



18 ANNUAL 19 REPORT

ABOUT US

Open Door Group is a non-profit organization built on the fundamental belief that everyone has the ability to succeed. We have been serving communities across British Columbia since 1976. Today, we continue to provide tailored employment services to individuals and businesses in order to build strong workforce ecosystems and thriving local communities.

OUR VISION

Meaningful skills and careers for everyone

OUR MISSION

Opening doors to lifelong learning and career success.



MESSAGE FROM THE CHAIR & CEO

Continuity and a Strong Foundation for Continued Service Excellence.

As we look back on the past year, we are excited and humbled by the continued success in providing services that supports all individuals to achieve their personal and employment aspirations. We are proud that over 1,500 of our client customers, of which 50% had little or no employment experience, were successful in finding sustainable employment in 2018-2019.

Remarkable achievements for 2018-2019 include: being recognized by the Great Place to Work as one of the top employers in Canada and acquiring certification as a Living Wage Employer.

This past year was one of transition. Our core employment contracts came up for renewal, leading to several successes and some changes. We were successful in becoming the WorkBC contract holder for Vancouver City Centre (including the Vancouver Downtown Eastside), Kamloops-Thompson, and Sea-to-Sky (Sechelt/Gibson's, Squamish/Whistler) areas.

In addition, several of our cohort training programs were renewed in Kamloops and Sechelt. Our long-standing foundational programs Thrive and Gardengate continue to provide exemplary services and receive outstanding feedback from client customers and stakeholders on how each program inspires hope and recovery for everyone attending the program.

As all our contracts are now confirmed for multiple years, we now have a strong foundation from which to build. Next year will see us focused on evolving our infrastructure and practices to ensure we meet the expectations of our new contracts. In addition, we will continue our investment and adoption of new technologies, enabling greater service access. Gardengate Horticulture Program will be building a new custom-built facility in 2020, providing increased opportunities for individuals living with addictions or mental health conditions.

Our agency is remarkably poised to build upon our long history of success and making a difference in the lives we touch.

Without the amazing commitment of our staff and board members, and our community, employer, and government partners, we could not achieve the success we enjoy today.

We sincerely appreciate all the time, commitment, and perseverance of everyone this past year and we look forward to continuing the good work that inspires us at Open Door Group.

Respectfully yours,



**John Li,
Chair**

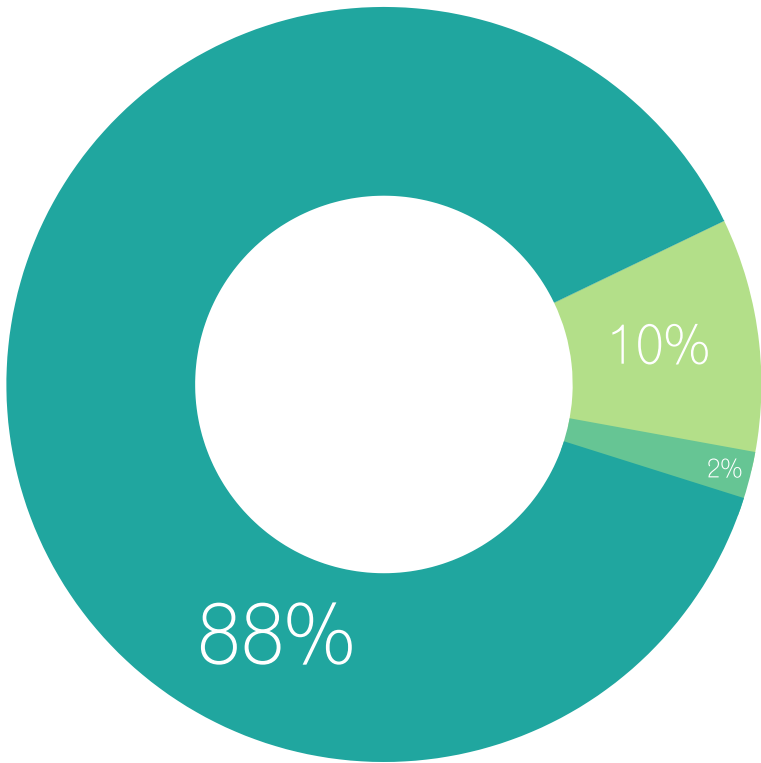


**Tom Burnell,
CEO**

FINANCIAL SUMMARY

REVENUES	2019	2018
Program Revenue	18,904,121	19,201,177
Infrastructure Fees	2,184,619	2,018,829
Project Income	23,550	21,542
Interest and Other	452,596	443,065
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TOTAL INCOME	21,564,886	21,684,613

EXPENDITURES	2019	2018
General and Administrative	827,133	848,345
Furniture and Equipment	226,982	143,915
Infrastructure Expenditures	2,184,623	2,018,829
Program Expenditures	9,028,171	9,213,353
Property Expenditures	1,672,918	1,741,887
Salaries and Benefits	7,542,764	7,192,028
Staff Expenditures	144,479	181,612
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TOTAL EXPENDITURES	21,627,070	21,339,969
Extraordinary Item (Provision on Loan Receivable)	-	385,500
GRAND TOTAL EXPENDITURES	21,627,070	21,725,469

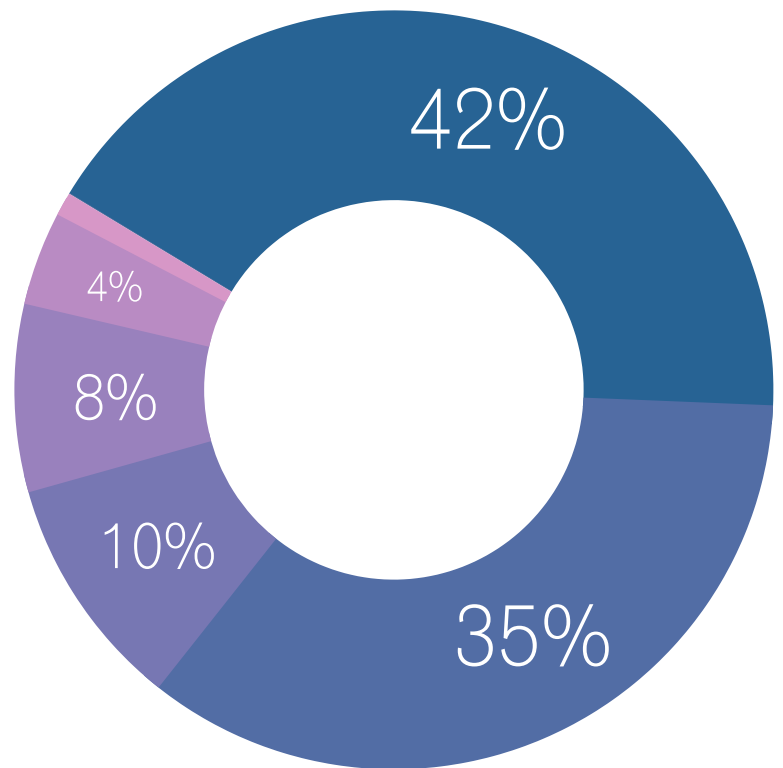


88% PROGRAM REVENUE

10% INFRASTRUCTURE FEES

2% INTEREST & OTHER

PROGRAM EXPENDITURES	42%
SALARIES & BENEFITS	35%
INFRASTRUCTURE EXPENDITURES	10%
PROPERTY EXPENDITURES	8%
GENERAL & ADMIN	4%
FURNITURE & EQUIPMENT	1%



OUR YEAR IN REVIEW

Great
Place
To
Work®

Best Workplaces™

100-999 Employees

CANADA

2019



living wage
employer

1,537
people found employment
through Open Door Group

Who were our clients?

41% identified as living with a disability

27%
multi
barriered

25%
youth

18%
Indigenous

11%
Immigrants

92%

employers would
recommend Open
Door Group to
others

22,000 lbs



of produce
harvested by
Gardengate
participants

85% of which was donated
to the local community



634

people accessed the
Thrive program to
build skills and work
towards personal
goals

88%

of people experienced increased
confidence after participating in Thrive



191

nominations received for the BC Workplace Inclusion Awards

CÉSAR'S STORY

César moved to Vancouver from Medellín, Columbia in 2013. Five months after settling in Vancouver, he suffered a stroke that affected the left part of his body. He describes the aftermath, “It’s like I was reborn because I had to learn everything again. I had to learn to dress, to take a shower, to go outside to the street without any impediment.” After years of hospital visits, medication, and rehabilitation, in 2018 he decided to seek help to find a job because he wanted to contribute back into Canadian society. “All the medications, all the hospitalization... everything was free, so for me it was very important to pay back the Canadian government through taxes.” He turned to ODG and WorkBC and his case manager guided him in looking for work. With his background in television production, it was difficult to find a job right away in the same field in Vancouver – however with the help of his case manager, after 5 months he found two jobs: a part-time remote position as a validator for a company in San Diego, California and through Novus TV on a tv show called Hola Latino Show that is geared towards the Latino community in Vancouver. César stated, “Two jobs keeps me very busy. I am so grateful to WorkBC and Open Door Group because they helped me to get re-established after my illness. There are many people in Canada, especially in Vancouver with a disability.” César was able to meet several other people with a disability and he found that many of them just want to get back to having a social life or get back to work – something to feel important and to feel satisfaction. “I recommended ODG because it is a very good organization to help people with disabilities and the general public.”



OUR LOCATIONS

Head Office

300 - 30 East 6th Ave
Vancouver, BC

T: 604-872-0770 F: 604-873-1758
E: info@opendoorgroup.org

www.opendoorgroup.org

Vancouver & Sechelt

Vancouver East Hastings
WorkBC Centre

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

Vancouver Burrard
WorkBC Centre

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

Vancouver VCC
WorkBC Centre

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

Thrive

300 - 30 East 6th Ave
Vancouver, BC
T: 604-872-0770

Sechelt
WorkBC Centre

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

Kamloops

Kamloops North
WorkBC Centre

795 Tranquille Rd.
Kamloops, BC
T: 250-377-3670 ext. 5541

Kamloops South
WorkBC Centre

210 - 450 Lansdowne St.
Kamloops, BC
T: 250-377-3670 ext. 5542

Gardengate

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

Want to donate? Contact us at info@opendoorgroup.org

Canadian Charitable Registration #106719917 RR 0001