

HOW CITYREACH
IS TURNING OBSTACLES
INTO OPPORTUNITIES

FOOD SECURITY DURING A PANDEMIC

WHAT IT MEANS TO BE "IN THE HOPE BUSINESS"







READ TO LEARN MORE:

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MESSAGE FROM OUR EXECUTIVE DIRECTOR

CityReach runs on the generosity of others. Like-minded people have stepped up to give of their time, talent, and treasure for the betterment of someone else. Week after week hundreds of volunteers gather to serve people they may never directly meet. Month after month people faithfully give of their finances to support programs and events that they may never attend. It takes everyone pulling together in the same direction to serve a community well.

Throughout the Covid-19 Pandemic our programs have continued to operate and grow at an unprecedented rate. CityReach's Food For Families program has grown over 1000% and is now serving 1000 fresh and healthy food hampers every single week to vulnerable families and seniors. CityReach's Club Freedom program is serving 150 hot meals every week to those struggling with homelessness, addiction, and mental health, as we point people to Hope and Freedom. Our community has never relied on us more than they are right now. We are humbled and grateful for their trust to allow us to walk alongside them during these uncertain times.

As we look towards the future, we know we don't have all the answers, but we are certain of 3 things:

1: CITYREACH IS HERE TO STAY.

Over the last 16 years we have worked hard to build lasting relationships with our guests and community partners. Our programs and infrastructure continue to get stronger as more people donate funds so that we can continue to serve the growing needs of our community.

2: THE NEEDS OF OUR COMMUNITY ARE GROWING.

The rapid growth we've experienced this past year is also here to stay. We have become an Anchor of Hope for at-risk families and individuals who have come to trust us and count on the practical help they receive.

3: WE CANNOT DO THIS ALONE.

The lifeblood of CityReach is our dedicated volunteers. It takes a whole team all pulling together in the same direction to make something great happen. With your help we really are helping people prosper!

We are seeing literally thousands of vulnerable kids, families, and individuals transition from surviving to thriving. So, thank you to all the volunteers for your tireless work behind the scenes and on the frontlines. Thank you to all the donors for going above and beyond to make sure our infrastructure is strong, our programs are funded, and our future is bright. Because of the generosity of others, CityReach can remain in the Hope Business.

Sincerely,

Simon Gau

Executive Director

CityReach Care Society



MEET OUR TEAM



CHERYL MCMANUS



LYDIA PARK

VANCOUVER COMMUNITY COORDINATOR ADMINISTRATIVE ASSISTANT / FUNDRAISING



SHARON DONG FOOD FOR FAMILIES DIRECTOR



JOHN RIBEIRO DONOR RELATIONS COORDINATOR



LEILA SANTANA FOOD FOR FAMILIES MANAGER



JEMAL DAMTAWE

CLUB FREEDOM DIRECTOR



CRAIG SAVAGE TRI-CITIES COMMUNITY DIRECTOR



MAUREEN PORT

OUT OF SCHOOL CARE DIRECTOR



MARIA AVANCINI

OUT OF SCHOOL CARE ASSISTANT DIRECTOR



CLIFF SAPADEN

FOOD FOR FAMILIES LOGISTICS FACILITATOR



DESIREE SARRIS

FOOD FOR FAMILIES PROGRAM COORDINATOR



DANIELLE SAVAGE

TRI-CITIES / MOBILE ADMINISTRATIVE ASSISTANT



JEROME GAU

TRUCK DRIVER



RIKA ANDO

RECEPTIONIST/GENERAL ADMIN







Food For Families offers free access to fresh and healthy food through this one-of-kind food bank. Serving thousands of vulnerable individuals, seniors and families every week, this program is meeting tangible needs all across the Lower Mainland.

Last year started out like any other for Food For Families, as 100 families came each week to select their food from our choice-based food bank. Then March 2020 came, and the world was officially in a pandemic that defined the remainder of the year. That first week, as the supply chains were disrupted, Food For Families (FFF) received 50% of the usual donations and lost all but four of our volunteers. At the end of the first week, the fridge, the freezer and the pantry were empty AND there was no money. It took a leap of faith and constant prayers to keep the doors of FFF open each week.

As other food security organizations closed, Food For Families benefited when their food donations were diverted to us. Moreover, Food For Families received significant wholesale overages from Gordon Food Services which allowed the program to not only stay open but also to grow from 100 to 700 hampers per week by the end of May. Recognizing the supply chain would eventually correct itself, FFF sought and established permanent partnerships with FoodMesh (via Save-on-Foods Madison, Save-on-Foods River District, Save-on-Foods Market Crossing and Fresh Street Market Vancouver House), Food Stash Foundation, Vancouver Food Runners, Van-Whole Produce, Agropur Dairy Co-operative, Cobbs Bread, Daiya Foods and many other donors.

Between May and September, Food For Families entered a phase of managed growth. While 20 to 70 new families continued to enrol in the program each week, increases were offset by families who no longer required emergency food support, along with the implementation of changes to program policies that closed gaps and created long-term equity for our guests. While the team was content as the program reached capacity at 800 hampers per week, United Way approached us to collaborate with South Vancouver Neighbourhood House and Immigrant Link Centre Society to address the significant food insecurity issues in South Vancouver. As a result, United Way provided seed money which CityReach donors multiplied 5x to allow FFF to purchase a refrigerated truck that expanded our cold storage capacity. With the on-boarding of partnerships, Food For Families expanded to two new mobile locations, at YWCA Pacific Spirit Terrace and BC Housing Culloden Court. Additionally, with expanded relationships with schools, the program peaked at the end of 2020, preparing over 1,000 hampers per week.

Thank you to everyone who supported Food For Families during 2020, including Broadway Church, the staff who worked 10 to 12 hours each day and brought their giftings to the program, the volunteer team leads who shared their management and leadership skills to bring depth to our management team and the 350+ volunteers who took ownership of the Food For Families program and believed in the vision. Mostly, the team is grateful for the faithfulness, protection and providence of God as He allowed us to



Volunteer Spotlight

Like many other volunteers, Anne decided to join CityReach Care Society to support the community and help many people in need during the Covid pandemic.

Our team interviewed Anne with the intention of showing a little of our volunteer's life and to know why she decided to join this amazing team.

When and Why did you decide to volunteer at CityReach?

I heard about the food bank volunteer opportunity from Corinne DeBiasio, a friend and fellow nurse, in April of 2020. I had just retired after 40 years of working as an RN the month before, and had mentioned wanting to volunteer. Corinne had been volunteering for her April holidays, and suggested that I give it a try, since she had to return to work. The next day I applied, and then I started two days a week on May 5th, 2020. I am proud to have been volunteering with Food For Families ever since!

TO JOIN US AS A VOLUNTEER LIKE ANNE AND IMPACT THE LIVES OF OTHERS, EMAIL OUR TEAM AT volunteer@cityreach.org

How do you think CityReach makes a difference in the community?

I think CityReach makes a huge difference to the community. I'm very proud to help deliver fresh, healthy produce to families affected by the COVID lockdown or who have lost jobs. If we can help nourish them, it's one worry off their minds til they can get back on their feet.

What would you tell someone who is considering volunteering with CityReach?

I would tell a new volunteer recruit about the camaraderie with fellow volunteers. I find it's such a welcoming place, where everyone really works together well. Not only is it fulfilling work - but fun too! A lovely spiritual place to help the community!



FOOD FOR FAMILIES MOBILE

With the growth of the Food For Families program, the mobile version of healthy and fresh food is going to new locations in Vancouver and the Tri-Cities to serve qualifying households. Our team fills up the refrigerated truck and goes to strategic locations to deliver the hampers for low-income families.





HELPING PEOPLE PROSPER

In 2020, Food For Families achieved incredible numbers, supporting families in need through our 4 locations in Vancouver and the Tri-Cities. Even more, our program donated 750,000 pounds of food which represents a value of \$2 million!









As Food For Families moves forward in 2021, there will be a focused transition from emergency response to building a sustainable program. With continued trusting in God's goodness, for our families and for the Food For Families program as a whole, the team is believing for an even more exciting future.

For more information contact Sharon Dong at SharonD@cityreach.org





Club Freedom offers a weekly nourishing hot meal for community guests in need. Providing a safe and accepting environment is key to this program that also offers opportunities for guests to receive mentorship, referrals to recovery programs and affordable housing.

From March to December 2020 there was a great response to the adaptation of the Club Freedom program through the unforeseen arrival of this pandemic. After a brief dip in attendance, once the word spread that this vital program was to remain open, many people came to participate, even with the new style of service.

Shifting from offering hot meals served indoors in a community setting, to pre-packed meals in to-go containers served outside our centre, guests were still thankful to receive this support. The faith-based element to Club Freedom also remained a crucial and impactful component to the program, especially during

such challenging and isolating times. The changes that the world was experiencing included depression and escalated loneliness, along with the need for food and housing.

The program leaders saw that guests did not just need food, but came because they needed to be around people and just sit, watch and listen as someone sang a song that lifted their spirits. Worship, teaching, and prayer were offered outside in the parking lot, allowing guests an opportunity to experience encouragement, restoration and hope.



CHECK OUT SOME OF OUR STATS FROM 2020

















Personal advice during our services

For more information contact Jemal Demtawe at Jemal D@cityreach.org



A place to call home

We came to know a couple who was sleeping under a tree across the street from our CityReach centre in East Vancouver. After talking to them, we were able to connect them with Club Freedom, with the aim of providing a warm meal, mentorship, and assisting them using our many resources and referrals to other support.

This is a very common situation as times are very hard.

What is needed is for people who want to help, to be able to connect with vulnerable people in a way that provides meaningful relief and compassionate support.

This is exactly where we want to be...

There are countless people in our communities who are navigating this difficult period and we want to get them the support, supplies and contacts they need. Most of all, we need to help people shoulder the spiritual burden of trying to get through these various struggles. They need to know they are not alone, and that they are worth fighting for.

After coming to know this couple and their story, we tried to get them into a shelter so they wouldn't have to sleep outside under the tree. All we could find at the time was a warming place. We worked with them for three weeks, seeing them twice a week, before finally getting a good lead. Few building managers are willing to rent without a solid reference.

Our Club Freedom Director, Jemal, was able to give them a reference as they went through the application process.

This couple was accepted! And they now live in a nice place...a safe and true "home".

547
people were living on the street

residents identified

as homeless

They are also now connected with Food For Families, our fresh and nutritious food bank, and are still connected with our Club Freedom team, having regular follow up and connection here.

We are sharing their story, with permission, because it's important to know that nobody chooses to be homeless. The path that leads to the loss of a home or a job could be complex - and homelessness is often about avoiding something worse and trying to get to something better.

We want to urge each person to please be the one that helps.

Will you join us in this mission?

Visit cityreach.org or email info@cityreach.org to join us as a donor or volunteer

MOUNTAIN WAREHOUSE 13



Prayer Walk brings encouragement and hope to those who need it most. As an extension of Club Freedom, volunteer teams bring physical necessities like food, water and warm clothing to the most vulnerable areas of the city, while also offering conversation, prayer and an invitation to CityReach programs.

Prayer Walk allows greater connection with the people of the Downtown Eastside and the most vulnerable areas of Coquitlam. Because of the great response to this project in its first year, teams were able to increase their effort from once to twice per month in Vancouver, and to twice per week in the Tri-Cities. Volunteers and staff are able to engage people in meaningful ways and tend to their spiritual needs, by meeting them right where they are at.

The Prayer Walk team noticed that a lot of people were curious about why they come down to help, especially during a time when most people are especially distanced and cautious. Covid restrictions became an

opportunity to offer help and to show the love of God. Where many people may just pass by, Prayer Walk teams show up and spend time. By building relationships with those who are often overlooked and rejected, having conversation and offering prayer . . . lifechange is happening.

Thank you to the incredible volunteers who sacrificed so much to allow this program to succeed in 2020, and now into 2021.



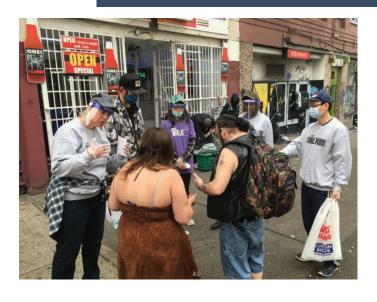
Prayer Walk volunteers in the DTES in early 2020

Volunteer Spotlight



Dennis - Prayer Walk/Club Freedom Volunteer

"I joined CityReach Care Society because I was looking for a community that welcomes all. I got a chance to learn about the inner workings of the various outreach programs within the DTES. Prayer Walk/Club Freedom has given me the opportunity to directly impact the homeless, abused and neglected. Words cannot express the gratitude I have for this organization, its volunteers and staff. Giving back runs in their veins. It's an honour to assist where I can."



I want to make an impact

on peoples' lives



For more information contact Jemal Demtawe at JemalD@cityreach.org











A safe place for students to learn and grow



The CityReach Out of School Care Program offers quality, licenced care for school-aged children. Hosting a consistent group of students for before and after school care during the school year, and opening to community children over spring and summer break day camps, this is a wonderful place for hundreds of young learners to explore and grow.

Over the past year, CityReach Out of School Care Program (OSCP) has continued to maintain a fun, safe, and engaging program despite the new challenges of Covid-19. Last spring, the doors had to close for four months at the onset of the pandemic. By July, the program was back up and running just in time for Summer Camps. They welcomed approximately 180 children over the course of the summer months, providing fun, socially-distanced activities for all ages to enjoy.

Since the fall, the OSCP has welcomed many new faces to the program – both children and staff. The new Out of School Care Director, Maureen Port, has recently joined the team. The children and staff are so thankful and excited for the upcoming year under her leadership!

The before and after school care program is currently running close to full capacity with 33 children registered full-time. These days, the kids are really enjoying air hockey, foosball, Lego, science experiments, crafts, laser tag, and gym. The staff have pared-down the activity options to meet health and social distancing guidelines, but continue to make the program fun by providing themed days, parties, and much more.

In February, the Out of School Care Program joined in the Coldest Night of the Year fundraiser for CityReach. Every child was a part of the walk, and they worked hard during the month to raise funds. By hosting bottle drives, collecting spare change, doing extra chores at home, and inviting their families to also support, the kids raised over \$900 ... and had a lot of fun.

Spring Break camps were also run at full capacity this past March, with the opportunity to include many of those in the regular program and also new children from the community. With special

quests, creative activities, games and outdoor time, the children had an amazing time. Thankful for the opportunity to continue operations at the Vancouver CityReach location, the OSCP team looks forward to hosting summer camps once again this year. It is increasingly important to allow children time to play, build friendships and explore, and here at CityReach, the Out of School Care team are doing just that.











For more information contact Maureen Port at MaureenP@cityreach.org









The Adopt-a-School initiative is a partnership between CityReach and local public schools. Knowing that schools are deeply connected to families and their specific needs, partnering together will make an even greater impact in the community and its future.

Adopt-a-School projects began in 2019 with invitations for selected local schools to have priority referral for their families to CityReach programs and events, such as Food For Families and Boxes of Love. Into 2020, several schools in the Tri-Cities invited Food For Families to host the food bank on-site, serving more families right where they were. When the Covid pandemic hit, these sites were forced to close for the remainder of the year. However, the need for access to food security only increased, and Adopt-a-School initiatives continued to thrive.

In September 2020, when school was back in session, many schools reached out to ask for support. Several schools sent staff to CityReach to pick up a group of food hampers to be distributed to families right from the school who might otherwise not have access to the program. Other schools referred families directly to Food For Families to be able to access the program in person every week.



Donation of food hampers for families in need at Birchland Elementary School



Boxes of Love donated to families through local school partners

As CityReach staff visited with local school staff, the requests for other kinds of support started pouring in. In addition to food security, they were noticing needs within families and students for things like mental health, social-emotional support and clothing. Through Adopt-a-School,

CityReach is able to provide 'Fidget Boxes' which are sensory kits for classrooms to support children with anxiety, 'Hygiene Kits' for preteens who may not have access at home, seasonal clothing for specific children, and extra snack items for those who may be without.

One school in the Downtown Eastside area also noticed that students were increasingly anxious during outdoor play, as they were seeing garbage in the playground, including used personal items and needles. By partnering with the City of Vancouver 'Adopt a Block' program, the 'Clean Up Crew' was started. This volunteer team meets weekly to offer clean-up service to keep the area safe for kids to play, and to benefit the whole neighbourhood.

In 2021, relationships with schools are being further expanded and solidified. Offering extra support before Spring Break, 100 Care Bags filled with non-perishable food were provided to families in need across 15 schools in Vancouver and the Tri-Cities. Also using additional supplies from Food For Families, thousands of masks, sanitizers and pre-packed snacks were all supplied to schools for distribution to their vulnerable families.

This Spring marks the launch of the first 'CityReach Bursary Fund', which is a post-secondary grant offered to a student at two of our school partners, Van Tech and Terry Fox. The recipients will be selected based on financial need, academics and community involvement, and will be honoured at their graduation in June.

Plans are also in the works for a 'Summer Reading Club' which will offer online tutoring to help vulnerable elementary students practice their reading weekly during the summer break.

Thank you to those supporting these initiatives that are reaching children and families in greatest need. Believing that children deserve the greatest investment is central to the CityReach mission knowing that entire communities will thrive when families are supported for success, wholeness, and health.

STATS

24 school partners in Vancouver
12 school partners in the TriCities
300 Hygiene Kits for Preteens provided
100 Care Packs of non-perishable food
and household items provided for
Spring Break

50 Sensory Kits provided for classrooms 40+ fresh food hampers distributed to local schools every week 300 'Boxes of Love' given to schools for families at Christmas 70+ hours of service with the Clean Up Crew

For more information contact Cheryl McManus at CherylM@cityreach.org





DID YOU KNOW THAT CITYREACH HAS ITS OWN ROOFTOP APIARY?

In partnership with the City of Vancouver, this project brings nature and sustainability one step closer through the art and discipline of beekeeping.

The logic is simple. No more bees. No more pollination. No more plants. No more animals. No more you. As far as important species go, bees are at the top of the list. Honeybees don't just make honey; they pollinate 70 of the 100 crop species that feed 90% of the world. Among them: apples, nuts, avocados, soybeans, asparagus, broccoli, celery, squash, cucumbers, peaches, kiwi, cherries, blueberries, cranberries, strawberries, and melons. In a world without bees we would struggle to sustain the global human population of 7.8 billion.

In response, the City of Vancouver has reached out and asked anyone who has the ability to keep bees to do so. As CityReach seeks to partner with our city and care for God's creation, we decided to do our part in helping nature's striped pollinators thrive by starting to keep bees on the rooftop of our neighbours at Broadway Church, Vancouver. And so, in early, 2020 as part of the "Going Green" initiative, CityReach Bees began.

"If the bee disappears from the surface of the earth, man would have no more than four years to live." – Albert Einstein



The bees have been working hard, not only pollinating and beautifying the neighbourhood, but also making honey! This past year, the 'Bee Team' was able to harvest 16 pounds of honey from the two rooftop beehives. The honey was packaged up and distributed to the essential frontline volunteers who are serving in CityReach programs week after week and to many valued donors.

So far, the Bee Team consists of just two beekeepers who check in on the hives every 10 days, but they are looking to expand. If you are interested in learning more about how to join, please contact the team below. Training, safety gear and all of the equipment are provided.

This Spring, they will be reopening for tours to the public, by appointment – and will be expanding to four hives! This is just the beginning of this inner-city apiary adventure. At the end of the summer, more honey will be collected, serving as a sign that the bees are doing what they do best ... keeping balance in the environment and allowing the symphony of nature to thrive.



For more information contact Cheryl McManus at CherylM@cityreach.org



ROOFIOP AP AR



CITYREACH TRI-CITIES

Our Tri-Cities campus allows CityReach programs, events and initiatives to serve the vulnerable populations in Coquitlam, Port Coquitlam and Port Moody. Thanks to many volunteers and partners, CityReach is making a difference in lives and families all across our region.

CLUB FREEDOM TRI-CITIES

The Tri-Cities location of Club Freedom has had some changes and growth over the past year. The Tri-Cities Prayer Walk began in Fall of 2020, where teams bring 40 meals per week to those experiencing homelessness, build relationships and connection, and pray together. Village Church Coquitlam has been a major partner in that effort, bringing volunteers and food each week.

In other news, Club Freedom Tri-Cities has moved! The CityReach Tri-Cities location in south Port Coquitlam was difficult for many of the people we serve to access, as it was too far for many of the homeless population to walk and also not very transit-accessible. As a result, the Sunday evening Club Freedom has now moved to Friendship Baptist Church in Coquitlam, where 40 guests are served each week with a hot meal to go. Guests are also offered warm clothing, prayer, and encouragement.

A new partner has also joined in the Tri-Cities! A&W, through the 'Meal Share' initiative, will be donating proceeds from sales every month to CityReach, to support those experiencing hunger in this community.

PROGRAMS



Volunteers prepare delicious meals for guests each week at Club Freedom



Volunteers packed and wrapped 150 Boxes of Love distributed in the Tri-Cities

FOOD FOR FAMILIES TRI-CITIES

Just as the overall Food For Families program has rapidly grown to respond to the needs during the pandemic, so has the Tri-Cities location! Prior to Covid, about 25 hampers per week were provided. Now, teams are serving 125 hampers per week to Tri-Cities families! Due to the high demand, this location has made the difficult choice to limit new registrations to those who have a referral from a school or one of our partner agencies, as they continue to manage the program with the best integrity and sustainability possible.

BOXES OF LOVE TRI-CITIES

The Tri-Cities team was able to serve 150 families with Boxes of Love Christmas hampers in 2020—the highest number ever done at this location. Ten Tri-Cities schools participated in helping identify families most in need, with the vast majority of the Christmas hampers being distributed through school referrals. In the Tri-Cities alone, there were over 50 volunteer drivers signed up to deliver the Boxes of Love to very appreciative families. Thank you to everyone who helped make this all possible.

CHECK OUT SOME OF OUR STATS FROM 2020









For more information on joining CityReach efforts in this area, contact Tri-Cities Director, Craig Savage at CraigS@cityreach.org





Boxes of Love is an annual Christmas hamper initiative, a 20+ year tradition, in partnership with Broadway Church, serving hundreds of families in need at the holidays.

Like everything in 2020, Boxes of Love needed to adapt to the concerns of the Covid pandemic. However, CityReach was determined to keep this event alive, in order to 'make Christmas a little merrier' for thousands of children who were already experiencing so much uncertainty and loss of normalcy throughout the year.

Instead of hosting hundreds of families for an in-person event as in the past, over 200 volunteer drivers were recruited in order to deliver these Christmas gifts, wrapped toys, gift cards and food right to the doors of families in need...all across Greater Vancouver.

700 families sponsored, 100's of individual donors, 20 teams of toy-wrappers, 1800 donated stockings, 2500 donated stuffed animals, 25 local school partners, 2000+ wrapped toys and gifts, 200 volunteer drivers ... all resulted in countless smiles and joy-filled kids.

Thank you to everyone who made this event possible, not only for believing in the event but for believing that Hope has the power to change lives, at Christmas time and all throughout the year.

"Thank you so much for Boxes of Love. It's been a long, hard season and I am so thankful that you have walked alongside me and my children. Merry Christmas and God bless your families with health and oodles of laughter as you celebrate this season." - R.B.

"Thank you so much from the bottom of our hearts! To all the staff and volunteers, I salute you all! For giving the joy and happiness to my family and the rest of the families all over the city! Thank you and God bless you!" -S.P.







CityReach is thrilled to share that the \$150,000 goal for this event has not only been met, but exceeded! Thanks to the help and investment of hundreds of people, these essential funds have been secured for programs and initiatives that provide meaningful, tangible resources for those in need in the community.

To those who were a part of this year's event:

Know that you were a part of something amazing. You made a lasting impact, with ripple effects that are beyond measure. Community still wins. Lives are still being changed all around us. Thank you for your investment. Thank you for believing that great things can happen, together, even when we need to be apart. Thank you for joining us in believing that hope and help can change a city, when we work together for good.





Save the date for next year's event on Saturday, February 26, 2022.

BONUS: Watch for more information on the next community event, the annual 'Back to School Blast', supplying backpacks with school supplies to 1,000 children in need in our community!

For more information, contact cherylm@cityreach.org



To join our team and make a difference in people's lives, visit CityReach.org/volunteer

To make a donation in support of our programs and initiatives, visit

CityReach.org/about

Every dollar makes an impact.



THANK YOU!

CityReach Care Society provides consistent and invaluable support for families in need. Our big thanks to all of our partners that still believe we can make a better world.























































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