

A Dogs inner World by Maria

# 2025–2026 Annual Report



**MPA Society**

# Land Acknowledgment

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**We acknowledge** our work at MPA Society takes place on the traditional and unceded territories of the Katzie, Kwantlen, Kwikwetlem, Matsqui, Qayqayt, S'ólh Téméxw (Stó:lō) Nations of the lower mainland, scəwaθən məsteyəxw (Tsawwassen), səl'ílwətaʔt (Tsleil-Waututh), Semyome (Semiahmoo), Skwxwú7mesh (Squamish), Sumas, and xwməəθkwəyəm (Musqueam) First Nations.



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# Message from the Executive Director and Chair, Board of Directors

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**The past year has represented another significant and impactful chapter in the ongoing work of MPA Society. Despite an increasingly complex operating environment, the organization has remained steadfast in its commitment to supporting individuals experiencing mental health, substance use, aging in place, and housing insecurity challenges. Guided by our mission, we continue to provide respectful, inclusive, and safe housing, alongside person-centered services that promote recovery, dignity, and well-being.**

Throughout the year, MPA Society sustained and expanded its service delivery across British Columbia, supporting more than 1,200 members through a comprehensive range of housing and support programs. Our Housing First initiatives enabled over 600 individuals to access stable housing and essential supports, while hundreds more continued to benefit from safe, supportive, and well-maintained homes within our portfolio. These achievements reflect both the scale of need in our communities and our ongoing commitment to delivering high-quality, impactful services.

Central to our progress has been the continued strengthening of partnerships with key stakeholders, including health authorities, community organizations, educational institutions, and Indigenous communities. These collaborations have enhanced our ability to deliver coordinated, culturally responsive care, while also contributing to sector-wide learning and innovation.

Our focus on advancing Truth and Reconciliation and decolonization, supported through targeted education and training initiatives, underscores our commitment to equity, inclusion, and continuous improvement.

From a financial and operational perspective, the organization maintained stability, enabling continued investment in long-term priorities. Through the implementation of our Capital Asset Management Plan, we have initiated important infrastructure improvements, including building retrofits aimed at reducing greenhouse gas emissions and enhancing the quality of our living and working environments. These efforts reflect our commitment to environmental responsibility, preparing for climate change challenges and the well-being of our members and staff.

## **New Partnerships:**

- SES Consulting
- SEASON HVAC
- Community Social Services Health and Safety Association
- M3 Development Management
- Cedar Brush Janitorial Services
- Canstar Restorations

MPA continues to refresh and replace our IT infrastructure, software, and hardware throughout our programs and internal platforms. In addition, MPA continues to provide education and training to staff on cyber security and information protection best practices.

MPA Society's strength is rooted in the dedication and expertise of its people. We would like to acknowledge the exceptional contributions of our front line and leadership staff, whose professionalism and compassion are essential to our success. We also wish to recognize the Board of Directors for their leadership, governance, and strategic guidance, as well as to extend our gratitude to three departing Board members, Sheh Shojaee, Edmund Tan and Doug Copland for their valued service and commitment to the organization.

Looking ahead, our work will continue to be guided by the Strategic Plan for 2024–2027. Key priorities include strengthening partnerships, enhancing member engagement, investing in staff training and development, and advancing our infrastructure and service delivery models. While the challenges facing our sector remain significant, we are well-positioned to respond with resilience, innovation, and a continued focus on excellence.



**Nick Blackman**  
Executive Director



**Jeremy Smolik**  
Chair, Board of Directors

## Departing Board Members



### Edmund Tan

Served on the Board for 6 years and chaired the Human Resources Committee. His deep knowledge of the health care system, staff and client support systems, and leadership experience greatly benefited the Board and provided a solid foundation moving into the future.



### Sheh Shojaee

Served on the Board for 4 years and brought with her a compassionate and supportive presence, and a wide array of expertise in all things related to Human Resources. Sheh was instrumental in refreshing the Nominating Committee processes and ensuring new Board members' values aligned with those at MPA. Sheh also generously sat as Acting Chair during these last 6 months.



### Doug Copland

Served on the Board for 5 years. He sat as Chair of the Board for the last 3 ½ years and led us through a new Strategic Plan, Executive Director Evaluation and Compensation process, and CARF Accreditation in 2025. Doug approached his role on the Board with humility, patience, and as a collaborative leader.



# MPA Services

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**32 Housing and Recreation programs throughout the Lower Mainland of British Columbia, including Vancouver, Burnaby, Port Coquitlam, Maple Ridge and Abbotsford.**

Over 1,100 beds in a variety of housing formats with varying levels of support provided by MPA.

- Over 330 individuals housed and supported in our Supported Independent Living (SIL), Super Supported Independent Living (SSIL), and Supported Outreach Living Opportunity (SOLO) programs.
- Over 280 individuals receive rent subsidy management services.
- 104 individuals live in licensed housing programs.
- Approximately 32 individuals live in group homes.
- 40 individuals live in assisted living programs.
- Over 250 individuals live in apartments, step down programs, or Single Room Occupancy (SRO) units with support.
- Our Hotel Outreach program supports approximately 150 tenants living in Single Room Occupancy units in the Downtown East Side.
- 67 individuals reside at 162 Main Street, a permanent supportive housing program in Vancouver.
- The MPA Resource Centre located in the Kitsilano neighbourhood of Vancouver provides over 30,000 low-cost meals every year (8,300 during COVID19 imposed restrictions and protocols), as well as providing access to laundry facilities, showers, bags of food, life-skills activities, and social-recreational events.
- The Vancouver, Surrey, and Port Coquitlam Court Services programs assist over 4,000 individuals with mental health challenges to navigate Provincial court each year.

## MPA Staffing

MPA employs approximately 400 people across the lower mainland in a variety of housing programs and supports. Included at head office, is the human resources department, finance and accounting department, administrative and office management department and building maintenance.

## Commission on the Accreditation of Rehabilitation Facilities (CARF)

MPA was accredited for the fourth time following our CARF survey in January 2025. Accreditation is a comprehensive review process that demonstrates our commitment to service excellence, best practices and continuous quality improvement, and it demonstrates accountability to our service users, funding agencies and external stakeholders. MPA has successfully been accredited in 2015, 2018, 2021 and 2025. Each accreditation has been for the maximum 3 years, indicating we have met and/or exceeded internationally recognized service standards and best practices. Accreditation is a public statement that our organization strives to ensure our services are of the highest quality.

# MPA Fact Sheet

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## MPA Society

**MPA Society** was formed in 1971 as a drop-in support group and a member-owned communal living group home. 54 years later, we continue as a member-driven organization with about 1,200 members, all of whom have mental health challenges.

Our mission is to advocate for, and provide respectful, inclusive, healthy and safe housing and person-centered programming options for individuals facing mental health, substance use and housing insecurity challenges. **MPA** is an internationally accredited, award-winning not-for-profit organization providing social, recreational, vocational and housing programs that support people in their own communities.

## Funding Partners

**MPA's** annual operating budget is approximately \$37 million in annual funding from Vancouver Coastal Health, Fraser Health Authority, BC Housing Management Commission, BC Ministry of Social Development and Poverty Reduction, BC Ministry of Finance, City of Vancouver and the Law Foundation of British Columbia. MPA is a registered charity.



# Program Feature

## MPA Society Resource Centre

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### A Community Home – The Resource Center before 7th & Fir

The MPA Society Resource Centre has been at the heart of our community since the organization’s earliest days. When a group of former patients and allies founded the Mental Patients Association in 1971, they recognized that people needed more than clinical care. They needed connection, purpose, and a place to belong. The Resource Centre was created from that vision.

The original Centre, located at 2146 Yew Street in Kitsilano, reflected the spirit of MPA itself - modest, community-driven, and deeply rooted in lived experience. Operating from a corner building just steps from the heart of the neighbourhood, it became one of Vancouver’s first drop-in spaces run by and for people with lived experience of mental illness. At a time when supports were largely limited to hospital-based care, the Resource Centre provided a vital 24-hour presence. Members could find peer support, share meals, and rely on a constant, welcoming community.

As MPA grew through the 1980s and 1990s, the Resource Centre relocated to a larger site on West 4th Avenue near Burrard. This move reflected the organization’s expanding reach and ambition. It enabled MPA to serve more people and broaden its supports, while remaining grounded in a defining principle: that individuals can achieve remarkable things when they are met with trust, community, and opportunity.

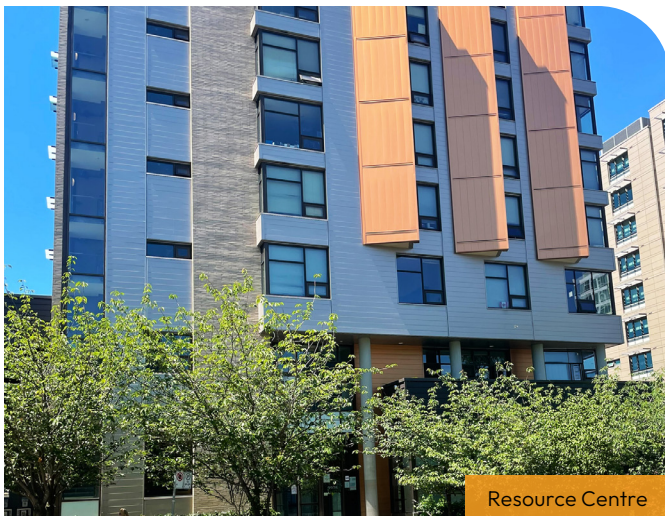
Across these early locations, the Resource Centre remained the beating heart of MPA Society—the place where our values were lived every day. Many staff who joined during this period stayed for decades, drawn by a deep commitment to the members and to the work itself.



## A New Home – The Resource Centre at 7th and Fir

In 2012, the Resource Centre moved to its current home at 7th Avenue and Fir Street, marking a significant milestone in MPA's history. For the first time in over four decades, the organization operated from a purpose-built facility designed to meet the growing and evolving needs of the community. The Centre officially opened on November 8, 2012, representing both a culmination of years of growth and a renewed commitment to the future.

Today, the Resource Centre at 7th & Fir continues to provide a safe, welcoming, and non-judgmental environment where members can connect, access supports, and build community. From its opening, the Centre has offered a comprehensive range of services designed to meet people where they are—practically, emotionally, and socially.



At its core is the belief that recovery happens in community. The Resource Centre responds to immediate needs through services such as a Homeless Outreach Worker, daily hot meals, clothing and food supports, and access to showers and laundry facilities. At the same time, it supports longer-term stability and personal growth by providing computer and internet access, assistance with employment and housing searches, and a wide array of social and recreational programming. Members participate in conversation groups, arts programming, tournaments, and fitness activities—experiences that foster connection, confidence, and well-being.

The Centre is also home to the MPArt Studio, a self-directed creative space where members explore art as a pathway to wellness. Since its first exhibitions in 2010, the

Studio has hosted annual shows, with works purchased by the public as well as by MPA programs and staff. Creative expression has long been integral to MPA's identity—from the early days of In a Nutshell, where member writing and artwork were central—to the vibrant artistic community that continues today through MPArt.

One of the most meaningful spaces within the Resource Centre is its dedicated memorial area. On the main level, the Carole Symington Memorial Quilt, created in 2017, hangs alongside two panels of plaques bearing the names and years of members who have passed away, beginning in 2012. Upstairs, a gallery of framed photographs—personal images of members—lines the wall and shelves, each one a reminder of the individual lives and stories that have shaped this community.



The Carole Symington Memorial Quilt (2017) and memorial plaques. The inscription reads: "We honour those who have lost."



Framed photographs of members who have passed — displayed on the wall and shelves of the memorial area.

The inscription on the memorial wall reads simply: “We honour those we have lost.” It is a quiet, powerful statement that reflects something fundamental about the Resource Centre. This is not only a place where services are delivered—it is a place where people are known, remembered, and valued.

Importantly, the memorial area is intentionally set apart, allowing members to make a personal choice about whether and when to engage with it. For those who wish, it offers a space to reflect and remember. For others, the Centre continues as a place of connection, activity, and daily life. Both experiences are supported and respected.

More than fifty years after its founding, the Resource Centre remains a cornerstone of MPA Society. It is a place of continuity and change, where dignity, belonging, and peer support guide everything we do—and where community continues to be the foundation of recovery.

## In Their Own Words

### Staff

The Resource Centre has been shaped by the people who have dedicated years — and in some cases, decades, to its work. We asked long-serving staff members to share what the Centre means to them.

“ Since beginning working at the RC many years ago, a manager who trusted his staff made for an environment I always wanted to be part of. The members — I’ve always said — are the most accepting people I’ve ever met. Accepting of my faults and sharing their own. It’s always made me feel welcome.

“ The members keep me coming back. Their resilience and perseverance through difficult times is inspiring, and it’s been my pleasure to serve and help them in any way possible.

“ The RC has always had a very strong communal atmosphere. It has had its ebbs and flows over the years, but it’s still very strong.

“ We are here to help, and it’s safe in here.

“ We try our best to be an inclusive, non-judgmental space. We want it to be a safe space — a place where, if you want to socialise, you can; or if you want some space, you can find that too.

“ As soon as I started at the RC what stood out was the community. It is built through the dedication of staff but also the kindness, support and participation that members bring everyday. Together, members and staff make the RC a special place and I feel fortunate to be part of it.

### Members

The Resource Centre exists because of its members — and their voices are the most important ones in telling its story.

“ It means connection to a safe space to relax. It provides a number of activities to participate in at no cost. The staff are friendly and professional. Going to MPA gives me something to look forward to. My partner Murray enjoys the art classes — attending them has enriched his life, and stimulated learning and new skills.

— **Sonia, Member**

“ The RC is where I go to meet new people and make new friends. I’m always greeted with a nice ‘Hello’ when I come in.

— **Rosemary, Member**

“ Bernadette and her team from Have Cafe who prepare and serve the meals have been a wonderful addition to the meals at the RC...always kind...always with a smile, and willing to chat with people as they are able; getting to know members as people, not just as mental health clients. They know our names.

Laura, the RC manager, has always made herself available when I have needed to touch base about something. So very grateful for her and the staff who reach out and check to see “how are you doing”

The RC, to me, has provided a safe place to hang when I need a break from the noise of the world.

— **Jan, Member on the Board of Directors**



# Commitment to Truth & Reconciliation, Decolonization, and Cultural Humility

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At MPA Society, we acknowledge the profound and lasting impacts of colonial policies on Indigenous Peoples. We recognize that systemic inequities continue to marginalize Indigenous voices, particularly in access to services, funding, and opportunities within the nonprofit and mental health sectors.

Our commitment to Truth and Reconciliation, Decolonization, and Cultural Humility is embedded in our work. We seek to foster an inclusive and equitable environment that integrates Indigenous perspectives, acknowledges the harms of colonialism, and actively works toward systemic change. We commit to ongoing education, meaningful partnerships, and a decolonial approach that prioritizes Indigenous sovereignty and self-determination. The **Cultural Humility Plan** serves as the foundation for implementing these commitments across MPA Society.

## 1 Our Commitments and Cultural Humility Implementation

### Recognition & Territory Acknowledgment

We respect and acknowledge the traditional territories of the Indigenous Peoples on whose lands we operate. This acknowledgment is more than a formality—it is a call to action to build meaningful relationships with Indigenous communities and integrate their perspectives into our work.

### Cultural Humility Implementation:

- Standardize territorial acknowledgment across all organizational communications, meetings, and events.
- Ensure staff complete cultural humility training, including the significance of territory acknowledgments and their role in reconciliation.
- Engage Indigenous partners in shaping how we recognize territory in our organizational practices.

## 2 Indigenous Partnerships & Shared Governance

We commit to building meaningful relationships with Indigenous organizations and ensuring Indigenous voices are represented in our governance structures. True reconciliation involves collaboration and shared decision-making that respects Indigenous knowledge and leadership.

### Cultural Humility Implementation:

- Develop formal partnerships with Indigenous organizations.
- Co-create culturally safe service strategies in collaboration with Indigenous partners.

## 3 Policy Review & Decolonization of Organizational Practices

MPA Society is committed to reviewing and revising policies through a decolonial lens. This means actively identifying and dismantling systemic barriers that exclude Indigenous perspectives and perpetuate colonial structures.

### Cultural Humility Implementation:

- Conduct a policy review to identify and remove systemic barriers.
- Develop accountability mechanisms that ensure **ongoing policy evaluation and decolonization efforts** in collaboration with Indigenous partners.

## 4 Cultural Humility, Anti-Racism & Education

Cultural humility requires ongoing self-reflection and a commitment to learning. MPA Society will ensure staff have the training and tools necessary to engage in culturally safe and respectful practices.

### Cultural Humility Implementation:

- New staff to complete cultural humility training during onboarding.
- Conduct **annual refresher courses**.
- Implement **feedback mechanisms** to assess training effectiveness and update content accordingly.
- Incorporate **Indigenous knowledge and teachings** into training curricula.

## 5 Accountability & Ongoing Learning

Our commitment to Truth and Reconciliation, Decolonization, and Cultural Humility is not a static initiative but an ongoing journey of reflection, action, and accountability. We will continually assess and improve our approaches to ensure meaningful impact.

### Cultural Humility Implementation:

- Partner with Indigenous leaders and knowledge keepers to facilitate ongoing education sessions for staff, focusing on Indigenous governance, cultural protocols, and historical truths.
- Review and **update commitments regularly** based on feedback and best practices.

MPA Society is committed to justice, equity, and respect for Indigenous Peoples and their inherent rights. We recognize that reconciliation is a continuous process requiring humility, learning, and action. Through these commitments, we strive to build meaningful relationships, create culturally safe spaces, and dismantle colonial structures within our organization. By embedding **Cultural Humility as the guiding framework**, we ensure that our approach remains action-driven, inclusive, and responsive to Indigenous leadership.



Illustration developed by Musqueam Nation



Illustration developed by Squamish Nation



Illustration developed by Tsleil-Waututh Nation

# Member Satisfaction Survey Results

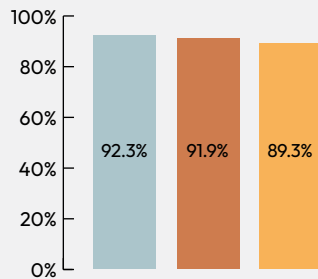
## Results Year Over Year

2023-2024

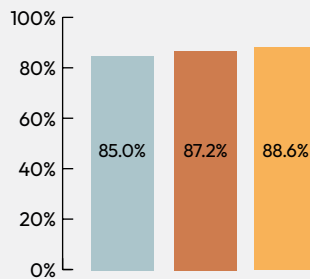
2024-2025

2025-2026

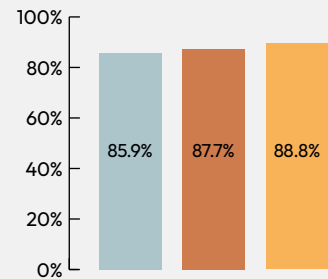
1  
I feel welcomed by MPA in my program/service.



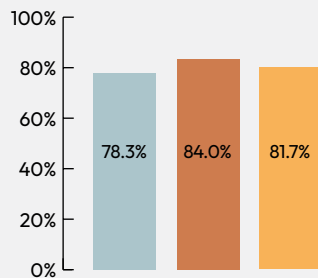
2  
My living environment feels home-like.



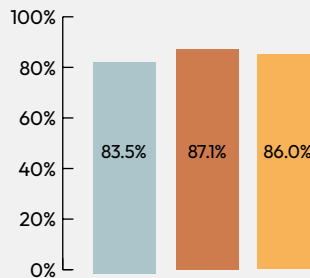
3  
I have been able to access services in a reasonable time frame.



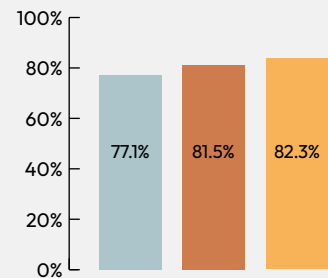
4  
I participate in decisions and self-determination.



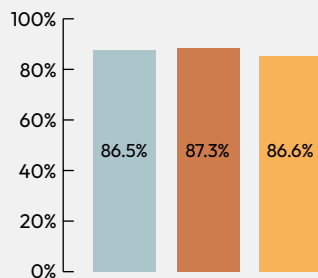
5  
I feel support by MPA staff to achieve my individual Service Plan/ Personal Plan goals.



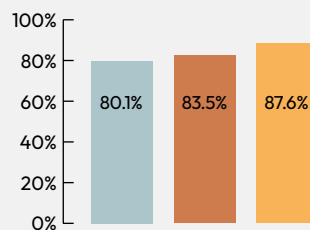
6  
I am familiar with my rights at MPA.



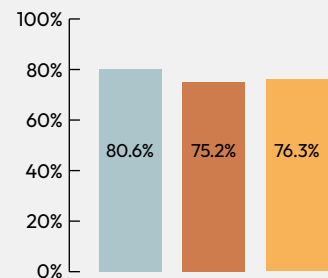
7  
I am satisfied with my program/services.



8  
I have access to the necessary supports and services to assist with managing my alcohol and/or drug use



9  
I am satisfied with meal portion, flavour, and variety of choice.



# Finance Report

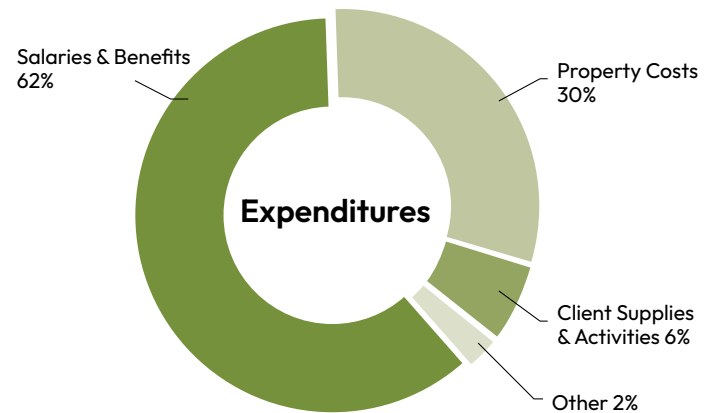
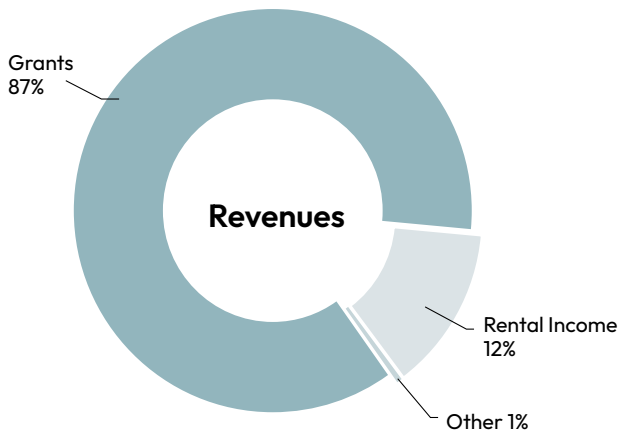
Revenue	2026		2025	
Grants	32,354,901	87%	31,433,662	87%
Rental Income	4,388,788	12%	4,298,195	11%
Other	326,069	1%	577,935	2%
<b>Total</b>	<b>\$ 37,069,758</b>		<b>\$ 36,309,792</b>	

Expenditures	2026		2025	
Salaries & Benefits	22,770,619	62%	22,102,909	62%
Property Costs	10,975,127	30%	10,730,451	30%
Client supplies and activities	2,038,658	6%	1,875,552	5%
Other	789,034	2%	890,375	3%
<b>Total</b>	<b>\$ 36,573,438</b>		<b>\$ 35,599,287</b>	

<b>Revenues over Expenditures</b>	<b>\$ 496,320</b>		<b>\$710,505</b>
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MPA strives to ensure financial and human resources are employed to enhance the quality of services for our members today, while maintaining financial stability and ensuring sustainability of programs and services for the future.

In the **2025/26 fiscal year** MPA experienced a small surplus of revenues over expenditures. This surplus will provide the opportunity to make repairs and improvements to the Society's facilities, equipment and infrastructure in the upcoming year.

# Mission, Vision, and Values

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## Mission

To advocate for and provide respectful, inclusive, healthy and safe housing and person-centered programming options for individuals facing mental health, substance use and housing insecurity challenges.



## Vision

Welcoming, stigma-free communities that support and empower people's diverse paths to healing, growth and wellness through meaningful and self-directed ambitions.



## Values

### Empowerment

Using principles of psychosocial rehabilitation in actively supporting members to become stronger, healthier and more confident in having autonomy over their life and self-directed goals.

### Cultural Health and Safety

Ensuring recognition of the power imbalances in health care and active engagement in creating and supporting environments free of racism and discrimination, understanding and exploring the rich and diverse cultures, voices, experiences, colonial legacies and stories of all community members.

### Accountability

With an ongoing commitment to listening and learning, taking responsibility for our actions and outcomes through internal and external reviews, feedback surveys and community evaluations fostering transparency and trust.

### Growth and Partnerships

Recognizing the value of new ideas and partnerships that improve the lives of members and staff informed by a wide array of cultural knowledge and experiences.

### Community and Connection

Valuing the power of future focused and innovative partnerships that guide our work that honours the rich tapestry of human diversity and fosters a sense of belonging through shared experiences.



# MPA Society | 2025–2026 Annual Report



Rising from Within by Holly Perkins