QMUNITY

BC'S QUEER, TRANS, AND TWO-SPIRIT RESOURCE CENTRE

ANNUAL REPORT

Unceded Territories of the Coast Salish Peoples

MESSAGE FROM THE BOARD OF DIRECTORS

2020 was a year of change that strengthened QMUNITY's programs and engagements. QMUNITY worked hard to tackle the challenges brought on by the global pandemic, and we managed to come out of it better. As a Board, we are proud of the achievements of QMUNITY's staff and volunteers.

The word of the year for QMUNITY in 2020 was resilience. You might have thought we would say pandemic, but QMUNITY found much more than that in 2020. Our resilience, and that of our community, extended beyond a pandemic, and we have much to be grateful for.

In 2020, we pivoted quickly to providing on-line services and networks. Our peer groups survived and even flourished, and some parts of our community experienced greater access than before. For example, we were able to reach and connect with underserved rural communities by moving services online. Some seniors who had difficulty getting to our building were able to guickly adapt to the online model, and we supported other seniors with limited computer access through regular phone calls and check-ins. We would like to take a moment to appreciate the kindness that our seniors have offered to QMUNITY. We are grateful for their trust and willingness to return back to services after a short pause in services. The fact that our services continued, and in some areas even expanded, despite the shutdowns of 2020, is a testament to the strength and flexibility of our staff, volunteers, and communities as a whole.

Our donors and supporters were also resilient and stood by us in 2020, ensuring the continuity of operations and a strong financial year end. We established our first fund at the Vancouver Foundation, thanks to the generosity of David Ross Moorhouse - QMUNITY Endowment Fund, and began to look towards financing the new building now approved by the City of Vancouver, scheduled to become our home in 2024. We are grateful to every individual and corporate donor this year for staying connected to QMUNITY and allowing us to stay connected to you.

Tim Agg joined us as Interim Executive Director and led us through 2020 with style and a steady hand. The board is enormously grateful to him for his guidance and wisdom through this difficult year. Among his accomplishments during the year was the establishment of a Co-Executive Director model for QMUNITY, leading to hiring our two current Co-EDs: Engagement and Operations, and Programs and Services. This stronger and more stable model will support the long-term continuity and ongoing resilience of QMUNITY in 2021 and beyond.

In 2020, the Board also focussed on its own resilience, ensuring that new board members represented greater diversity and greater breadth of lived experience as well as skills needed to support QMUNITY. This work is carrying forward into 2021 with a focus on reconciliation and stronger bonds with our Indigenous and two-spirit communities. Board and staff partnered together at the end of 2020 to define a one-year strategic plan to set the foundation for our future growth. We are excited to embark on a longer term visioning process this winter to define the next goals for QMUNITY.

So with enormous thanks to our staff, volunteers, donors, and members, we wish you continued resilience in 2021.

CHRISTOPHER VOLLAN | HE, HIM
Chair of the Board

MUNITYGabYouth

Working with youth means being trusted with the privileged position to watch queer young people do the important work of growing into themselves, and QMUNITY is honoured to assist in any way that we can.

HAN HUGESSEN | THEY, THEM, HE Specialist, Youth Programming



We started a Virtual Youth Drop-In on a weekly basis; the transition to a virtual medium has enabled youth across BC to attend our Drop-Ins. Youth in Nanaimo, Kelowna and Langley are able to connect with peers in a way that they previously couldn't. We noticed that for the first time youth from our Interior felt included in service engagement alongside their peers in metropolitan cities like Vancouver. The virtual drop in space created a safe environment for youth in our trans, two spirit and queer communites to share stories and create new relationships of support with each other.



Two physically-distanced youth BBQs were held in the summer and Pride months. The first gathered 36 youth to Nelson Park in colourful Pride outfits and plenty of enthusiasm for charades and hotdogs. The second BBQ ran a month later and was equally successful, with 25 youth attending. Our staff, volunteers and attendees took extra precautions in following COVID safety protocols. The in-person events reminded us how powerful community connection can be for healing from the isolation and loneliness.

BBB Program

Our Bras, Binders and Breast Forms Exchange distributed

66 garments across the province, from Prince George, to Kelowna, and throughout Vancouver Island.

The program continues to serve as an access point for youth to engage with QMUNITY, and fosters many ongoing relationships with gender diverse young people across BC. We are hoping to extend our provincial partnerships across the province in the years to come, and to continue to provide gender affirming and life saving care and garments to youth in metropolitan and urban areas.

In perhaps the most exciting expansion of our programming, we held a virtual event in December for youth aged 10-14 years old, cohosted by our Youth and Peer Support Groups programs. The event was a huge success, with the youths' initial hesitations giving way quickly to ease and excitement, and a keen engagement in the activities of the event. In the greatest indicator of success, youth stayed on the call to socialise with each other for an hour after the event officially ended, with youth swapping contact information and parents requesting to connect with one another afterwards.

The youth program at QMUNITY has served as a platform to connect caregivers, youth and service providers to virtual resources and unique opportunities for engagement. Our youth specialist has contributed over 500 hours to 1:1 youth interactions and over 260 hours of support for caregivers.

"Thank you so much for putting on tonight's youth event, [youth] loved it so much and honestly couldn't be happier right now. Also a big THANK YOU for the very generous gift card to skip the dishes! We ordered in and all enjoyed a wonderful dinner. I truly appreciate all you and your organization has done for my daughter this evening, our hearts (and stomach) are full!"

"I'm writing
because I want to
thank you for hosting
last night. [Youth] had
such an amazing time and
really came out of her shell
quickly. She said "these
are my people."

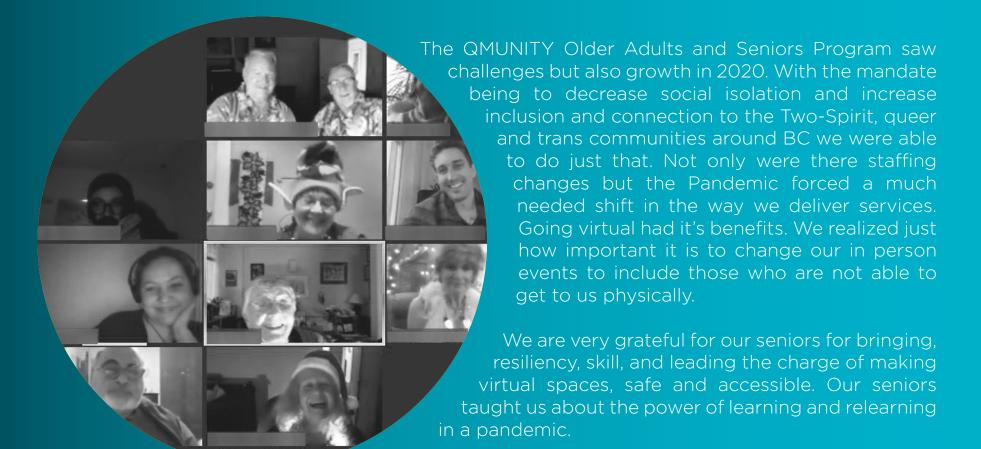
"[Youth] had an absolute blast. I watched him show up tentatively at first, and then come out of his shell when he realized he was with a safe (and fun) group... Bizarrely -and brilliantly - the very first break out room we were in was with [another youth] who just happens to go to the same school as [youth] and live in the neighborhood!!"

"I can't tell
you how awesome
this was for [youth]. It
has been so hard for them
to be out in elementary
school. Finding queer peers
for them is amazing.
Hopefully there will be
more of these events
in the future."

221 hrs of one-to-one youth support
195 hrs of care provider support



COURTNEY DIECKBRADER | SHE, HER Specialist, Seniors Programming



Over Zoom two new groups were created which connected seniors from Richmond and the North Shore with those in greater Vancouver who would never have made it to an in-person gathering. First we opened up a Zoom Social which let people process what was going on in the world with their peers. Second, we developed the writing group, QMUNITY Quills, which served members in much the same way. This group gave members an opportunity to express themselves creatively, while also giving opportunities for friendships to grow and peers to support each other.



Pride and Holiday packages were delivered to seniors in Vancouver, across the Fraser Valley, up the Sunshine Coast and into the Okanogan. Including people in events that would normally only include those in the West End of Vancouver showed us again the need for provincial engagement.

With help from new volunteers in Surrey and Burnaby we were able to feed long term care workers at Haro Park Centre. In New Westminster we collaborated with a queer owned business, neighbourhood house, and seniors in the area to create an online cooking show called Quarantine Kitchen. Over 70 deliveries of food went out to seniors and fostered this online community to share recipes, support each other through the hard times and reunite friends from decades past.



QMUNITY's Friendly Visitor Program aims to build connection and decrease isolation among LGBTQ2SAI+ Older Adults and Seniors by pairing folks with volunteers for regular phone calls. This social connection benefits both participant and volunteer:

"Connecting with QMUNITY, and my calls with [the Friendly Visitors senior], have been an incredible experience that I am so grateful for QMUNITY has inspired me to seek out and understand parts of Vancouver's LGBTQ2SAI+ history that have connected me to my own cultural and individual identity. Thank you!"

- Luke Forrester, Friendly Visitor volunteer.

Thank you to all the program participants and volunteers who gave their time and expertise to us and showed our younger members what it means to live through and survive unimaginable circumstances.

QMUNITYVolunteers

KRIS MEIER (BOOTS) | THEY, THEM Volunteer Coordinator



Volunteers are the "lifeblood" of QMUNITY; their big hearts, generosity, and commitment have kept community lifelines going during this unprecedented time.

LGBTQ2SAI+folksfromalloverBritishColumbia have turned to QMUNITY's volunteer-run programming for help, resources, information, support, and connection.

The safe spaces and lived experiences our volunteers offer to our programs, engagements, and services are unmeasurable. There is power in seeing diversity reflected in our volunteers' engagement.

Our dedicated volunteer Ian Handy has been integral in sustaining our Information & Referrals program through this pandemic. In early 2020, before the pandemic hit, Ian went above and beyond to recruit a volunteer team to re-invigorate Information & Referral Services (IRS). The IRS connects people to queer-competent resources within QMUNITY and BC. Once QMUNITY's doors were closed, Ian continued to manage the IRS from home. Ian's wealth of knowledge, experience, kindness and time shared with QMUNITY was immeasurably valuable. Thank you, Ian; we wouldn't be here without you!



QMUNITY Peer Group Facilitators are volunteer superstars in a demanding role that requires great interpersonal, facilitation, organization and administration skills. These folks are passionate about the power of community and peer-led support. Peer group engagement has been integral in keeping people connected to community and QMUNITY in pandemic. We are grateful for our facilitators and our members in continuing their engagement.

In particular, we would like to acknowledge and express gratitude to the work of a few of our Peer Group Facilitator Alumni. Maureen Orman has been running Dear John, I love Jane— a Peer Group for women who are questioning their sexuality after - or during - heterosexual relationships or marriages for the past 10 years as of May. Maureen is an inspiring role model; so much so, that (at least) two current Peer Groups were formed by past participants of Dear John. Recently, Maureen stepped back from her role as lead facilitator, and is now bringing her experience and mentorship to the Peer Group Advisory Committee.

Zoe Green and Mil Reyes González have been running BiFocus our Peer Group for folks who identify and are questioning their identity as bisexual, pansexual, or non-monosexua for the last 3 years. Their skill, voices and experience has been a crucial part of our Peer Group Landscape. We are looking forward to seeing BiFocus grow to include chapters in other parts of BC in the future as a result of their fantastic community-building work.

Thank you to all the volunteers who contributed their time, their skills, and their hearts to QMUNITY's mission to improve queer, trans, and Two-Spirit lives!

MUNITYEducation &Training

Allies motivate others and establish the urgent need for education and accountability towards one another.

RANA NU | SHE, HER Specialist, Education & Training

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In 2020, we concentrated our efforts in revising our QCT curriculum. With the support of our peer advisory groups and strategic consulting we were able to create a more robust and relevant queer compentcy training platform. We were able to incorporate new language, new resources and new skill building activities for our facilitation. The queer knowledge community has grown significantly in the last couple of years, it was important for us to tie in these changes to our expanding education curriculum.

Within this climate of the last year, riddled with fear and uncertainty, we find an opportunity to reaffirm each other's commitment to social justice principles of equity and inclusion. Last year was marked by calls to action around Truth and Reconciliation with our Indigenous communities. While staff, volunteers and members worked together in having difficult conversations around Black Lives Matter, we found reaching out to our peer advisory groups essential in guiding our advocacy efforts.

QMUNITY holds great respect and appreciation for the work of Black and Indigenous people, especially in Canada. Through our facilitations and community engagement, more of our members have felt empowered to speak out and to fight against racial discrimination and colonialism.

Participants of our Queer Competency Trainings express a greater capacity for responsibility and awareness about their roles as individuals after our facilitaitons. Partners looking to contract our QCT services are often employers hoping to gain new skill and resources in supporting their LGBTQ2SAI+ workers. This year we noticed that our community partner organizations also reached out in hopes of gaining new education and a new perspective of accountability to their community members through our training.

"We must understand our responsibilities as front-line workers to create safe spaces for all, which includes separating our own beliefs from responsibilities."

- A workshop participant.



We hosted spaces where knowledge of best practices, experiences, and lessons learned were exchanged. We brought together views and created common spaces that guarantee dignity and appreciation for all.

For 2020, because of the pandemic, we spent months re-invisioning and redesigning our QCTs to be delivered online. This involved learning to teach, facilitate and engage people in new ways and on new platforms. This also allowed us to expand our reach of our QCTs to more remote areas across BC, which demanded adaptations to our standard curriculum.

Over **300 hours** spent in education materials development

QMUNITY Counselling

To every person we serve and support, past, present and future - thank you for trusting us with your stories. We hold them with honour and respect.

JENNIE MCPHEE-WOODBURN | SHE, HER Social Worker, Counselling & Youth Support Services RSW (#13963)

Prior to the onset of COVID-19, LGBTQ2SAI+ communities already experienced exponentially higher levels of mental health struggles, due to factors such as homophobia, transphobia, colonization, racism, ableism, and higher rates of poverty and unemployment. The loss of in-person connection and sense of community has been a significant factor in mental health struggles for many LGBTQ2SAI+ people; community is family and a significant source of support.

Lack of in-person connection with our communities can make it harder for some to express themselves authentically, and to come into their identities and sense of belonging in the world.

In response to COVID-19, our counselling services have been provided virtually. This improved access for many people, including those outside of Metro Vancouver who could not physically get to our West End office, and who had little access to care in their physical area. We look forward to being able to provide in-person care again, especially for those who do not have access to privacy where they live. COVID has taught us the need to continue providing virtual care moving forward as it reduces access barriers for many people.



In 2020, we were also able to run a 7-week anxiety support group for youth, offering a mental health service while community members were waiting one-on-one clinical support. We also launched our Counselling Advisory Committee, in order to learn more and better understand the needs of underserved communities and the barriers in place, so that our Counselling Program is iterative and responsive to emerging community needs.

We welcomed our new clinical supervisor to the team, Dr. Lior Ben Avraham, who will be overseeing Master's students and the practicum program. In Summer 2021 we will have two students joining us, who will be providing free counselling services to our community.



1500 hrs of counselling services delivered

Free Counselling: **32 Counsellors** offered services to **138 clients**

Low-cost Counselling:
29 Counsellors offered services to 126 clients

MUNITYDonors

QMUNITY's mandate to provide connection and support for LGBTQ2SAI+ people living in BC gained new meaning and importance in light of the pandemic.

JASON HJALMARSON | HE, HIM Donor Relations & Fundraising



QMUNITY's mandate to provide connection and support for LGBTQ2SAI+ people living in BC gained new meaning and importance in light of the pandemic. 2020 saw the loss of many vital community gatherings, celebrations and opportunities to be with our peers. It did not take long for it to become clear to us that QMUNITY had a vital role to play by providing COVID safe opportunities for our community to stay connected to peers.

In May of 2020 we celebrated our first "virtual brunch" for the International Day Against Homophobia, Transphobia and Biphobia. The event was hosted by David C Jones and Charmaine de Silva and featured performances from Commercial Drag. We encouraged participants to send photos of what they were having for brunch and photographer extraordinaire Belle Ancell served as a contest judge, awarding prizes to submitted photos for their composition and creativity. The event was sponsored by VanCity and in total, raised more than \$31,000.



In June, we participated in CanadaHelps annual "Great Canadian Giving Contest" wherein every donation made via a CanadaHelps donation form counts as an entry into a draw for a cash prize of \$10,000. While we didn't win the cash prize, we did raise \$8300 from 130 donors. We look forward to participating in the contest again in June 2021.

In September we had virtual **Queer Trivia**, hosted by Brook Lynn Hytes, with performances from DJ Bella and King Fisher.
Over 50 teams of players participated in a trivia game about Canadian queer history. The event was sponsored by CUPE BC and SourPuss Liqueur, and raised over **\$8,000**.

In October, along with our friends at LOUD Business Association and Rainbow Refugee, we hosted a townhall debate for the 2020 BC provincial election. The discussion centered around issues that mattered to LGBTQ2SAI+ voters and had over 1500 viewers on the livestream. We're grateful to each of the major parties' representatives for having participated in the event.



Our fund development strategies are vitally important in meeting the gaps in our funding. To meet the unique emerging needs of our community we rely heavily on donors and sponsors to support our engagements, programs, and services.

For many charities and non-profit organizations, 2020 was a time of unprecedented uncertainty, but at QMUNITY, our supporters stepped up in big ways to help us make it through the hard times. We received major donations from Rogers Communications (\$60,000), as well as Lululemon Athletica (\$75,000), that helped to fund our ongoing program delivery through the pandemic and kept us in the black.

We are incredibly grateful to our community for stepping up to support us; it's because of our supporters that we made it through such a challenging year. We're especially grateful to our generous sponsors during 2020, VanCity, the Hospital Employees Union, CUPE, SourPuss Liqueur, Absolute Vodka, The Ted Rogers Foundation, Greenrock Charitable Trust, Lululemon, and Hey Y'all.



FINANCIALS 2020

	5	<u> </u>
REVENUE		
Grants [note 5]	604,830	567,304
Donations and fundraising	295,045	210,808
Wage subsidy - government assistance [note 13]	55,699	
Rental	46,561	50,002
Fee for service	12,168	111,780
Events revenue	<u> </u>	25,839
	1,014,303	965,733
EXPENSES		
Wages, subcontractors and benefits	637,829	609,263
Rent and utilities	116,999	114,322
Program costs	31,680	41,245
Professional fees	28,514	50,580
Repairs and maintenance	27,238	16,969
Office	26,847	30,058
Events and fundraising	14,991	74,637
Bank charges and interest	5,686	5,195
Telephone	4,507	5,185
Insurance	3,497	3,761
Travel	382	17,061
	898,170	968,276
Excess of revenue (expenses) for the year	116,133	(2,543)

2020

2019

See accompanying notes to the financial statements



54,570 website visits 87% new visitors

11,000 unique users reached per month on social media platforms

16,680 people reached via

Newsletters

TAMARA TOUMA | THEY, THEM Visual Communications Designer

Thank you! QMUNITY Donors

• \$10,000 **+**

\$5000 - \$9,999

\$1000 - \$4999

Caroline Somos Christopher Marchesi Colin Dignazio Lidi Giroux Robin Kelly Dhaliwal

\$500 - \$999

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