

GOAL 2

Provide residents of low-income access to digital devices and digital literacy support

DESCRIPTION

BNH as been working with Digital Access Burnaby (an initiative of the Burnaby Primary Care Networks COVID-19 community response) to provide devices for seniors, families, and individuals to stay connected for family and social supports, work opportunities and online learning. Our digital literacy team has increased its support for individuals who need one-to-one help in applying for benefits, and also in-person computer support. We have also increased our free virtual programming utilizing volunteers who support residents to stay connected to their communities (ie. yoga, family drop-in, seniors group chats, etc).

GOAL 3

Support and connect new immigrants to community programs and resources

DESCRIPTION

The BNH Settlement and Integration Team - launched on April 1, 2020 - supports new immigrants and refugees in adjusting to life in Canada by providing help with: applying to all Canadian Federal and Provincial benefits, providing settlement information and orientation sessions in first languages; basic language translation/interpretation services; and referrals to other support centers in the Lower Mainland. Settlement support provides to Newcomers in - Cantonese/Mandarin, Farsi/Dari, French, Spanish, Tagalog, Pashtu, and Arabic - languages. Newcomers are welcomed to the Neighbourhood House and be connected to in-house and community programs and resources for all age groups (such as volunteer opportunities, food security, youth leadership, children pre-school/afterschool/day camps, family drop-in programs, tax clinic). the community engagement program is very important for ensuring that newcomers are engaged as multilingual volunteer roles.

5. PLEASE COMPLETE THE FOLLOWING

	PREVIOUS YEAR	CURRENT YEAR
NUMBER OF VOLUNTEERS (INCLUDING BOARD)	572	463
VOLUNTEER HOURS PER YEAR	28,803	14,722
NUMBER OF VOTING MEMBERS	2,902	1,007

6. HOW DOES YOUR ORGANIZATION WORK TO ENSURE THAT PROGRAMS AND SERVICES ARE ACCESSIBLE AND INCLUSIVE FOR ANYONE WHO HAS AN INTEREST REGARDLESS OF AGE, ABILITY, ORIENTATION, ETHNIC/CULTURAL BACKGROUND, SOCIO-ECONOMIC STATUS? PLEASE SHARE EXAMPLES AND SUCCESS STORIES OF INCLUSIVITY AND DIVERSITY WITHIN YOUR ORGANIZATION AND PROGRAMMING.

BNH is a welcoming and inclusive organization with much thought and attention paid to understanding the diverse needs of our community. We ensure programs are affordable and if someone cannot afford to pay then we offer internal subsidies. BNH is involved in initiatives to ensure that we are welcoming to all cultural groups; gender orientations; and indigenous populations. Our newly added settlement team has increased capacity to support the newcomer/immigrant populations. Since the health crisis in March, BNH has become a place where we can help more residents address food insecurity; with the help of United Way, BNH expanded its existing Food Hub at both North House and South House, helping over 2300 Burnaby residents and 7700 households.