



LOW ENTROPY
FOUNDATION

2023/2024

Annual Report

AT LOW ENTROPY, CHANGE STARTS FROM WITHIN
Low Entropy is a charity that enhances the social and economic wellbeing of vulnerable individuals across all cultures, with a strong commitment to honoring the traditions and perspectives of Indigenous and multicultural communities.

Embracing “All My Relations” for unity and mutual care of each other and Earth.

Annual Review

The year 2023/2024 has been one of profound growth and impact for our charity. Building on last year's successes, we strengthened our community ties and deepened our commitment to social and economic well-being across cultures. Guided by our new leadership and board, we've achieved remarkable milestones.

In June 2023, Ness Gale was promoted to Co-Executive Director alongside Vanessa Wideski. This dynamic duo has brought vision, experience, and passion, driving us to new heights.

A significant milestone was the establishment of an Indigenous-led board, guiding us with the principles of "All My Relations." Their insights have been instrumental in shaping initiatives that honor and respect diverse cultures.

One of our most impactful programs, developed under their guidance, is the Empower Home program. This initiative has successfully helped to house eight homeless individuals in the Tri-Cities area, offering holistic support to help them rebuild their lives with dignity.

Reflecting on this year, it's clear that our charity has grown stronger and more connected to the community. Our dedicated team, generous volunteers, and supportive community members have all played crucial roles in our achievements.

Looking to the future, we are filled with optimism and determination. The principles of interconnectedness and shared responsibility will continue to guide us as we work towards a brighter future for all. Together, we are making a lasting difference.

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THANK YOU

An expression of our gratitude

IMPACT *highlights*



C.A.R.E.

(COMPASSION ACCEPTANCE, RESPECT, EMPATHY)
ONGOING PROGRAM

The CARE program addresses food insecurity by providing food baskets to those in need.

Our Tri-Cities program has provided weekly baskets to over 500+ individuals.

Our Maple Ridge program has provided bi-weekly baskets to over 125 individuals.

EMPOWER HOME

JAN 2024 ONWARDS

Empower Home was launched in early 2024 to provide support to our unhoused friends in the Tri-Cities community.

Our team of outreach workers have established relationships with these community members, connecting them with resources, provided essential needs, and have secured housing for 8 individuals.



"I'VE BEEN HOMELESS FOR 20 YEARS NOW. A LOT OF PEOPLE ARE AFRAID OF US. ROGER IS EASY TO TALK TO, HE'S HERE EVERYDAY, HE BRINGS SANDWICHES FOR EVERYBODY. IT'S DIFFERENT BECAUSE HE'S THE ONLY ONE THAT ACTUALLY DOES THAT EVERYDAY."

- UNHOUSED FRIEND

IMPACT *highlights*



TRI-CITIES COMMUNITY MARKET

MAY 2023

This event was held at Terry Fox Secondary school to bring the community together to support local businesses, , artisans, and makers.

With a gymnasium and atrium full of vendors, there was something for everyone - from specialty coffee to handmade soap and jewelry.

THRIFT & FUND STORE

JUNE 2023

The grand opening of our Burquitlam Thrift & Fund store was on Saturday June 3, 2024 - a day to remember!

We had a ribbon cutting ceremony, a long line of our first customers, and lots of happy faces throughout the day.

Our amazing Canada Summer Jobs staff team worked hard to get the store ready for the opening and made that first day go seamlessly!



IMPACT *highlights*



MULTICULTURAL CONNECTIONS FESTIVAL

JULY 2023

Our second annual Multicultural Connections festival was held at Town Centre Park in Coquitlam, featuring 14 performances on stage, 14 food trucks, and over 100 market booths.

Thank you to all who supported this event by attending, performing, running a booth, sponsoring, or volunteering!

PANAGO PIZZA

AUG 2023

Panago Pizza Fremont Village has been a supporter of our initiatives in the Tri-Cities.

In Aug 2023, they held a pizza fundraiser for us and throughout the years has provided slice upon slice of yummy pizza goodness for our events and volunteer celebrations.

Thank you Panago!

A green promotional poster for "PIZZA NIGHT with Panago Pizza & Low Entropy". The poster features a dotted line path leading from a pizza slice at the top to another at the bottom. Text on the poster reads: "When you order from the Fremont Village Panago Pizza on August 18th - 20th, \$5 from every Large pizza sold will be donated to Low Entropy Foundation!". Logos for Panago and Low Entropy are also present.

IMPACT *highlights*



MAGICAL NIGHT WITH THE BEATLES

NOV 2023

We had an incredible night with friends and community members to raise funds for our CARE program to address food insecurity.

We enjoyed dinner, dancing, and of course amazing live music from The Beatles Taxman Tribute Band.

INNOVATIVE FITNESS

NOV 2023

We are incredibly grateful to Innovative Fitness Coquitlam for designating Low Entropy as the recipient of their yearly Train the Trainer Fundraiser.

During this fundraiser, members get the opportunity to take over and train their favourite coach.

They raised over \$8000 for our organization!



IMPACT *highlights*



VOICESTORY LIVE

MAY - NOV 2023

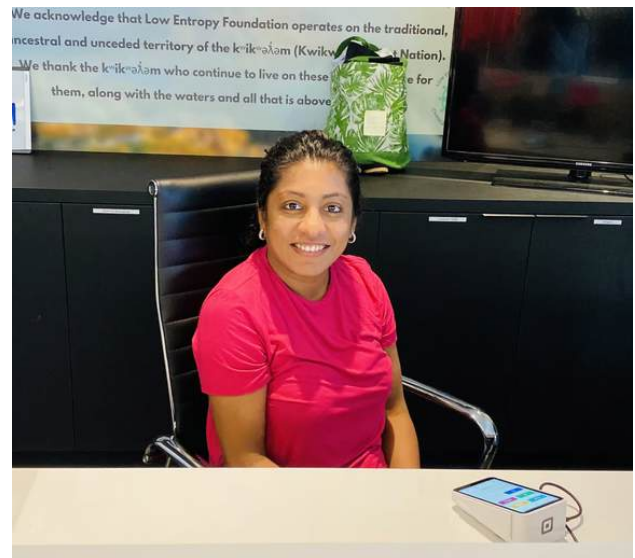
One night every month, community members took to the stage to share a moment of their lives. Stories of facing their fears, overcoming adversity, accomplishing achievements and experiencing great adventures.

Voicestory is about people empowering people through storytelling with the intention of creating connection and community.

CAREER CATALYST

AUG 2023 - FEB 2024

This Employment Readiness program provided community members with essential skills and hands-on experience at our thrift store. Youth, newcomers, and people with disabilities were able to take part in this program to gain skills retail, customer service, cash handling, teamwork, and communication.



"I HONED MY NETWORKING SKILLS, DEVELOPED A PROFOUND UNDERSTANDING OF CANADIAN WORK CULTURE, AND NOTABLY ENHANCED MY COMMUNICATION PROFICIENCY. THE COMPREHENSIVE GUIDANCE AND SUPPORT FROM CAREER CATALYST NOT ONLY FORTIFIED MY CONFIDENCE BUT ALSO EQUIPPED ME WITH THE ESSENTIAL TOOLS TO EXCEL IN THE CANADIAN JOB MARKET. AS A DIRECT RESULT OF THE PROGRAM, I SECURED A JOB, SERVING AS EVIDENCE OF ITS TRANSFORMATIVE IMPACT ON MY PROFESSIONAL JOURNEY."

- CAREER CATALYST PARTICIPANT

IMPACT *highlights*



LUNCH WITH SANTA

DEC 2023

We held a lunch (and pictures) with Santa outside our thrift store to celebrate the end of year and some great store upgrades with all our supporters in the community!

Thank you to all our supporters and customers!

VOLUNTEER APPRECIATION

DEC 2023

Volunteers are the backbone of our organization, so we took time at the end of the year to celebrate them with food, games, and connection!

We appreciate our wonderful team of volunteers, from helping pack food baskets to receiving donations at our store, they make a huge impact on the community we serve together.



"THANK YOU TO YOUR TEAM FOR ALL OF YOUR SUPPORT THIS YEAR. I HAVE ENROLLED SEVERAL OF MY CLIENTS WITH DISABILITIES TO VOLUNTEER WITH YOUR ORGANIZATION AND THEY ARE GROWING AND HAVING A GREAT EXPERIENCE."

- VOLUNTEER REFERRAL PARTNER

IMPACT *highlights*



BUILDING BRIDGES COMMUNITY FORUM

JAN 2024

This forum marked a milestone in our journey towards fostering positive and impactful change within our communities.

This event was more than a meeting; it was a symphony of voices, ideas, and aspirations aimed at reshaping the landscape of policing legislation.

HOMELESSNESS FORUM

MAR 2024

Community members took part in this forum to share ideas, hear from inspiring guest speakers, and engage in meaningful conversations about how we can work together to end homelessness in the Tri-Cities.



This event created the opportunity to be part of something bigger, to join forces with others who are committed to making a difference, and to learn about innovative approaches to addressing homelessness in our community.

IMPACT *highlights*



A NEW SMILE FOR ELDER MARIE

MAR 2024

We raised funds to provide Elder Marie with the smile she deserves.

With community support and Sage Dental, and after a year in the making, we are pleased to share with you, Elder Marie's brand new, beautiful smile!

A NEW BOARD OF DIRECTORS

FEB 2024

We have embraced a new chapter with our incredible Indigenous-led Board of Directors. This transition isn't just about change; it's about enriching our mission with deeper cultural insights and perspectives that honor and support Indigenous and/or vulnerable individuals and communities.



We're ready to learn, grow, and lead alongside our new board, making a tangible difference in the lives of those we serve.

FINANCIAL *reports*

LOW ENTROPY FOUNDATIONS STATEMENT OF FINANCIAL POSITION MARCH 31, 2024

\$

	<u>2024</u>	<u>2023</u>
ASSETS		
CURRENT ASSETS		
Cash	60,561	198,087
Accounts and funding receivable (Note 4)	64,966	58,719
GST refundable	1,805	899
Prepaid expenses and deposits (Note 5)	<u>38,202</u>	<u>14,261</u>
	165,534	271,966
EQUIPMENT (Note 6)	<u>21,665</u>	<u>11,772</u>
	<u>187,199</u>	<u>283,738</u>
LIABILITIES		
CURRENT LIABILITIES		
Accounts, payable and accrued	27,984	15,315
Government remittance payable	27,637	11,515
Deferred grant funds (Note 7 iii)	63,737	97,042
Deferred contribution – Capital assets	7,438	-
Deferred restricted donations (Note 7 iv)	<u>2,250</u>	<u>11,875</u>
	129,046	135,747
NET ASSETS		
NET ASSETS	<u>58,153</u>	<u>147,991</u>
	<u>187,199</u>	<u>283,738</u>

ON BEHALF OF THE BOARD

 _____

BOARD CHAIR

FINANCIAL *reports*

LOW ENTROPY FOUNDATION STATEMENT OF OPERATIONS YEAR ENDED MARCH 31, 2024

\$	<u>2024</u>	<u>2023</u>
REVENUE		
Donations (Note 8)	100,199	52,982
Federal Grants (Note 9)	15,131	97,373
Provincial Grants (Note 9)	116,311	1,362,516
Thrift store income (Note 14)	197,794	6,114
Other grants and income (Note 9)	<u>295,823</u>	<u>135,763</u>
	725,258	1,654,748
EXPENDITURES		
Amortization	19,132	3,902
Bank charges	591	648
Contractor costs	106,708	144,306
Director fees	-	35,946
Disposition of asset	426	6,471
Donations	30,033	
Legal and accounting	39,783	23,651
Insurance	1,564	1,256
Membership and dues	2,969	1,024
Office expenses	23,249	19,134
Phone and internet	4,214	4,398
Program administration	10,544	4,575
Program delivery costs	60,065	63,084
Program manager	47,550	117,498
Rent and occupancy costs	116,787	49,861
Training and education	3,358	25,116
Training providers (Note 10)	-	791,745
Travel	2,764	1,764
Wages and benefits	<u>345,359</u>	<u>218,204</u>
	815,096	1,512,583
EXCESS OF REVENUE OVER EXPENDITURES	<u>(89,838)</u>	<u>142,165</u>
	<u>2024</u>	<u>2023</u>
NET ASSETS, BEGINNING	147,991	5,826
Excess of revenues over expenditures	<u>(89,838)</u>	<u>142,165</u>
NET ASSETS, ENDING	<u>58,153</u>	<u>147,991</u>

**LOW ENTROPY FOUNDATION
STATEMENT OF CASH FLOWS
YEAR ENDED MARCH 31, 2024**

	\$	2024	2023
OPERATING ACTIVITIES			
Excess of revenue over expenditures		(89,838)	142,165
ADD ITEM NOT AFFECTING CASH			
Amortization		19,132	3,902
		(70,706)	146,067
CHANGES IN NON-CASH WORKING CAPITAL			
Receivables		(6,247)	(58,719)
GST		(906)	(603)
Prepaid expenses		(23,941)	139,739
Accounts payable		12,669	(188,010)
Government remittance		16,122	11,515
Deferred grant		(33,305)	(126,878)
Deferred contribution – capital assets		(7,438)	-
Deferred restricted donation		(9,625)	11,875
		(108,501)	(65,014)
CHANGES IN INVESTING ACTIVITIES			
Purchase of equipment		(29,751)	(33,122)
Proceeds on disposal of equipment		726	17,794
		(29,025)	(15,328)
DECREASE IN CASH			
		(137,526)	(80,342)
Cash, beginning		198,087	278,429
CASH, ENDING		60,561	198,087

Kustner & Associates, Chartered Professional Accountants

NEW *ideas*

In this past year, Low Entropy and our community have come up with many new, creative ideas to foster social and economic wellbeing.

1 EMPOWER HOME

Empower Home is a heartfelt homelessness outreach inspired by Indigenous values of "all my relations," emphasizing community, connection, and collective responsibility to support our most vulnerable members. It encourages the entire community to be part of the solution, fostering a sense of shared responsibility and active involvement in creating lasting change.

2 SECOND THRIFT & FUND STORE

One of the key projects is the opening of a second Thrift & Fund store in April 2024. This store will help fund the Empower Home program, providing vital support for our homelessness outreach efforts. We believe this expansion will further our mission of fostering community and economic well-being.

3 WORLDWIDE FOOD FESTIVAL

Based on community feedback, we decided to brand our outdoor multicultural festival as the Worldwide Food Festival to attract more community members and celebrate our cultural diversity. The event will be held on July 6, 2024. We believe this expansion will further our mission of fostering community and economic well-being.

VOLUNTEER SPOTLIGHT



MAHSA

Thrift Store Supporter & CARE Program Volunteer

My name is Mahsa, and I moved to Canada in June 2023. Prior to that, I was an elementary and high school teacher in Iran for several years. I love working with children and am always looking for opportunities to serve the community, especially kids. I believe that the Low Entropy Foundation, with its mission to promote well-being and social justice for all, provides an inspiring environment for volunteers and employees alike. I started volunteering at the Thrift Store and later became a Career Catalyst, contributing to and learning from this incredible community. The Thrift Store, with its engaging atmosphere for kids, brings me immense joy as I see them happily playing while their parents shop. I am grateful to everyone who creates such wonderful memories for all.



MATTHEW CARE Program Volunteer

I was a refugee before coming to Canada. I had experienced war, childhood torture and forced labour growing up. As a young adult I refused to serve in the military of a dictatorship and faced serious persecution. I managed to run away to a neighbouring country and seek asylum with the UNHCR. Canada welcomed me as a UNHCR refugee and became my new home. I made a resolution to volunteer at non-profit organisations with humanitarian missions as long as I'm able to.

After moving to BC, I looked for an organisation that focuses on children. I am a scientist at heart. I graduated from two master's programs in engineering. I was very fond of physics and chemistry. So when I found Low Entropy, I thought it was an organisation that provides tutoring in physics and chemistry. I couldn't be happier to find out that Low Entropy runs programs that are essential for the wellbeing of society and helping vulnerable members of the community not only to survive but thrive. I chose to help the food hamper program because it allowed me to serve a wide range of deserving families and individuals facing food insecurity.

Besides getting to know and working with quite a few amazing individuals within LowEntropy, volunteering at the food hamper program and annual events has filled me with joy and a deep sense of fulfillment.

VOLUNTEER SPOTLIGHT



SUNDAY

Adler Practicum Student

I am a Public policy student concentrating on social justice at Adler University, Vancouver. I joined Low Entropy with a social justice practicum from September 2023 through April 2024. My involvement is by supporting their food hamper programs and community outreach. Through the practicum, I have gained hands-on experience in grassroots community outreach, policy advocacy, and community development. My dedication to social justice is evident in my commitment to creating inclusive and equitable spaces. In addition to the practicum duties, I have volunteered to meet local grocery store personnel, which has improved my communication and supervision skills. My academic background in public policy, combined with my practical experience at the Low Entropy Foundation, equips me with a deep understanding of the challenges faced by vulnerable communities regarding food security and the strategies needed to address these issues effectively.



FRANCY

Career Coach Volunteer

My name is Francy, and I bring six years of dedicated experience in career development and resume building. I am deeply passionate about assisting individuals in unlocking their full potential within the workspace. As a seasoned professional, I am committed to serving as your partner on your journey toward achieving your career goals. Undertaking a career coaching journey is a transformative investment in oneself. So, I offer personalized one-on-one coaching sessions that are tailored to meet your needs and aspirations. Together, we will navigate through personalized approaches and actionable strategies, covering essential aspects such as Resume Optimization, Career Assessment and Exploration, Job Search Strategy, and Interview Preparation. These sessions provide the tools and insights necessary to excel in your professional endeavors.

VOLUNTEER SPOTLIGHT



NEAL AND SUE

CARE & Event Volunteers

Sue and I came to this wonderful country from the UK back in 2003. It is the best decision we ever made, albeit a huge one! We were immediately keen to volunteer our time for various worthy causes and we still volunteer for the BC Wildlife Rescue Association. I am a keen golfer and Sue is an extremely talented seamstress so we keep ourselves busy as much as we can.

We heard about Low Entropy via the I-Volunteer website in September of 2022 and were immediately drawn to the great work carried out by all teams. We are currently primarily involved with the C.A.R.E. program, collecting, sorting and delivering food to those in need where necessary.

It gives us a great deal of pride and satisfaction to donate our time to such a positive and highly impactful program. We wish we could do more but unfortunately my current job gets in the way! I am looking forward to retirement in the not-so-distant future so we can spend more time with our wonderful Low Entropy family.

Please consider joining us in any capacity you can as we are sure you will get as much satisfaction as we do!



ASHLEY

Thrift Store Supporter

Ashley is a hardworking and dedicated senior in high school who has been with Low Entropy as a thrift store supporter since December of 2023. With a passion for the arts and in working with people, Ashley strives to make every space welcoming and safe for everyone. She works hard to support and uplift those around her while diligently going above and beyond her duties as a thrift store supporter during her busy school semesters. Ashley understands the importance of communication and frequently corresponds with her teams to ensure everything runs smoothly like a well-oiled machine. Ashley has developed important life skills through her experience as a volunteer and is excited to see what is in store in the future.

LOOKING *ahead*

FOCUSING ON THE FUTURE

A strong organizational culture is essential for our charity's success. We will focus on fostering an environment that values collaboration, inclusivity, and continuous improvement. By developing a robust training program for our staff and volunteers, we aim to enhance their skills and knowledge, empowering them to perform their roles with confidence and competence. This investment in our team will not only improve service delivery but also strengthen our internal community, creating a supportive and dynamic workplace.

As a deliberately developmental organization, we are committed to the continuous growth of our team members. This approach involves providing ongoing opportunities for personal and professional development, encouraging a culture of learning, and supporting our staff and volunteers in their journey towards excellence. By nurturing their potential, we ensure that our organization remains innovative, responsive, and effective in meeting community needs.

CLEAR POLICIES FOR STAFF, VOLUNTEERS, AND COMMUNITY PARTNERS

To support our efforts in building a strong organizational culture, we will develop and implement clear policies for our staff, volunteers, and community partners. These policies will provide a framework for operations, ensuring consistency, transparency, and accountability across all levels of our organization. They will also help in setting clear expectations, fostering a respectful and inclusive environment, and guiding our interactions with the broader community. By establishing these guidelines, we aim to create a stable foundation for our work and strengthen our partnerships.

WOMEN'S EMPOWERMENT PROGRAM

In our ongoing effort to address community needs and promote social well-being, we are excited to announce the launch of a new Women's Empowerment Program. This initiative will provide support, resources, and opportunities for women in our community to develop their skills, build confidence, and achieve their goals. The program will include workshops, mentoring, and networking events, designed to empower women and foster a sense of solidarity and mutual support. By focusing on women's empowerment, we aim to contribute to a more equitable and inclusive community.

DONOR RECOGNITION

CATEGORY OR GIFT LEVEL: \$10,000+

Royal Bank of Canada

City of Coquitlam

Economic and Social Development Canada

Air Canada

Government of Canada

CATEGORY OR GIFT LEVEL: \$5,000 - \$9,999

Anonymous Donor

Mazon

Prospera

CATEGORY OR GIFT LEVEL: \$1,000 - \$4,999

Anonymous Donor

Canfor Good Things Come From Trees Foundation

Qualicare Tri-Cities (WWFF Bronze Partner)

Vancity (Community Partnership Funding)

Hamber Foundation

THANK YOU

Thank you to all our incredible supporters! Your unwavering generosity and dedication have once again empowered us to make a profound impact in our community. This year, your support has allowed us to expand our reach, introduce transformative programs, and deepen our connections with those we serve.

Because of you, we've been able to support over 500 people each week with healthy food hampers, provide work experience and employment services to over 200 people, establish the Empower Home program, helping to house eight homeless individuals in the Tri-Cities area, and fostering a sense of belonging and stability. Your contributions have also supported our new Indigenous-led board, whose guidance has been invaluable in embedding the principles of interconnectedness and shared responsibility into our work.

Together, we've achieved remarkable milestones this year, and we are deeply grateful for your trust and belief in our mission. Your support is the cornerstone of our efforts to create a more inclusive, compassionate, and resilient community. We look forward to continuing this journey with you, as we strive to reach even greater heights and make an even more significant difference in the lives of those we serve.

We are excited about the future and the opportunities it holds. With your continued support, we will build on our successes and create lasting positive change. Let's keep working together to shape a brighter future for all.

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