IMPACT REPORT

2024-2025





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 xwmə@kwəýəm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwəta?/Selilwitulh (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.

S.U.C.C.E.S.S. aims to reduce our environmental impact by limiting print copies of reports. If you are unable to access our digital report, please contact us at info@success.bc.ca.

TABLE OF CONTENTS

S.U.C.C.E.S.S. IMPACT	
MESSAGE FROM THE CEO	04
MESSAGE FROM THE SOCIETY BOARD CHAIR	06
A TRIBUTE TO S.U.C.C.E.S.S. CO-FOUNDER AND PATRON MAGGIE IF	08
BOARD OF DIRECTORS	09
2024-25 IMPACT AND ACHIEVEMENTS	10
2024-25 CLIENT SERVICES	14
S.U.C.C.E.S.S. PROGRAMS AND SERVICES	
INTEGRATED SERVICES FOR NEWCOMERS	15
AFFORDABLE HOUSING	27
MULTI-LEVEL CARE	30
S.U.C.C.E.S.S. FINANCIALS	
2024-25 FINANCIAL REPORT	33
SERVICE LOCATIONS IN CANADA	34
HOW TO SUPPORT S.U.C.C.E.S.S	35

FROM THE CEO



More than 50 years ago, S.U.C.C.E.S.S. was founded in Vancouver by a group of visionary community members who believed in a better future for newcomers to Canada. In 1973, our organization was born out of necessity—volunteers in Chinatown recognized that immigrants were falling through the cracks, lacking the language and cultural support needed to navigate Canadian systems.

Today, S.U.C.C.E.S.S. is a non-partisan, multicultural social services agency that supports more than 71,000 individuals annually. We remain steadfast in our mission to bridge gaps and empower newcomers to realize their dreams.

However, we are witnessing a troubling resurgence of anti-immigrant sentiment and a global shift toward nationalism. Borders are closing, and vulnerable families are being detained, deported and denied their rights. In these challenging times, our commitment to advocating for the dignity and human rights of immigrants, refugees and newcomers is more vital than ever.

Guided by our core values—Integrity, Inclusion, Innovation, and Caring—we continue to expand our impact. This year, we supported 23 per cent more individuals through our Action, Commitment, Transformation (ACT) program, and



launched case management services for 940 refugee claimants in the Tri-Cities through the BC SAF HAVEN initiative.

At S.U.C.C.E.S.S., we reject scapegoating and stand united against injustice. I am proud to lead an organization that champions equity and inclusion and I am deeply grateful to our Board, staff, donors, sponsors and volunteers for their unwavering dedication.

Sincerely,

Queenie Choo, Chief Executive Officer



MESSAGE FROM THE SOCIETY BOARD CHAIR

Since 1973, S.U.C.C.E.S.S. has been driven by volunteers and employees who want to give back to Canada and make a positive difference in the lives of newcomers and all Canadians.

When I began volunteering with S.U.C.C.E.S.S. nearly 16 years ago, I made a personal commitment to advance its vision to help build a vibrant Canadian society where people thrive and contribute to inclusive communities: in short, building unity and community. This is more than just a responsibility: it is an honour.

S.U.C.C.E.S.S. brings individuals together as a community, all committed to empowering people on their Canadian journey to achieve their goals through services and advocacy that promote belonging, wellness, and independence. It is among the most uplifting and purposedriven work one can ever undertake. This past year was no exception. And never before has this work been more vital or more challenging.

Over the past year, our Integrated Services for Newcomers programs have responded to the growing complexity of client needs resulting from changing immigration demographics, geo political events, and Canadian immigration policies. We have increased client intake and launched new



initiatives to support newcomers, people seeking employment, and youth through our new Youth Advisory Committee.

Our affordable housing portfolio is growing rapidly. We now have nearly 1,200 units in operation with exciting new developments underway in Vancouver, Burnaby, and Coquitlam for an additional 416 units. Our Multi-Level Care program for seniors remains a model of culturally appropriate care and we completed upgrades at Simon K.Y. Lee Care Home and Harmony House.

In light of this ever-changing and uncertain environment, across all those programs, S.U.C.C.E.S.S. continued to solidify itself as a trusted and reliable program operator and partner of various municipal, B.C. provincial and Canadian federal governments. At the same time, donors and community supporters—who have long been the backbone of S.U.C.C.E.S.S.—are facing their own economic and other challenges.

We continue to mourn the loss of our founder, the Mother of S.U.C.C.E.S.S., Maggie Ip, who passed away in October 2024 and we continue to advance her vision and legacy.

We are doing life-changing work—often with limited resources. In times like these, it can be difficult to know how to make a meaningful difference. But if you feel called to help build a Canada you can be proud of, then I encourage you to consider joining us. S.U.C.C.E.S.S. may be your calling too.

My sincere gratitude goes out to my fellow Board members, our Foundation Board members, Queenie and her leadership team; our wonderful staff, volunteers, alumni and donors, our federal, provincial and local governments and our other partners who make up our incredible community of changemakers. The impact you make on helping us build unity and community in Canada is truly remarkable.

Sincerely,

Doug Purdie, Society Board Chair

A TRIBUTE TO S.U.C.C.E.S.S. CO-FOUNDER AND PATRON MAGGIE IP

S.U.C.C.E.S.S. lost a true champion and leader this year. Our agency co-founder and longtime patron Maggie Ip passed away on Oct. 9, 2024, surrounded by her partner Kelly Ip and their family.

On November 23, 2024, S.U.C.C.E.S.S. hosted a Celebration of Life in her honour at Choi Hall. Her celebration brought together 300 guests, including government officials, community leaders, longtime supporters and agency staff to pay tribute to her extraordinary legacy. The event was filled with moving tributes and cherished memories, celebrating her unwavering dedication to helping newcomers and her lifelong commitment to building a more inclusive and compassionate society.

Maggie Ip's vision and values continue to inspire and guide the work of S.U.C.C.E.S.S. Her spirit will live on in the community she helped build, inspiring generations to come.



BOARD OF DIRECTORS



Mr. Doug Purdie
Chair



Mr. Jim O'Dea Vice Chair



Mr. Donnie Wing Treasurer



Dr. Tanya Petraszko Board Secretary



Mr. Philip Bates
Director



Mr. Pall Beesla

Director



Ms. Ilda Brazinha Director



Mr. Jonathan Do **Director**



Dr. Mark Fok
Director



Mr. James Hsu Director



Dr. Janet Kow Director



Mr. Gary Pooni

Director



Dr. Sandra Song
Director



Mr. Bryan Yu Director

2024 - 25 IMPACT AND ACHIEVEMENTS



March 2024

Our annual Bridge to S.U.C.C.E.S.S. Gala celebration on March 16 at the Westin Bayshore Hotel featured singers Miranda Lee and Ramon Lo and raised more than \$552,000 for our unfunded and underfunded community programs.

April 2024

Over two-years, our Integrated Women's Entrepreneurship Project (IWEP) supported more than 900 women across six provinces in launching and growing businesses through tailored resources and guidance. We also broke ground on Little Mountain, our new Vancouver affordable housing development, which will provide 48 units of social housing and 69 childcare spaces when it opens in 2026.

May 2024

S.U.C.C.E.S.S. hosted our first in-person Canadian Citizenship Ceremony since the pandemic, with 50 new Canadians from 47 countries gathered in Choi Hall to take their oaths and hear from Rear Admiral Christopher Robinson of the Royal Canadian Navy.

June 2024

Premier David Eby toured our new Bob & Michael's Place affordable housing residence which offers 231 suites, a health centre and community programming in Chinatown. Thanks to donors, we also leased and secured a Simon K. Y. Lee Seniors Care Home outdoor space and held an appreciation event in the new Suzhou Alley garden.

July 2024

Our Walk with the Dragon fundraiser in Stanley Park July 14 raised \$320,000+ toward our unfunded and underfunded programs. This summer, S.U.C.C.E.S.S. also announced a Vancouver Community College partnership to offer new international students help, such as orientation, career mentoring, mental health support, housing and food security food security aid.

August 2024

S.U.C.C.E.S.S. partnered with the City of Burnaby to announce the official launch of construction of a new affordable housing building at 3838 Hastings St. which will open in 2026 with 160 units and a childcare centre with space for 70+ children.

September 2024

Our 20th annual S.U.C.C.E.S.S. Foundation Golf Tournament on Sept. 5, held at Mayfair Lakes Golf and Country club in Richmond, drew 140 golfers and raised \$135,000 for agency programs. The event has raised more than \$1 million since inception. On Sept. 21, our MLC Thanksgiving Charity Concert was held at the Norman Rothstein Theatre, raising \$24,000 toward upgrading the Simon K. Y. Lee Care Home dental clinic for residents.

October 2024

Our S.U.C.C.E.S.S. co-founder and patron Maggie Ip passed away peacefully surrounded by her family on Oct. 9 and was laid to rest in a private family ceremony and honoured with community tributes. Later that month, our staff presented at Metropolis conference in Vancouver speaking on refugee housing challenges and employer partners.

November 2024

S.U.C.C.E.S.S. held a Celebration of Life to honour co-founder and patron Maggie Ip in Choi Hall Nov. 23 to mourn and remember this visionary community builder. In Fort St. John, we opened a larger office to serve clients and later held an open house sharing our impact: 7,000 clients and 10,000 local partners served over 17 years.

December 2024

Our Giving Tuesday campaign on Dec. 3 raised \$44,200+ for our unfunded and underfunded programs. Our Tri-Cities Local Immigration Partnership held public dialogues on serving newcomers, elders and people with disabilities and released their anti-racism toolkit in new languages including Arabic, Farsi, French, Korean and Chinese.

January 2025

S.U.C.C.E.S.S. celebrated Lunar New Year with our seniors at a Year of the Snake party with traditional foods, red lanterns, calligraphy activities and a lion dance. Our Simon K. Y. Lee care home programs were praised in a Vancouver Coastal Health newsletter article on our culturally appropriate care and innovative patient-family councils.

February 2025

This spring, S.U.C.C.E.S.S. announced a new affordable housing and integrated health project in East Vancouver at Clark St. and East 1st Ave., adding 97 new units, plus a health treatment centre operated by Vancouver Coastal Health to the area. We also volunteered at the 2025 Chinatown Spring Festival Parade.

March 2025

Our 2025 Bridge to S.U.C.C.E.S.S. Gala held on March 1 at the Westin Bayshore Hotel featured singer Kayee Tam and raised more than \$570,000 for our unfunded and underfunded community programs.



2024 - 25 **CLIENT SERVICES** S.U.C.C.E.S.S. Mexico Ukraine Afghanistan India Iran 4.1% 4.1% 7.5% 8.9% 6.6% 8 10 China (PRC) Hong Kong **Philippines** Korea Canada 20.4% 5.2% 4.4% 3.7% 7.1% 51,280 Total clients from Top 10 countries 71,222 Overall unique clients served Airport Post-arrival Youth Pre - arrival settlement/ settlement services



INTEGRATED SERVICES FOR NEWCOMERS



Pre-Arrival Services

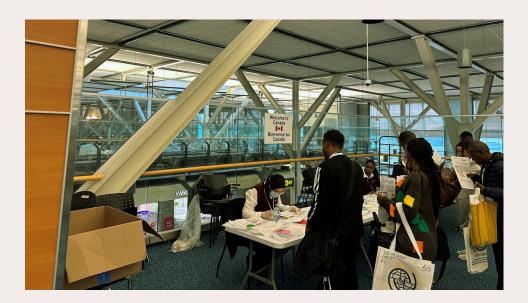
In the past year, our Active Engagement and Integration Project (AEIP), which helps newcomers begin their settlement process before departing for Canada, saw a four per cent increase in demand, assisting nearly 7,400 people on their Canadian journeys. The top countries for pre-arrival services included Columbia, Nigeria, India, Cameroon, China and Pakistan.

The AEIP program recently expanded its support with an e-learning platform for newcomers with content including prerecorded webinars, videos and employment resources offered through the Canada Career Express (CCE) modules. The team also introduced a new Wellness Kit to promote mental health and overall well-being among newcomers to Canada.





The AEIP Employment Related Services team worked to provide information on foreign credential recognition to newcomers, strengthening support for Francophone clients and developing new resources in five languages. The 2024 AEIP Newcomers Virtual Fair attracted 500 participants enabling jobseekers to connect with the employment opportunities and community resources needed to expand their networks.



Community Airport Newcomers Network

The Community Airport Newcomers Network (CANN) is a S.U.C.C.E.S.S. program funded by Immigration, Refugees and Citizenship Canada which provides immediate reception and orientation services to newcomers arriving at Vancouver International Airport. Since 1992, CANN has welcomed more than 1.1 million newcomers, offering multilingual support to facilitate their initial settlement journey.

Between 2023 and 2024, CANN assisted more than 36,000 clients, providing a variety of services, including information on landing procedures, health coverage, education, employment, housing, and referrals to community resources. Through programs like the E-Link Client Referral Service, CANN connects newcomers—including government-assisted refugees, privately sponsored refugees, temporary foreign workers, and refugee claimants—to national settlement and integration resources. By delivering timely, culturally responsive support, CANN helps reduce the stress of arrival and accelerates newcomers' integration into Canadian society.

"I was first introduced to the Community Airport
Newcomers Network in March 2023 when my family
and I were warmly welcomed at the airport—an
experience that left a lasting impression. With a
background in non-profit and UN work, I joined CANN
as an officer in September. Since then, I've supported
newcomers and temporary foreign workers, using my
multilingual skills to guide and empower them through
their first steps in Canada. It's a role I find truly
meaningful."



Najeebullah Khan, CANN Officer, Community Airport Newcomers Network

Immigration Settlement and Integration Program

This past year, our Immigration Settlement and Integration Program served nearly 34,400 clients in Metro Vancouver and Fort St. John. Our Action, Commitment, Transformation (ACT) program continued to provide intensive case management to nearly 368 unique clients with high needs and barriers, a 23 per cent increase in clients served in just one year. Our BC Newcomers Services Program was also busy, helping 7,510 clients across Metro Vancouver and in three Northeast BC municipalities.

We also began providing case management services to refugee claimants in the Tri-Cities through the new BC Services and Assistance for Humanitarian and Vulnerable Newcomers (BC SAF HAVEN) program and we helped 940 people in the first year.







Youth

This past year, S.U.C.C.E.S.S. continued supporting youth—including newcomers, refugees, racialized and Indigenous youth—to build leadership skills and prepare for sustainable employment. A key milestone was the establishment of our Youth Advisory Committee (YAC), a diverse group of a dozen young people aged 16-30 who contribute insights on career development, community engagement and leadership, while also participating in events, research and advocacy.

Through the Community Leadership Initiative (CLI) program, nearly 50 youth led microgrant projects that enriched communities across five areas of Metro Vancouver through the year. Our Youth Employment Connect (YEC) and Chance to Choose (C2C) programs were also effective at equipping participating youth with employability skills through training and workshops, helping them gain the confidence and tools needed to secure employment. Our Youth Leadership Millennium (YLM) program also saw youth gain experience in community engagement and team building. Together, these programs served nearly 200 youth across diverse communities, marking a year of growth, impact and possibility.



Employment and Entrepreneurship

Our Active Career Connect and Engagement Project for Internationally Educated Health Professionals (ACCEP-IEHP) supports newcomers before and after arriving in Canada, in partnership with service agencies nationwide. Over the past year, the program assisted 45 skilled immigrants in BC and Ontario—including physicians, pharmacists, nurses, physiotherapists and medical lab technologists—with credentialing and labour market integration.

The Internationally Trained Dentists (ITDs) Support Program helped 18 clients prepare for licensing exams through comprehensive support, including prep courses, study groups and employer connections, accelerating their professional reintegration.

Our Active Generation for Employment (AGE) program supported 75 mature job seekers (55+) in BC, focusing on Office Administration and Customer Service. Participants gained confidence with group-based training and individualized support.

The WorkBC Centre in Richmond, funded by the Government of Canada and the Province of BC, served more than 2,500 diverse job seekers with inclusive, personalized services. Specialized support was provided for newcomers, youth, individuals with disabilities and survivors of violence. More than 200 clients accessed skills training, and hiring events connected 2,000 participants with employers. We saw a 17 per cent increase in clients securing and retaining employment.

S.U.C.C.E.S.S. leads the Integrated Women's Entrepreneurship Project (IWEP), funded by the Government of Canada. Over two years, IWEP has supported more than 900 women across six provinces in launching and growing businesses through tailored resources and guidance.







Community, Family and Wellness

Our Wellness and Active Communities programs helped nearly 5,800 clients through diverse programs, including Better at Home, Digital Literacy, Social Prescribing, Senior-run Community Groups, Seniors Academy, Health Education and Income Tax Clinic.

Volunteers remain an integral part of our

programs. We're proud to be supported by more than 3,000 registered volunteers: 600 of whom are active volunteers providing a combined 17,000 hours of community service. In November, we hosted our Champions of S.U.C.C.E.S.S. volunteer celebration to acknowledge our volunteers' incredible dedication in supporting our diverse community.

Counselling and Crisis

We helped 255 people and their families over the past year, providing them with high-quality, confidential, and culturally appropriate individual and family counselling services. Our services address life transitions and challenges, emotional and mental health issues, relationship and family dynamics, child and youth development. In addition to one-on-one counselling, we offer free, culturally appropriate support groups to equip participants with knowledge, practical skills, and a supportive network to help them cope and promote mental wellness.

We also provide non-English-speaking individuals with confidential emotional support and referrals to community resources through our 24/7 crisis Help Lines. We responded to more than 5,790 calls in Cantonese, Mandarin, Korean, Farsi/Dari and Ukrainian through the year. Our team is committed to ensuring privacy and security while offering respectful and non-judgmental support to all who reach out.





"As a family and youth counsellor at S.U.C.C.E.S.S and a Registered Clinical Counsellor in British Columbia, I have a passion for empowering individuals and families. I feel privileged and grateful to provide services at S.U.C.C.E.S.S., where I can use my expertise in immigrant and refugee mental health to provide comprehensive care. I strive to foster healing, growth, and resilience in the clients' lives."



Maryam Tehranchi, Family and Youth Counsellor, Individual & Family Counselling

Community Advocacy, Diversity, Equity and Inclusion







The Tri-Cities Local Immigration
Partnership (TCLIP) engaged 491 diverse
community partners and members in
dialogues on a wide range of topics over
the past year, including seniors' inclusion,
Islamophobia and youth mental health,
where impacted community members
participated as panelists to amplify their
experiences. TCLIP also collaborated on
the #ImmigrantsWork video campaign,
engaging local employers to share best
practices in building inclusive workplaces.

Among our other activities, the Diverse Leaders Tri-Cities Project produced a mentorship podcast to advance leadership among underrepresented communities. Youth engaged in leadership training to advance their skills in community advisory roles. We also delivered expressive art workshops to empower community partners to explore resilience while language instructors built their capacity to embed anti-oppression in practice.

AFFORDABLE HOUSING

S.U.C.C.E.S.S. Affordable Housing made progress on several upcoming affordable housing sites now under development. Major project milestones for the past year include our site at 3838 Hastings St. in Burnaby, where construction has begun on a six-storey mixed-use development featuring 161 homes with ground-floor daycare and retail. Completion is expected in 2026.

In Vancouver, we have a 10-storey project under way at East 1st Ave. and Clark St. which when completed in 2028 will deliver 97 homes above four floors of clinical space for Vancouver Coastal Health. In Coquitlam, we have partnered with the City of Coquitlam to offer two affordable seniors housing projects with 158 homes at Laval Square and Sydney Avenue. These are still in the design and permitting stage, with construction set to start in early 2026.

We've also completed extensive renovations to our Corporate Head Office, first built in 1991 at 28 West Pender St., to enhance our agency's operational growth and ensure modern workplaces for our staff and clients. Looking ahead, we are committed to expanding our affordable housing portfolio while strengthening community partnerships and advancing innovative solutions in response to the ongoing housing crisis.







"As a refuge who came to Canada, Hillside Gardens truly feels like a real home. I am very grateful to the Hillside Gardens manager and staff for their support. They have helped us settle in, responded quickly to maintenance needs, and provided every possible assistance. My children also enjoyed participating in the tenant party programs. All of these made us feel truly part of the community."



Qasim Aboedh Mayih, Resident, S.U.C.C.E.S.S. Hillside Gardens, Burnaby

MULTI-LEVEL CARE

S.U.C.C.E.S.S. Multi-Level Care Society provides high-quality, culturally appropriate care to seniors with complex needs, in our Simon K. Y. Lee Seniors Care Home, at our assisted living facilities Austin Harris Residence in Richmond and Harmony House in Vancouver, or through our Adult Day Programs in Vancouver and Richmond. Over the past year, we have undertaken capital upgrades and community-driven initiatives to enhance the safety, comfort and well-being of residents and staff across our facilities.

To strengthen the safety and security of our care home, we completed a major upgrade to our garage with a new metal door offering increased resistance to unauthorized access to safeguard our physical assets and provide peace of mind to our residents, staff and visitors.

On Sept. 21, we held a Charity Thanksgiving Concert at the Norman Rothstein Theatre, organized by a dedicated family member of one of our residents. The event was a success and raised more than \$42,000 to fund dental clinic upgrades in our care home, including a new dental chair and advanced equipment to improve the quality and efficiency of our dental care services for residents.

And at Harmony House, we completed interior upgrades including new flooring and fresh paint throughout to freshen up the facility. These enhancements revitalized the living environment, creating a more comfortable and welcoming space for our residents and help ensure our facilities provide the dignity and respect our seniors deserve.







"I enjoy everything at Austin Harris... the residents, staff, food and the lodging. I am completely satisfied and happy here. I am trying to learn some Chinese words. There are many residents who speak English. I have been here for six weeks and look forward to many, many more. Thank you, Austin Harris!"



Roslyn Ward, Resident, Austin Harris Residence, Richmond "Twenty years working in a nursing home have taught me that elderly care is more than daily assistance: it's about companionship and listening. Despite the challenges, their warmth and unique personalities bring joy. Every day is a learning experience, and we strive to help them enjoy life and age with dignity."

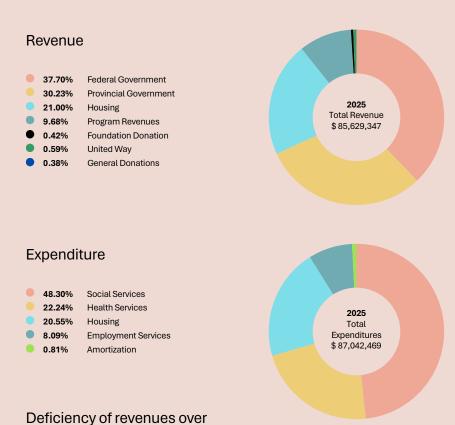


Timothy Leung, Resident Care Attendant, Simon K. Y. Lee Seniors Care Home



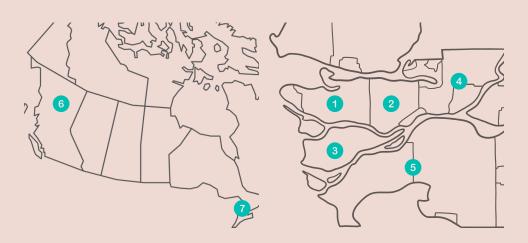
2024-25 FINANCIAL REPORT

expenses: \$1,413,121.69



*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, S.U.C.C.E.S.S. Affordable Housing Society, and excludes S.U.C.C.E.S.S. Foundation. Note: The expenditures relating to Housing include: operating and capital costs, funds prescribed as replacement and operating reserves, and mortgage principal and interest repayments. These figures relate to the general operating funds only (excludes restricted funds). The surplus generated is to be used for operations, future capital costs and to support Agency strategic initiatives.

SERVICE LOCATIONS IN CANADA



	1	2	3	4	5	6	7
Service	Vancouver	Burnaby	Richmond	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			*				

HOW TO SUPPORT S.U.C.C.E.S.S.

There are many ways to support S.U.C.C.E.S.S. Foundation.

Corporate Funding

Corporate donations are a great way for companies to support S.U.C.C.E.S.S. to deliver services and programs that benefit the community. Corporate donors can support specific programs at S.U.C.C.E.S.S. depending on your company focus and priorities.

Planned Gifts

You may choose to make a specific bequest in your will donating cash or assets such as real estate, stocks or art. Or you can choose to make a residual bequest where you donate a portion of your estate after all other beneficiaries have been settled. You could also choose to make a contingent bequest where your gift takes effect only of the primary intention cannot be met.

Major Gifts

Make an immediate and lasting impact with a financial gift in cash or in-kind and receive a tax receipt for the amount or value of the goods.

Endowment Funds

An endowment is a \$10,000+ charitable investment fund where capital is permanently invested and provides a steady income each year to S.U.C.C.E.S.S. You may set up an endowment in your name or honour a loved one and tax receipts are issued.

To discuss ways of giving, please reach out to the S.U.C.C.E.S.S. Foundation team at fundraising@success.bc.ca or call 604-408-7228.

CONTACT

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

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Explore our previous impact reports at <u>successbc.ca/annual-reports</u> to see our past highlights.

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