



S.U.C.C.E.S.S.

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S.U.C.C.E.S.S.



SUCCESSBC | 🔍



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company/SUCCESSBC | 🔍

2020/2021
Annual Report

Photo credit: Al Lau
Booklet design: Joyce Chen



Vision

A vibrant Canadian society where people thrive and contribute to inclusive communities.

Mission

S.U.C.C.E.S.S. empowers people on their Canadian journey to achieve their goals through services and advocacy that promote belonging, wellness, and independence.

S.U.C.C.E.S.S. acknowledges the ancestral and traditional territories of Indigenous Peoples across the regions that we live and work. We express our gratitude and honour the Indigenous Peoples who are the keepers of these lands that have existed since time immemorial. We are grateful to be headquartered on the unceded Coast Salish lands of the xʷməθkʷəy̓əm (Musqueam), Sk̓w̓x̓w̓ú7mesh (Squamish), and Səlilwətaʔ/Səlilwítlh (Tsleil-Waututh) Nations.

We recognize and acknowledge our communities' shared histories of injustice and discrimination and uphold that it is our joint responsibility to actively work toward achieving healthy and inclusive communities and environments.

Message from the CEO

Queenie Choo, *CEO*

The 2020-2021 year demonstrated the tremendous spirit and generosity of our communities even during times of uncertainty.

During the COVID-19 pandemic, we worked collaboratively to quickly pivot our programs and services to address the evolving and emerging needs of our communities. With additional funding to respond to the pandemic, we were able to expand some of our essential services to support people who were experiencing higher levels of vulnerability due to isolation, marginalization and exclusion including immigrant and racialized women, seniors, and families.

We all witnessed the significant impacts of COVID-19, particularly on seniors. Our work as a member of the BC Safe Seniors, Strong Communities initiative supported isolated seniors who are living in the community with essential services for daily living including groceries, meals, and medication

delivery. In our seniors care services, our dedicated healthcare staff team worked tirelessly to ensure the health and safety of seniors. It is clear now,

more than ever, that culturally-appropriate supports are vital and we are proud to be working with BC Housing to ensure the community of seniors at 333 East Pender in Vancouver are able to continue to reside in their homes and access the supports they need for healthy and active aging.

The pandemic has also reinforced what many of us have long known to be true: having a safe place to call home is essential. That is why we are looking forward to the opening and occupancy of S.U.C.C.E.S.S. Riverwalk, a new affordable housing initiative in Vancouver that will add 109 homes for single people, seniors and families, at the end of the year.

Unfortunately, we have also seen an alarming rise in racism and hate in our communities. We are in solidarity with Black, Indigenous, Asian, and other racialized communities and firm in our commitment to anti-racism. This past year, we advocated with all levels of government in Canada and participated on numerous national and local roundtables to advance anti-racist solutions. As the Resilience BC Anti-Racism Network Spoke for Tri-Cities, we continue to work with local partners to ensure the safety of our communities against racism.

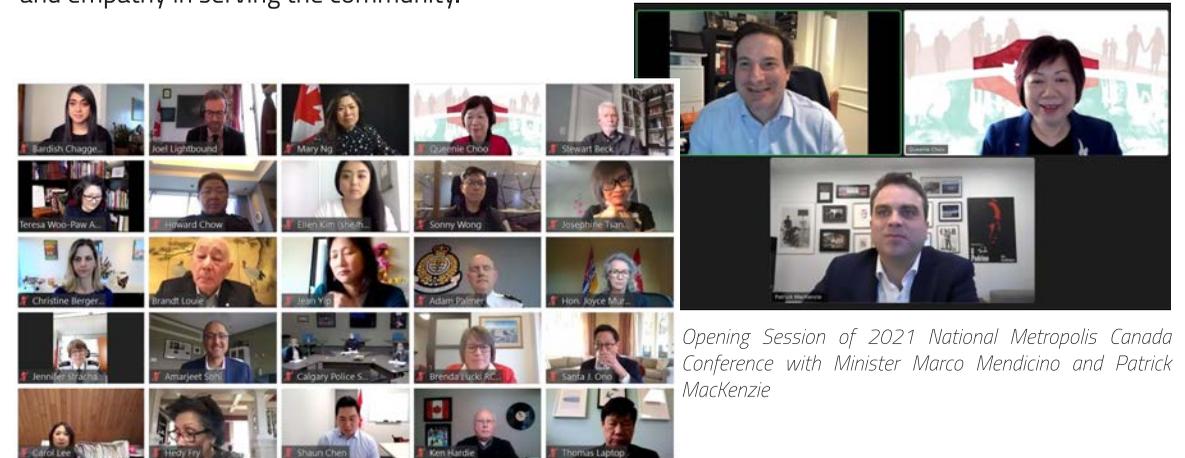
With the post-pandemic recovery on the horizon, Canada has set ambitious immigration level targets for the years ahead and it is critical that the settlement sector is ready to support the social, economic, and cultural integration of the many newcomers who will be arriving in Canada. S.U.C.C.E.S.S. continues to be a leader in the sector, and I am proud to have co-chaired the 2021 National Metropolis Conference alongside Patrick MacKenzie of the Immigrant Employment Council of BC.

I would like to take this opportunity to offer my sincere appreciation to all S.U.C.C.E.S.S. staff and volunteers for the commitment, compassion, and empathy in serving the community.

I also extend my gratitude to the Board of Directors at S.U.C.C.E.S.S. for their leadership to guide the organization through the pandemic.

Moving forward, S.U.C.C.E.S.S. is committed to continuing our work in forging positive stakeholder relations and developing innovative programs that promote justice, equity, diversity, and inclusion for our communities. We look to the future with hope and optimism, and thank all our funders and partners for their continued trust and support during this past year.

Queenie Choo



Opening Session of 2021 National Metropolis Canada Conference with Minister Marco Mendicino and Patrick MacKenzie

March 2021 Community Roundtable on Anti-Asian Racism Hosted by Minister Mary Ng and Minister Bardish Chagger

Message from the Society Board Chair

Terry Yung, *Society Board Chair*

For the past 48 years, S.U.C.C.E.S.S. has achieved a reputation for being an advocate for positive social change. As Board Chair, I am honoured to be a part of an organization that upholds our commitment to assist people through all stages of their lives in Canada.

As we continue to navigate through these challenging times of COVID-19, I want to highlight how S.U.C.C.E.S.S. pivoted to provide services, ensured continuity, and met community needs during the pandemic.

To support the mental wellness of our immigrant communities, we expanded our services to offer virtual counselling. This resulted in a 21% increase in service hours through the provision of greater culturally-appropriate counselling to clients. In seniors care, our staff delivered holistic and culturally integrated care to ensure the well-being of residents in long-term care, assisted living and participants in adult day programs. We shifted some of the in-person activities to virtual events such as webinars and job fairs.

Our city experienced a significant spike in Asian hate crime during the pandemic. These hateful acts against the Asian community reminded us all that many are still targeted because of race

and cultural background. All Canadians have a right to fully participate in our society, yet these attacks diminish our sense of belonging and sow division and fear. S.U.C.C.E.S.S. has heard loud and clear that the community needed tangible anti-racism actions and in response we organized roundtable discussions with all levels of government to bring these issues forward. S.U.C.C.E.S.S. will continue to champion for a more inclusive society, to help ensure voices are heard.

Even in times of uncertainty, our staff ensured S.U.C.C.E.S.S. was there to meet the needs of the community. I want to thank our Board and supporters. Your continuous support and trust in the services we provide enable us to fulfill our mission supporting our diverse and growing multicultural communities.

As we recover from the effects of the pandemic, S.U.C.C.E.S.S. looks forward to building on our roots, expanding our services to match the needs of residents to empower people and to advocate for a society that values and is welcoming to all.

With my heartfelt gratitude,

Terry Yung

Board of Directors

2020-2021 S.U.C.C.E.S.S. Society Board of Directors



Terry Yung
Chair



Philip Bates
Vice-Chair



Jim O'Dea
Vice-Chair



Doug Purdie
Treasurer



Dr. Alice Maria Chung
Board Secretary



Simon Chen
Director



Stephen Hsia
Director



Rebecca Law
Director



Lauren Liang
Director



Dr. Joy Masuhara
Director



Helen Song
Director



Kathleen Wong
Director



Terry Wong
Director



Tony Wong
Director



Donnie Wing
Director

At a Glance

The COVID-19 pandemic has created significant impacts in all aspects of our lives. To protect the health and safety of our communities, we have all had to make adjustments and sacrifices. In the face of uncertainty, we have also seen the strong spirit of positivity, generosity, and resilience shine through to uplift the entire community.

This year's annual report will highlight some of the inspiring stories of our amazing community of dedicated staff, generous volunteers, and supportive clients across our social services, affordable housing, and seniors care services.



Launched the new S.U.C.C.E.S.S. Technology Program to Support Community Inclusion to ensure isolated seniors and refugees in the Tri-Cities had technology to access up-to-date government and community resources about COVID-19 and to stay socially connected.



Expanded our multi-lingual counselling program to virtual delivery to better support more people with their mental wellness during the pandemic. As compared to the previous years, we served 24% more clients.



Increased supports to our community of affordable housing residents. Staff ensured residents, particularly those who may experience higher levels of vulnerability and exclusion, accessed essential groceries and meals, as well as received important supports to maintain their health and wellness.



Our dedicated team of seniors care staff delivered outstanding culturally-appropriate care with compassion and empathy to ensure the physical and mental well-being of 445 seniors in our adult day centres, assisted living residences, and long-term care.



Joined the BC Safe Seniors, Strong Communities initiative through our Better at Home programs to support isolated seniors living in the community. More than 115 dedicated volunteers delivered groceries, meals, and prescription medication to seniors and made regular telephone/virtual friendly visits to ensure they remained socially engaged.



Welcomed and supported 9,600+ temporary foreign workers arriving at Vancouver International Airport through our Community Airport Newcomers Network (CANN) program. CANN provided TFWs with important health information so that they can live and work safely to support BC's industries.



Provided information and resources in a culturally-appropriate manner to support the health needs of our communities. Our multi-lingual Virtual Health Fair and COVID-19 vaccine information webinars in partnership with local health authorities drew thousands of people.



HIGHLIGHTS OF THE YEAR

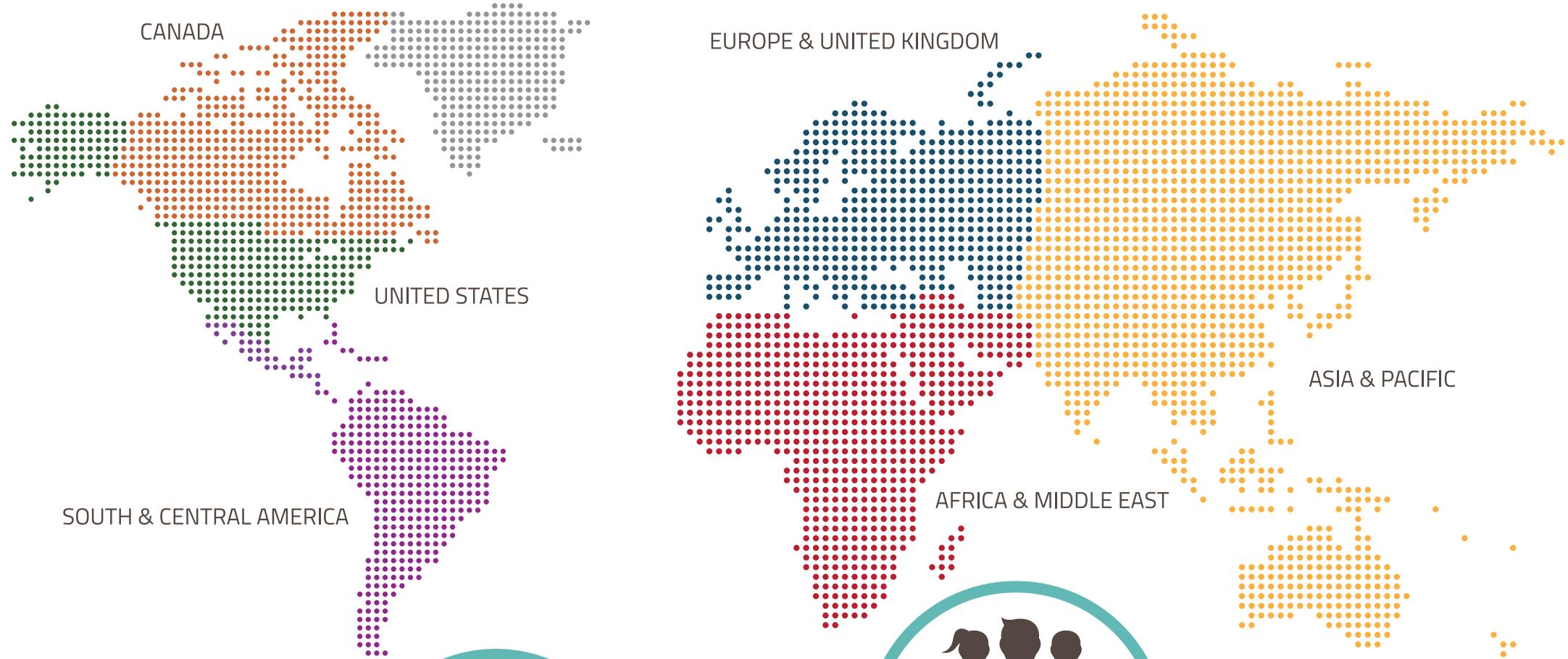
**PLACES OF ORIGIN
(TOP 10):**

- Canada
- Hong Kong
- India
- Iran
- Mainland China
- Mexico
- Philippines
- South Korea
- Taiwan
- Vietnam

**FIRST LANGUAGE
(TOP 10):**

- Arabic
- Cantonese
- English
- Farsi
- Japanese
- Korean
- Mandarin
- Spanish
- Tagalog
- Vietnamese

Client Services Demographics



Intergrated Services

Long-Term Care, Assisted Living, and Adult Day Programs
445 seniors supported

Specialized Entrepreneurship and Self-Employment
244 Clients

New Volunteers Joined S.U.C.C.E.S.S.
686 New Volunteers

Temporary Foreign Workers Welcomed by Community Airport Newcomers Network
9,631 Clients

Multicultural Early Years Programming
5,985 Services Unit Hours

Seniors and Women's Social Group Activities
1,486 Avg. Participants / Month

Youth in Youth Leadership Millennium (YLM) program
15,589 Hours of Programming and Volunteer Service

Housing Sites
1,341 Residents

Better at Home
581 Clients | 116 Volunteers

Counselling
570 Clients

Youths Served
2,762 Youths



"My father always says that helping others is the foundation of happiness."



Jennifer Chen

Volunteer, S.U.C.C.E.S.S. Help Lines

Jennifer has been volunteering with S.U.C.C.E.S.S. since 2002. Her settlement journey, as a new immigrant from Taiwan adjusting to life in Canada, inspired her to start volunteering:

"Moving here all by myself and starting a new life was a great challenge, especially the first few years and I didn't know where to get help and support. One day, my car got stuck in the snow and I felt very frustrated, worried, isolated, and helpless. It took a lot of work to get it right. Having this experience as a newcomer, I understand how disheartening and frustrating it can be when things are not going well and how hard and complicated it is trying to settle in a new country."

This experience motivated Jennifer to support other immigrants in Canada as a volunteer for S.U.C.C.E.S.S. Help Lines, which offers Mandarin- and Cantonese-speaking callers with immediate first-language emotional support and referrals to appropriate community resources.

A compassionate and dedicated volunteer, Jennifer supports S.U.C.C.E.S.S. Help Lines every week as she listens to the heartfelt experiences of people impacted by family crisis, culture shock, and the impact of COVID-19 in their daily lives.

Through active listening, mindful questioning, and encouragement, S.U.C.C.E.S.S. Help Lines have provided a vital channel for many people to find immediate relief.

When asked where Jennifer gets her motivation to volunteer, *"My father always says that helping others is the foundation of happiness. S.U.C.C.E.S.S. is taking an active part in this value by helping people in the community."*



"How meaningful and powerful it is to provide a helping hand to those who need extra support."



Kevin Ren

Volunteer, Better At Home

Kevin, a fourth year student at the University of British Columbia, started volunteering for the Better At Home program in June 2020 during the COVID-19 pandemic. The Better at Home program supports seniors with day-to-day activities while maintaining their independence.

As a science major, Kevin is interested in nutritional studies and was encouraged to volunteer with seniors as a way to better understand their needs and experiences as well as to learn how to support their health and wellness.

In his role as a volunteer, Kevin delivered groceries and supplies to seniors, in addition to making regular friendly phone calls to seniors in the community who may be experiencing isolation and exclusion during the pandemic. During these phone calls, they had engaging discussions about a wide range of topics and built meaningful relationships that were rooted in trust and respect. Kevin shared that one of his most memorable experiences was conversing

every other day with a senior in her 90s and hearing about her rich life experiences. His passion for music and movies was also a great way for him to further connect and relate to the seniors he worked with as a volunteer.

When asked about his experience volunteering, Kevin shared that he believes S.U.C.C.E.S.S. is a professional organization that values the contributions of volunteers. In the future, Kevin would like to pursue a career in healthcare and continue to volunteer in order to support his community.



Aleksander Yemane

Chance to Choose: A Youth Employment Program

Aleksander immigrated to Canada in February 2020. Upon his arrival, a family friend told him about S.U.C.C.E.S.S.'s Chance to Choose, a 12-week Youth Employment Training Program geared towards enhancing employability skills to successfully enter the local labour market. Aleksander joined soon after and, in the midst of the pandemic, started his work experience placement at a local retailer.

He successfully completed the Chance to Choose program last year and has continued working at the same retailer where he initially completed his work experience placement as a Merchandiser. With his drive and excellent on-the-job performance, Aleksander was recognized with a promotion recently and will be working as the store's Assistant Manager.

"If it wasn't for Chance to Choose, they wouldn't have given me a chance with the resume I had. They wouldn't have accepted me if it wasn't for S.U.C.C.E.S.S."

Even if it has been a year since he finished his program, Aleksander still keeps in touch with Chance to Choose staff to connect other newcomer youth to the program. When asked about this experience with the program, he shared:

"The program gave me confidence. I could hardly speak before and it gave me the confidence as a new immigrant who didn't know how to speak English well. The program helped me boost my confidence and learn more about what to do in the workforce. I learned a lot from Chance to Choose."



Niloufar Oveysi

Active Engagement & Integration Project

Niloufar Oveysi, Partnership and Communications Manager for the Active Engagement & Integration Project (AEIP), moved to Vancouver and joined S.U.C.C.E.S.S. last year.

AEIP provides pre-arrival settlement and employment services to individuals approved by Immigration, Refugees & Citizenship Canada to immigrate to Canada. With a strong foundation previously established in virtual service delivery, AEIP was able to ensure service and operational continuity during the COVID-19 pandemic, including onboarding new team members.

For Niloufar, starting her new role virtually in the midst of the pandemic was a unique experience, and AEIP's welcoming onboarding team and well-established processes made the transition easier. The team's collaborative approach with regular check-ins enhanced her sense of belonging in the S.U.C.C.E.S.S. family.

"Starting at AEIP was a little bit overwhelming at first, but AEIP was well organized when it came to

onboarding staff in a virtual setting and I found the constant communication I had with the team extremely helpful!"

Since starting at AEIP, Niloufar has been successfully identifying and fostering partnerships with employers and community stakeholders across Canada to promote the early integration of newcomers. For example, she organized AEIP's 2020 Newcomers Virtual Fair where she recruited over 50 Canadian employers and community service organizations to participate. The virtual fair generated over 600 attendees and was a huge success.

Moving ahead, Niloufar looks forward to establishing valuable in-person connections with the AEIP team and community partners in order to continue supporting the settlement and integration of newcomers.

Senior Care Photos



"I love my job, it is very meaningful and brings sunshine and positivity."



Teresa and Fiona
S.U.C.C.E.S.S. Multi-Level Care Society

S.U.C.C.E.S.S. provides a range of culturally appropriate seniors care services including adult day programs, assisted living residences, and long-term care. At the S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home, Fiona Yuen (Recreational Therapist) and Teresa Ho (Activity Worker) plan and implement a range of engaging recreation programs for seniors with the support of a group of dedicated volunteers.

Some activities seniors participate in include holiday and cultural celebrations, bingo, gardening, hockey, and bus tours that take seniors around the city. During the COVID-19 pandemic, many of the activities that seniors were accustomed to had to be cancelled or adjusted in order to meet health and safety guidelines. However, with the safe and gradual resumption of small group social gatherings, many seniors felt a strong sense of excitement.

"We really tried to bring the positive and happy side of things rather than having people dwell on the pandemic."

With the COVID-19 vaccination program in place, health and safety protocols were updated to accommodate family visits and to restart recreation programs and events for seniors.

One of the key learnings during the pandemic was coming up with creative ways on how to go about doing things. With Fiona, Teresa, and the rest of their team adjusting and supporting one another, they overcame the challenges brought on by the pandemic.

"Our favourite part of our work is being able to give our seniors first experiences. We are still pushing the envelope a little bit to bring new experiences."

"I love my job, it is very meaningful and brings sunshine and positivity... Our team is like a family from management to frontline staff who treat each other with fairness and respect. I really love this kind of working environment and I'm pleased to work for S.U.C.C.E.S.S."



"The staff have been terrific... They are responsive to any issues, are collaborative and efficient."



Alyson McKay Lee and David Lee

The Village Residents

Alyson and David, longtime residents of The Village in Vancouver, were drawn to the building because of the area and its vision for a community. It was also important for them to be in a rental building, which furthers the community spirit.

"We have lived in a lot of different cities, love travelling and chose to live here, as it has the best of so many places we love."

The Village has many neighbourhood spaces, amenities, and businesses. Alyson and David are able to enjoy daily walks along the greenways, by the duck pond or hop on the boat to nearby Granville Island or just sit outside in the plaza to enjoy a sunny day. From an ecological perspective, David likes how the building was constructed to meet the standards of environmental sustainability.

"As a LEED certified building, the building incorporated innovative systems and we support leaving a smaller carbon footprint."

Alyson is an enthusiastic gardener and contributes her interests and skills as the volunteer garden coordinator of the building's Garden Committee. The rooftop garden has become a place for the building residents to work together with a common purpose and get to know one another. Staff at S.U.C.C.E.S.S. have supported the gardening initiative for eight years now. During the height of the pandemic, they (S.U.C.C.E.S.S. and residents) came together to develop strategies on how to safely re-open the garden so that there would continue to be a place to foster that strong sense of community and belonging.

When asked about their experience with the S.U.C.C.E.S.S. staff, Alyson and David had nothing but words of praise.

"The staff have been terrific... They are responsive to any issues, are collaborative, and efficient. They are definitely part of the many faces of the community in this building."



"The pandemic has brought out the compassionate side of people and they've been very helpful."



Brendan Cunningham

Affordable Housing

Solheim Place, located in the heart of Vancouver's Chinatown, is a residential building managed by S.U.C.C.E.S.S. for low income families, seniors, and independent persons living with disabilities. Brendan Cunningham has been a Maintenance Worker at Solheim Place for 8 years. He is responsible for maintaining the building and renovating its suites so that it is a safe and comfortable home for its residents. The community-oriented approach of S.U.C.C.E.S.S. to managing the building for residents has made a strong impression on him.

"I really like how S.U.C.C.E.S.S. is community-based. The way they operate this building is really to the benefit of the community. Their prime directive is to serve the tenants which they've really done... I find that S.U.C.C.E.S.S. really goes the extra length to make sure the building is running well."

During the COVID-19 pandemic, Brendan noticed that the residents and the neighbourhood were committed to helping each other to get through trying times. Local organizations donated food while others volunteered to drive residents to shop for groceries and attend various medical appointments. The sense of community in Solheim Place and the neighbourhood has never been stronger.

"One of the positive outcomes I've seen during the pandemic is the community coming together to help each other out. The pandemic has brought out the compassionate side of people and they've been very helpful."

Fostering Justice, Equity, Diversity, & Inclusion (JEDI)

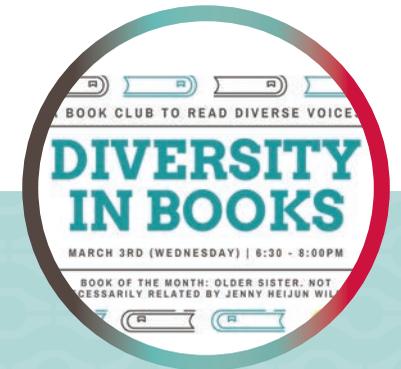
S.U.C.C.E.S.S. recognizes and believes that the values of justice, equity, diversity, and inclusion (JEDI) promote the safety, health, and well-being of communities and support our vision of a vibrant Canadian society where people thrive and contribute to inclusive communities.

We recognize and acknowledge our communities' histories of injustice and discrimination, and uphold that it is our joint responsibility to actively work toward achieving healthy and inclusive communities and environments.

This past year, S.U.C.C.E.S.S. led numerous community initiatives to advance its JEDI work through its Tri-Cities Local Immigration Partnership (TCLIP) and Resilience BC Anti-Racism Network Spoke in Tri-Cities.



Lorem ipsum



Addressing Racism: Virtual Community Dialogues

The TCLIP presented a series of Virtual Community Dialogues on Racism featuring experts Dr. Ismaël Traoré and Priscilla Omulo. The dialogue sessions provided a safe space for community members to explore three important questions:

- 1) What does Racism look like?
- 2) Why does Racism exist?
- 3) How do we address Racism in our communities?

The experts generously shared their expertise, experiences, and ideas with an audience of over 85 participants per session.

Active Bystander Training

With the rise in reported incidents of racism and hate, a series of active bystander training sessions were organized for community members.

Over 160 people learned the knowledge, skills, and tools to shift from being a frozen bystander to an active witness who can disrupt racism when it occurs.

Diversity in Leadership

This project was designed to increase diverse representation in voluntary leadership positions in the community using a two-pronged approach:

- 1) Supporting organizations to advance board diversity and inclusion.
- 2) Engaging individuals from excluded communities to participate and engage in leadership position.

The project delivered capacity-building workshops to organizations, virtual networking events, and individual coaching supports.

It demonstrated the potential for systemic change when intent, commitment and opportunity come together.

Diversity in Books

In partnership with Coquitlam Public Library, the TCLIP launched its first virtual book club to read books written by diverse authors.

Every month, community members would come together in a welcoming and inclusive space for an engaging conversation to discuss the themes and learnings from different books.

YLM Youth Poems

Youth Leadership Millennium (YLM) supports diverse youth across Metro Vancouver to foster their leadership potential and create positive impacts in the community. The program offers a wide range of interactive activities that nurtures personal growth, encourages community participation, builds skills, and facilitates social and peer connections.

Last year, YLM partnered with Reel Youth to encourage the creativity of youth through digital storytelling. Youth learned to express their unique and valuable perspectives and experiences through poetry and filmmaking.

Here we showcase the thoughtful words of reflection from Leili Hamidi, Connor Chai and Ashley Jung, three youth who participated in this unique storytelling experience during the COVID-19 pandemic. Scan the QR code to view the short films they created.



"With this newfound passion for learning, we will become who we want to be wanted to be"



Learn New Things

by Connor Chai

Pain is temporary. Quitting lasts forever.

Learn new things. We are often stuck in the same cycle, doing the same things over, and over, and over again

Oftentimes, we are so focused on our busy and monotonous lives

School, eat, sleep, repeat, wake up

We get trapped in the mindset of the repetition of today. Of doing what we believe matters now and not tomorrow

When all the days blend into one, we are desensitized and become prone to missing opportunities

Yes, we miss opportunities to grow our gifts, opportunities to find our passions, opportunities to gain a fabulous and fresh perspective

That is why we must learn new things

When hardships come our way, we shy away and often become the prey. The prey to what? The prey to failure.

Yes, it is true. Things will get tough sometimes, but just because something is hard, it does not mean we should quit

But we must not become discouraged. We must continue to trudge on even if the whole world is against us

Don't ever quit.

We will thrive

We must adapt our perspectives

We must broaden our views

We must expand our horizons like a microscope, acquiring grand new knowledge

and brand new skills will open a brand new world hidden in plain sight.

These opportunities can shift their perspectives, these opportunities can grow our minds, these opportunities can change our lives

So, what are you waiting for?

Yes, we often miss opportunities because we do not expand our view beyond our normal day-to-day lives

The world is huge and we are small

We must learn new things, we must do this by injecting consistent effort

We will not give up, we will stay determined

Imagine

Believe

Succeed

With this newfound passion for learning, we will become who we want to be wanted to be when we never had the heart to succeed

Learn new things.

From greed to unconditional giving, a responsibility to care for all others, and criticism to embracement



Return

by Ashley Jung

I am come from a place before being anyone's family, friend, or citizen of a country

I am from a place beyond the limits of time and space, or life and death

I am from a place free from 'I', where I don't try and when I can't wonder why,
or feel complacent after every accomplishment

Created with hands and feet to help me embrace others, I vow to pass on the gratitude that transforms pain
to happiness, fear to comfort, and ignorance to wisdom

I am from where I choose to return to

I choose to let go for to return, I must empty rather than trying to fill

Let go of worries about the future, regrets of the past, what I have done or should be doing

Let go of preconceptions, discriminations, thoughts, senses, mind, and body

I let go of my ego mind that is nothing but misleading self-interest

What is then beyond having let go of everything?

The unity, cooperation, complete wisdom and peace within us that can resolve any fight or struggle

Despite what is going on in the world today,

I shall not worry for we have everything within us to move forward

Every moment of pain or stress is an indication that we can change for the better

I will view this as a blessing, a gift that reveals the hidden negativities within us

The selfishness, the blaming, discrimination, social inequality and irresponsibility

I will love this teaching as a part of me, as our creation

For only when we call this an opportunity, it can become one

Changes in our heart will create changes in our reality,

and I will be able to return to where I am from- the place before this turmoil

From greed to unconditional giving, a responsibility to care for all others, and criticism to embracement

I will have returned but I never left

I am from learning how difficult times bring people together, and believing that we'll all be dancing



I Am From

by Leili Hamidi

I am from drawing and painting everything I see

Flips on the monkey bars and venturing long road trips with my parents

I am from mychala's homemade sauce, lunopani sandwiches, and moments of shireshte

I am from my mom's warm hugs, musical gatherings with my cousins

and the fluorescent lights that sparkle brightly on late car rides

I am from playing chess all night, and developing trust issues with my family during monopoly

I am from feasting on zunmia bonmia during Ramadan celebrations,

and preparing the table for the winter solstice on shabi yalda

I am from making sure my neighbors have food to eat before I sit down for dinner,

and learning to find the beauty in every moment as it takes just a little bit more effort

I am from the unceded land of the Squamish, Sabletooth and musqueam people,

where the sunlight shines brightly in the ocean water surrounded by a green blanket of trees

And a part of me will always carry my Persian heritage,

from the culturally rich city of Tabriz to the beautiful green landscape of Shomod in Iran

I'm from missing the excitement of planning trips with my family during this pandemic,

and making crazy and embarrassing videos every day with my friends

I'm from noticing the sound and texture of nature when I go for walks,

and learning to develop a sense of community when I feel most isolated

And I am okay, because now I am from three-hour zoom calls with my friends

and virtual game nights with my cousins

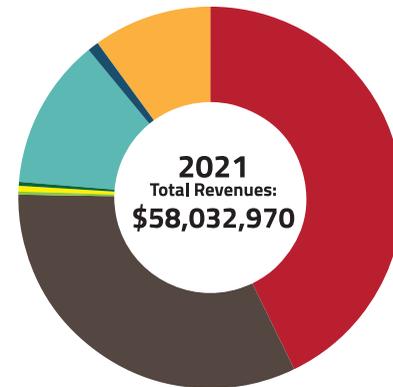
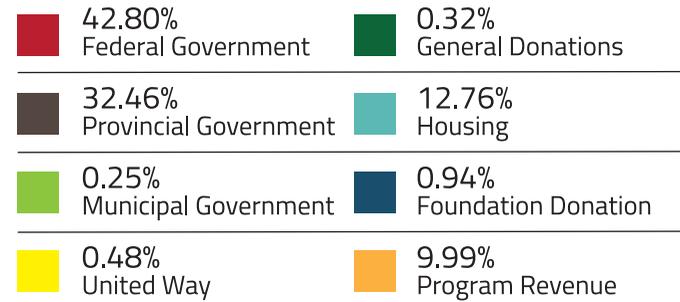
I am from learning how difficult times bring people together,

and believing that we'll all be dancing together again

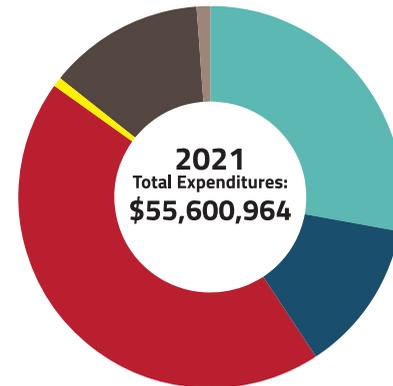
I am Leili

S.U.C.C.E.S.S. Group* Annual Financial Report Fiscal 2020-2021

Revenue Sources:



Expenditure Sources:



Excess of revenues over expenses: \$2,432,006

*S.U.C.C.E.S.S. Group includes S.U.C.C.E.S.S. Society, S.U.C.C.E.S.S. Multi-Level Care Society, S.U.C.C.E.S.S. Housing Society and S.U.C.C.E.S.S. Affordable Housing Society, and excludes S.U.C.C.E.S.S. Foundation.

NOTE:
-The figures relating to the Housing Entities take into account the interfund transfers to the respective reserve funds (e.g. replacement reserve, payment of the mortgage principal and interest).
-The figures relate to the general operating funds only (excludes restricted funds).
-The surplus generated is to be used for future capital costs and to support Agency strategic initiatives.

Service Locations in Canada



| SERVICE | VAN | BBY | RMD | TRI-CITIES | SURREY/DELTA | FORT ST. JOHN | TORONTO |
|----------------------------------|-----|-----|-----|------------|--------------|---------------|---------|
| Settlement | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| Family, Youth & Seniors Services | ■ | ■ | ■ | ■ | ■ | | |
| Community Development | ■ | | | ■ | | | |
| Employment & Entrepreneurship | ■ | ■ | ■ | ■ | ■ | | ■ |
| Language Training | ■ | | ■ | ■ | ■ | | |
| Seniors Care | ■ | | ■ | | | | |
| Affordable Housing | ■ | ■ | ■ | | | | |
| Port-of-Entry | | | ■ | | | | |

Overseas Offices

Beijing, China / Pre-Arrival Service
Seoul, South Korea / Pre-Arrival Service
Guangzhou, China / Pre-Arrival Service



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