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# 2022 Annual Report



SURREY URBAN MISSION

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# Contents

**2022 Annual Report**

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**From the Board Chair (p. 4)**  
**From the Executive Director (p.6)**  
**1. About us (p. 8)**  
**2. 2022 in review (p. 12)**  
**3. Financial overview (p. 26)**  
**4. Community Stakeholders (p. 30)**  
**5. Programs in Progress (p. 36)**  
**6. Community Support (p. 40)**  
**7. Next Steps (p. 44)**  
**Thank you (p. 48)**

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# From the Board Chair



**Dear Members. At Surrey Urban Mission Society (SUMS), we begin each new year with hope, placing our trust in the Lord as we prepare to face the challenges that come our way. As I complete my sixth year as your chair, I am truly blessed to present the 2023 Report from the Chair.**

This year has been marked by continued progress towards our mission of serving and empowering the community in Surrey. It is with gratitude in our hearts that we acknowledge the absence of the Covid-19

pandemic, allowing us to come together as members, in the fellowship we share. I am deeply thankful for the unwavering support of our staff, volunteers, fellow directors, and partners, as they have been instruments of God's grace, enabling us to carry out our important work.

## **Programs and Services**

Over the past year, SUMS has faithfully expanded and enhanced our programs and services to meet the evolving needs of the community. Our outreach initiatives have reached thousands of individuals in need, offering essential resources, compassionate support, and a glimpse of hope through Christ's love. By collaborating with government agencies and other community leaders, we have made significant strides in addressing the pressing challenges of homelessness, addiction, and mental health issues.

Our emergency shelters, including the Olive Branch, SUMS, and the Cove, have been beacons of God's warmth and safety for the homeless. This year, we have further expanded their capacity with the addition of the Welcome Hub, ensuring that more individuals have access to a secure place to rest and connect with vital support services. Additionally, our other programs have been a source of guidance and assistance for countless individuals on their journey towards recovery and stability.

I would like to express my heartfelt gratitude to Bill Yeung for his faithful commitment to completing the Board Governance Manual. With steadfast dedication, he has spearheaded this project, serving as a testament to the spirit of servant leadership we embody.

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## Community Engagement and Partnerships

At SUMS, we have always recognized the transformative power of community collaboration. In the spirit of unity, we have forged new partnerships and strengthened existing ones, joining hands in the battle against the root causes of poverty and homelessness. Our Real Estate Committee has been particularly active, and they have been particularly active with our government partners in seeking and working together on new projects.

We are deeply grateful to all the partners, donors, sponsors, and supporters who have generously contributed to our mission. It is through their compassion and faith that we are able to bring hope and transformation to those in need in Surrey.

## Financial Performance

The Lord has faithfully blessed SUMS with a strong financial position throughout the year. I extend my sincere appreciation to the Finance Committee and our Treasurer, Dave Pel, for their diligent stewardship of our resources. Through wise financial management, we have been able to allocate our resources efficiently and effectively. Our increased funding has empowered us to expand our programs, enhance the quality of services, and provide a more positive experience for our clients.

## Looking Ahead

As we reflect on our accomplishments in 2023, we remain mindful of the challenges that lie ahead. With unwavering faith in the Lord's guidance, we will continue to adapt and innovate, seeking His wisdom to address

emerging issues and create lasting change.

On behalf of the Surrey Urban Mission Society, I express my heartfelt gratitude to all those who have supported us in our mission. Together, we have made a significant impact on the lives of individuals and families in Surrey. I invite you all to join us as we embark on another year of compassion, resilience, and hope.

Sincerely,

**Stephen Gammer**

*Chair, Surrey Urban Mission Society*

# From the Executive Director



Dear Members and Supporters of Surrey Urban Mission Society. While thinking through the content for this letter, I am reminded of Jesus' remarkable ability to choose His disciples. Jesus, in His wisdom, did not solely seek out individuals with impressive credentials or worldly accomplishments. Instead, He selected people from diverse backgrounds and varying skill levels. It wasn't until Paul came along that He chose someone with recognized qualifications. This tells us that our Heavenly Father values people of all skill levels and equips them to carry out His work.

At Surrey Urban Mission Society (SUMS), we have embraced this concept wholeheartedly. We firmly believe in the inherent worth and potential of every individual. We strive to get to know and understand the vulnerable citizens we serve, helping them realize that they are gifted and loved. It is our mission to shine a light on their unique talents and abilities.

We refuse to see anyone as beyond hope or believe that any person is a mistake. We firmly believe that all people are fearfully and wonderfully made, knitted together in the womb by God Himself. Our Heavenly Father, unlike any of us, does not make mistakes. This belief shapes our approach as we seek to empower and uplift those we serve.

As we reflect on the exciting work that SUMS has accomplished over the past year, I am filled with gratitude and awe. Our efforts have resulted in transformative initiatives that have made a tangible difference in the lives of many. Allow me to share some of the highlights:

- 1. The Olive Branch Shelter (45 beds).** Our dedicated shelter has provided a safe and welcoming space for those in need, offering refuge and support during challenging times. This location supports many people who are seniors, struggle with alcoholism and other addictions, or have an inability to care for their own physical needs. The recreation programs from the Olive Branch have been life changing for many of our guests. In partnership with Fraser Health and other volunteers the staff have created a positive community and created opportunities for guests to garden, run, play sports, create art, and care for the individual and their living spaces.
- 2. SUMS Place Temporary Shelter (40 beds).** Through this temporary shelter, we have been able to extend our reach and aid an even greater number of individuals facing homelessness and hardship. Recently this location received a face lift as we added beds instead of cots, and decluttered, organized, painted, and repaired the inside of the shelter. Both staff and guests worked together to update the shelter and it has become a peaceful and inviting space. This is SUMS' only location that doesn't include harm reduction, and we emphasize recovery from addiction and a place to stay while waiting for detox or a recovery bed.

- 3. The Cove Shelter (42 beds).** This initiative has provided a sanctuary for those seeking shelter, offering a place of comfort and solace during difficult circumstances. Even though this location is smaller, and guests are sleeping on bunk beds, the community in this facility is peaceful and shrouded in care. The SUMS and Fraser Health staff emphasize recreation and encourage community while ensuring that people receive the care they need, and many have gone without for so long.
- 4. Cove-Healthy Living Service Hub.** Our efforts to promote healthy living have included the provision of essential services such as showers, laundry facilities, and outreach programs to those who are living outside. These services help individuals maintain their dignity and improve their overall well-being. This facility had been recording more than 100 services used per day, which is remarkable for a facility that has only two washrooms and showers and is out of a small Britco trailer. The SUMS outreach van is mobile from the Cove Healthy Living and is busy bringing guests to pivotal appointments such as housing meetings, mental and physical health supports, and allows those with mobility issues to be transported between shelters.
- 5. Surrey Welcome Hub (16 shelter beds + 15 Extreme Weather Response beds).** This comprehensive facility embodies our commitment to serving the community. With the outreach services of our dedicated community connection workers, a medical care room, and a shelter for 16 people, we have been able to address multiple needs under one roof. Additionally, our drop-in meal program, serving breakfast, lunch, and an evening snack daily, has provided nourishment and a sense of belonging to many. Guests and staff work together to care for the backyard space, and it is a beautiful oasis as people enter the Welcome Hub.

Jesus had the ability to see the giftedness in the people he called and empower them to fulfill his purpose. In God's light, fishermen become great philosophers and theologians, Shepherds become kings, and sinners become saints. We, too, strive to recognize and cultivate the potential within everyone we encounter and shine the light of our Heavenly Father on the lost. We believe that by pointing out the inherent worth and abilities of others, we bear witness to Jesus' love and inspire hope in their lives.

As we move forward, let us continue to embrace our mission with renewed fervor. Together, let us amplify the voices of the vulnerable, celebrate their gifts, and work diligently to create a more compassionate and inclusive community.

Thank you for your unwavering support and dedication to the Surrey Urban Mission Society. It is through your commitment that we can continue to make a lasting impact in the lives of those in need.

Looking ahead, we have great aspirations for the future. We envision expanding our outreach programs, building housing, establishing new partnerships within the community, and advocating for the rights and well-being of the vulnerable. We believe that by fostering a sense of belonging and empowerment, we can unlock the true potential within individuals and inspire lasting change.

I look forward to the opportunities and challenges that lie ahead. Together, let us continue to be the hands and feet of Jesus, serving those in need and transforming lives.

With heartfelt gratitude,

**Mike Musgrove**

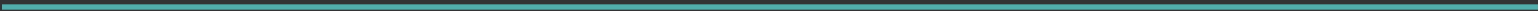
*Executive Director, Surrey Urban Mission Society*

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# About us



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# 1.1

## Our Staff

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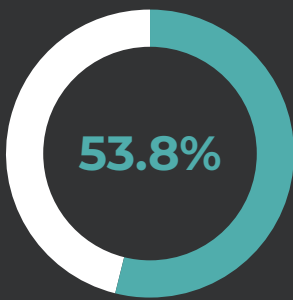
**Our staff team at Surrey Urban Mission has grown to include more than 130 employees of all different cultural backgrounds, ages, and genders.**

We are an inclusive community that strives to empower staff to better themselves. We prioritize promoting internally and strive to create opportunities for staff to find joy and investment in the work they do each day.

**We believe that creating a culture of belonging for our guests begins with creating a culture of belonging for our staff—the ones who embody our mission to be a bridge of Christ's love in our community as they care for people experiencing homelessness, addiction, and poverty.**

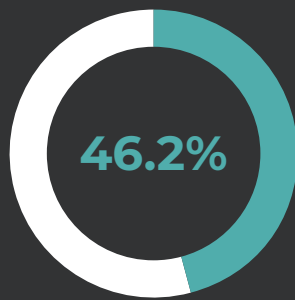
We strive for excellence in all that we do, and Surrey Urban Mission has become a well-respected and sought after service provider in the City of Surrey as a result. However, none of what we do would be possible without the hard work, dedication, and high level of service and care that our staff team have invested in their work.

# 182 total staff in 2022



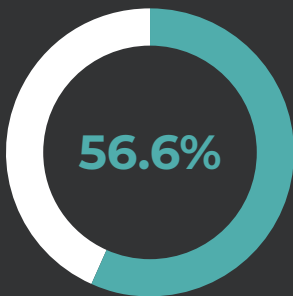
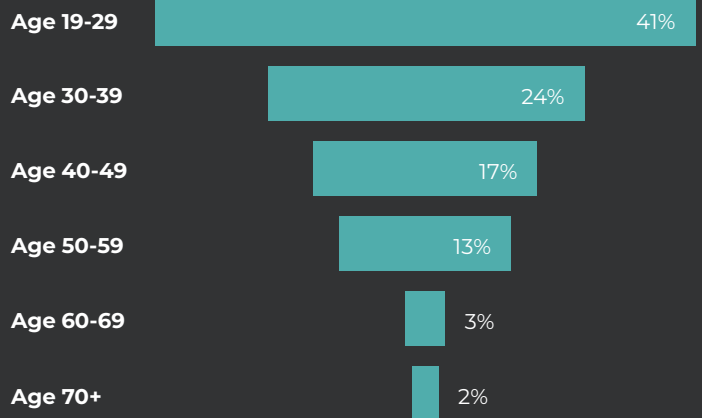
## Women

98 women employed by Surrey Urban Mission in 2022.



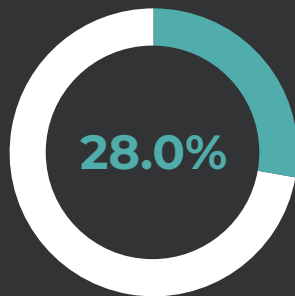
## Men

84 men employed by Surrey Urban Mission in 2022.



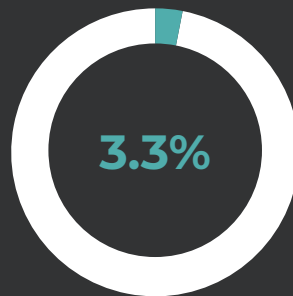
## Visible Minority

103 employees identified as a visible minority in 2022.



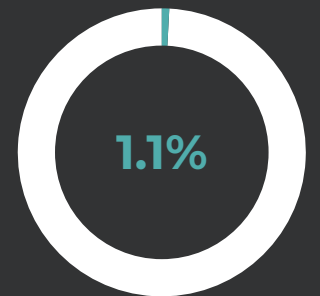
## Lived Experience

51 employees reported lived experience with homelessness in 2022.



## Indigenous

6 employees identified as Indigenous Persons of Canada in 2022.



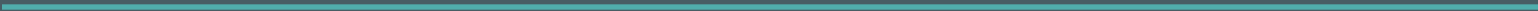
## Disability

2 employees identified as Persons With Disabilities in 2022.

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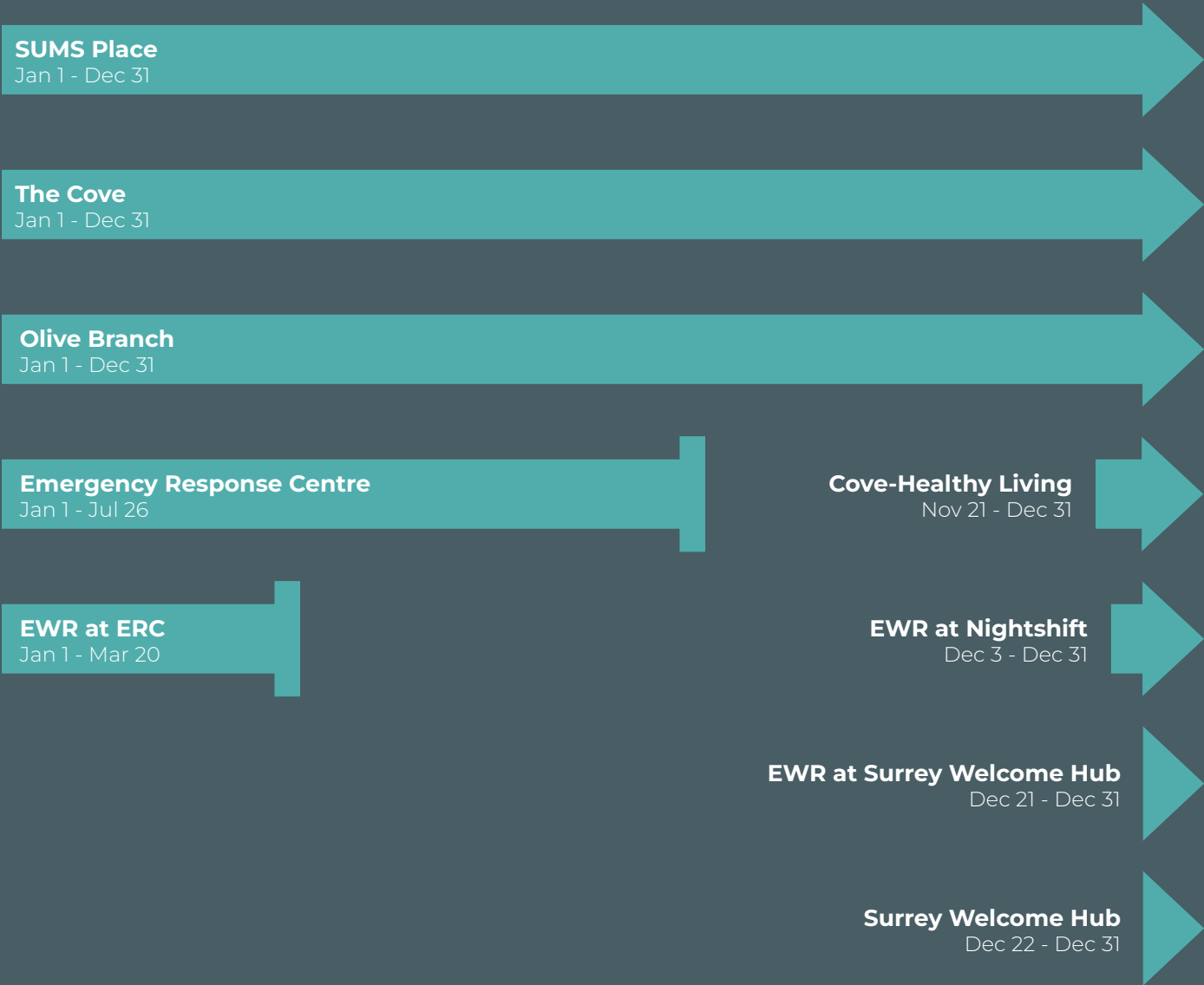
# 2022 in Review

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# 2.1 Our Facilities

## Timeline



## Occupancy

# 56,751

### Nights of safe shelter

The total number of times a bed was filled by someone experiencing houselessness.

# 4.82%

### Vacancy rate

The amount of available units of shelter that went unused. Our target was less than 5%.

Surrey Urban Mission operated nine facilities in the City Centre area of Surrey over the course of 2022. Notably, this year saw the closure of our Emergency Response Centre (ERC) at the North Surrey Recreation Centre on July 26—more than two years after the onset of the COVID-19 pandemic in 2020. In its place, we opened a first-of-its-kind hygiene facility, the Cove-Healthy Living Service Hub, on November 21, and a year-round emergency shelter and community centre, the Surrey Welcome Hub, on December 22. We also continued our commitment to Emergency Weather Response (EWR) during the coldest months of the year, including a joint effort with Nightshift and our newest EWR initiative at the Surrey Welcome Hub, which opened just in time for Christmas.



**North Surrey Recreation Centre**  
Physiotherapy & Massage

10275

NORTH  
SURREY  
RECREATION

**SURREY**  
RECREATION CENTRE  
10275 148th Street, Surrey, BC V4N 1V5  
604-273-5777

WALK  
ENTER  
HERE



## 2.2

# Highlight: North Surrey Emergency Response Centre

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**The closure of the Emergency Response Centre (ERC) in June 2022 marked a significant milestone for the Surrey Urban Mission Society (SUMS) and its operations. Over the course of its existence from 2020 to 2022, the ERC played a pivotal role in responding to the challenges posed by the COVID-19 pandemic and supporting the vulnerable population in our community. As we transition into a post-COVID world, it is important to reflect on the lasting impact of the ERC and the new programs that have emerged as a result.**

During its operation, the ERC proved to be an invaluable resource for those facing hardship in our community. It provided shelter, meals, and essential services to individuals and families experiencing homelessness or at risk of becoming homeless. Over the years, the ERC offered refuge to over 2,000 individuals and families, ensuring they had a safe place to sleep and access to vital resources.

The ERC's impact can be quantified by the following statistics and operational outcomes from its full run:

- **Shelter and Accommodation:** In its **842** days of operation from April 6, 2020 until July 26, 2022, the ERC provided **53,476** nights of emergency shelter to **680** unique individuals, offering them a warm and secure environment during their most vulnerable moments.
- **Meals and Food Security:** More than **160,000** meals were served by the ERC, addressing the

immediate nutritional needs of individuals and families who may have otherwise gone without.

- **Support Services:** The ERC connected individuals with essential support services, such as counseling, healthcare, employment assistance, and housing referrals. These services were instrumental in helping many guests take steps towards stability and independence.

As we enter a post-COVID world, SUMS recognizes the evolving needs of our community. The closure of the ERC necessitated the development of the Cove-Healthy Living facility and Surrey Welcome Hub to address these changing circumstances.

The closure of the ERC marked a significant milestone in SUMS' operations, symbolizing the conclusion of a critical chapter. However, it also served as a catalyst for the development of innovative programs that are better aligned with the evolving needs of our community. Moreover, it facilitated the establishment of enduring partnerships with The City of Surrey, BC Housing, Fraser Health, and local service providers. We are deeply appreciative of the opportunity to collaborate with these compassionate stakeholders within our community.

As we navigate the transition into a post-COVID world, SUMS remains steadfast in our commitment to delivering compassionate care, empowering individuals towards self-sufficiency, and effecting long-lasting change in the lives of those we serve. Our unwavering dedication extends towards building a stronger and more resilient community, where every individual is afforded the opportunity to thrive.

# 2.3 Demographics

**746** Men  
72.85%

**264** Women  
25.78%



**5** Neither  
0.49%

1024



### People experiencing homelessness

The total number of unique individuals who stayed in Surrey Urban Mission shelters in 2022, accounting for people who use an alias or who stayed at more than one of our shelters.

- **Men**  
Individuals who self-identify as a man.
- **Women**  
Individuals who self-identify as a woman.
- **Neither**  
Individuals who self-identify as transgender, non-binary, genderqueer, gender-fluid, no gender, or another identity.

## 2.4

# Highlight: Addressing the impact of unsheltered homelessness on older adults through specialized supports

**Aging poses complex challenges for all adults and, as the older adult population in Canada continues to increase, more adults than ever before are facing the challenges of aging without housing.**

In 2022, Statistics Canada reported that the population of older adults in Canada was growing **six times** faster than that of children under the age of 15.<sup>1</sup> The report, drawing on 2021 census data, found that a record **21.8%** of working-age people were aged 55 to 64, while the total number of Canadians aged 65 and older had reached **19.0%**. These trends are consistent with our experience in shelter at Surrey Urban Mission, where **21.2%** of all people who stayed in our shelters in 2022 were over the age of 55. This makes for a group of **217** older adults served by our shelters out of a total **1,024** people across all Surrey Urban Mission shelters.

The healthcare demands of aging are much more difficult to manage for adults experiencing homelessness. The absence of a safe home environment and the support of one's spouse or family can make ordinary health problems extremely difficult to manage and much more serious. This is especially so for adults facing both complex physical healthcare needs and mental health or substance use challenges.

Surrey Urban Mission began devoting particular attention to the needs of older adults with the opening of our first transitional shelter, the Cove, in November 2019. Prior to the opening of the Cove, we observed that older adults were struggling to retain their shelter beds, cycling in and out of hospital and staying outside when space in shelter was unavailable to them upon discharge. The Cove was

<sup>1</sup>"In the Midst of High Job Vacancies and Historically Low Unemployment, Canada Faces Record Retirements from an Aging Labour Force: Number of Seniors Aged 65 and Older Grows Six Times Faster than Children 0-14." Statistics Canada, April 27, 2022.

our first site to offer 24-hour shelter (now standard at all our shelters) and, given that it was opening in November, special priority was placed on keeping these older adults inside. The admission strategy at the Cove therefore prioritized older adults who were particularly vulnerable to cold winter weather due to age-related health concerns.

**With the opening of the Olive Branch in 2020, we paired this admission strategy piloted at the Cove with novel integrated healthcare supports for older adults, offered in collaboration with Fraser Health, and have since recorded a remarkable reduction in the transience of older adults in our shelters.**

Although making up only **21.2%** of our shelter population in 2022, the **217** adults aged 55 and older made up **41.6%** of the **56,751** occupied beds across all Surrey Urban Mission shelters in 2022. This overrepresentation of older adults can be attributed largely to the Olive Branch, where the average age of a shelter guest, **53.1 years** old, was more than a decade older than the average age of **42.4 years** across all other Surrey Urban Mission shelters. When the Olive Branch opened in November 2020, the proportion of adults in shelter aged 55 and older across all Surrey Urban Mission shelters was **21.2%** (strikingly, identical to that reported in 2022). Adults aged 55 and older, however, accounted for **35.7%** occupied shelter beds. Two full years of operation later, and the Olive Branch has contributed to a **5.9%** increase in the representation of older adults in shelter.

To add to the evidence that this increase in representation reflects our efforts to prioritize the needs of older adults in our shelters, the average length of stay for older adults across all shelters reached **72.2 days** in 2022. This is more than six weeks longer than the average length of stay of **29.6 days** for people under the age of

55 across all shelters (just **19.8 days** excluding the Olive Branch). For older adults alone at the Olive Branch, the average length of stay was even longer at **132.12 days**. Altogether, this demonstrates that practical efforts to help older adults retain their shelter beds have been largely successful in Surrey Urban Mission shelters.

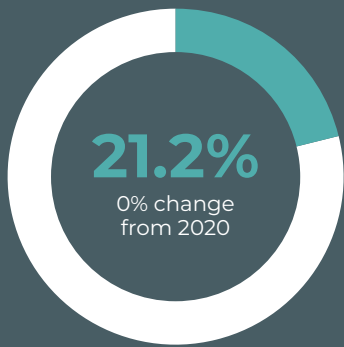
While these efforts have helped get many older adults inside, how many members of this vulnerable population are still experiencing unsheltered houselessness? Preliminary data from our Cove-Healthy Living Service Hub (CHL) suggests these efforts may also have been successful in reducing the population of unsheltered older adults in the City Centre area of Surrey near the Cove and the Olive Branch.

CHL is an outreach and hygiene facility that launched in November 2022 to provide dignified access to hygiene services to unsheltered populations in the City Centre area of Surrey. In its first **41 days** of operation, CHL reported that just **2.1%** of all visits to the facility were by older adults, underrepresented by **19.1%** compared to

what one might expect given the distribution of older adults in our shelters that year (**21.2%**). Strikingly, the overrepresentation of older adults in our shelters noted above (**41.6%**) involved a similar margin of difference to that observed at CHL, appearing in shelter with a frequency **20.4%** greater than the actual distribution of older adults in our shelter population. This comparatively small proportion of older adults accessing services for unsheltered houselessness at CHL is notable, and could be explained a number of different ways.

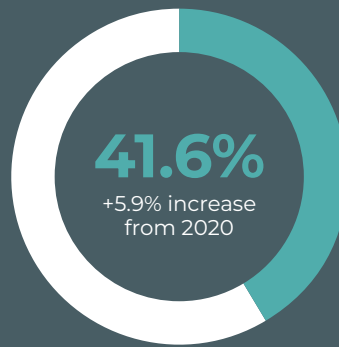
**One possibility is that the trends observed at the Olive Branch and CHL explain each other—that our efforts to retain older adults in shelter long-term have led to a tangible reduction in unsheltered houselessness for older adults in the City Centre area.**

This is a possibility Surrey Urban Mission will continue to explore as we continue our efforts to reduce unsheltered houselessness for older adults through 2023 and beyond.



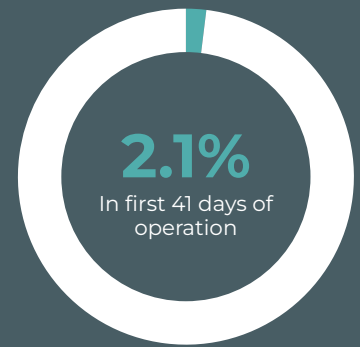
**Older adult population in shelter, 2022**

The total number of individual people aged 55+ served by Surrey Urban Mission shelters.



**Shelter beds occupied by older adults, 2022**

The total number of times adults aged 55+ stayed in Surrey Urban Mission shelters.



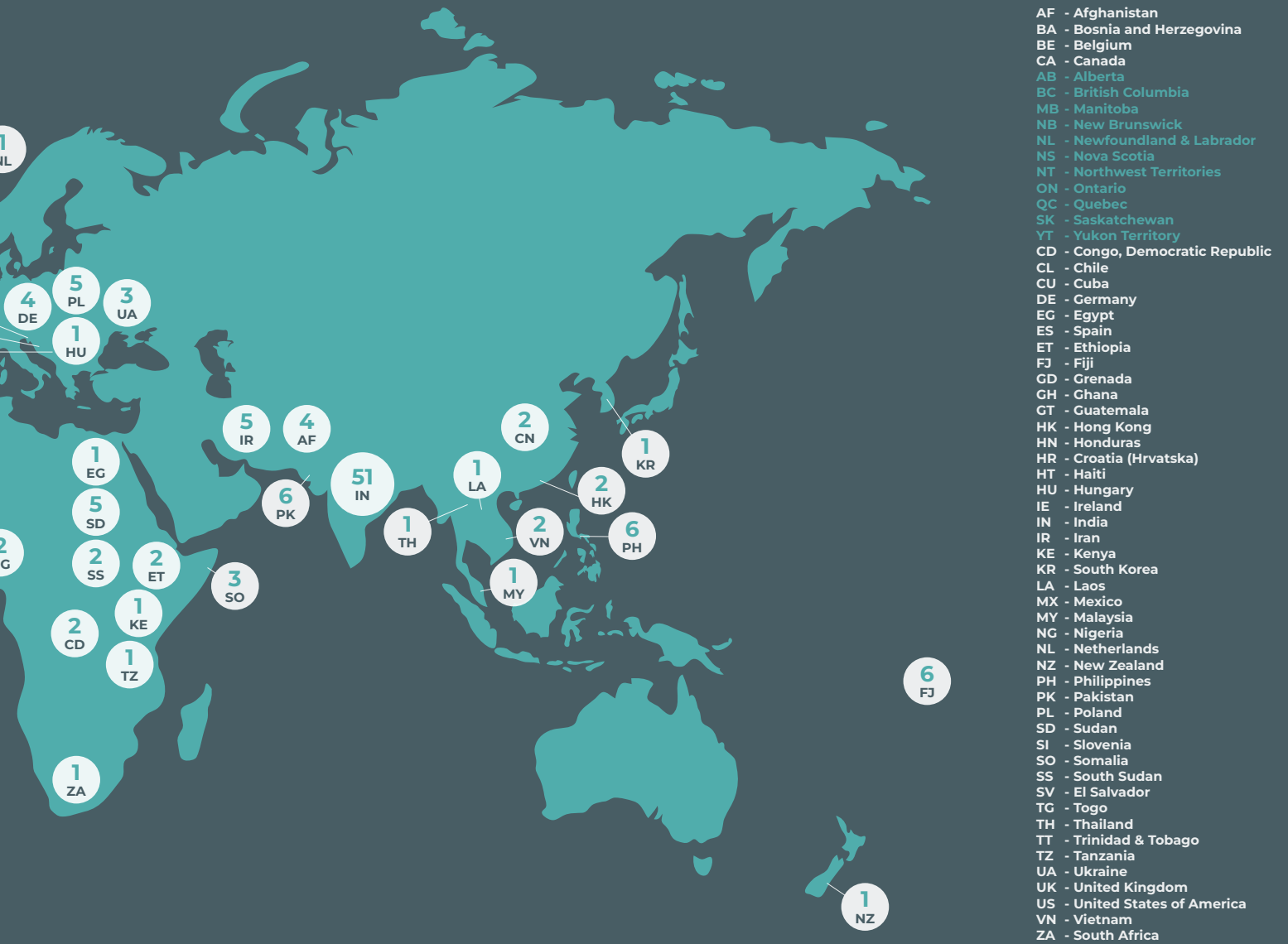
**CHL services engaged by older adults, 2022**

The total number of times adults aged 55+ accessed CHL services for homelessness.

# 2.5 Places of Origin in Shelter



Although about 44% of our shelter population in 2022 were local to the Province of British Columbia, people from across Canada and the globe find themselves in need of safe shelter here in Surrey. In fact, about 20% of our shelter population immigrated to Canada at some point in their life, representing an international community of nearly 60 countries in our shelters. Systemic issues relating to immigration are a major barrier for many of these individuals in their efforts to find stable housing.





## 2.6 Highlight: Food Services

**For nearly three decades, serving meals in and for the community of Whalley has been an essential expression of our Mission.**

In the gospels, Jesus consistently prioritized the material needs of those he ministered to, feeding multitudes with only limited resources even as he taught that the "true bread" is that which is from heaven and gives life to the world. "I am the bread of life"—he taught—"Whoever comes to me will never be hungry, and whoever believes in me will never be thirsty" (John 6:35). We model our approach on the example of Jesus, trusting that when we meet our community's most basic material need—to eat and be nourished—we can minister to the deeper needs of people's hearts.

Surrey Urban Mission began serving meals in Whalley in 1995, but it was in 2013 with the purchase of an old bowling alley at 10776 King George Blvd that our community kitchen was relocated to SUMS Place.

From this location, a unique community developed among those we served, welcoming and connecting people from all walks of life and circumstances, and all centred around a daily routine of preparing and serving food for those in our community who needed it most. It was here that SUMS truly became known as "a place to belong for all in need."

2022 has seen this legacy continue and develop in new and exciting ways as we navigate the transition to a post-COVID-19 world. At the onset of the pandemic in April of 2020, we faced significant challenges in both preparing and serving food.

**Our daily routine at SUMS Place had to reflect the adaptability and resiliency of our community members and find new ways to deliver meals to those who depend on us for those services.**

To begin with, seated meals for the public were no longer possible, so we pivoted to providing bagged





lunches from our front window at SUMS Place, a practice which we have sustained into 2022.

Additionally, social distancing and other essential health precautions to keep our staff and volunteers safe put enormous strain on our kitchen operations, so we had to rely on the support of our neighbours at Our Lady of Good Counsel (OLGC) Church who generously lent us the use of their kitchen facilities through the height of the pandemic.

The support of OLGC also allowed our kitchen operations to scale with our shelters during the pandemic, allowing us to serve both bagged lunches from SUMS Place for the public and warm meals for **223** shelter guests per day at our maximum in 2022 while both the Emergency Response Centre and Olive Branch Shelter were operating at full capacity.

In 2022, with the support of generous donors, we were able to upgrade our kitchen equipment and

transition our food services back to SUMS Place, now producing nearly **3 times** the number of meals as that location was producing before the pandemic.

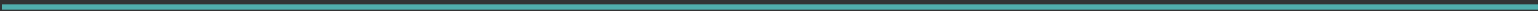
**Altogether, in 2022, we served a total of 197,379 meals, or roughly 540 meals per day.**

Looking ahead to 2023, we are eagerly anticipating the opening of our new Community Kitchen at the Surrey Welcome Hub, which will launch officially in January. This will mark a return to our roots, being our first opportunity to host seated community meals indoors since the onset of the pandemic in 2020, and also the beginning of a new era in the work of our Mission.

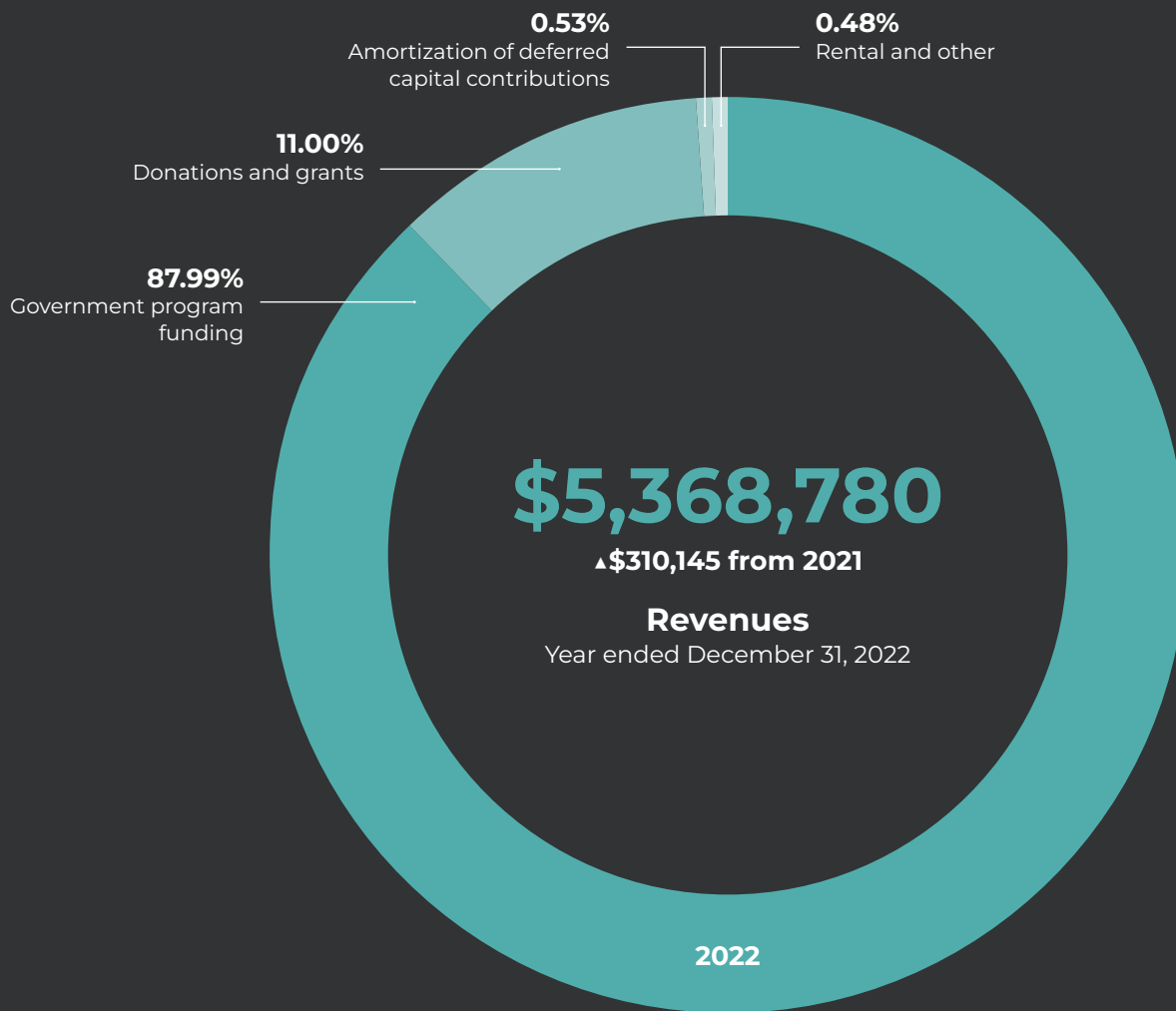
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# Financial Overview

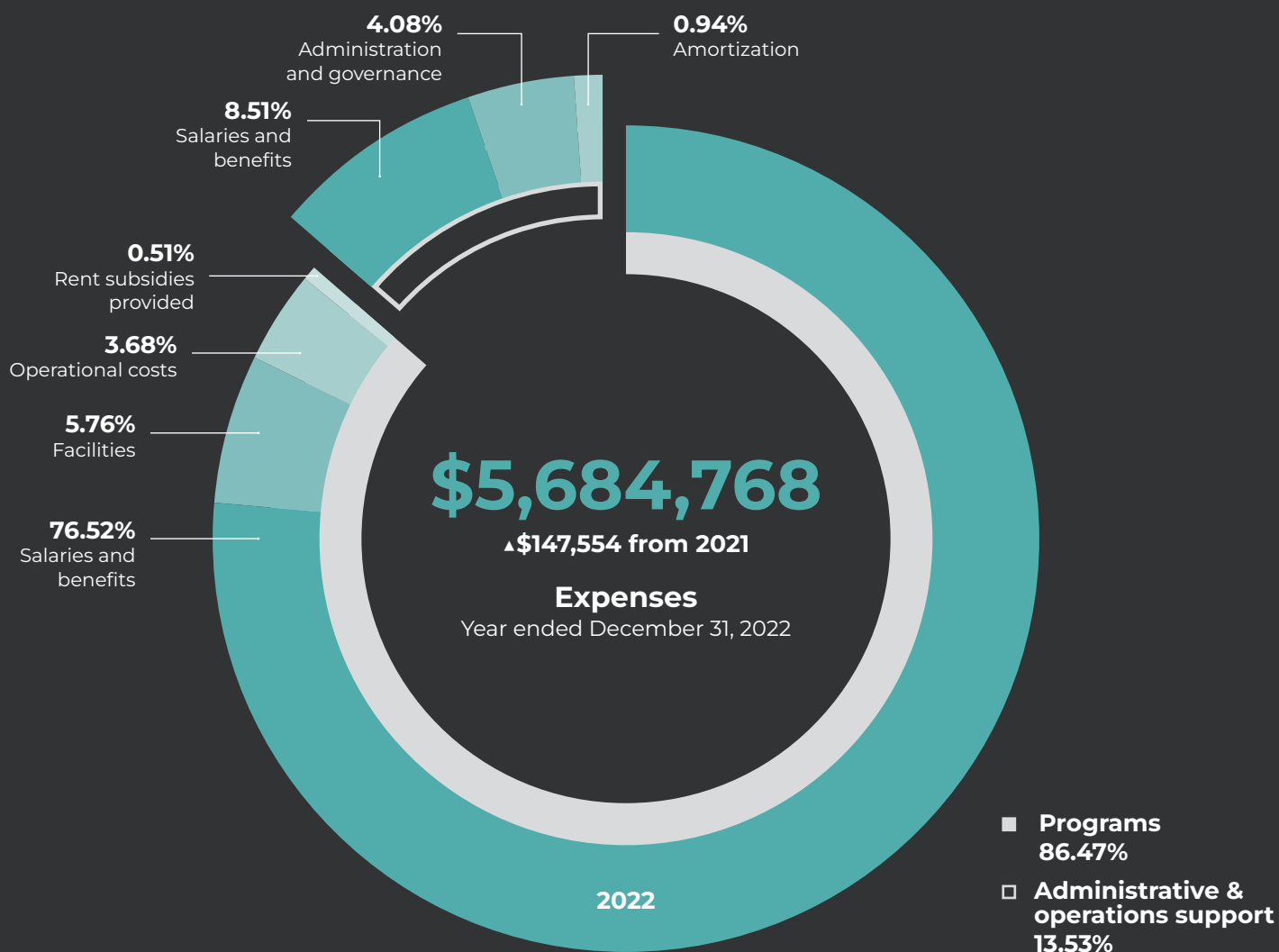
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# 3.1 Financial Overview



The Society's 2022 total revenues increased year-over-year by 5.77% to approximately \$5.37 million, which reflects our operational growth in 2022 and the addition of new shelter and outreach programs. We are also pleased to see an increase in support from non-government donors as the proportion of our total revenues accounted for by non-government sources has grown from 6.13% of total revenues in 2021 to 11.00% in 2022. In fact, the total value of non-government donations in 2022 nearly doubled that received in 2021.



The Society's 2022 total expenses increased year-over-year by 2.66% to approximately \$5.68 million, resulting in a net deficiency of \$5,843. The allocation of spending toward program vs. administrative expenses remained relatively consistent in comparison to 2021, with program expenses increasing slightly from 86.11% of total expenses to 86.47%. Across both categories, our primary expense continues to be salaries and benefits for the staff required to deliver our essential services.

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# Community Stakeholders

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## 4.1 BC Housing

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Our collaboration with BC Housing over the years has had a transformative impact on our capacity to help the community members we serve. BC Housing continues to support our shelter operations at SUMS Place, The Cove, and The Olive Branch, and this past year, together with grant funding provided by The City of Surrey, BC Housing

has once again been instrumental in the expansion of our services, including new space at the Surrey Welcome Hub and the anticipated opening of the Safe Sleep Supportive Housing in Summer 2023.

## 4.3 Fraser Health

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We have worked closely with Fraser Health to increase the integration of healthcare services in our facilities and improve the quality of care for our guests who experience complex and intersecting challenges with their physical health, mental health, substance use, and homelessness, many of whom also experience marginalization in traditional

healthcare settings. Some areas of focus over the past year include Harm Reduction, Wound Care, Recreational Therapy, and Home Health supports, as well as a Managed Alcohol Program (MAP) for guests at our Olive Branch shelter and participation in Surrey Memorial's Hospital to Shelter Program.



## 4.2 City of Surrey

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This past year, the City of Surrey has partnered with Surrey Urban Mission and BC Housing to successfully implement programs under the Union of British Columbia Municipalities' (UBCM) Strengthening Communities' Services Program, including the Healthy Living, Nourish Surrey, and Safe Sleep grants. These grants, aimed at

supporting unsheltered homeless populations and addressing related community impacts, have resulted in the opening of our new Cove-Healthy Living Service Hub, Surrey Welcome Hub facilities, and the anticipated opening of the Safe Sleep Supportive Housing in Summer 2023.

## 4.4 Ministry of Social Development & Poverty Reduction

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Since 2018, we have facilitated weekly office hours for staff with the Ministry of Social Development & Poverty Reduction's (MSDPR) Community Integration team to increase the accessibility of Ministry benefits for guests staying in our shelters. This allows our guests to meet with Community Integration staff in shelter for assistance applying

for Income Assistance, Persons With Disabilities (PWD), crisis supplements, and other provincial benefits. The Community Integration team also provides offsite support to our guests on business days through collaboration with our Community Connections Workers.

## Running on Faith

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Running on Faith “empowers people living in temporary housing to feel better, stronger and braver by running or walking alongside them as they commit to a regular exercise program in a safe and loving environment with people who care.”

Through this program we have seen many guests who were currently very secluded become social and active each morning when Andie stops by. It has created community and purpose outside of the shelter gates.





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# Projects in Progress

5





# 5.1

## Cove-Healthy Living Service Hub

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**The Cove-Healthy Living Service Hub was launched in November 2022 in partnership with the City of Surrey. The City's *Healthy Living* grant was created in response to the COVID-19 pandemic as the need for access to washrooms, laundry, and showers for people living outside became more apparent. It was clear that there was a lack of these services in the Surrey area, and the government responded accordingly.**

At the Cove-Healthy Living (CHL) site, people who are currently unhoused residents can access showers, washrooms, laundry service, a hot cup of coffee, and casework services. This facility has an outreach van that allows for those with mobility issues to be transported between shelters or from the community to find respite and hygiene services at CHL. CHL operates from 6am-12am and is one of the only places open in the evening hours to provide respite services.

In just over one month of operations in 2022 across November and December, community members engaged services at CHL a total of 2,342 times, averaging 69 times per day by the end of December.



# 5.2

## Surrey Welcome Hub

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**The Surrey Welcome Hub (SWH) is an integrated community drop-in and shelter facility. This facility, funded by the City of Surrey's *Nourish Surrey* grant, meets the essential needs of our community by providing immediate relief and practical support for those experiencing homelessness and complex challenges in the City Centre area.**

The Hub opened just before Christmas to accommodate an Extreme Weather Response (EWR), providing 15 extra mats during the coldest nights of the year. Alongside EWR, the Surrey Welcome Hub also offers a 16-bed drop-in shelter, meals, washrooms, laundry, respite space, and outreach services year-round. The facility hosts a large grassy backyard space and is a beautiful spot for people

to congregate, garden, and be safe.

This shelter facility is the only shelter in the Whalley area that allows for drop-in beds to people who are outside. Once a person is stabilized at the Welcome Hub they will be moved to one of SUMS' more long-term shelter facilities, and later into housing if possible. The Welcome Hub's EWR and drop-in shelters opened just before Christmas in 2022, and in just 11 days of operation provided 252 nights of safe shelter.

In addition, the community kitchen will allow SUMS to support the community at large once again. Breakfast and lunch services are always busy and provide both a cool space away from the heat and a warm space out of the cold weather for people to rest and enjoy community together.

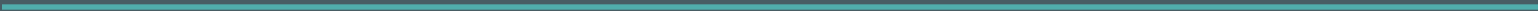


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# Community Support



6



# 6.1

## To Our Donors

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**We express our gratitude to all those who choose to support Surrey Urban Mission with their time, resources, and prayers. Your contributions to our work make it possible for us to keep serving the needs of our community. In particular, we would like to thank the following individuals, churches, and organizations who supported us financially in 2022 with donations of \$500 or more:**

Aaron Goulet · Acacia Enterprises Ltd · Amber Vincent · Andrew Kinnear · Anna Sukhova · Aon Canada Inc · BC Fabricare Association · Beverley Mitchell · Bill Yeung · Brenda Dobell · Brookside Elementary School · Canadian Reformed Church of Neerlandia South · Cherilyn Tournier · Christer Hallberg · Colin Mcgregor · Craig S. Abbott · Darrel Anderson · Divina Mapanoo · Donna Mercer · Doug Liao · Elena Karan · Elexis Harrison · Fleetwood Christian Reformed Church · Frank Froese · Freni Guiv · Gloria Wittal · Grace Lutheran Church of

South Burnaby · Green Timbers Covenant Church · Hanif Charania · Hari Naidu · Ino Whitehouse · Jessica Zandbergen · Johnathan & Dawn Clime · Jordan Burnham · Joseph Mathew · Joseph Schaafsma · Joshua Kruse · Julian Zelazny · Kuldip S. Lidder · Kurt Krieger · Laura & Rick Lansink · Len Fraser · Lori Beauchamp · Luke Hull · Lynette Stein · Lynn O'Donovan · Maurie & Sharon Musgrove · Maxwell & Gaylene Munday · Michael & Glenda Harskamp · Michael Reddington · Mount Olive Lutheran Church · North Surrey Lions Club · Oh

So Sweet Sugar Boutique · Olivia Goulet · Peter Mathiasen · Randy Ferchoff · Rev Stephen & Jocelyn Laskey · Rod Hull · Royal Canadian Legion - Branch 229 · Samantha Wowk · Shayna Dirks · Shelley Porter · Shena Fabrigar · Shepherd of the Valley Church · Simran Saroya · Spirit of Life Lutheran Church · Steven & Shirley Pettigrew · Sung Lim · Sylvia Cho · Thad & Sharon Newman · Tracy Ferchoff · Trent Antifaev · Trinity Evangelical Lutheran Church · Victor Benitez · Village Church

# GRATITUDE

# WALL

I am grateful for every individual that I am able to work with ☺☺

I'm grateful 4 Recycling Emplo. <sup>boss</sup> Patrick F.

TODAY ☺

I'm grateful for my family, friends, & everything ☺

I'M GRATEFUL FOR

GRATEFUL FOR OR LIFE STAFF

I am grateful for all the people here, for the staff, and for everything that I do.

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# Next Steps



# 7.1

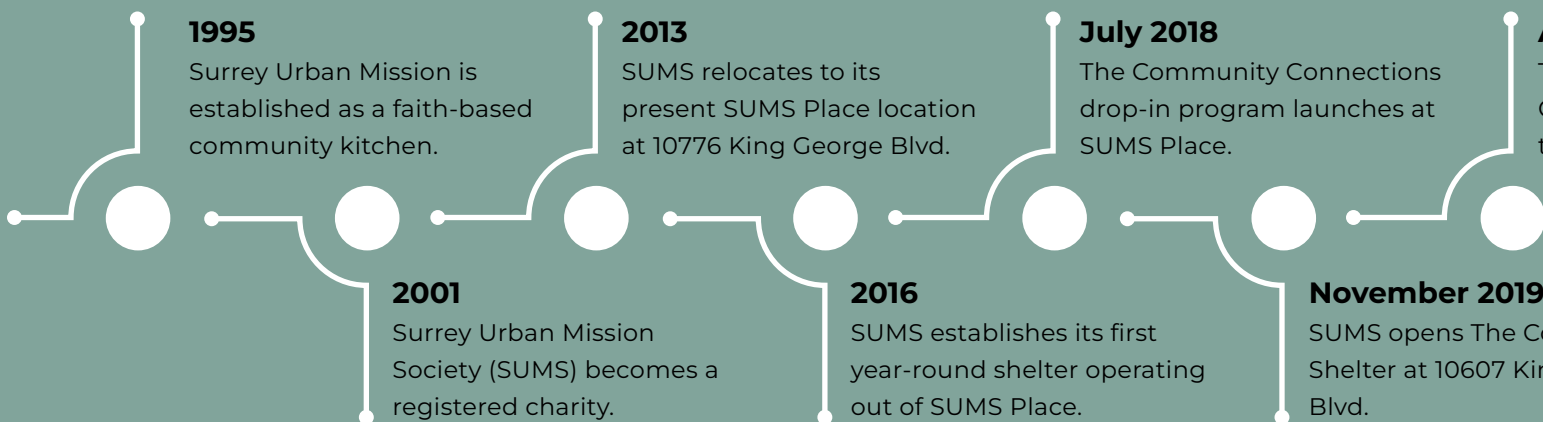
## Next Steps

**SUMS is dedicated to fostering positive change in the Whalley community and envisioning a future where homelessness is eradicated, individuals are empowered, and the community thrives. Our next steps reflect our commitment to making a lasting impact and creating a brighter future for the people we serve.**

Our vision for the future of Whalley is centered around providing sustainable housing solutions, comprehensive support services, addiction and mental health support, and fostering a sense of belonging and empowerment for all community members. We aim to be a catalyst for positive

change by continuing to develop innovative programs and initiatives that address the root causes of homelessness, promote self-sufficiency, and build stronger community connections.

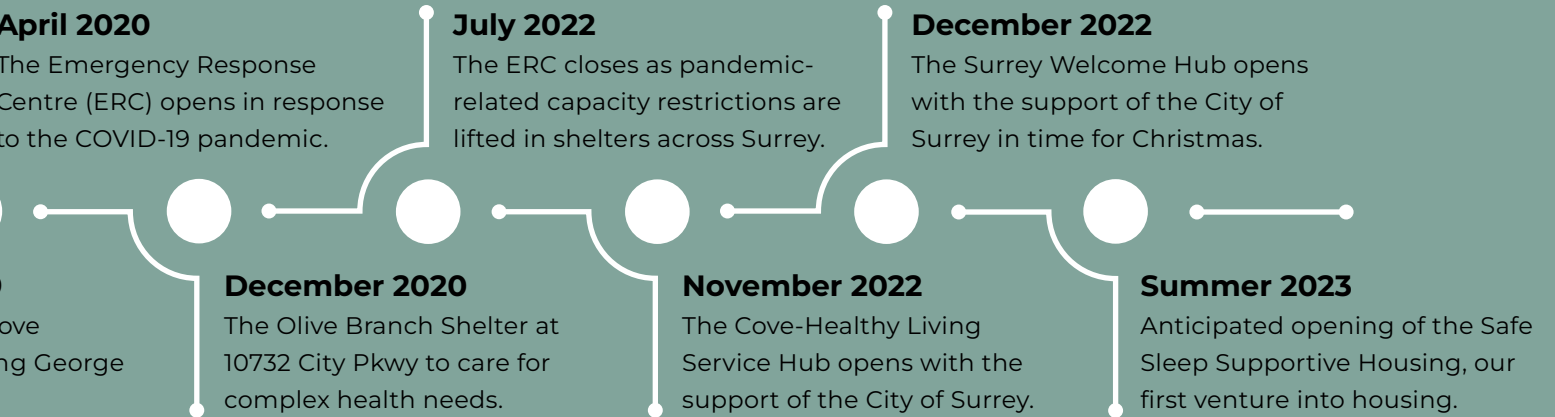
To evaluate our impact, SUMS will utilize key measurements such as the number of individuals housed, the success rate of individuals in maintaining stable housing, the engagement of individuals in supportive services, and the reduction in recidivism rates among formerly homeless individuals. These metrics will help us assess the effectiveness of our programs and ensure that we are achieving tangible results in improving the lives of community members.



Our relationship with BC Housing and the City of Surrey is instrumental in realizing our vision. In 2022, BC Housing provided funding for several of our projects, including the Safe Sleep Supportive Housing Project, which aims to provide stable housing and comprehensive support services to individuals experiencing chronic homelessness. The funding from BC Housing has enabled us to expand our reach, enhance our programs, and make a greater impact in addressing homelessness in the community.

As we navigate our way through these beautiful and difficult places, SUMS remains steadfast in our commitment to collaboration, innovation, and a client-centered approach. With the

invaluable support of our donors, our goal is to establish sustainable programs that can operate independently of government funding, ensuring a viable future until homelessness, addictions, and mental health issues cease to devastate the lives of those we serve. We will continue to work closely with esteemed partners such as BC Housing, the City of Surrey, churches, and other community organizations to devise and implement holistic, Christ-centered solutions that tackle the multifaceted challenges of homelessness while contributing to the overall well-being and prosperity of the Whalley community. Together, we strive to foster a community where everyone can access safe and affordable housing, support services, and opportunities for a brighter future.



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# Thank you







