



uniti

UNITI PARTNERS ANNUAL REPORT 2020/21

LOOKING IN
Hearing from Derek
Armstrong, Jeevan
Basra and more!

**READ ABOUT UNITI'S AFFORDABLE AND
INCLUSIVE HOUSING - THE HEART OF IT ALL**

TABLE OF CONTENTS

03	Report Introduction	14	Affordable & Inclusive Housing
04	Messages from UNITI's Board Chairs	16	How COVID-19 Effected UNITI
05	Message from UNITI CEO	17	Pandemic Learning Project
06	UNITI Finances	18	UNITI Partner SHS Ends Consultation
07	Looking In: Ralph and Karen Kison	20	How UNITI is Getting Better
08	Endowment Funds	21	Getting Involved
10	Looking In: Derek Armstrong	22	Appreciation & Retirement
11	Looking In: Jeevan Basra	23	Report Conclusion
12	Mental Health & Wellness Services	24	What's Next
13	Looking In: Denene Robinson		

REPORT INTRODUCTION

Did you know?!

This report has been designed to meet accessibility standards for print and digital form.

Why This Report

UNITI's Annual Report is an opportunity to share with the community the work UNITI is doing and continuing to do. With a new report design, we feel we can better inform and communicate our mission - *together we're stronger*.

Land Acknowledgement

UNITI respectfully acknowledges that we work on the traditional and treated territories of the Tsawwassen (s̓c̓awaθenaʔ t̓əm̓əx̓w) First Nations and the unceded territories of the Coast Salish peoples, including the Semiahmoo, Kwantlen, S'ólh Téméxw (Stó:lō) and s̓q̓əciyaʔ t̓əm̓əx̓w (Katzie) people.

UNITI is the Partnership of 3 Organizations



SHS provides quality services and supports to people with disabilities and their families in Surrey and White Rock.



PEHS provides affordable and inclusive housing that reflects the diversity of our community.



TSF ensures that UNITI has the recognition, relationships and resources to support an inclusive community.

\$200,000 +

The donations & grants UNITI raised last year.

262 +

The # of staff UNITI employs.

500 +

The # of people UNITI supports in the community.

Report Highlights

- ▶ Hearing directly from people in the community about their experiences with UNITI.
- ▶ Learning about UNITI community projects and engagement.
- ▶ Reflecting on what has happened over the last year and looking at what is still to come.
- ▶ Showing appreciation for people, including staff and donors who support and impact UNITI.

UNITI promotes inclusion and creates models that will influence societal change.

MESSAGES FROM UNITI'S BOARD CHAIRS



Bea Hadikin

Chair of Semiahmoo House Society

In a year of caution, retreat, and sacrifice, UNITI continued to walk together with people we support to live their best lives. We adapted, innovated, problem-solved, led, listened, learned, encouraged, and worked towards our ENDS. On behalf of the Board, I salute all staff and front-line workers for their dedication and professionalism in delivering quality services to people with disabilities and their families. Your work has been powerful and positive!



Ian Jarvis

Chair of Peninsula Estates Housing Society

UNITI brings a sense of belonging to the people they support. Gary Falcone, a friend of mine, has been using UNITI services for over 20 years. As a board member, I am grateful to be a part of UNITI where building relationships and supporting UNITI's growth has been a privilege.



Colleen McGeoff-Dean

Chair of The Semiahmoo Foundation

UNITI creates and enhances opportunities for those with disabilities to lead fulfilling, productive, self-directed lives in their own community. As a post-secondary educator and a parent of an adult daughter with disabilities, I am proud to serve on the Board of UNITI and contribute to their excellent work.

MESSAGE FROM UNITI CEO



Doug Tennant
CEO of UNITI

What a difficult but inspiring year! The fiscal year 2020-2021 started and ended under the shadow of COVID-19 restrictions. Character, resilience, and hope were revealed as UNITI's staff, people we support, family members, and home share providers responded to a year like no other. UNITI took a principled approach in our response: focusing on keeping people safe while still fighting for their right to be included in the community, with the same value and respect as other British Columbians.

We creatively adapted our services to keep people connected while still ensuring protocols were in place to keep everyone as safe as possible. And, we still were able to move forward with projects that will benefit people we support in the future, as you will read about in this report.

"Character, resilience, and hope were revealed as UNITI's staff, people we support, family members, and home share providers responded to a year like no other. "

UNITI FINANCES

Funds support UNITI programs and services that **directly** help the community.

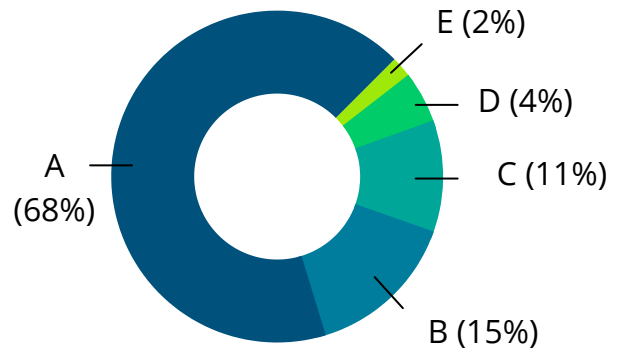
UNITI Funding Overview

UNITI has varied funding sources which all come together to support the Ends of UNITI partner organizations.

Funding Sources

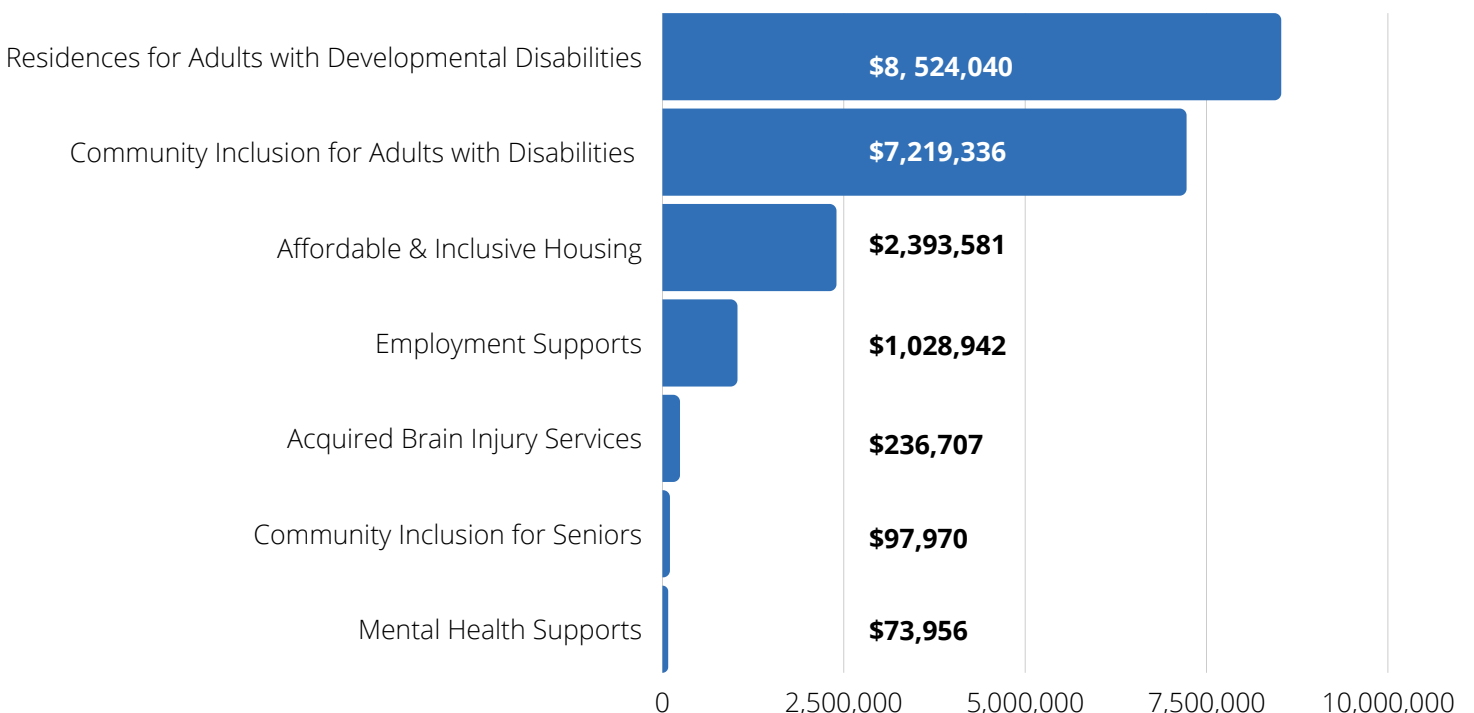
UNITI has 4 primary sources of funding which are seen below. 'Other' is comprised of varying sources.

- A ■ Government Contracts
- B ■ Grants, Fundraising & Donations
- C ■ Rental Income
- D ■ Fees, Sales & Services
- E ■ Other



Funding for UNITI Programs and Services

Total revenue for all activities is \$19.5M.



LOOKING IN: Hearing from Donors Ralph & Karen Kison

Meet the Kison's



Advocating for Harmony

As Andrews parents, Ralph and Karen are hopeful about the affordable and inclusive apartment development, Harmony. They **believe in and support the project** to provide people, including Andrew, the opportunity to live in the community. They are eagerly awaiting for the next steps so they can help in any way they can, "making the community better and more inclusive".

Their Story. Their 'Why'

Ralph and Karen have been part of the UNITI community for 15+ years through the involvement of their son, Andrew, in UNITI's services. When Andrew first joined SHS, **they noticed the amount of joy it brought him.** Seeing Andrew's happiness participating in and making friends at SHS is part of why they decided to give back to UNITI, through their donations and value of community, having lived and worked in Surrey for over 30 years.

“ An inclusive community is at the benefit of everyone and everyone deserves to be part of it. ”

Creating Awareness for UNITI

Ralph and Karen have helped UNITI in many ways, above and beyond their personal donations. In celebration of their 25th business work anniversary, they dedicated time at their event to discuss UNITI, why they value the organization, and encourage others to learn about it through their son, Andrew's, experience. **Andrew sharing his story with the community motivated others at the celebration to also donate,** reinforcing that the support UNITI offers to people with disabilities is invaluable, and positively impacts people's lives as well as the community.

Thank you Ralph, Karen, and Andrew for sharing your story, you are an important part of UNITI!

ENDOWMENT FUNDS



About UNITI Endowment Funds

UNITI Endowment Funds, managed by The Semiahmoo Foundation (TSF), support the health and growth of the UNITI partner organizations.

UNITI partner TSF ensures that people with disabilities are able to claim their rightful place in the community as friends, employees, tenants, and leaders of their own lives.

What are Endowment Funds?

An endowment fund is an investment fund designated to support a charity in the long term. These funds are individually designed based on the wishes of the creator.

If you would like to contribute to one of these endowment funds or create one of your own, please contact Jillian Glennie at j.glennie@uniti4all.com.

UNITI Endowment Funds are critical for our unfunded services.

UNITI Endowment Funds

Below you will find the names and purposes of the UNITI Endowment Funds which were established over the past two decades.

Ankenman Fund



- Support UNITI
- Contribute to affordable and inclusive housing

Ostheimer Family Fund



- Support UNITI
- Contribute towards inclusive community services

Butterley Family Fund



- Support program operating costs
- Support unfunded programs
- Provide program expansion

SHS Employee Fund



- Provide support to the areas of most need in SHS programs

Dragonfly Fund



- Support UNITI's Recreation and Leisure program
- Specifically provide registration funding for families who might not otherwise be able to utilize R&L programs due to financial restraints

Tennant Baranszky Fund



- Support leadership development and opportunities for people with disabilities

Independence Fund



- Provide rent subsidies to people with developmental disabilities and those with mental health challenges who want to live independently and who cannot afford to pay rent

Wheeler/Soucy Fund



- Primary purpose is to support the SHS Recreation and Leisure program
- Secondary purpose is to support any unfunded programs at SHS that requires funding

Ruby Fund



- Support the long term goals and financial health of the society
- Support unfunded programs and services

LOOKING IN: Hearing from Derek Armstrong



“ I feel smart, confident and proud when I come to UNITI. ”

Meet Derek

Derek has been part of the UNITI community for over 10 years. Over the last year, he has been actively involved in activities and programs, including the culinary arts program.

UNITI spoke with Derek to hear what he had to say about his experience with UNITI. Derek says that what he loves about UNITI is how his involvement in the community makes him feel brave and that **he can achieve his goals, make some new friends and get out in the community.**

Thank you for sharing your experience with us, Derek!

LOOKING IN: Hearing from Jeevan Basra

“ UNITI has helped me connect to my peers and my community. ”

Meet Jeevan

Jeevan is a member of the Self-Advocates of Semiahmoo (SAS). She enjoys participating in SAS's SPEAKtacular Toastmasters program and is actively involved with Special Olympics. In her spare time, she enjoys dancing, doing art projects, listening to music and taking care of her pet birds.

Over the last year, Jeevan has led weekly online baking classes through the SHS Online Campus. **Jeevan appreciates the many opportunities that have come her way through UNITI.**

Thank you for sharing your experience with us, Jeevan!



MENTAL HEALTH & WELLNESS SERVICES



About These Services

Mental Health and Wellness Services, including **Guidance Counselling** and **Life Coaching**, exist to provide services to the SHS community in a safe and confidential setting. This service creates an environment and opportunity where people can openly share, empowering people to build their self-confidence, self-worth, relationships and trust.

Who Can Access Services?

Services are accessible to people who receive support through UNITI by:

- 1 Self-Referral
- 2 Referral by Staff
- 3 Families
- 4 Support Providers

The Mental Health & Wellness Services are **funded through grants & donations**. To donate, please contact Jillian Glennie at j.glennie@uniti4all.com or visit www.uniti4all.com.

Thank You to Our Funders!

The funding for SHS Guidance Counselling under Mental Health and Wellness Services came from two concurrent projects:

- 1) The Guidance Counselor Services During and Post COVID-19 Pandemic project is generously funded by a Peace Arch Hospital Foundation Healthy Community Grant
- 2) The Mental Health Support for People with Disabilities, Caregivers, and Essential Workers project supported by the Government of Canada's Emergency Community Support Fund and SurreyCares Community Foundation.

“The life coach does our values with us and I talk to my family about my values.”

“Talking to the counsellor was very helpful and encouraging.”

LOOKING IN: Hearing from Denene Robinson

Meet Denene



Hearing from a Home Share Provider

UNITI connected with Denene and Dan to talk about their experience with Home Share. Denene described Home Share as a different inclusive way of living for people who would like to live with support, in an “authentic” setting. She says Home Share, “ensures quality care for the person living with you and support for the home share provider. It’s real!”.

Denene said that the best part was the flexibility. She was able to spend more time with her kids and family, while also seeing Dan evolve and grow over the years. “Dan has become a part of my family, he knows my friends, my neighbours and he cares about my kids”- said Denene.

Having lived with Denene for many years, **Dan says he “feels at home with Denene” and is truly a part of the family.**

Thank you, Denene and Dan, for sharing your experience with us.

Home Share provides an opportunity for the people we support to live with a family or roommates in a home and environment of their choice.

“I’ve been able to walk beside Dan and support him to be able to conquer some of his fears and that warms my heart.”

About Home Share

The Community Support Network (CSN) Home Share Program works closely with the people we support and their personal support network. SHS uses a **person-centered approach** to ensure we find Home Share providers that match the person’s personality, support needs, lifestyle and interests. Providers are under contract with SHS to provide full-time support to the person in their home.

If you are interested in learning more about Home Share, or would like to be a provider, please contact csn@uniti4all.com.

AFFORDABLE & INCLUSIVE HOUSING



**Real people.
Real need.**
The community **desperately** needs affordable and inclusive housing.

About Our Housing

UNITI builds housing that is reflective of the community, being both affordable and inclusive. The missions of the UNITI partners ensure that any housing we develop will reflect the diversity of our community, as we have been doing for the past 40 years.

With the first property, a 5.5-acre Peninsula Estates Property in South Surrey, UNITI built townhomes for people in the community that needed a place to live. UNITI's vision grew with the construction of Chorus and development of Harmony. UNITI's Inclusive Living exists to provide people "choices of where and with whom they live". This model is proven to work extremely successfully; take a closer look at Chorus and Harmony on the facing page.

There is an immediate need for at least 15,000 below market rental homes in Surrey (Source: Metro Vancouver).

This is our 'WHY'



There is a major demand for this type of housing, including specifically for people with disabilities.



People in the community are looking for support, and we are here to support them.



Our model has proven to be successful and was selected as one of the top 3 models by Inclusion Canada.



This housing is helping people build positive connections in their everyday lives.

Pen. Estates Property Purchased

Town Houses Built on Pen. Estates Property

Chorus Property Purchased

1982

1983

2005



Chorus Apartments

UNITI developed the first purpose-built rental apartment in Surrey in over 30 years, which has been the home for **over 100 Surrey citizens** for over four years, **including 21 tenants who have developmental disabilities.**

UNITI provides supports for tenants who have developmental disabilities. The support provided to individuals in this model is very individualized. The goal is for people to develop their skills and help support them to live the life they want to live.

Chorus Apartments



Harmony Apartments

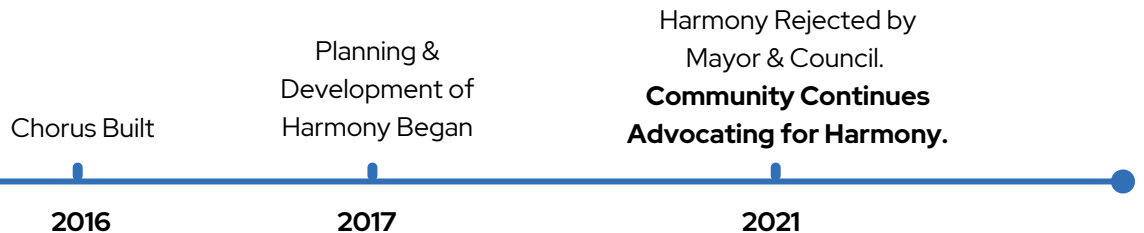
Harmony is a **91-rental home, inclusive building**, proposed to be built in South Surrey on the Peninsula Estates Property. Harmony will be affordable and inclusive housing that reflects the diversity of the community for the life of the building.

Harmony is for **essential workers, seniors, families, people with disabilities, students** and others who are being priced out of South Surrey. People with disabilities are an important part of our community, which is reflected in our tenant mix.

Rent Profile for Harmony:

- 20% extremely affordable
- 50% rent geared to income
- 30% close to market

Harmony Apartments



HOW COVID-19 EFFECTED UNITI

How UNITI Prevailed

During the pandemic, the many departments of UNITI were able to come together and strengthen their bond; programs worked together and resources were shared to create a stronger society as a whole... because *together we're stronger!*



UNITI Crisis Response Team

Due to COVID-19, UNITI formed a Crisis Response Team (CRT) to respond to the latest COVID-19 issues and health orders. Consisting of senior management and directors, CRT develops strategies for keeping staff and people we support as safe as possible, while meeting or exceeding federal and provincial health orders.



UNITI Online Campus

UNITI designed and launched an Online Campus where staff could facilitate programs virtually. Their goals were: 1) to provide virtual programming during and beyond COVID-19; 2) to break the isolation of vulnerable adults; 3) to enable the development of meaningful connections; 4) to provide educational, recreational and wellness programs; and, 5) to provide respite to families or home share providers.



Ariis Knight

Ariis Knight was a part of SHS for almost a decade before sadly passing away in April 2020. Due to hospital-visitor protocols, none of her support workers or family members were allowed to visit. Because of this, the Essential Visitor's Policy (Ariis's Law) expanded to increase the safety of people with disabilities in hospitals. Ariis taught people a lot while she lived and has left a legacy that will help many.



UNITI Culinary Arts Program (CULA)

When local senior care homes had to shut down their kitchens due to COVID-19, CULA helped by cooking and delivering frozen meals so that the seniors could receive nutritious and healthy food. CULA, also delivered gift baskets with home-baked treats to home share providers to thank them for their services.



Grants

UNITI secured multiple grants to fund necessary and immediate services. This funding came from Surrey Cares, The Peace Arch Hospital Foundation, BC Gaming Grant, Government of Canada, Inclusion BC, Vancouver Foundation, Music Heals and Second Harvest. UNITI relies on funding from the community, grants and fundraisers to provide quality services to the community.



Self-Advocates of Semiahmoo & Self-Advocacy Leadership Network

SAS created 3 committees during COVID-19 and ensured each member had an opportunity to get involved in important projects such as a letter writing campaign to support isolated seniors in the community. SALN worked on federal and provincial COVID-19 responses to ensure people with disabilities were represented and included in the decisions being made.

**SAS and SALN are supported by UNITI.*

PANDEMIC LEARNING PROJECT

Learning Together

During the past year, 4 organizations partnered to learn about what challenges were being faced by people with disabilities. With this information, organizations that support people with disabilities can improve their services right now as well as be better prepared for future emergencies.

Did You Know?

- ▶ Human connection shows up in more than half of the stories (Pandemic Learning Report, p. 5)
- ▶ Stories were collected from people across the Metro Vancouver area with all different kinds of experiences, and especially people with cognitive disabilities, their families, and people who work with and support them.

Partner Organizations



Funded By

McConnell

Supported by a consulting team of Carolyn Camman and Chris Corrigan



15 recommendations came directly from consultations with people with lived experience.

Scan this QR code with a phone camera to read the full report!



UNITI PARTNER SHS 2020/21 ENDS CONSULTATION

Living and Learning

The Ends are a way of showing how SHS is striving to improve and discover what needs more attention so that people are living happy, healthy and safe lives in their communities.

Every year, UNITI partner SHS reports to the Board of Directors to share how the organization is acting to achieve the three Ends (main goals). The 2020 consultation was focused on living through and learning from the COVID-19 pandemic.

Questions explored this last year:

- 1) What has been working, is going well, or has gotten better? What are some good things that have happened?
- 2) What has not been working, is not going well, is harder or more difficult? What are some not good things that have happened?
- 3) What are you looking forward to once this is all over? What can help you stay hopeful?

SAS Ends Consultation Committee and UNITI staff had conversations with **111** people we support to **ask, listen and learn.**

What are you looking forward to once this is all over? What can help you stay hopeful?

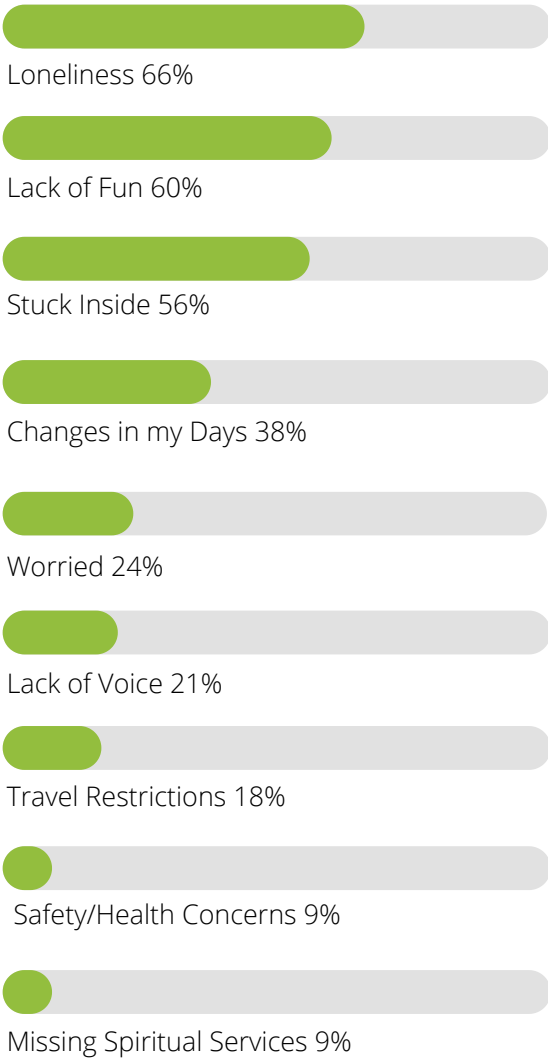
“
Doing fun things again.
Get back out in the world.”

“
Semiahmoo House Society Rec and Leisure programs!”

“
Spending time with family.
To see people's faces again!”



What were your main concerns during COVID-19? (68 Participants chose top 3)



Safety, health and lack of a voice were some of the least concerning issues for people during the pandemic.

What are some recommendations for SHS?

- 

Look for opportunities to connect people so they are welcomed in their community, and feel more belonging.
- 

Support people to have more control in their lives and be involved in the decision that affect their lives.
- 

Support people to plan for their future through aging, and stay connected to family and friends.
- 

Increase services and access to mental health supports in the SHS community, as well as access to technology.
- 

Opportunities to relax and have fun through vacation, recreational and leisurely activities.
- 

Create more opportunities for people SHS supports to be a leader.
- 

Provide information and communication in plain language for inclusivity and accessibility.
- 

Increase awareness and understanding of the rights of people with disabilities.

HOW UNITI IS GETTING BETTER

What Have We Improved?

Performance and Quality Improvement (PQI) is a part of being an accredited organization through the Council on Accreditation (COA).

Below are some key highlights that showcase what UNITI is doing to improve its supports and services for the community. PQI is a way to ensure UNITI is working to reach our Ends* and to implement best practices.

*Ends are our vision and mission.

Welcoming and Wellness Committee

This UNITI committee exists to bring awareness and provide guidance on the importance of the health and wellness of employees. The committee brings forward education and resources on physical and mental health, and promotes diversity, equity and inclusion for employees. We believe happy, healthy and respected staff members will be better able to support people and help us reach our Ends.

Indigenous Training

UNITI is committed to Indigenous education and training around decolonization, Truth and Reconciliation and the 94 Calls to Action. Working with Hummingbirds Rising, UNITI is developing new ways for our organization to learn from Indigenous communities. If you are interested in connecting on how UNITI is actively committed to this, please contact Jillian Glennie j.glennie@unit4all.com.

Rick Hansen Foundation Accessibility Certification

UNITI achieved the Gold Accessibility Certification at the South Surrey main office from the Rick Hansen Foundation. This verifies our commitment to accessible spaces as UNITI strives to meet our Ends and to promote inclusion and accessibility in all areas of our society.

Looking Forward

Youth Services & Recreation & Leisure

UNITI R&L will soon offer fun youth programs for the whole community, adapted to the unique needs of everyone involved.

UNITI Employment Services and Research

UNITI is growing these service, which are dedicated to working collaboratively towards creating inclusive and dynamic workplaces through innovative solutions.



99.07 % of UNITI staff feel welcome at their place of work.



UNITI is committed to making changes to systemic injustices in Canada.



"The UNITI main office follows best practices in meaningful access."

- Rick Hansen Foundation



GETTING INVOLVED

Want to be part of UNITI?

UNITI is a growing organization working to achieve a healthier and more inclusive community. We are grateful to everyone who helps make a difference.

Big or small, it all helps! See how you can be part of UNITI.

RECRUITMENT

There are many employment opportunities within UNITI. If you are interested in learning more about potential careers, please contact us at recruit@uniti4all.com.

DONATE

UNITI is dependent on the generosity of our donors, for a number of programs and services. If you are interested in donating, please email Jillian Glennie, UNITI's Associate Director of Development, at j.glennie@uniti4all.com.

VOLUNTEER

Opportunities exist at SHS for volunteers to lend a hand in many ways. In addition to fundraising and board membership, you can volunteer in our services which include: Acquired Brain Injury Services, North & South Campus, Rec & Leisure, Residential Homes and the Foundation. For more information, please email volunteer@uniti4all.com.

JOIN OUR PROGRAMS

UNITI provides quality services and support to people with disabilities and their families. If you, or someone you know, are interested in using our services please email Brianna Hopaluk, UNITI's Associate Director of Community Services, at b.hopaluk@uniti4all.com.

APPRECIATION & RETIREMENT

The UNITI community thanks you for your time and impact!

Recognizing Important Contributions

UNITI is fortunate to have passionate and dedicated staff, many who have been with us for decades! In recognition of their impact, we are highlighting two women who have added an incredible amount of value to the organization.



Elizabeth Deschenes

Liz Deschenes, was with UNITI for **over 32 years** and last serving as UNITI's Director of Community Services. Liz embodies hard work and optimism and UNITI will always be grateful for the passion and joy she brought to the office. Her empathy, experience, and leadership has been invaluable as we have redesigned our services to meet the changing needs of the people we support and our community. UNITI will forever be grateful for Liz's inspiring and engaging work.

"SHS, a partner in UNITI, has been my home away from home for the past 32 years. Even though I am retiring soon, I know I won't be able to totally leave because this is where my heart and soul belongs. I will need to continue this valuable connection in some other capacity because I love the people and culture too much to even consider otherwise." – Liz



Dorothy Gurney

Dorothy Gurney served **many roles** at UNITI, beginning as a volunteer, then moving to be a support staff at the Achievement Centre, and then Program Manager, followed by assistant to Stephanie Green in Human Resources. Dorothy found it "too hard" to leave, so then returned as the Volunteer Coordinator before retiring in 2020. Dorothy had such a positive impact on everyone at UNITI; her cheerful smile and positive attitude were infectious. While Dorothy has moved on to enjoy her retired life, her impact at UNITI will never be forgotten.

"UNITI has been my family away from personal family for many years. Friends at first, and always, friends at last." – Dorothy

REPORT CONCLUSION



▶ Report Highlights

With resilience, UNITI has adapted to overcome the effects of the COVID-19 pandemic. In all areas of UNITI, we have rallied together embodying our moto '**together we're stronger**'. We have seen growth come from unique places, developing new projects and relationships, working towards new goals which have all been put together in a new and inclusive report style for our community. Our services, projects, donors, and people we support are woven into this report, reflecting who we are and where we are going.

▶ UNITI and the Community

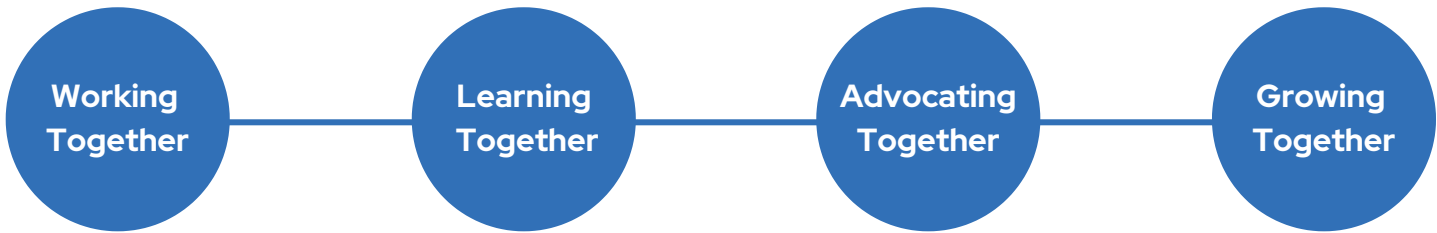
UNITI exists to support people with disabilities and families in OUR community. UNITI ensures people have **inclusion and a sense of belonging** reflective of how we all want to feel, be, and live. This report demonstrates the many ways in which you can support and become a part of UNITI. UNITI is a reflection of our community and we are here to lift each other up.

▶ Action Plan

We are moving in a direction that continues to bring us growth and strength at UNITI and in the community. UNITI's Mental Health & Wellness Services is vital to the organization and will continue to need support from donors and grants. The UNITI Inclusive Living Project, Harmony, persists and with your continued support will be built to address the gap in affordable and inclusive housing options. **There are many ways to get involved.** If you're interested in how you can help, please contact us.

▶ To Our Readers

You are an important part of UNITI. Please enjoy this report, keep it on your coffee table and share it with your friends. We guarantee you will be better connected to UNITI and your community because of it. We thank you for your time.



UNITI is committed to helping people.

To find more information about what UNITI and partners are doing, please go to www.uniti4all.com, or call 604-536-1242 to ask for direct support.

WHAT'S NEXT

SPEAKtacular Toastmasters

Founded by the Self- Advocates of Semiahmoo, this is a way for people to **enhance their public speaking leadership skills**. It's an all inclusive Toastmasters Club and open to the community in South Surrey. Email SAS Involvement Coordinator, Charmly Smith, at c.smith@shsbc.ca regarding membership.



Round Up Café

UNITI's Culinary Arts Program is honored to be a part of the 'rebirth' of Surrey's landmark Round Up Café. All **meals are handcrafted by the students** who have a passion and eagerness to showcase their skills!

Come visit us! 10449 King George Blvd, Surrey, BC

TEDx

Stay tuned for more information as UNITI is sponsoring the TEDxSurrey event happening February 19, 2022.

TEDxSurrey

x = independently organized TED event

February 19, 2022
8:30am - 1:00pm PST
(UTC -8hrs)

Surrey, British Columbia
Canada



SurreySHARES

This UNITI initiative is a part of the Surrey Intercultural Seniors Social Inclusion (SISSIP) Network Project to help **improve the quality of life of seniors**, while working alongside a certified life coach to create goals and grow personally. One-on-one and small group sessions run for 12 weeks at a time.

To register, please email: citysurreyshares@gmail.com

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