in-kind goods and services. As a non-profit, ESFP is dependent on government and non-government grants, donations and fundraising to cover its annual operational costs.

For further information please visit [www.eastsidefamilyplace.org](http://www.eastsidefamilyplace.org) or phone 604.255.9841.

Brenda Lohrenz  
Executive Director



## 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 Community Centre's operating budget of \$7,300,000. This number is down from other years as operations were reduced in 2020 due to COVID-19 restrictions. 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 2020, Britannia completed the year with a surplus of \$293,868. Although operations were reduced, Britannia was still busy serving the Grandview Woodland and Strathcona communities throughout the pandemic, through new and old programs, as well as essential services such as child care. To carry out these services, Britannia relied on various grant opportunities, as well as the Canadian Emergency Wage Subsidy provided by the Federal Government. This subsidy allowed Britannia not only to provide these services, but to do so in a financially sustainable manner. Britannia is in a strong position to rebuild programs and continue serving this great community once restrictions start to lift.

Sincerely,

John Flipse  
Treasurer

## Message from the Manager of Administrative Services



Administration at the Britannia Community Service Centre includes finance and accounting, human resources, and facilities. In Fiscal 2020, the Britannia Society closed out the year with an audited annual surplus of \$293,868. As for many organizations, fiscal 2020 was a very different year than most. Compared to 2019, total revenues decreased by 10.75% to \$7,609,388, which included core funding from the City of Vancouver that decreased by 9% to \$3,925,360.

Due to reductions in programming revenue, Britannia was eligible to file for the Canadian Emergency Wage Subsidy offered by the Federal government to support businesses during the COVID-19 pandemic. Through the 2020 fiscal year, Britannia claimed \$513,623 for the subsidy. This allowed Britannia to keep more of our staff employed throughout the pandemic than any other community centre in the City of Vancouver. Britannia completed the 2020 fiscal year in a strong position, increasing its discretionary reserve by \$164,673 and its Child Care reserve by \$153,272.

Sincerely,

Jeremy Shier  
Manager of Administrative Services

## THE BRITANNIA COMMUNITY SERVICES CENTRE SOCIETY

### Statement of Financial Position

December 31, 2020, with comparative information for 2019

|  | 2020                | 2019                |
|--|---------------------|---------------------|
| <b>Assets</b>  |                     |                     |
| Current assets:  |                     |                     |
| Cash   | \$ 543,659          | \$ 226,190          |
| Short-term investments, at fair value (note 3)         | 289,997             | 488,982             |
| Amounts receivable:                                    |                     |                     |
| City of Vancouver                                      | 743,177             | 480,023             |
| Other  | 525,495             | 267,711             |
|  | 2,102,328           | 1,462,906           |
| Investments, at fair value (note 3)                    | 700,464             | 835,543             |
| Capital assets (note 4)                                | 595,488             | 630,711             |
| Due from City of Vancouver and Parks Board (note 8(a)) | 248,200             | 230,800             |
|  | <b>\$ 3,646,480</b> | <b>\$ 3,159,960</b> |
| <b>Liabilities and Net Assets</b>                      |                     |                     |
| Current liabilities:                                   |                     |                     |
| Accounts payable and accrued liabilities               | \$ 646,125          | \$ 226,090          |
| Deferred contributions (note 5)                        | 622,844             | 366,209             |
| Deferred revenue (note 6)                              | 15,820              | 250,295             |
| Due to related parties (note 7)                        | 476,497             | 715,983             |
|  | 1,761,286           | 1,558,577           |
| Employee future benefits (note 8)                      | 288,100             | 265,000             |
| Working capital advance (note 9)                       | 81,000              | 81,000              |
| Deferred capital contributions (note 10)               | 469,669             | 489,426             |
|  | 2,600,055           | 2,394,003           |
| Net assets:  |                     |                     |
| Invested in capital assets (note 11)                   | 125,819             | 141,285             |
| Internally restricted (note 12)                        | 920,606             | 624,672             |
|  | 11,046,425          | 765,957             |
| Economic dependence (note 19)                          |                     |                     |
|  | <b>\$ 3,646,480</b> | <b>\$ 3,159,960</b> |

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, 2020, with comparative information for 2019

|  | 2020              | 2019               |
|--|-------------------|--------------------|
| Revenue (note 14):   |                   |                    |
| Contributions from City of Vancouver for operating purposes    | \$ 3,925,360      | \$ 4,322,198       |
| Contributions from Government of Canada (note 20)              | 513,623           | -                  |
| Rink and Pool  | 468,680           | 1,012,621          |
| Donations, membership fees and special events                  | 123,534           | 108,426            |
| Province of British Columbia gaming grant                      | 101,863           | 105,285            |
| Contribution from Britannia Community Services Foundation      | 64,052            | 57,085             |
| Amortization of deferred capital contributions                 | 19,757            | 19,757             |
| Interest   | 14,040            | 17,212             |
| Rentals  | 4,268             | 14,128             |
| Programs:  |                   |                    |
| Recreation (note 20)   | 1,050,265         | 1,728,854          |
| Child Care (note 20)   | 864,463           | 694,682            |
| Community education (note 20)                                  | 457,019           | 442,575            |
| Other  | 2,464             | 5,915              |
|  | <u>7,609,388</u>  | <u>8,528,738</u>   |
| Expenses:  |                   |                    |
| Maintenance and operations of buildings, equipment and grounds | 1,937,133         | 1,897,776          |
| Salaries, wages and employee benefits Administration           | 1,556,804         | 1,609,296          |
| Salaries, wages and employee benefits Park Board Staff         | 1,303,412         | 1,750,160          |
| General programs   | 559,533           | 526,838            |
| Administration   | 149,887           | 167,930            |
| Gaming grant for children, youth, and senior programs          | 101,863           | 105,285            |
| Amortization of capital assets                                 | 35,223            | 36,926             |
| Programs:  |                   |                    |
| Recreation   | 507,970           | 1,286,926          |
| Child Care   | 680,195           | 678,791            |
| Community education  | 479,030           | 425,805            |
| Other  | 4,470             | 12,524             |
|  | <u>7,315,520</u>  | <u>8,498,257</u>   |
| Excess of revenue over expenses before the undernoted          | 293,868           | 30,481             |
| Transfer to Kickstand Community Bikes Society (note 7(b))      | -                 | (87,400)           |
| Excess (deficiency) of revenue over expenses                   | <u>\$ 293,868</u> | <u>\$ (56,919)</u> |

See accompanying notes to financial statements.

# 2021 Plans

## 1. Communications and engagement.

- Use the principle of good two-way communication and engagement in all that we do.
- Create appropriate tools and more opportunities to communicate with board, committees, staff and community.
- Clean up policies and procedures and share with those that are impacted.

## 2. Setting direction for emerging conditions.

- Build staff capacity at pool to address emerging issues.
- Adjust to government programs that will support our work and our budget.
- Invest in online capacity; develop online and in-person programming for a broad range of abilities.
- Pursue training, such as leadership capacity and skill development of supervisory staff.
- In child care, work on a project with the early years pedagogy network to build staff and organizational capacity towards program planning.
- Balance programming needs and revenue sources for priority programs.

## 3. Reconciliation.

- Understand community aspirations for anti-oppression, anti-racism, and decolonization.
- Work with community to identify and implement Black, Indigenous, and People of Colour (BIPOC) priorities.
- Support community in having dialogue and action in the spirit of reconciliation.
- Establish a relationship with the xwməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səl̓íl̓wətaʔ (Tseil-Waututh) Nations.

## 4. Britannia Renewal.

- Keep community in front of the decision-making and share information for authentic engagement.
- Address issues addressed in Board response to the Britannia Master Plan.
- Board to be informed, engaged and transparent to hold the trust of the community.
- Renew the operating agreement; maintain facilities for continuity of programs.

## 2020 Snapshots

