



# 2021 Annual Report

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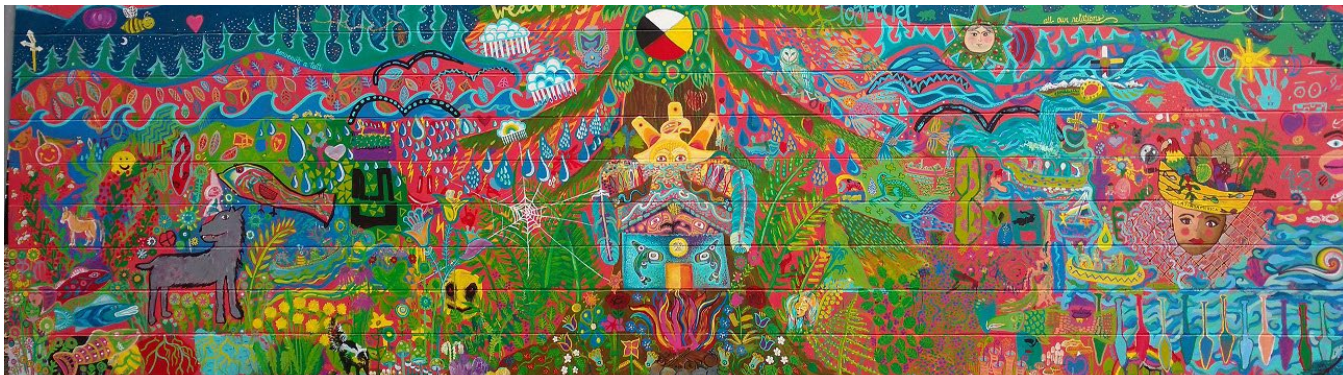






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# About Britannia



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. The Society functions under the British Columbia Society Act and is governed by a Board of Management made up of 16 elected members, including two youth positions and 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-Waututh 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 ʔxw̓q̓eləwən ct carving centre, and multipurpose facilities.

## Board of Management 2021 - 2022

### Executive Committee:

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

**Executive Members:** Vera Jones  
Naina Varshney

**Directors:** Susanne Dahlin  
Ariela Friedmann  
Farren Gillaspie  
Pat Hogan  
Ingrid Kolsteren  
Freya Kristensen  
Sonia Massaro  
Craig Ollenberger  
Ashki Shkur  
Khai Truong  
Emily Vickery  
Meggan Ye

### 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 | Carmen Cho       |
| 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 x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), Sk̓wx̓wú7mesh (Squamish), and səliłwətaʔ (Tseil-Waututh) Nations.*



# 2021 Program Highlights

## 55+ Centre and Seniors, Elders & Advocates (SEA) Committee

We all (some settler, some visitor) acknowledge and are grateful to the Coast Salish peoples as we work and gather on the traditional, unceded and ancestral lands of the x<sup>w</sup>məθk<sup>w</sup>əy<sup>ə</sup>m (Musqueam), S<sup>k</sup>wxwú7mesh (Squamish), and səliwətaʔ (Tsleil-Waututh) Nations. Together we commit and bare witness to the truth, listen and learn about residential schools and their lasting generational impact on survivors and their families. The 55+ Centre provides programs and resources for Elders and seniors while welcoming others, with resolve, to join us in reconciliation.

The 55+ Centre Elders, seniors and staff would like to thank the many Britannia staff teams, volunteers, supervisors, the Board of Management, and our partner agencies for their unwavering support of us all throughout an ever-changing and difficult year. Together we found creative and new ways to gather, share truths, reach out, and breakdown barriers to keep us connected and supported. Thank you all.

Whether helping community members to navigate the online world or facilitating a connection with a young person, we found space for healing, health and laughter. We adapted to the many uncertainties and found we are resilient because we have community. Britannia and the 55+ Centre, located on these unceded, ancestral and traditional lands of the Coast Salish people, continues to be that place of wellbeing and gathering, a place with opportunities to be heard, play, learn and belong.

The year was marked by on the spot pivoting. The 55+ Centre offered online and hybrid programming, and responded to digital divide by partnering with the YMCA to offer digital literacy programs. We also partnered with REACH, VCH, Neighbourhood Agencies to share resources, support, and opportunities. Above all, we continued providing connection and support for seniors and others during very difficult times. Highlights include:

- Every graduation student walking across the stage at Britannia Secondary received a personalized cedar bracelet made by Elders and seniors, along with a special message recognizing their accomplishments, achievements and resilience in what was a very difficult time. Over 128 bracelets were made; the cedar woven bracelets are a reminder that the students are a special and loved part of the community
- At a time that can feel especially lonely, 100 plus Britannia Seniors and Elders received a personal Christmas card from a Britannia Youth.
  - First hand account: *“I'm not sure when the Christmas cards arrived but among them was a large puffy envelope with neat printing addressed to me. It was kind of squishy. I opened it and it was a card from someone, somewhere at Britannia. The squishy feel came from several bright ribbon clusters pasted on the front cover that needed to be squeezed painstakingly into the envelope. Multicolour handwritten Merry Christmas messages were printed on the inside and, as if that was not charming enough, there was a separate small envelope with my name containing more Christmas wishes and greetings. Every surface was adorned with hand drawn Christmas motifs—snowmen, Christmas trees, happy faces, hearts and even some sparkle stickers. It was all so naively disarming that I burst into tears. Who does stuff like this?”*
- On Orange Shirt Day, residential school survivors marched with family and hundreds of community members to Grandview Park. 3000+ community members attended in support. Survivors and family members shared their truths, and everyone stayed, witnessed and listened. We partnered with VAFC, ACPC, and GWFC. The Britannia staff team and volunteers went above and beyond.
- The Craft Collective fundraised for Indigenous families in Lytton affected by the forest fires, spending countless hours making and selling crafts.

## Vietnamese Seniors

The Vietnamese Seniors program continued to provide assistance to seniors throughout the pandemic, including:

- Registering and assisting seniors with getting COVID-19 vaccinations.
- Helping low-income seniors to find affordable housing through BC Housing and the SAFER programs.
- Assisting seniors with applying for provincial and federal benefits.
- Coordinating and participating in the Community Volunteer Income Tax program to help seniors and low income families with their income tax returns.
- Collaborating with Multicultural Family Centre at REACH to organize joint programs for adults and seniors.

## Arts & Culture

Our Arts & Culture programming team spent the year focusing on arts activities that support local artists and the local economy, and address social isolation. Highlights include:

- There were seven exhibitions in the library. Because of COVID-19 restrictions, there were no gallery openings, workshops or in-person artist talks. Online interviews and artist introductions to their work were a way to pivot online and increase communication with the public.
- The virtual Coffeehouse Series supported more than 70 performers over the course of the four seasonal events. The pivot to online continues to be well-received.
- Britannia Plaza Markets supported more than 35 local artists and craftspeople over a 20 week period of the summer, activating the Britannia Plaza. We also organized two Festival Markets that expanded into the Napier Greenway. Ten of these local vendors also participated in the “We’re Still Here” RIA weekend marketplace.
- Two Banner painting workshops were held outside (and with lower attendance levels) in the šxʷqʷeləwən ct Carving Centre.
- In the fall 2021 and winter 2022 many in-person programs returned, including: Adult Pottery, Drumming, Salsa dancing, as well as children’s art, music and dance classes.
- šxʷqʷeləwən ct Carving Centre artists in residence Edgar Alan Rossetti, Randall Bear Barnetson, and Simon Daniel James carved three Cedar logs into seating structures to be installed on site in 2022.
- The Parade of the Lost Souls took place on October 30 with the Dusty Flower Pot Cabaret and Kat Single-Dain. The Thriller Flash Mob and Time Warp Flash Mob workshops took place in the cafeteria in the weeks leading up to the event.



*Carvers in Residence Simon Daniel James, Randall Bear Barnetson, and Edgar Alan Rossetti.*

# 2021 Program Highlights

## DTES Mother's Day Pow Wow

- Britannia supported the DTES Mother's Day Pow Wow, in partnership with the Downtown Eastside Women's Centre and WISH. Meals, gifts, and flowers were delivered to 800 women in the Downtown Eastside (DTES). Live outdoor drumming, dancing, and ceremony was streamed online, and viewings were set up at various locations across the DTES.

## Child & Youth Programs

- Overcoming the challenges presented by COVID-19 and assisted by funding through the federal government, we were able to run and complete our Girls Who PLAY Project. The Girls Who PLAY: Passion for Lifelong Athletics in Youth pilot program was developed to empower female-identified youth with a holistic approach to health through increased participation in traditional and non-traditional team and individual sport, while breaking down the known barriers to sport participation facing young women in our community. The target population was young women ages 12-18 (including Indigenous two-spirited, LGBTQ2IA+, vulnerable and at-risk youth) residing in the Downtown Eastside and Grandview Woodlands communities. Over 150 youth actively participated in a variety of traditional and non-traditional sports, in addition to leadership, mentorship, life-skill and coaching/certification training. 256 sport/training sessions were held over a total of 468 programming hours. Opportunities included archery, basketball, football, golf, ice skating, kayaking, outrigger canoeing, tennis, and volleyball.
- September 2021 saw the reopening of the Teen Centre (TC) after closure at the start of the pandemic. Opening with increased cleaning and capacity procedures, the TC was surprisingly busy from the start. Youth looked forward to have a place to hang out and connect with others (including staff), learn about resources and opportunities, and just be in a safe space. As protocols have shifted, staff have managed to adapt, and participation has increased weekly.
- With increased protocols, after school and youth programs were able to operate throughout the pandemic. Programs ran at full capacity regularly. Youth and families were wanting and needing activity and engagement, structured play and learning, all the while developing and improving skills, socializing, having fun and temporarily escaping the reality of COVID-19. Programs were an opportunity for staff to engage and connect with young people; check-in with youth and families; address increasing social, physical, and mental health concerns; and make necessary referrals as needed.
- Funseekers Daycamps in all seasons were busier than ever. Registration filled quickly and we worked with Community Education and Britannia Elementary School to ensure referrals were accommodated. Staff adapted to the ever-changing protocols and procedures, and offered a fun and creative camp, while ensuring the safety and well being of everyone. Emphasis continues to be on the "Play it Fair" toolkit, providing experiential education and awareness of Human and Children's Rights through adapted playground games followed by discussions.

## Latin American Youth Program

- In the summer months we had an outdoor soccer program for Latin American children (6-8 years old). This program was carried out with the help of Latin American high school student volunteers.
- Leaders in the Latin American communities and families came together to form a committee to support VSB Latin American ELL students. They presented at the VSB Student Learning and Wellbeing Committee to discuss the different barriers and challenges faced by Latin American ELL students. Several presentations were made to the VSB to address the different issues that often result in Latin American ELL students not successfully completing their studies.



## Food Security

The COVID Emergency Food Program wrapped up in May 2021, with impressive final numbers:

- 11,000 food boxes were delivered, with a focus on highly nutritious foods (like fruits and veggies) ensuring that people stay healthy during the pandemic.
- 375,300 lbs of food was distributed, with 60% purchased and 40% donated or recovered.
- 8485 volunteer hours were clocked by over 190 community members that graciously offered their time to help sort, box and deliver food.
- We engaged in 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.
- 42 businesses donated food, including roughly 10,000 prepared meals.
- \$285,815 in funds were raised through partner support, the Canadian Government COVID-19 Food Relief Fund, various funders, and hundreds of community members.

We continued to offer support to families, through the Bridging Program from June – September 2021:

- 27 families (45 individuals) were supported as we transitioned away from emergency food delivery.
- The Strathcona Community Centre hamper program provided the food hampers and we provided the volunteer drivers and coordination.
- 5 volunteer drivers supported food delivery.

## Pool & Fitness Centre

The Pool and Fitness centre teams have spent the last year adapting to the constant COVID-19 protocol changes to still enable the members of our community the opportunity to participate in recreational activities, like working out in our fitness centre and swimming in our pool. Highlights include:

- We were able to bring back our Women's Only and 55+ Only sessions at new times in the fitness centre.
- We expanded our Free Youth Night at the pool to a bi-weekly program with a free ½ hour lesson for any youth who want to learn to swim but don't have the resources themselves. It alternates weeks with a Free Family Swim for youth and children with their chaperones, which is at a more working family friendly time.
- Lessons were reinstated in the summer of 2021 with full parent participation, which progressed in the fall to parents having the option of participating.

## Rink

We successfully navigated through the challenges of operating through the pandemic, from reduced programming and rentals to opening our doors back to the public to a regular schedule, at reduced capacity in the fall of 2021:

- Lessons and public sessions proved to be very popular!
- During the extreme heat challenges in summer of 2021, the rink operated as a cooling centre in addition to regular operations.
- After a year off, the Vancouver Adult Coed Hockey league resumed play, with 26 teams and over 400 participants registered, much to the joy of loyal players who have been with the league for many years.

## HOME FOOD DELIVERY



**7180+ hours**

dedicated by volunteers to home food deliveries.



**358,500+ lbs**

of food delivered to over 19,000 individuals.



**140,200+ lbs**

of food donated or recovered.



Britannia facilities were mobilized to serve the infrastructure demands of the emergency response; we converted the Teen Centre into an Emergency Food Centre.



*"We have now proven to ourselves, perhaps more than at any other moment, how critical community development work is. This work is needed to build the resources, the assets, the skills, the connections, the partnerships that are the social fabric, the resilience that is needed in facing crises — whether it's the pandemic or climate change or poverty or lack of affordable housing." - Ian Marcuse, Community Food Developer*

## SENIORS & ELDERLY



**1032+**

wellness checks performed by volunteers & staff.



**online programs**

offered by the 3<sup>rd</sup> week of the pandemic.



Technology & educational resources provided to help community members, particularly seniors, to connect with community online.



In 2021, we created new ways to share, engage, and connect with project partners and community members. With fluctuating restrictions on in-person gatherings, the creation of safe and accessible ways to participate in the Britannia Renewal remained a priority.

2021 kicked off with virtual world cafés that helped generate a meaningful exchange of ideas on topics such as site-wide programming, the addition of a non-profit cultural hub and the inclusion of non-market housing at the renewed site. This dialogue continued into the summer through a series of online Community Conversations that invited

participants to share their perspectives on the Renewal, and to hear the feedback project partners were receiving through engagement with the Britannia community. These opportunities to ask questions and share input not only helped project partners better understand how to integrate the community's diverse needs into the redevelopment, but it also helped us collectively envision the future of Britannia's spaces and services.

The transition to virtual programming introduced different ways of learning and participating in the Renewal, and it was important to ensure that everyone had access to these resources. We sought to overcome the digital divide and ensure Renewal engagement was accessible and far-reaching in a few different ways:

- In 2021, we reactivated the B-Lab in the Information Centre—a space that seeks to overcome digital barriers to participation by providing a safe, in-person space for community to engage with the Britannia Renewal and review core documents.
- Drop-in hours with project staff and members of the Britannia Board Renewal Working Group facilitated casual, low barrier points of entry for the public to hear project updates and ask questions about considerations for the renewed site.
- Board members were also active in collecting community feedback and concerns to share with the project team by setting up tables with Renewal materials at local outdoor events, such as the Britannia Plaza Markets.

The information gathered through these diverse approaches to public consultation all helped inform Phase 1 of the project, which includes the rezoning of the site and the detailed design and construction of Building 1 made up of the pool, fitness centre, gyms, and child care spaces. Building upon the Master Plan, the rezoning process identifies the types of uses that can be included on site, and a number of development criteria including building density, heights, shape, and outdoor and green space requirements.

As Phase 1 continues to evolve, we invite everyone to get involved with the Renewal—whether by participating in an upcoming engagement opportunity or by joining the Planning & Development Committee.

To learn more, visit the B-Lab in the Info Centre, call us at 604.718.5800 (1), or visit: [britanniarenewal.org](http://britanniarenewal.org)

## Message from the President



2021 was another unprecedented year for Britannia Community Services Centre, our staff, the Grandview Woodland and Strathcona communities, and the world. The COVID-19 pandemic, the toxic drug supply, the recovery of an increasing number of unmarked graves at the sites of former residential schools, numerous climate catastrophes, and rising inflation have created so much hardship in people's lives. But even though there was so much hardship, 2021 brought our community together; I am absolutely amazed by the generosity and resilience that I have witnessed over the last year.

I would like to extend my heartfelt gratitude to our staff, board and volunteers for working so tirelessly to accomplish all that we have. When foodbanks closed down at the start of the COVID-19 pandemic, we opened an emergency food delivery program that delivered food right to peoples' homes. We shifted programs online and into hybrid (online and in-person) sessions to help keep community members connected, whatever their comfort level. We provided tablets and SIM cards to people without access to computers to help bridge the digital divide.

However, in 2021 we wanted to move from just emergency pandemic response to community care. We wanted to put energy into finding ways to increase the quality of life of people in our catchment neighbourhoods, and our staff and community came up with numerous thoughtful and creative ways to connect. Some highlights include:

- In August, Britannia welcomed Indigenous carvers Edgar Alan Rossetti, Randall Bear Barnetson, and Simon Daniel James to šxʷqʷeləwən ct to transform three cedar logs into benches. The carvers hosted artist talks for students, and invited the public to open studio hours to get a behind-the-scenes look at their projects.
- On September 30, 2021 we hosted our biggest Orange Shirt Day event to date; over 3000 community members marched or joined us at Grandview Park to honour and hear Elders' testimony and to bear witness the ongoing impact of Canada's residential schools. The sea of orange shirts was a powerful symbol of community resolve to work towards reconciliation.
- Artist Ejiwa "Edge" Ebenebe began drafts for a mural inspired by the Black Lives Matter movement that will stand at 450 square feet on the side of Gym C. Working in consultation with local youth and community members, Edge's mural will honour the enduring presence of Black communities in East Vancouver.

This past year also saw exciting developments in the Britannia Renewal. The project is in the midst of Phase 1, which includes the rezoning of the site and developing the detailed design for the future pool and fitness centre in Building 1. As we move into discussing site-options, we want to hear your voice. Share your vision of the future of Britannia at a Planning and Development Committee meeting; the committee is always open to new members.

I am grateful to all the work that has been done and looking forward to all the ways our amazing team will come together to create more avenues for community connection. It's through connection that we build resilient communities.

How'aa,

Annie Danilko, Haida Nation  
President of Britannia Board of Management

## Message from the Executive Director



2021 marked 45 years of operations for the Society, an organization established for the express purpose of supporting youth and their families, which in the Grandview Woodland neighbourhood increasingly includes older adults, seniors and Elders.

This year was also one of the most challenging times for residents who lived through disproportionate impacts on housing, mental health, social isolation, financial and educational opportunities—things that were already difficult for many residents due to systemic discrimination. The board and staff mutually agreed that our role was to help residents recover from the twin pandemics, COVID-19 and the toxic drug supply, in the best ways we know how:

- Bringing people together for action in their neighbourhood (like Orange Shirt Day).
- Making our facilities available to the community.
- Offering staff and organizational support for resident-led projects.
- Spending resources at local businesses.
- Engaging local artists and contractors.
- Bridging the digital divide.
- Helping neighbours connect to each other.

Throughout the pandemic, we've seen so many of those who are thriving in our community share what they have in time, money and spirit; they reached out to their neighbours to lend a hand. In return, Grandview Woodlands and Strathcona have become known an example of how neighbourhoods can be more resilient in the face of multiple crises.

It is remarkable to look back on 2021 and see how much was accomplished. We are grateful to our community members, staff, and to the Board of Management—all of whom showed up for each other and did not hesitate to make difficult decisions. In the face of many challenges, I can't say enough about our staff who continued to provide child care and our core recreation services in sports & fitness, 55+ and youth programming, aquatics, ice sports, and arts & culture; their immense efforts are greatly appreciated. Despite local labour shortages, transportation issues, and other challenges, our staff showed up every day and kept programs and facilities operating. Because of them, we were able to provide community services to vulnerable residents. Britannia staff are extraordinary!

In gratitude,

Cynthia Low  
Executive Director



*Masks designed by a student at Britannia Elementary.*



*Britannia School Garden.*



*Participants in the Latin American Youth Program (LAYP).*

# 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 educators and over twenty auxiliary educators in various settings across the locality.

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

In 2021, the provincial and federal governments made further commitments to create a Canada-wide early learning and child care system. Announcements in 2021 included: the transition of child care into the Ministry of Education, 50% average fee reduction for families by 2022, funding to implement \$10/day child care across Canada by 2026, supporting accessible child care spaces, funding for education, and a provincial wage grid for educators.

## 2021 Highlights

- Britannia Preschool and Out of School Care, Grandview Terrace Out of School Care II, and Eagles in the Sky Daycare and Out of School Care were all successful applicants to become \$10/day child care sites beginning in March and April 2022.
- Britannia Child Care, along with the Canucks Family Education, East Side Family Place and Community Action Plan for Children, worked on guiding principles and environmental needs for the Britannia re-development plans. A focus on the redevelopment will continue into 2022.
- A Hub Equity, Diversity and Inclusion Committee was formed to focus on the creation of a Workplace Equity Policy. The recommendations within the policy will help us guide our work for years to come.
- The Britannia Child Care Hub provided opportunities for training and education in Board Fundamentals, ECE Sector Updates, Pedagogical Work, Learning Circles and Equity and Inclusion.
- The Hub continued collaboration with the Early Childhood Pedagogy Network (ECPN) to bring a Pedagogist to the Hub programs.

## 2022 Priorities

- New \$10/day application dates have been announced for the Spring/Summer 2022; we will be focusing on the remaining Britannia Hub programs applications.
- Society strategic planning will start in the fall of 2022.
- Implementing Equity Policy work into human resource policies and practices.
- A focus on recruitment, hiring, and retention of educators.

Sincerely,

Jacky Hughes  
Manager of Child Care Services

# Message from the Community Recreation Coordinator

## Program and Services

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

## Successes

What a year it has been. After last year's AGM we thought we were coming out of the pandemic—to some extent. We had a summer of safety plans and slow reopenings as we carefully and respectfully navigated everyone's comfort levels and expectations. We planned and prepared community programming for Fall 2021; we were all excited to see and work with the community again, only to have the doors closed in our faces when a new variant emerged and changed all the plans again.

Fitness centers and active programming were the most impacted. We have learned a lot over the last couple years and adapting has gotten easier, but by the same token the constant changes have been difficult. Throughout the fall, our front desk staff would advise people of one set of expectations only to have to change the following week.

But through it all, the community and Britannia staff have been amazing:

- Community members came out in droves in respect for Elders and their families on Orange Shirt Day.
- The skate park community grew through the year, becoming more active and engaged in the Renewal and other areas.
- Our food security programming continued shifting back to the Bulk Buy Food Program and away from emergency home deliveries.
- We continued to maintain contact with many of our most vulnerable Elders and seniors through our phone tree program.
- Though we saw the fitness centres close again through the end of 2021, most of our programming was back to running in a new fashion.
- Staff have had to balance the returning of historic programs with the new and evolving needs of community, as well as respecting the community desire to come out of isolation and be social again and the fear of getting sick or seeing another lock down.
- Our programming teams have continued to provide and increase connections and support for seniors and others during very difficult times.



Orange Shirt Day 2021.



Elders and seniors poppy sale, in support of Indigenous veterans.

## Message from the Community Recreation Coordinator



Staff member Kiel Torres, board member Pat Hogan, and executive director Cynthia Low. Photo credit: J Peachy.

### 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.

Some good-byes and welcomes:

- Ian Marcuse, our Food Security Coordinator, moved on into his version of retirement. Ruth Elizabeth Briggs is new to the role, but has a wealth of experience and knowledge. Her tireless positive energy and collaborative spirit have been inspiring.
- Bea Miller, Arts and Culture Programmer, has left us to pursue her own art more. Helen Spaxman filled in through the fall carrying us as only she can—thank you always, Helen! In 2022, Amanda Lye moved into the position. Amanda comes to us with a strong arts and programming background and has jumped right into contributing to our programs and events.
- We would also like to welcome Kiel Torres who came to us in 2021 to assist with a digital communications project, but quickly found herself helping us in many areas, including working with our partners in coordinating the ʘxʘqʘeləwən ct Carving Centre artists and our many Renewal engagements.
- We welcomed new auxiliary staff at the pool and Info Centre: Bruno Rocha, Amy Hoang, Marlana Woldring, Victoria Hollingum, and Rebecca Wong. Our new staff along with our existing auxiliary team members—Sylvia Oates, Jen Friskie, Aaron Innes, and Jillian Greenshields—have been instrumental in keeping our doors open and operations running.
- Most recently we welcomed Danais Yera who brought us all hope in early 2022 with the Shine Intercultural Spring Market, kicking off what promises to be an amazing summer.

### Special Thanks

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

With thanks,

Peter Odynsky,  
Community Recreation Coordinator



# Grandview Woodland Food Connection

The Grandview Woodland Food Connection at Britannia had a year filled with change. We wrapped up our COVID-19 Emergency Food Home Delivery Program, we said goodbye to Ian Marcuse (our amazing Community Food Developer of 14 years), and welcomed Ruth Elizabeth Briggs as the new GWFC Community Food Security Coordinator. We also connected folks to their food systems (and each other!) through gardening, adapted our FoodFit program to an online format, held food workshops, and participated in community events.



GRANDVIEW WOODLAND  
FOOD CONNECTION

Another exciting highlight of 2021 was that after a long and successful partnership between Britannia and the GWFC, we decided to take the next step and have the GWFC become a full fledged part of Britannia. Together, we've been supporting healthy and dignified food access and food skills to all and we look forward to continuing to do so in an integrated way!

Our COVID Emergency Food Program ran from March 2020 to May 2021 and with the help of over 190 volunteers, we delivered 375,300 lbs of food in 11,000 food boxes! In partnership with Strathcona Community Centre and with the help of a few of our amazing volunteers, we were able to do a small bridging program for 27 vulnerable families for 4 months so they could transition to other food programs as ours ended, with as little stress as possible.

With our partners, Farm to Schools BC and Fresh Roots Urban Farm Society, we supported three schoolyard gardeners who kept 8 school gardens going over the summer. This was especially challenging with the summer heat dome—we know our gardens appreciated the love! We hosted 9 garden work parties, where volunteers and community gardeners cared for communal garden areas. We also introduced a garden newsletter that was packed full of garden information and opportunities. The GWFC School Gardens program engaged students from Britannia Elementary and Britannia Secondary in experiential garden learning. These hands-on food growing experiences help connect youth with where their food comes from, build skills, and foster an appreciation of nature. We are so grateful to be able to provide access to outdoor learning spaces, especially during a pandemic.

Our ever-popular Britannia Bulk Buy Food Club continued on strong, with 75 families participating. This alternative grocery buying model allows neighbours to buy fresh produce together and save big while accessing healthy food through a dignified and community-centred program.

By delivering ingredients and transitioning our FoodFit cooking, fitness, and nutrition classes online, we were able to reach homebound community members and cook together, apart. Thank you to our funders, Community Food Centres Canada, and our instructor, Siobhan Barker, for supporting our successful online FoodFit pilot!

We gathered with Elders and their families on Orange Shirt Day, fed youth after self expression and healing workshops, and honoured and celebrated the strength, beauty, and resiliency of all Indigenous peoples as a part of West Coast Family Day and Powwow Family Day. Food brings people together, and food at events brings the community together!

I'd like to say a special thank you to our 300+ volunteers who put in a total of 9127 hours of work. One of my best introductions to our amazing community of volunteers was when I needed a volunteer driver last minute. I made a call out over email for help and within minutes my phone was ringing off the hook and the emails kept coming in! Everyone is so willing to pitch in and support their neighbours—thank you!

Warmly,

Ruth Elizabeth Briggs  
Community Food Security Coordinator

# Britannia Branch Library



**VANCOUVER PUBLIC LIBRARY**

Situated on the unceded lands of the Musqueam, Squamish and Tsleil-Watuth Nations, the Britannia Branch of the Vancouver Public Library (VPL) has humbly worked over the years to learn from the Grandview Woodlands community, in order to always find ways to better meet its needs.

2021 continued to be a year of recovering from the impacts of the pandemic, and re-establishing services. But even as the focus was on recovery, Britannia branch had an opportunity to surprise the community with something new and exciting for families and children in the Grandview Woodland area.

The biggest story of our year was the construction and opening of VPL's second Early Learning Space at Britannia Branch. Early Learning Spaces are a new initiative of VPL that transform libraries' children's spaces into vibrant areas where play, learning and reading can happen simultaneously. Work on the space started in September, and it was open to the public by December. A formal launch event is set to take place in 2022. In the words of one neighbourhood 8 year old: "This is now officially my favourite place."



As the Britannia Branch is also home to the Britannia Art Gallery, we continue to feature art displays and installations from local artists including: Todd Gíihlgigaa, Dana Cromie, and Khai Truong, to name a few.

The other big story this year was the return of in-person programming. Beginning in the autumn, branch staff couldn't have been happier to welcome children and their caregivers back for storytimes in the branch. To create a safe environment, these were carefully managed, with registration required, and were held in the gallery space. For families that were not able to come to the in-person storytimes, online storytimes continued, and will likely continue into the future. In 2022, if all goes well, the branch anticipates returning to drop-in children's programming, and starting to offer in-person adult programming.

Britannia Branch continues to be the home of the Connection to Kith and Kin program, one of VPL's key programs in its commitment to reconciliation. Connection to Kith and Kin is planned and delivered in partnership with the Indian Residential School Survivors Society; Britannia Community Services Centre, the Weaving Our Community Together program, and the Seniors-Elders-Advocates Committee; Library and Archives Canada; and VPL. This program exists to specifically support people with Indigenous ancestry to navigate the databases needed to find information about their lineage, in a thoughtful and culturally supportive environment. From January to March 2021, we ran our first full season of Connection to Kith and Kin Online, and online sessions continued throughout the year.

The library bade farewell to several long-term staff in late 2021 and early 2022. In October, the Library's two longest serving staff members—Sandra Bridge and Shyamin Rahman—retired on the same day, with much thanks for their many years of service to the branch and community. The branch welcomed Craig Bednar and Audrey Wolfe as new staff in their positions. In 2022, Children's Librarian Nathalie Patel, who also spent many years of her career serving the Britannia community, retired. Sarah Bagshaw joins the branch as our new Children's Librarian. Around the same time, Branch Head Noreen Ma left VPL to take a position with Burnaby Public Library, with Randy Gatley moving from Hastings Branch to serve as the new Branch Head.

Thanks as always to our community for their ongoing support. We look forward to seeing you at the Britannia Library!

Sincerely,

Randy Gatley  
Branch Head & Connection to Kith and Kin Coordinator  
Britannia Branch, Vancouver Public Library

## The Impacts of COVID-19 on CFEC Families

Most of our families experienced enormous upheaval and challenges from the pandemic and restrictions—from lost jobs and incomes to the constant, inherent fear and suffering that comes with not knowing if you are safe and what will happen to you or your loved ones if you contract the virus. Twenty CFEC families (that we know of) got COVID, with the entire family sick with the virus. However, Jenny's family experienced the (almost) worst of what can happen.

Jenny attends our PIE Plus 2 classes at Maywood Community School in Burnaby, and as COVID worked its way through the Lower Mainland, some CFEC families chose to temporarily withdraw from attending our adult classes and removed their children from attending in-person school in the hopes that their families would be saved from the devastating impacts of the pandemic. Jenny was one of them, but eventually Jenny, her husband, her 3 children, her sister, her brother-in-law and their son, all succumbed to the virus. Jenny's husband was the hardest hit and spent 5 weeks in a coma on ventilation. It was touch and go and his survival, at certain points, was in question. And then something wonderful happened: He woke up. He was released from hospital in June of 2021 and is slowly recovering. He has a long road ahead, but the strength and love this family has for each other will sustain him on his journey back to full recovery.

## 2021 Program Highlights & COVID-19 Support

- CFEC partners provided \$44,693 of in-kind support for our families in all locations, including food, new clothing, boots, non-medical face masks, and hand sanitizers.
- We continued to support CFEC teachers and students in the VSB and Burnaby School District English and math classes. We also hosted, monitored and attended Zoom sessions and planning meetings with teachers and school administrators.
- Britannia classes remained online throughout the winter and spring 2021. Fall classes returned to modified in-person hours and Burnaby classes were a mixture of in-person and at home learning.
- We purchased one additional computer and other family supports (car seat, stroller, formula, and prescription eyeglasses) totaling \$1,985.00.
- In June we pre-registered 158 adults and 92 preschool kids in all locations for fall.
- We provided \$3,000 in scholarships and a personalized Vancouver Canucks "leaving" jersey for graduating youth at Britannia Secondary School in June.
- January - December, we sponsored 21 ECE Basic Certificate students, totaling \$45,000. This support enabled our students to continue learning (online) in the winter/spring classes. They are half way through their program and will graduate late 2022 or early 2023.

## New Programs

- **GR2R FRP:** We are currently in the developmental stages of creating the Learning Through Movement Resource and Training Manual. This program will be incorporated into the in-person and online components of GR2R, to be launched fall 2022.
- **Connected - Energy in Motion:** An education and wellness program connecting families with the natural environment through mindful practices, including yoga, art, and meditation. This virtual workshop series helps families forge strong connections to themselves, the community, and their environment (developed and facilitated by Alexandra Ducharme and Ainslee Winter, online).

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

Jean Rasmussen, Founder and Executive Director

# East Side Family Place



We acknowledge that we are grateful to be working and playing on the beautiful unceded lands of the x̱w̱məθḵw̱əy̱əm (Musqueam), Sḵw̱x̱w̱7mesh (Squamish), and səliłwətał (Tseil-Waututh) peoples. Established in 1979, Eastside Family Place Society (ESFP) is 43 years old and 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.

## Programs and Services

ESFP offers family-friendly, play-based learning where young children 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! Our programs:

- We have ceased our pandemic restrictions and drop-in is now non-barriered and registration-free. We are open to families 9:00am-12:00pm on M/W/F and caregivers from 9:00am-12:00pm on T/Th. Also, on T/Th afternoons we offer 1:00-2:30pm drop-in for everyone.
- Licensed Occasional Childcare is open and running five mornings a week.
- Parent and Baby Yoga is available Mondays from 12:30-1:30 with Melissa Rodrigues who has now joined the Eastside Family Place team as our program coordinator.
- We offer Nobody's Perfect and Circle of Security positive parenting programs that aim to strengthen parenting skills through a better understanding of attachment and child development.
- Our early literacy program—Family Rhythm, Rhyme + Movement—fosters children's language, social and physical development through songs, rhymes, stories and movement.
- Monthly Cook-Alongs are available on Zoom with Chef Andrea Potter, providing 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.
- A variety of workshops are offered on Zoom that focus on parenting, health and safety, self-care, and other relevant topics. Direct support and referrals are made to relevant agencies.
- We will again be offering our enhanced summer program with meet-ups in the garden and food skills classes where children and their parents/caregivers learn about growing and cooking nutritious foods.
- ESFP has been excited to integrate Indigenous learnings into our programs whenever we can. This has included workshops with drum maker Robert George of the Tseil-Waututh Nation, and story times with Jade Brass and author Kung Jaa Dee of the Haida Nation.

## 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. Our annual membership is \$30.00.

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 \$8.7 million. Revenue is derived from a variety of sources, including the City of Vancouver who funds core functions such as programming, administration, and maintenance. Monies received by a wide variety of other grants, contributions, and registration fees augment basic funding as well.

In 2021, Britannia completed the year with a surplus of \$156,418. Federal support throughout the COVID-19 pandemic, primarily through the Canadian Emergency Wage subsidy, aided in the continuation of many programs as well as allowing Britannia to maintain a strong financial position over the last two years. Britannia is in a strong position to rebuild its programs and create new programming plans through 2022.

Sincerely,

John Flipse  
Treasurer of Britannia Board of Management



## Message from the Manager of Administrative Services

Administration at the Britannia Community Service Centre includes finance and accounting, human resources, and facilities. In Fiscal 2021, the Britannia Society closed out the year with an audited annual surplus of \$156,418. This was a stronger than our budgeted surplus, which was achieved primarily due to the Canadian Emergency Wage Subsidy in place from March 2020 to October 2021. This subsidy, along with the continued support from all of Britannia's funders, helped Britannia continue to be a strong supporter of the communities of Grandview Woodlands and Strathcona throughout the COVID-19 pandemic. Compared to 2020, total operations increased by 8.5% as Britannia continued to bring operations back up to pre-pandemic levels.

Thanks to the strong financial results in 2021, Britannia has been able to increase its discretionary reserve by \$325,000 over the past two years. Over the next few years, these reserves will go back into the communities that Britannia serves; these surpluses have allowed the Britannia Board of Management to pass and move forward with its 5 Year Reconciliation plan. Exciting times are ahead!

Sincerely,

Jeremy Shier  
Manager of Administrative Services

## THE BRITANNIA COMMUNITY SERVICES CENTRE SOCIETY

Statement of Financial Position

December 31, 2021, with comparative information for 2020

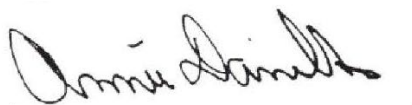
|  | 2021                | 2020                |
|--|---------------------|---------------------|
| <b>Assets</b>  |                     |                     |
| Current assets:  |                     |                     |
| Cash   | \$ 885,857          | \$ 543,659          |
| Short-term investments, at fair value (note 3)         | 412,176             | 289,997             |
| Amounts receivable:                                    |                     |                     |
| City of Vancouver                                      | 859,446             | 743,177             |
| Other  | 510,914             | 475,367             |
| Inventory  | 50,128              | 50,128              |
|  | <u>2,718,521</u>    | <u>2,102,328</u>    |
| Investments, at fair value (note 3)                    | 517,534             | 700,464             |
| Tangible capital assets (note 4)                       | 562,999             | 595,488             |
| Due from City of Vancouver and Parks Board (note 9(a)) | 250,500             | 248,200             |
|  | <u>\$ 4,049,554</u> | <u>\$ 3,646,480</u> |

## Liabilities and Net Assets

|   |                     |                     |
|---|---------------------|---------------------|
| Current liabilities:                              |                     |                     |
| Accounts payable and accrued liabilities (note 5) | \$ 338,470          | \$ 646,125          |
| Deferred contributions (note 6)                   | 554,276             | 622,844             |
| Deferred revenue (note 7)                         | 215,151             | 15,820              |
| Due to related parties (note 8)                   | 902,402             | 476,497             |
|   | <u>2,010,299</u>    | <u>1,761,286</u>    |
| Employee future benefits (note 9)                 | 291,000             | 288,100             |
| Working capital advance (note 10)                 | 81,000              | 81,000              |
| Deferred capital contributions (note 11)          | 449,912             | 469,669             |
|   | <u>2,832,211</u>    | <u>2,600,055</u>    |
| Net assets:                                       |                     |                     |
| Invested in tangible capital assets (note 12(a))  | 113,087             | 125,819             |
| Internally restricted (note 13)                   | 1,104,256           | 920,606             |
|   | <u>1,217,343</u>    | <u>1,046,425</u>    |
| Economic dependence (note 20)                     |                     |                     |
|   | <u>\$ 4,049,554</u> | <u>\$ 3,646,480</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, 2021, with comparative information for 2020

|   | 2021              | 2020              |
|---|-------------------|-------------------|
| <b>Revenue (note 15):</b>   |                   |                   |
| Contributions from City of Vancouver for operating purposes         | \$ 4,601,070      | \$ 3,925,360      |
| Contributions from Government of Canada (note 21)                   | 290,832           | 513,623           |
| Rink and Pool   | 482,136           | 468,680           |
| Donations, membership fees and special events                       | 95,470            | 123,534           |
| Province of British Columbia gaming grant                           | 101,105           | 101,863           |
| Contribution from Britannia Community Services Foundation (note 16) | 66,879            | 64,052            |
| Amortization of deferred capital contributions (note 11)            | 19,757            | 19,757            |
| Interest  | 1,656             | 14,040            |
| Rentals   | -                 | 4,268             |
| <b>Programs:</b>  |                   |                   |
| Recreation (note 21)  | 1,148,707         | 1,050,265         |
| Child Care (note 21)  | 776,882           | 864,463           |
| Community education (note 21)                                       | 512,330           | 457,019           |
| Other   | -                 | 2,464             |
|   | 8,096,824         | 7,609,388         |
| <b>Expenses:</b>  |                   |                   |
| Maintenance and operations of buildings, equipment and grounds      | 1,803,870         | 1,937,133         |
| Salaries, wages and employee benefits Administration                | 1,772,916         | 1,556,804         |
| Salaries, wages and employee benefits Park Board Staff              | 1,677,102         | 1,303,412         |
| General programs  | 529,523           | 559,533           |
| Administration  | 182,237           | 149,887           |
| Gaming grant for children, youth, and senior programs               | 101,105           | 101,863           |
| Amortization of capital assets                                      | 32,489            | 35,223            |
| <b>Programs:</b>  |                   |                   |
| Recreation  | 605,628           | 507,970           |
| Child Care  | 719,207           | 680,195           |
| Community education   | 515,915           | 479,030           |
| Other   | 414               | 4,470             |
|   | 7,940,406         | 7,315,520         |
| <b>Excess of revenue over expenses</b>                              | <b>\$ 156,418</b> | <b>\$ 293,868</b> |

See accompanying notes to financial statements.

# 2022 Plans

## 1. Reconciliation.

- Develop and invest in a long-range plan that creates a meaningful shift by having appropriate staff and programs such as an Indigenous Arts and Culture Programmer, Indigenous Community Youth Worker, Elders in Residence, and Indigenous people in positions of power.
- Build on staff capacity to understand and practice reconciliation.
- Rename the Society through consultation with our community, urban Indigenous communities, and the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish) and səliłwətał (Tseil-Waututh) Nations.
- Restate our programming principles in a manner that better reflects community values.

## 2. Renewal.

- Share information for the purpose of authentic engagement—to have discussions, not just publish updates—with residents and especially youth who may not have equal access to provide their input into the future of the site.
- Board to be informed, engaged, and transparent to build trust with the community and develop relationships.
- Renew the Operating Agreement.

## 3. Relationships (including partnerships).

- Build respectful and mutually beneficial relationships between peoples and communities, grounded in the acknowledgement of power, inequality, systemic bias, genocide, exploitation and intentional exclusion.
- Create a conscious and transparent resetting of relationships and engagement with residents in Grandview Woodland and Strathcona (this is connected to our commitment to reconciliation and decolonization).

## 4. Support and wellness for our community and staff.

- The Society is here for the community—to provide services and support the aspirations of residents. Our staff do the work of the Society in reconciliation, the Renewal, relationship building, and communications. As the face of Britannia, it is important that our staff feel supported, and that the Society helps nurture capacity for staff to build relationships with our community, the Board, and committees; relationship building will enable staff to increase understanding of community aspirations and the Board's goals.
- Staff should be supported to build capacity and to do this in ways that reflects Indigenous and immigrant experiences.

## 5. Communication and engagement.

- Redesign the Society website to have a staff, board, and committee intranet with the capacity to communicate directly within each group; stream public meetings online and post videos; integrate an accessible shared calendar; and be able to sign on to list serves easily. The platform should support dialogue.
- Communications assessment to ensure we are achieving our communication goals.

## 2021 Snapshots

