

2026

Annual Report



FRASERSIDE
COMMUNITY SERVICES SOCIETY





Who We Are. What We Do.

Our Mission

We provide a foundation of stability for individuals and families facing complex barriers, including challenges with housing, mental health, developmental disabilities, and substance use.

Through tailored support, holistic care, and integrated services, we foster pathways to sustained well-being.

What We Aspire to Be.

Our Vision

We envision a community where every person has the stability, support, and agency to navigate life's challenges and pursue meaningful opportunities



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MESSAGE FROM LEADERSHIP

This past year at Fraserside has marked a profound evolution: we have watched our deeply rooted foundation of stability blossom into a powerful catalyst for human potential and community growth. Across all of our programs, we see daily proof that when people are supported by secure housing, wraparound services, and inclusive communities, they quickly move beyond survival and begin carving out paths toward true independence.

Our operations over the past fiscal year beautifully mirror this journey. A premier milestone for Fraserside was achieving a prestigious 3-Year CARF International Accreditation, an achievement that anchors our commitment to the highest standards of quality assurance. This structural strength allows us to deepen our impact on the ground, providing an essential safety net while simultaneously expanding individual autonomy.

In our housing and specialized residential initiatives, we focused on preventing homelessness and managing critical tenancy interventions. By keeping barriers low and support consistent, our residential facilities achieved remarkable housing stability, ensuring that complex-needs individuals, families in transition, and those overcoming acute trauma had a safe runway to rebuild their lives.

True belonging, however, extends far beyond having a roof over one's head. This year, our outpatient counselling services met an exceptional community demand by offering rapid, vital substance use recovery support and expanding our footprint directly into local neighborhoods. Simultaneously, our community inclusion programs reduced isolation for adults with diverse abilities, creating spaces for life skills development and genuine social connection. We also witnessed incredible vocational growth through our supported employment programs, where crew members consistently advanced their technical skills.

I am proud to lead an organization that continues to adapt, grow, and lead with purpose. This report is a celebration of these collective milestones. I am deeply grateful to our dedicated frontline staff, our leadership team, our Board, and our core partners—including BC Housing, Community Living British Columbia, and Fraser Health—whose shared vision makes this lasting change possible. Together, we are fostering a future where stability creates opportunity, and community belongs to everyone.



Executive Director
Kam Jugpal



We acknowledge that Fraserside works and resides on the traditional and unceded territory of Coast Salish Peoples, including the Qayqayt, Kwikwetlem, Tsleil-Waututh, Katzie, Semiahmoo, Kwantlen, and Tsawwassen First Nations.

STABILITY IN ACTION: OUR COLLECTIVE IMPACT



531+ 
**Unique Lives
Impacted**
across specialized
services.

171+ 
**People
Housed**
across emergency &
transitional pipelines.





COMMUNITY & INCLUSION

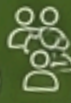


MOBILE WORK CREW



31 Active
Commercial
Contracts
(107% Achievement Rate)

COMMUNITY INCLUSION (CI)



48 Structured
Life-Skills Workshops
(e.g., Digital Literacy,
Personal Advocacy)

HORIZONS



Launched "Cafe
FraserSide":
Bi-weekly Dance
Gathering to
Foster Friendships



96%
Housing
Retention



75%
Reduction in
Medication Reliance

85%



improvement in
Mental Health



Mundy House provides 24/7
residential support for adults
with developmental disabilities.

★★★★★
100%
PERFECT CUSTOMER
SATISFACTION
(MOBILE WORK CREW)



FraserSide's Perspectives
programs offers free
substance use counselling.

STABILITY IN ACTION: PROGRAM PERFORMANCE

COUNSELLING SERVICES

237



Counselor

Total Cases



Supported through outpatient addiction tracks; 138 successfully transitioned with wait times under 20 days.

NEW LEAF & YOUNG ADULTS

156



Clubhouse

Individuals

Provided deep community clubhouse care for those navigating complex mental health challenges.

SPECIAL SERVICES (CWWA)

54



Focus

Youth & Adults

Guided with critical early-intervention resources focused heavily on children aged 0-12.

COMMUNITY LIVING SYSTEMS

139



Individuals

Empowered through core inclusion networks, dedicated home shares, and targeted employment initiatives.

SPECIALIZED RESIDENTIAL

33



Care

Residents

Provided with round-the-clock 24/7 stabilization care across Fraserdale, Summit House, and Bear Creek.

COMMUNITY LIVING RESIDENTIAL

10



Full-Time Residents

COMMUNITY LIVING RESIDENTIAL
Cultivated specialized, dedicated group home care at our Gilley and Mundy Street locations.



FRASERSIDE
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SAFE & STABLE HOUSING

FAMILY EMERGENCY SHELTER

81%

Direct Transition Rate



Families



Children

Supported 74 individuals across 24 distinct family units, including 38 children, into permanent independent rentals and second-stage housing.

PARTICIPANT CALLOUT



"Stable housing gave me the foundation to breathe again. My children have a safe room to sleep in, and we can finally look forward to the future with confidence."

— Family Shelter Participant

PETERSON PLACE

96%

Housing Retention Rate



Tenancy Interventions Resolved

Maintained stability for 23 complex-needs residents; successfully resolved 12 critical tenancy risk interventions

FACILITY UPGRADE HIGHLIGHTS

- Targeted dollar reinvestments directly back into physical residential housing assets to bolster long-term infrastructure health.



- Strategic resource allocation to proactively mitigate sector-wide inflationary pressures, specifically stabilizing rising utilities, staffing, and critical maintenance costs.



IBSEN APARTMENTS

2-Year Transition Runway



Supportive Pipelines

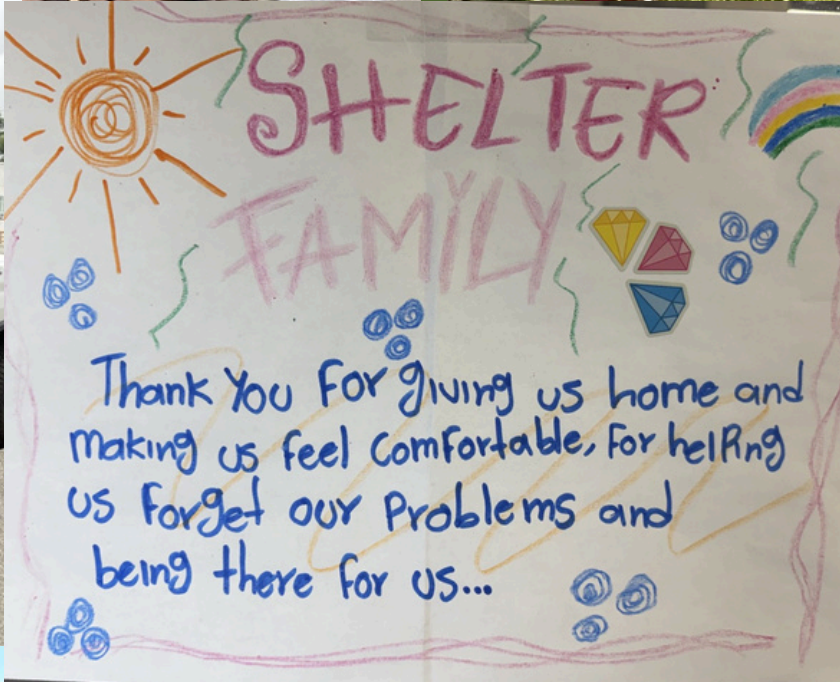


独立生活

Provided high-barrier individuals with a stable, supportive pipeline to transition from trauma into independent living.



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THE PEOPLE WE SERVE

88.61% of people entering Counselling identified alcohol or drug concerns as their primary barrier, with the vast majority (68.35%) residing in New Westminster.



93.59%



MENTAL HEALTH NAVIGATION

In our New Leaf and Young Adults programs, 93.59% of participants navigate complex mental health challenges, living across New Westminster and Burnaby.

42.42%



PREVENTING HOMELESSNESS

Of the high-barrier residents admitted to our Specialized Residential programs, 42.42% were actively experiencing homelessness at the immediate time of referral.

51.85%



EARLY INTERVENTION

51.85% of all individuals referred to our Special Services (CWWA) programs are young children aged 0-12, providing support at a vital developmental stage.

REGIONAL REACH

TRI-CITIES & BURNABY FOCUS

Across our Community Living Residential programs, our homes provide specialized developmental disability support to residents originating primarily from the Tri-Cities and Burnaby.





HEARTBEAT OF BELONGING

Dawn's New Chapter: Healing & Thriving

Arriving in 2020 while struggling with early-onset dementia, addiction, chronic pain, and isolation, Dawn initially resisted moving into her new home at Fraserside. Today, she proudly decorates her bedroom with family memories, greets staff with warm appreciation, and has completely transformed her health. Backed by staff advocacy, she connected with a specialized clinic that brought her chronic pain down to manageable levels without extra medication. Dawn has rediscovered her lifelong joy of gardening, improved her



family communication so much that her children and siblings visit for dinner, and now independently arranges her own transit to join clubhouse groups.



Cindy's Journey: From Isolation to Belonging & Connection

Cindy was profoundly isolated and disconnected when she first arrived at Peterson Place, Fraserside's Surrey-based supportive housing program for adults experiencing or at risk of homelessness. Through ongoing outreach and compassionate support, she began to engage with others

and built meaningful relationships. Cindy's quiet room has been traded for shared spaces, captured beautifully in a joyful moment during a holiday home visit that restored her sense of community belonging. Today, she is an active presence among peers and staff, with a renewed sense of belonging and connection.

Where Friendship Becomes Community

At Gilley Residence, the Connexion Social Club is more than a gathering place—it is a community where friendships grow and confidence flourishes. Through events like Chair Zumba, holiday dances, High Tea, and shared potluck meals, individuals with developmental differences come together across homes to connect, celebrate, and support one another. The club has become a powerful reminder that everyone has something valuable to contribute and deserves to feel included.



Painting a Picture of Home

At Mundy Residence, staff have transformed everyday spaces into places of comfort, beauty, and pride. From gardens and outdoor improvements to hand-painted murals and personalized displays, every detail reflects care and belonging. A cherry blossom tree showcasing resident photos and a colourful bathroom mural help create a warm environment where residents feel truly at home.



The Power of Nursing: Building Confidence Through Care

Through patient advocacy, health education, and relationship-based care, one of our Licensed Practical Nurses at the Fraserdale Assisted Living Program helped a resident overcome barriers related to medication management and healthcare engagement, driving an incredible 75% reduction in PRN medication reliance through Self-Esteem and Self-Worth groups. By building trust and connecting the resident to appropriate supports, the LPN contributed to improved health outcomes, greater independence, and increased participation in daily life—demonstrating the lasting impact of compassionate nursing care.





From the Board President

On behalf of the Board of Directors, it is a privilege to reflect on a transformative year of stewardship and strategic growth at Fraserside Community Services Society. As a governance body, our role is to safeguard the organization's mission, ensure rigorous financial accountability, and build a resilient foundation that allows our frontline services to thrive. This year, those pillars have been substantially reinforced.

A premier milestone for our governance mandate was securing a 3-Year CARF International Accreditation. This achievement validates the robust risk management, systemic integrity, and quality assurance frameworks that the Board and executive leadership have diligently cultivated. In tandem with this benchmark, the Board has actively overseen a vital transition toward internal financial management, reclaiming core fiscal control to resolve legacy challenges transparently. These efforts ensure that every resource is optimized and that Fraserside stands on its most stable operational and regulatory footing in recent history.

This structural progress is a direct result of the exceptional leadership team who continue to transform our governance priorities into meaningful community impact. We extend our deepest gratitude to our funding partners—including BC Housing, Fraser Health and Community Living BC—and to our dedicated staff. Together, we are proud to sustain a future where stability creates opportunity and community truly belongs to everyone.

With gratitude,

Gord Dosanjh
President, Board of Directors



GRATITUDE IN ACTION: THANK YOU TO OUR FUNDERS & PARTNERS





FINANCIAL UPDATE

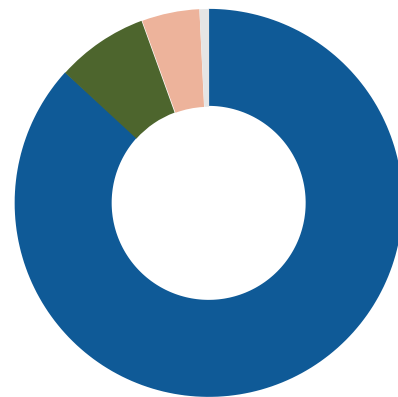
Fraserside Community Services Society manages a complex portfolio of housing, community living, counselling, and employment services funded primarily through government contracts and rental income. In 2025–26, Fraserside delivered over \$16 million in programs and services, while continuing to invest in staff, infrastructure, and long-term housing assets that support community stability. Below is a summary of financial statements for the year end on March 31, 2026.

REVENUE

Fraserside remains primarily funded through public sector partnerships, reflecting the organization's role as a trusted service provider across housing, health, and community living systems.



\$16.3 Million



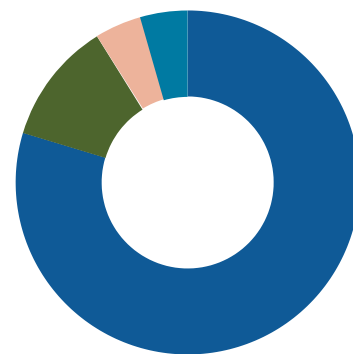
- Contract Revenue (84.24%)
- Rental Income (9.25%)
- Cost Recovery (5.22%)
- Other Income (1.29%)

EXPENSES

Rising staffing, food, utilities, and property maintenance costs continued to place pressure on operating budgets, consistent with sector-wide inflationary trends.



16.5 Million



- Salary & Benefits (80.3%)
- Support Services (9.6%)
- Rent & Utilities (3.13%)
- Program Supplies (7%)



Operating Deficit Improved
by \$177,695



Available Cash
\$1.1 Million



Housing Investment
\$6.2 Million



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