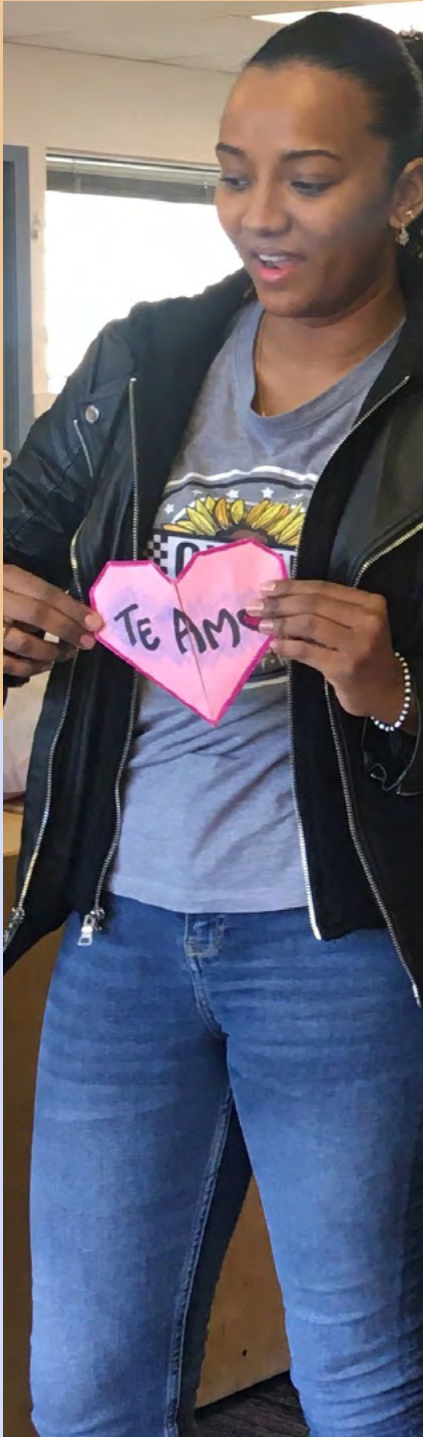


# PIRS

## ANNUAL REPORT

### 2019-2020





## Focusing on What Matters Most

A wise woman introduced us to the idea of VUCA (volatility, uncertainty, complexity and ambiguity). In a time of VUCA it is important to focus on what matters most.

- A clear VISION and VALUES to guide our actions
- UNDERSTANDING the interconnections and intersections
- COMPASSION and CONNECTION to build the world we want
- AGILITY to adapt and learn from our mistakes

The pandemic is exposing inequities in our society. Racialized women, many of them newcomers to Canada, are disproportionately affected by COVID-19. These are the women PIRS serves and PIRS workers are among the women most affected. The time has come to do something.

PIRS' vision is to work towards a society that values the contributions of immigrant women and their families.

Our mission is to empower immigrant women to participate in community life.

And we value diversity, respect, reaching out to the most vulnerable, volunteerism, accountability and collaboration.

We have weathered 45 years. With your support PIRS will weather another 45.

## Report from the Board and ED

It was the best of times, it was the worst of times... Between a changing geo-political landscape with rising nationalism and unprecedented protests and riots, natural disasters and the beginning of a worldwide pandemic, you would be excused if you thought 2020 was some fantastic science fiction or horror story. Closer to home, PIRS had its own struggles, though not colossal.

For the previous three years, PIRS had seen so much growth and now we were looking at cutting some things back. A proposal that would move a key program from project-based funding to ongoing funding was unsuccessful. All that growth had caught up with us and while our programs had grown, our infrastructure had not kept up. With the help of Gayle Farrell of Siena Consulting, we identified key priorities and started working on them.

Plot twist: Strange as it may seem, the pandemic fired us up. PIRS is known to be nimble and responsive. A quick needs assessment of our participants – phone calls, because we know how important relationships are – told us what our participants needed.

The silver lining: although working remotely our leadership team banded together to co-create the future of PIRS in a new way. We launched our COVID response on June 1. And we are ever grateful to donors who donated in-kind food, supplies and services at a value of \$46,288. You have helped newcomer women and their families put healthy food on their tables during this crisis.

We extend a heartfelt thank you to ALL who supported us to continue to help immigrant women and their families – the 114 volunteers who contributed 2,236 hours in 14 programs, staff members (including those who left us this year: Serah Gazali, Tarana Sultan, Diana Jeffries, Nadia Taj Khan, Lola Karma, Jugnoo Salahuddin and Martha Scully), the Board, and the Consultants who work to put our Values, Vision and Mission into action.





# Financial Report

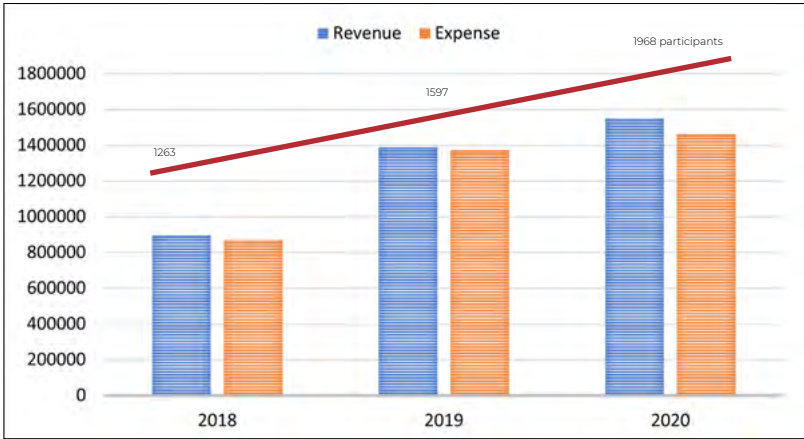
## Pacific Immigrant Resources Society

### STATEMENTS OF OPERATIONS AND CHANGES IN NET ASSETS

Year ended July 31

	2020 \$	2019 \$
<b>REVENUE</b>		
Grants earned [note 7]	1,130,055	1,200,277
Other income - Wage Subsidy	140,305	—
Donations - cash	138,073	82,139
Donations - in-kind [note 2]	112,721	79,472
Fees	23,257	22,751
Interest and other	6,501	4,164
	<b>1,550,912</b>	<b>1,388,803</b>
<b>EXPENSES</b>		
Salaries and benefits	987,808	934,027
Professional fees	156,382	144,162
Rent - program space	112,720	109,243
- office space	14,664	16,433
Computer and website	64,453	6,097
Materials and supplies	60,339	46,797
Office and other	15,036	12,818
Travel and field trips	13,318	43,945
Telephone and internet	8,975	7,329
Amortization	8,885	4,618
Insurance	7,718	7,808
Honoraria	4,487	6,953
Community relations	4,253	13,426
Copying and postage	3,687	9,679
Staff development	1,200	9,867
	<b>1,463,925</b>	<b>1,373,202</b>
<b>Revenue over expenses for the year</b>	<b>86,987</b>	<b>15,601</b>
Unrestricted net assets, beginning of year	183,276	167,674
<b>Unrestricted net assets, end of year</b>	<b>270,263</b>	<b>183,276</b>

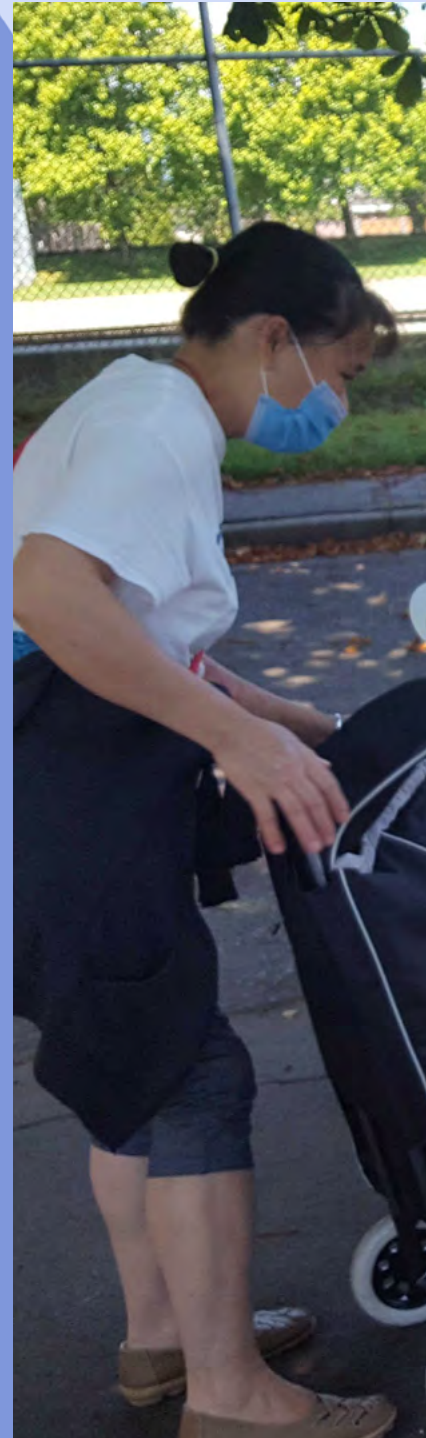
See accompanying notes to the financial statements



## PIRS Addresses Social Isolation and Barriers Newcomer Women Face

Immigrant families are struggling with a lot of the same things that all working class and racialized communities are facing, but they're further burdened by language and cultural barriers. Reports show that 56 percent of immigrant women work in 5C occupations: caring, cashiering, catering, cleaning and clerical functions. This type of essential work tends to be on-site, low-paid and precarious work, often without paid sick leave. Due to COVID-19, many employers have shut down or reduced their work hours. For newcomer women who used to be able to make up full time work by working in multiple establishments, this means taking a substantial pay cut.

In April 2020, staff conducted a comprehensive needs assessment. They contacted 289 families over the phone and through an online survey. They learned that participants were struggling with increased family responsibilities and financially, to meet their family's basic needs. While higher English level learners took to the online programs easily and some preferred this mode of service delivery, for lower level English participants digital literacy was becoming a huge barrier and they were struggling to access benefits and support.





## Our participants, at a glance...



**45** countries of origin (top 10: China, Afghanistan, Syria, Mexico, Iran, Eritrea, India, Philippines, Colombia, Hong Kong)



**30** languages spoken (top 10: Cantonese, Spanish, Arabic, Mandarin, Dari, Tagalog, Punjabi, Kurdish, Pashto, Tigrinya)



**33** percent refugee claimants

## Emerging needs...



**154** participants (53 percent) requested one-to-one support from our Outreach Support Team



**60** families (21 percent) expressed an immediate need to food access



**73** families (25 percent) requested face masks



**115** families (40 percent) asked for children's supplies to be delivered to their home

## Breathe and Belong

Building Bridges is a program offered by PIRS that aims to provide immigrant women with skills for future career plans. By working to promote support and belonging, Huda takes the skills she acquired in the program and uses them to make a difference in others' lives.

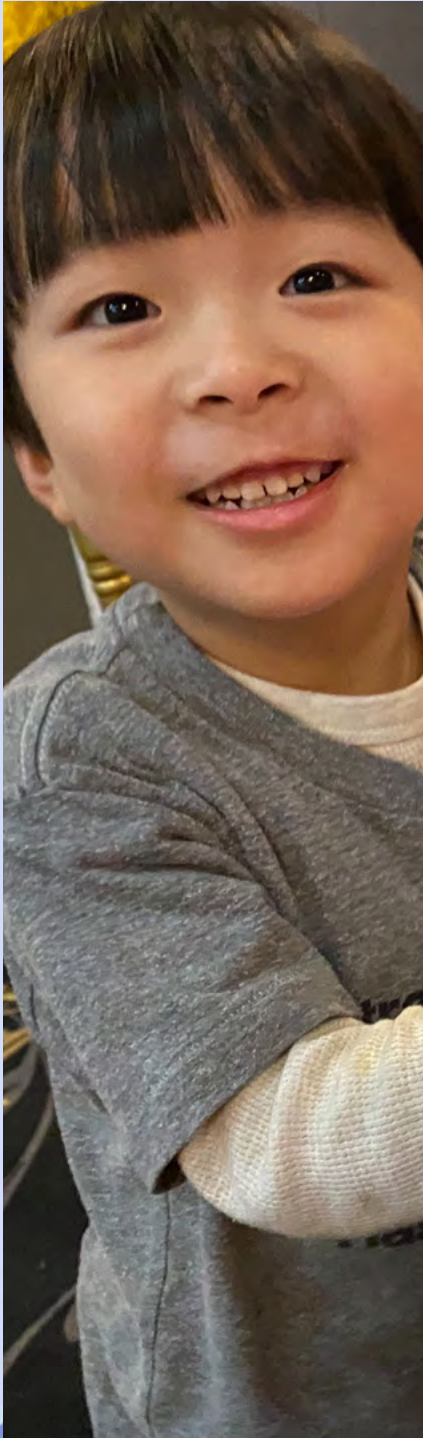
*"Building Bridges was my first program in Canada, three weeks after I arrived. The program is as diverse as Canada. For me, it was the first window into Canadian social life, and my first networking opportunity. We learned and shared experiences.*

*I became interested in promoting awareness of belonging and the importance of social support. And through this program, while participating in a workshop at the Women's Conference, I identified my project, which I called "breathe and belong."*

*I continued my relationship with PIRS as an ambassador, as well as a volunteer with other organizations. And now I'm working with PIRS as an outreach support worker. I am very grateful to be a part of this wonderful organization and its outstanding staff."*

~Huda





## Programs, Initiatives and Highlights

We are extremely grateful for the leadership of PIRS' program teams. As the COVID-19 lockdown started, staff shifted their work and focus to achieve a program pivot within three months. As a result, PIRS continued to offer responsive programming to meet the emerging needs of our participants. Staff, who primarily worked in person with participants, quickly learned digital skills and program delivery techniques to adapt to the new normal.

### PIRS Programs and Initiatives

- 20,447 hours of direct service delivered to 528 women and 347 children through our 9 trauma informed community English classes, 16 Early Childhood and Parenting programs and 4 Women's Leadership and Development programs
- Trained close to 40 Digital Literacy Trainers, and 14 Digital Literacy Training workshops were offered to 425 participants with low digital literacy skills
- 302 food hampers and 1,000 prepared meals were distributed, feeding 184 adults and 107 children, at our Emergency Food Hubs at South Vancouver Family Place and Journey Home
- Formed an Immigrant Women's Advisory Committee (eight members). Learnings from this committee, and the three Learning Labs and one Learning Fair, have helped to improve Learning Journeys project developments and programming at PIRS
- 30 Pop-Up Childcare sites were organized for a variety of service providers
- 79 immigrant women (131 were on the waitlist) participated in our Childcare Training programs (five cohorts)
- Outreach Program (started in April to provide more one-to-one client support to urgently attend to emerging issues manifested by the pandemic) with five Outreach Support Workers
- Seven Trauma Training workshops were conducted, providing training close to 250 community members (settlement providers, volunteers, and nurses)

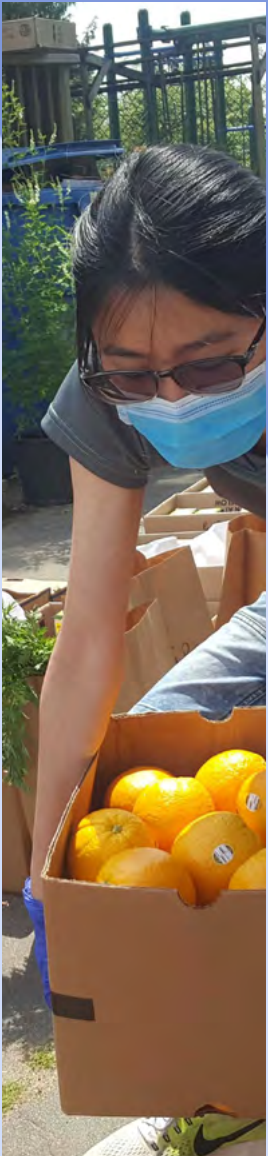


## PIRS 2019–2020 Staff

Amira Chache  
Ami Fuletra  
Amie Peacock  
Anastasia Sapelnikova  
Ann Asselstine  
Arlene Ordonez  
Bisrat Huruy  
Breanna Switzer  
Carol Anita Bond  
Cheryl Song  
Chong Mun Yee  
Concepcion Tavera  
Cuihua Jiang Cindy  
Diana Jeffries  
Deirdre Pfaff  
Dilraj Boparai  
Eden Dirar  
Erika Infante Pizarro  
Erika Landeo Torres  
Emily Hunter  
Farah Kotadia  
Feri Dehdar  
Flor Franco  
Guohong Xia  
Huda Alanny  
Ibtisam Htewek  
Inderjit Kaur  
Irina Iordache  
Jaeyeon Jung  
Jennifer Sarah Lee  
Jiyoung Lee  
Jugnoo Salahuddin  
Karla Avelar  
Leanna Inokoshi  
Lola Kharma  
Maliha Mayeed

Marialejandra Reyes  
Mariam Bouchoutrouch  
Mariana Gassmann  
Martha Scully  
Mehreen Saleem  
Naiely Cabrera  
Nasira Aziz  
Nongkran Ho  
Patricia Lomelli  
Qing Du  
Rahya Mihretab  
Robabe Ali Agha  
Ross Tremblay  
Sabrina Siddiqui  
Sandrine Espie  
Sanzida Habib  
Sawsan Murad Khan  
Sanzida Habib  
Selamawit Hagos  
Serah Gazali  
Shamshath Rameez  
Sorrer Samiei  
Souad Ghomari  
Suad Al-Taie  
Sukhraj Boparai  
Tammy Ho  
Tarana Sultan  
Valerie Lai  
Wai Lan Fong  
Zarminah Mohammad Ali





## PIRS 2019–2020 Volunteers

Abi Manansala	Hamida Parvin	Nagla Ali
Ada Sit	Harpreet Kaur	Narsis Afquari
Alan Macdonell	Hattie Xi Xiao	Neil Bailey
Althea Bernardo	Hawariat Berhane	Newgen Bao
Amandeep Kaur	Hannah Lai	Nian Abdulrahman
Amira Chache	Haya Alsubehi	Nour Alabcosi
Amrit Singh	Helena Shum	Nour Alhuda
Anastasia	Jade Khotjak	Abhariri
Sapelnikova	Jane Ladesma	Nour Yakoub
Anjali Siega	Jean Maloney	Pamela Valderrama
Annika Szarka	Jiayin Liang	Patricia B. A.
Antone Bao	Jing Wu	Cervantes
Andrea Meyer	Joanna Whalley	Patsy George
Annet Kyoheirwe	Joanne Liu	Paula Coughla
Arjinder Kaur	Judita Scott	Poonam
Azusa Kurosowa	July Fujiki	Mahendaru
Bakhan Radi	June Lee	Priyanka Malik
Barb Crombie	Kaelyn Burns	Rabia Khan
Bassie Wong	Karen Hertz	Rebecca Yixln
Behvar Khansari	Karina Beatriz Rivas	Roth Goh
Beverly Nann	de Romero	Rubina Ruby
Blanca Palencia	Kathy Neilson	Sabaha Dara
Bruce Lin	Keefe Wong	Salma Husaien
Carinda Mendoza	Kenna Prepchuck	Samantha
Cecilia Cooper	Larysa Zaporozhets	Nishiwkawa
Chava Glouberman	Laurie Grant	Sanaa Alkhali
Coleman Lai	Lidiane Barreta	Shadan Soloukian
Dasha Reddy	Lina Isabelstreber	Shael Sutherland
Debra Ann	Luz Rivera Morataya	Sharon Babu
Eden Alem Dirar	Mahshid Hadi	Shirly Geiman Mak
Emily Ko	Manal Al-Masri	Luo
Eric Ko	Maria Cardona	Shizuka Shinozaki
Eva Machalek	Marialejandra Reyes	Sofiye
Fariba Khadijeh	Maryann Bird	Sujin Song
Lotfi	Matthew Cederberg	Suneel Kailey
Fatima Aamir	May Poon	Susan Pinkham
Fatima Ahmed	Mayra Vasquez	Tamar Demirijian
Fatima Zain	Mihret Gerelase	Tammy Ho
Fiona Wu	Mun Yee Chong	Timothy Tosh Turner
Fouzia Laiachi	Nabil Abdalla	Tommy Diep
		Yan Yam
		Zahra Jalali

## My Necessities as an Immigrant Woman

As part of PIRS' Learning Journeys research project, thirteen immigrant women have been sharing their experiences on their settlement path towards economic participation, offering insights into the most significant challenges, and applying their skills and strengths to dig into finding innovative solutions. One of the Immigrant Women's Advisory Committee members, Thea Alba, a passionate advocate for the \$10-a-day Childcare campaign, explains why affordable, quality and accessible childcare would have made her integration journey much easier.

*"Should childcare have not been an issue, I would have had the chance to:*

- Apply for mentorship programs, and professional advancement placements, that I needed to be able to enter my profession in Canada.*
- Apply for jobs, go to work and build hours/ seniority in my field of practice.*
- Participate in the economy and community by paying bills, getting a mortgage, paying taxes, volunteering, and meeting like minded people.*

*Access to affordable childcare means I can build connections, find inclusion, and a sense of belonging through religion, social groups, and cultural groups. It also means good health, sound mind, body, and spirit, which all comes from being less stressed and content."*

*~Thea*





## Board Members

Chairperson:	Suzanne Saatchi / Gyda Chud
Vice Chairperson:	Shaughnessy Sturdy
Past Chair:	Jan Littler-Finseth
Co-Treasurer:	Michelle Chen / Kathy Price
Secretary:	Kathy Price / Stephanie Machado
Director:	Jane Short
Director:	Prerna Thaker
Director:	Sunaina Sharma
Director:	Darius A. Maze

## Partners, Key Funders and Friends

Partnerships allow us to extend our mission and do more with less. This year partners provided \$112,721 worth of in-kind contributions. We thank ALL of our partners and collaborators and would like to acknowledge:

Burnaby Neighbourhood House  
Burnaby Pacific Grace Church  
Collingwood Neighbourhood House  
DIVERSEcity Community Resources Society  
Family Services of Greater Vancouver  
Holy Trinity Cathedral  
Immigrant Services Society of BC  
Journey Home Burnaby  
Kwantlen Polytechnic University  
Marpole Neighbourhood House  
Minerva BC  
MOSAIC  
South Burnaby Church of Christ  
South Vancouver Family Place  
South Vancouver Neighbourhood House  
Stride Avenue Community School  
Umoja Operation Compassion Society  
Vancouver Community College  
Vancouver School Board  
Work With Us Foundation

**Our vision** is a society that values the diverse contributions of immigrants and refugees and promotes the enrichment of their lives.

**Our mission** is to empower immigrant and refugee women and children to fully participate in Canadian life through neighbourhood-based, accessible and inclusive programs.



**PIRS**

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