



We foster well-being for all by opening doors to sustainable and meaningful employment.



2022/2023 Annual Report

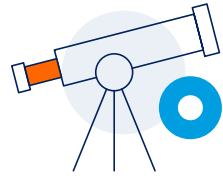


This report has been designed to meet WCAG 2.0 standards and guidelines, albeit with some limitations. To provide suggestions on how we can enhance this report, please send your feedback to info@opendoorgroup.org.

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Vision

A world where all people have access to opportunities that give them purpose, prosperity, and belonging.



Mission

Fostering well-being for all by opening doors to sustainable and meaningful employment.



Values

Customer Experience

A customer's entire journey with ODG, is considered and met with a high standard of quality and care. Every department. Every position.

Impact Through Results

We optimize our efforts by using impact as a guiding principle. We understand that being accountable in matching our actions to our words will have the greatest impact.

Accessibility, Diversity, Equity, Inclusion

To sustainably deliver on our mission, we must constantly examine and evolve. As a service provider and as an employer.

Who We Are

Open Door Group is a people-centered organization. From the clients and employers we work with to our dedicated staff, from community partners to funders, we are committed to building genuine collaborative relationships that support meaningful and sustainable employment opportunities for everyone.

The work of Open Door Group takes place across British Columbia, Alberta, Saskatchewan, Manitoba, and Ontario — the homelands of over 500 distinct Indigenous nations and cultures. Our home office is located on the ancestral and unceded territories of the of the skwxwú7mesh, xʷməθkʷəy̓əm and səłílwətaʔt peoples. We extend thanks, honour, and respect to our hosts for stewarding these lands since time immemorial.



A Message From the Chair and CEO

This past year, we embarked on a strategic planning process to reaffirm our purpose and strengthen our key impact areas to guide us over the next decade and beyond. The result was a revised vision and mission – still grounded in supporting people to succeed through person-centered services, but with enhanced attention to impacting the systems, communities, and world we operate in.

We're thrilled to share our updated vision and mission:

Vision: A world where all people have access to opportunities that give them purpose, prosperity, and belonging.

Mission: Fostering well-being for all by opening doors to sustainable and meaningful employment.

We've focused our work on three key impact areas to achieve sustainable and meaningful employment for all:

1. Increasing Access for All People:

We are enhancing and expanding programs to support timely, person-focused services to people at any point along their journey toward meaningful and sustainable employment. This past year, we continued to add new programs, such as onsite employment services at supportive housing sites for people living with mild to complex mental illnesses through a partnership with Pioneer Community Living Association.

2. Impact through Partnerships:

We are enhancing our robust services and partnerships with employers, government, and the community. In June 2022, we helped over 200 employers across Canada with their journey towards improved workplace accessibility for people with disabilities, in collaboration with the Presidents Group by launching the Disability Inclusive Employer Self-Assessment online tool. We expanded services nationally through launching Canadian Partners in Workforce Innovation (CAN WiN), a collaborative recruitment, retention, training and advisory service for employers to increase workforce inclusion of people with disabilities. Building on the immense success of BC WiN, CAN WiN will support 800 employers in BC, Alberta, Saskatchewan, Manitoba, and Ontario.

In September, we celebrated the 9th annual Untapped Inclusion Awards with over 300 BC employers in attendance to recognize leaders and employers moving the dial on workplace inclusion for people with disabilities. In support of the BC government's accessibility legislation and commitment to work with employers to improve accessibility and inclusion of disabled people, Open Door Group's social enterprise launched Untapped Accessibility in the fall of 2022 and have since supported over 100 organizations to improve accessibility, generating 2,400+ hours of paid employment through a professional workforce with more than 70% identifying as people with a disability.

3. Strengthening our Organization:

We continue to strengthen and evolve our business system to ensure we are in the best position to deliver high-quality, efficient, and accessible services. This past year, we achieved a seventh consecutive certification as a Great Place to Work, a three-year recertification through CARF Accreditation, and implemented a robust cybersecurity program. We implemented a significant disability service model redesign to ensure our long-term ability to deliver high-quality, innovative employment services to people with disabilities and people facing complex barriers. We are grateful to our employees and leadership for their ability to navigate the change with an unwavering commitment to the people we serve.

Thank you to our government funders for their continued support and dedication to the success of people here in BC and across the country. Thank you to our unwavering volunteer Board of Directors, who continue their work providing governance and guidance and a warm welcome to new members who joined us in 2023. To our wonderful staff and partner organizations, both on the front lines and back office, thank you for your care and excellent service to the people we serve – from the individual successes to the growth of programs, you are the heartbeat of our impact.

Finally, thank you to the people and employers who access our services, for trusting us as partners in your journey to sustainable and meaningful employment.

Respectfully yours,



Bill Rana
Bill Rana
Board Chair



Alona Puehse
Alona Puehse
Chief Executive Officer

2023 Impact

Open Door Group

We operate on the fundamental belief that all individuals have the ability to succeed!



160+ employees
38% identify as disabled

“At Open Door Group, we are committed to leading by example and work to cultivate a diverse and inclusive workforce and environment.”

Katrina Welsh | Chief People Officer



1,039 Open Door Group clients achieved employment 2022-2023



800+ people completed specialized training to support employment readiness and enhance their prospects for employment

90% of clients would recommend our services

89% of employers would recommend our services

595 people accessed the Thrive Program to improve their well-being

16,635 pounds of produce were harvested by Gardengate participants to give back to the community



2,700+ active employers working with our team!

“Open Door Group has been an exceptional partner in our journey toward creating a more accessible and inclusive workplace for British Columbians.”

Yat Li
Senior Accessibility Consultant at the Presidents Group



WorkBC Employment Program

818

people found employment through WorkBC Vancouver City Center, Sea to Sky, Kamloops Thompson in 2022-2023

Client Story: Gary's Path to Success in Childcare

After living in Honduras for 21 years, Gary came to our Vancouver office for help figuring out his career path. His previous work experience included carpentry and bartending. Gary shared that he had moved to Vancouver to provide better educational opportunities for his daughter. However, upon his return, he faced uncertainty regarding potential employment options. Gary grew up and lived in a simple society in Honduras advanced technology and online job search were not prevalent.

With minimal financial resources and uncertainty of his next career steps, Gary was connected to a combination team of an Employment Placement Specialist and a facilitator. Through our tailored, collaborative, and individual-centered approach, Gary and his team worked hard to help establish a career goal, tailor his portfolio and enhance Gary's skills. Gary determined his goal of working in a childcare setting.

He accessed short-term training and, through his hard work, supported by financial aid for tuition and transportation. Gary successfully earned his Responsible Adult certification and Emergency Childcare First Aid certificate. The team helped Gary create a tailored resume and cover letter and apply to opportunities within his community. After only 2 months of being back in Vancouver, Gary secured a Responsible Adult Childcare Educator position with his local Community Centre. He shared: **"I do not know what I would do without the help of you and SJ (employment facilitator), the services you have provided me have been life-changing, and I would not have been able to pursue this without your assistance. After returning to Vancouver, I had no idea where to begin with my job search, and now I am doing a position I would have never dreamt of. I am so thankful a place like this exists."**

Gary* (name changed)



Client Overview





Specialized Programs

STRIDES-Opportunities Fund

STRIDES (Solution-focused, Training, and Recruitment promoting Inclusive and Diverse Employment Success) supports individuals with disabilities in their journey towards employment and self employment. STRIDES is currently offered in Vancouver, Kamloops, and Kelowna. In 2022-2023, 333 persons with disabilities accessed the program to gain employment skills to pursue their career goals.

Jobs in Demand

Our Jobs in Demand (JID) program funded by Ministry of Post-Secondary Education and Future Skills is delivered in Sechelt, Kamloops, and Kelowna. This program assists participants in cultivating relevant skills and gaining work experience in high demand industries. During the 2022-2023 period, more than 156 individuals successfully completed JID certificate training. Out of these participants, 76% reported successfully securing employment following the completion of their training.

Career Pathways to Success

The year 2023 marked the successful completion of the Career Pathways to Success (CPS) program after three years of serving the Kamloops Thompson community. In 2022-2023, CPS successfully supported 108 individuals with disabilities. The program's purpose was to empower people with disabilities, providing them with the confidence, tools, and resources needed to pursue their career aspirations. Randa, a participant in Career Pathway to Success, expressed her gratitude: "Thank you for helping me. The support I received gave me the confidence to strive for greatness. I have achieved goals that were impossible for me before the training."

Stepping Stones to Success

In 2022-2023, over 120 people accessed the Stepping Stones to Success program. The program was designed to assist WorkSafe BC workers currently on active wage loss in returning to their employer through coaching and training support.

Open Door Group is Expanding Nationally with CAN WiN!

Open Door Group (ODG) is expanding into four new provinces through our partnership with Canadian Partners in Workforce Innovation (CAN WiN). Thanks to funding from the Government of Canada's Opportunities Fund for Persons with Disabilities, ODG leads on the project, which is an expansion of the successful BC WiN model. This expansion means that CAN WiN services will now be available not only in British Columbia but also in Alberta, Saskatchewan, Manitoba, and Ontario. Our goal is to continue fostering connections between inclusive employers and job seekers with disabilities in these regions.

www.canadianpartnerswin.ca



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Finding a job while dealing with disabilities, diverse gender, sexuality identities, and discrimination is tough. I worried about finding a job in my field due to health and financial issues. Traditional office work required accommodations, especially during the pandemic. I wanted a safe and inclusive workplace, free from past bigotry. Thankfully, the STRIDES Opportunities Fund program understood my situation and embraced my strengths. They provided accommodations like funding for an accessible workspace at home and a wage subsidy. They listened to my needs and matched me with suitable work. I'm forever grateful to STRIDES for helping me achieve the employment I've always wanted.

Violet F.

(They/She), Technology Advisor

Thrive Leisure and Recreation Program

Thrive is a tailored wellness program offering one-on-one coaching, skill development, and community engagement for people living with mental health challenges. Thrive empowers individuals, fosters growth, and facilitates job services and local recreation connections for overall well-being.

Client Story: A Letter to Thrive Team

“The time has come to bid farewell to Thrive. I want to take a moment to express my gratitude for supporting me over these past 7 years. I still remember reaching out to Thrive as a young person in my early twenties, unsure of what to expect. Back then, I hadn’t even experienced my first hospital stays. I was nervous and weighed down by the stigma and shame that often surround mental health.

Thrive became a lifeline for me. It provided purpose and a sense of belonging. Meeting other young individuals, as well as those who were more experienced, all with similar journeys, reassured me that I wasn’t alone.

From watercolor painting and ukulele sessions to go-karting, running, and summer BBQs, Thrive’s programs enriched my life. It offered me a chance to socialize and participate in recreational activities. Through it all, I regained the self-confidence I had lost due to my illness. Thrive was a sanctuary where I could simply be myself, free from judgment or the need to wear a mask.

Throughout my years with Thrive, despite enduring 13 hospital stays, I gradually grew comfortable in my own skin. I honed leadership skills through volunteer and paid work, including the Work Experience Opportunities Grant with Thrive. This past summer, working alongside Thrive team as well as with the youth, was particularly rewarding. I felt I could relate to them, given our closeness in age, while also offering mentorship based on my skills and experiences. This helped bridge the gap between staff and clients.

I’m now the Youth Peer Support Coordinator at ABC (name changed), having started just two weeks ago. It’s been an incredible experience so far. I had the opportunity to attend ABC (name changed) workshop last week in my role and gained valuable insights from the workshops and presentations. I anticipate continued growth and development as I continue in this new role. I’m looking forward to the Dragon Boating season and hope to stay in touch.

Warm regards, Amy* (name changed)

Gardengate

Gardengate is a space of healing and recovery for individuals living with addictions or mental health conditions. Through activities in the garden, the program supports participants to work towards personal goals such as healthy eating, active living, or vocational training. In 2022-2023, the program has successfully harvested 16,636 pounds of produce to give back to the community, assisted 52 individuals living with mental health conditions, 6 of which found and sustained meaningful employment.

Client Story: Dan’s Gardengate Journey

Dan (name changed) joined Gardengate after a referral from his occupational therapist at Interior Health. He had struggled with anxiety about making mistakes in previous volunteer roles, but Gardengate provided a different experience. Dan still makes occasional mistakes, but he’s learned to discuss his concerns with staff and fellow participants. He’s been at Gardengate for nearly three years, and during this time, he’s blossomed.



Dan reflects, “Working here has been very beneficial; it has taught me a lot of things.” He actively participates in various activities, from planting and harvesting to cooking workshops. His favorite is tractor maintenance, where he learns the ins and outs of tractor operation and maintenance from the staff.

Dan’s involvement in the Therapeutic Volunteer Program (TVP) has been valuable. He’s worked on his kitchen confidence, mentorship skills, and machine maintenance. Dan even advocated for himself to volunteer three shifts per week, finding purpose and routine in his Gardengate experience.

He’s been part of Gardengate’s produce sales for two years and mentored a fellow participant during his second year. Dan’s kind and patient coaching style shines through.

Dan cherishes the connections he’s made, saying, “I’ve met a lot of super nice people.” He actively participates in community events, including volunteering for the Pumpkins of Light event and competing in Gardengate’s Salsa Challenge.

Open Door Group Initiatives



Untapped Accessibility Social Enterprise

In the fall of 2022, Open Door Group launched the social enterprise, Untapped Accessibility (UA). As of now, UA has assisted over 100 organizations in enhancing accessibility, resulting in 2,400+ hours of paid employment. UA's professional workforce, with over 70% identifying as people with disabilities, collaborates with organizations to go beyond mere compliance, creating truly inclusive environments for all.

"I have such gratitude for our team and our customers," says Trish Kelly, Managing Director of Untapped Accessibility. **"We are working together to remove accessibility barriers in critical places like schools, libraries, food banks, and in local communities. It's such exciting work!"**

www.untappedaccessibility.ca

Disability Inclusive Employer Self-Assessment Online Tool

In June 2022, in collaboration with the Presidents Group, Open Door Group launched the Disability Inclusive Employer Self-Assessment online tool. This self-assessment consists of 35 questions that identify the top practices for advancing the inclusion of disabled employees and fostering inclusive workplaces.

This tool is the first of its kind: an online self-assessment for disability inclusion aimed at assisting Canadian employers in evaluating their current state of disability inclusion and connecting them with specific resources for improvement. It is accessible, free, and has already benefited 200 employers across Canada in enhancing workplace accessibility for individuals with disabilities.

www.disabilityinclusion.ca



Untapped Awards 2022

In partnership with Presidents Group, and BC WiN, Untapped Awards 2022 took place on Sept 28th, 2022 at PARQ Vancouver. The awards helped to recognize the outstanding achievements of BC employers and individuals who are leading the way in workplace equity, accessibility, and inclusion. Untapped Awards 2022 received 61 nominations and welcomed over 300 guests across B.C. from business leaders, service providers, government representatives, industry experts, and individuals who gathered to celebrate moving the dial on disability inclusion in the workplace!

www.untappedseries.ca

Project Everybody 2022

2022 marked the in-person return of ProjectEveryBODY on Dec 2 at the Community Roundhouse & Art Recreation Center, Vancouver. Despite the snowy weather, this year's event welcomed 617 attendees and 68 artists/performers across Lower Mainland. Led by Open Door Group, PEBCelebratesLive event is a collaboration of community and non-profit organizations. The event celebrates the achievements that persons with disabilities have made and advocates for thriving communities that are both diverse and inclusive.

www.projecteverybody.ca



Financial Review

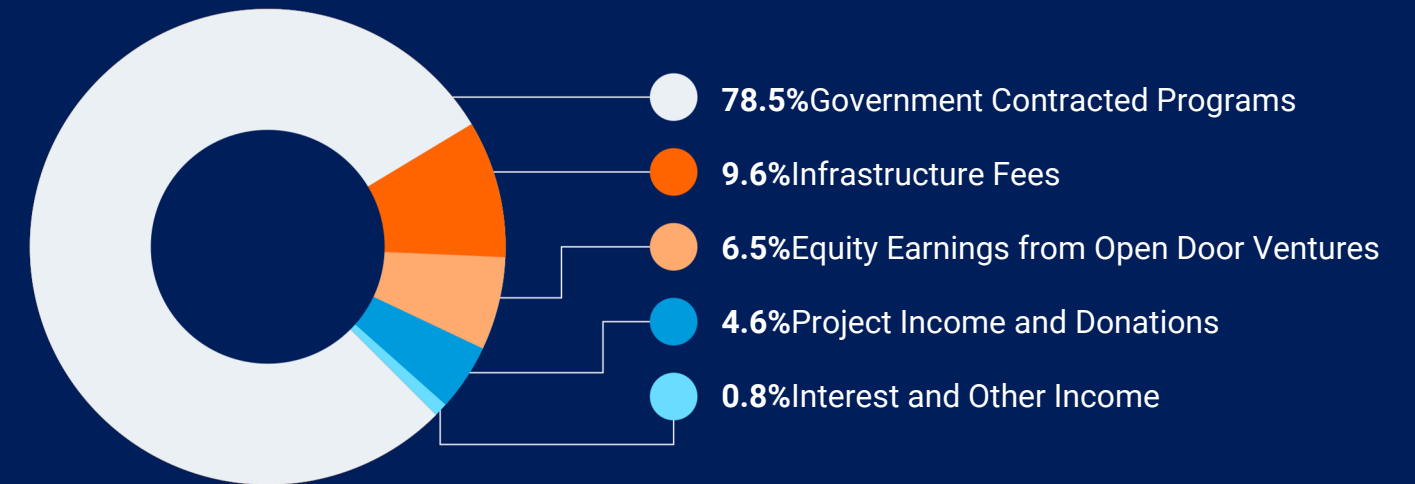
Note: The majority of expenditures are directly related to program delivery'

Revenues	2023		2022	
Government Contracted Programs	24,844,469	78.5%	23,780,408	85.8%
Equity Earnings from Open Door Ventures	2,072,058	6.5%	-	-
Infrastructure Fees	3,045,105	9.6%	3,318,004	12.0%
Project Income and Donations	1,449,222	4.6%	486,099	1.8%
Interest and Other Income	258,289	0.8%	146,207	0.5%
Total Income	\$31,669,143	100	\$27,730,718	100%

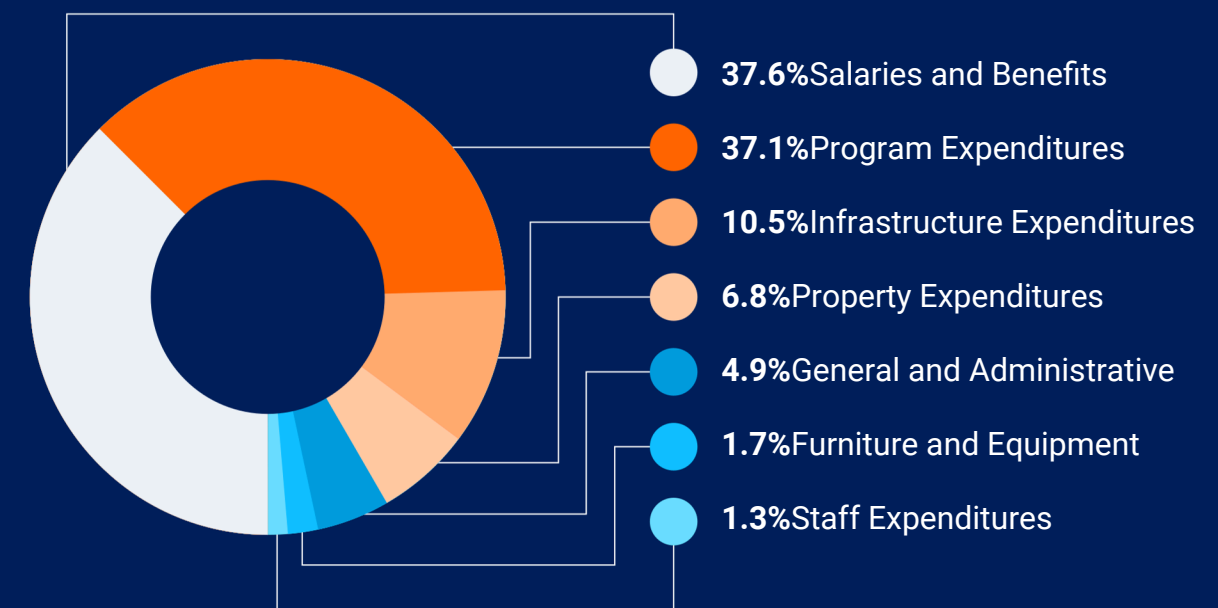
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Expenditures	2023		2022	
General and Administrative	1,426,755	4.9%	817,760	3.2%
Furniture and Equipment	495,266	1.7%	401,216	1.6%
Infrastructure Expenditures	3,045,105	10.5%	3,095,620	12.2%
Program Expenditures	10,703,846	37.1%	10,049,012	39.6%
Property Expenditures	1,971,595	6.8%	1,740,274	6.9%
Salaries and Benefits	10,848,552	37.6%	9,036,572	35.6%
Staff Expenditures	383,547	1.3%	217,638	0.9%
Total Expenditures	\$28,874,666	100%	\$25,358,092	100%

Revenues



Expenditures





Locations

-  [Connect on LinkedIn](#)
-  [Connect on Twitter](#)
-  [Connect on Instagram](#)
-  [Connect on Facebook](#)
-  [Visit our Website](#)

 **Vancouver Burrard**

#900 - 1200 Burrard St., Vancouver,
BC Phone: 604-334-6372

 **Vancouver East Hastings**

134 East Hastings St., Vancouver,
BC Phone: 604-334-6372

 **Vancouver VCC**

200 - 250 West Pender St., Vancouver,
BC Phone: 604-873-1758

 **Thrive**

200 - 250 West Pender St., Vancouver,
BC Phone: 604-872-0770

 **Sechelt**

5674 Cowrie St., Sechelt,
BC Phone: 604-885-3351

 **Sea to Sky**

302 - 37989 Cleveland Ave., Squamish,
BC Phone: 604-639-1743

 **Kamloops North**

795 Tranquille Rd., Kamloops, BC
Phone: 250-377-3670

 **Kamloops South**

210 - 450 Lansdowne St., Kamloops,
BC Phone: 250-377-3670

 **Gardengate**

915 Southill St., Kamloops,
BC Phone: 250-554-9453

 **Chase**

822 Shuswap Ave., Chase,
BC Phone: 1-800-763-1681

 **Clearwater**

100 - 240 Park Dr., Clearwater,
BC Phone: 250-674-2928

 **Barriere**

5 - 4480 Barriere Town Rd., Barriere,
BC Phone: 250-672-0036

 **Kelowna**

7#245 - 1855 Kirschner Road,
BC Phone: 236-427-5932