



**M2/W2 Association**  
**Restorative Christian Ministries**  
*2019/2020 Annual Report*



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## What We Do

**A**t M2/W2 Association, we run three programs, each designed to support and encourage people who are committed to change yet face the emotional, spiritual, and physical obstacles that often result from incarceration.

For over five decades, our **one-on-one in-prison mentorship program** has been equipping volunteers to go into prisons and mentor incarcerated people.

At **Hidden Treasures Thrift Stores** in Abbotsford and Chilliwack, prisoners on work release and Escorted Temporary Absences (ETAs) gain employment experience alongside store staff and volunteers from the community. The proceeds from selling quality used items help support our ministry.

The **No One Leaves Alone (NOLA)** program lifts up former prisoners as they seek restoration and reintegration as free men and women. NOLA connects its members with a circle of two or three volunteers and a Case Manager. Each NOLA circle meets regularly, stays in contact, and provides support in five areas: housing, employment, health, relationships, and education.



# From the Board of Directors

To say that 2019/2020 has been interesting would be a vast understatement! Last summer we were able to market the Hidden Treasures building in Abbotsford and sell it for a good price, even after our first agreement fell apart. Then in December we heard, for the first time, the words “novel coronavirus.” We did not pay much attention at first, but by March it had affected us in a major way. Consider the following impacts:

- We had to identify and apply for alternate sources of income.
- Board meetings took place over Zoom and the AGM was postponed.
- Progress on our organizational strategic plan ground to a halt.
- Budget planning for 2020/2021 became an exercise in austerity; we developed a survival budget.
- Both Hidden Treasures stores closed temporarily and staff were laid off.
- The office was also closed temporarily, while office staff worked from home.
- Volunteer visits to prisons were suspended, so we found new ways to connect with our matches.

Despite these unexpected challenges, the ministry continues, and lives continue to be impacted by the gospel, as embodied by our volunteers, staff, and broader support community. While we have had to deal with reduced income and personnel changes, we have managed with the funds we have and the funds that continue to come in. We praise the Lord for His blessings and commend this whole ministry to His care and direction.

At our last Board meeting we thanked Arnie Melissen for his six years of service on the Board. We also appointed him to the Finance Committee, so we will continue to benefit from his business expertise. He will also remain involved with the search for and purchase of a new Hidden Treasures building in Abbotsford. Thank you, Arnie! At the same Board meeting, we appointed John Vugteveen, from Chilliwack, as a new member for a three-year term. Welcome aboard, John!

As we approach the end of 2020 we all wonder how it will end, and how the new year will unfold. We are grateful to confess that we live by grace and in the hand of providence. May the Lord direct and prosper this ministry to His glory and to the unfolding of His Kingdom!

Be blessed!



William Veenstra,  
Board Chair





# *From the Executive Director*

**A**fter the events of this spring and summer, our fiscal year that ended in March seems like a lifetime ago. We can't review 2019/2020 without first acknowledging that we'll be doing so through the lens of the global pandemic. While the closing of prisons, as well as our stores and office, didn't happen until the middle of March, with only two weeks remaining in our fiscal year, COVID-19 has left an notable imprint on the past year—and will leave an even deeper mark the current one. The pandemic has affected us all to varying degrees, yet we move forward, guided and supported by the wisdom and providence of Jesus Christ. Thank you so much for your patience and understanding as we rescheduled our AGM and annual report.

## **Staff Updates**

This past February, we had a new Case Manager, Steve Roukema, join our team. In addition to his caseload, Steve has also taken on the responsibility of coordinating NOLA volunteers. Thank you, Steve! This spring, we hired a new Bookkeeper, Karen Koster, to replace Al Vetter, who retired at the end of July. In October last year we hired Erik Johnson to handle communications and marketing.

I am grateful for the contributions made by all our staff this year, and am excited to see our team continue to make strides in the year ahead.

## **Volunteers**

I also want to thank our volunteers, who are at the heart of our work. Whether you volunteer with NOLA, mentor someone in prison, or serve at Hidden Treasures, we deeply appreciate your generosity and kindness. You have made it possible for us to share love and compassion with people who might otherwise be overlooked.

It's true that the past year has been challenging, but it has also been filled with hope and encouragement for the future. Let's continue to take steps forward as an organization, and break the isolation experienced by people in prisons and former prisoners in the community, all while sharing God's inclusive love.

Blessings,

Raymond Robyn,  
Executive Director





# Year in Review

With our in-prison and NOLA programs in full swing, big changes at Hidden Treasures Abbotsford, and some memorable events throughout, 2019/2020 wasn't lacking for action. Here are a few highlights:

## April 2019

- NOLA training event

## May 2019

- New dynamic members joined NOLA

## June 2019

- A new [m2w2.com](http://m2w2.com) was launched
- John Howard info fairs
- 2019 Annual General Meeting

## July 2019

- Hidden Treasures Abbotsford customer appreciation event
- NOLA training event
- Redemptive gifts training for staff

## August 2019

- Hidden Treasures Chilliwack staff party

## September 2019

- Joe Centis ran the Spartan Sprint in Whistler, BC, and inspired everyone at M2/W2!
- Pow Wow at Kwi
- M2/W2 and Hidden Treasures are featured in *Our Daily Bread's* Fall 2019 newsletter

## October 2019

- We held our annual fundraiser dinner. The theme was Leaps of Faith. We raised \$18,000 dollars through donations, silent auction, and the Hidden Treasures marketplace

## December 2019

- Hidden Treasures Abbotsford Christmas celebration
- Christmas events at various institutions

## January 2020

- Hidden Treasures Abbotsford building sells

## February 2020

- Missions Fest
- Volunteer training
- Author reading event at Hidden Treasures Chilliwack

## March 2020

- In-prison volunteer visits suspended due to COVID-19
- Both Hidden Treasures stores and M2/W2 office closed temporarily







## *In-Prison Mentorship*

**D**uring 2019/2020, our in-prison mentorship program was active in 13 federal and provincial institutions, engaging over 200 prisoners, or matches. Our coordinators put in hundreds of hours, which were multiplied with the help of 200-plus volunteers. In March, Correctional Services Canada (CSC) suspended volunteer visits at the institutions. Since then we've been connecting with our matches over the phone and through letters. We look forward to resuming our in-person mentorship visits.

### **Alouette Correctional Centre for Women (ACCW)**

During 2019/2020, volunteer coordinators Linnea Groom and Edna Hayward spent approximately 65 hours per month at ACCW interacting with about 165 women per month. In addition, 12 volunteers put in, on average, 125 hours per month, providing one-on-one mentorship and escorts to the bus depot or ferry.

### **Chilliwack Community Correctional Centre (CCCC)**

Coordinator Pascal Adam visited this halfway house weekly, visiting with up to ten men, of whom many were involved with M2/W2 while they were at institutions.

*Pascal: It is always interesting at CCCC because many of the men I meet with have jobs, so I need to be very flexible. The enjoyable part is visiting at a restaurant or going out for coffee. Most of the guys are quite open to talk about spiritual things.*

### Fraser Valley Institution for Women (FVI)

Luminita Dudas led a group of up to 30 volunteers who visited twice a week and mentored women for an average of 120 hours a month. Julie Brandsema also helped coordinate.

Some W2 volunteers have completed the escort training and are taking women out on passes to the Abbotsford thrift store and activities in the community.

### Kamloops Regional Correctional Centre (KRCC)

Coordinators Gordon Wiens and Arlyn Bjorn oversaw a group of seven volunteers. Their visiting hours added up to 30 hours a month during 2019/2020. Arlyn stepped into the coordinator role in December 2019.

### Kent Institution

Pascal visited Kent every week, unless there was a lockdown, and mentored approximately 25 men at this maximum security prison.

*Pascal: Wow. I love visiting Kent. Many of my visits were during chapel, so I got fed spiritually and also saw my men. While Mary was still the institutional elder, I had an open door to go to the Pathways Program, which is the traditional Native program. Mary always gave me an opportunity to share about M2/W2 at Pathways, and this gave me a chance to share about my faith. Sadly, at Kent, as well as the other institutions, many of the men are without family support because they're from out of province. Most of the guys I meet with readily call me bro or brother. With written permission from CSC, I have helped some of the men ship parcels to their families.*

### Kwikwexwelhp Healing Village (Kwi)

Pascal drove to Kwi in Harrison Mills once a week and spent a total of 65 hours per month mentoring the men there. Pascal and Herta, his wife, escorted men from Kwi to our thrift store in Chilliwack.

### Matsqui Institution

Adriaan Goedbloed coordinated a group of 11 volunteers for 30 volunteer hours every month. Adriaan also met monthly with 30 men for one-on-one mentoring.

### Mission Medium Institution

Pascal coordinated 12 volunteers who visited once a month during M2 nights for a total of 12 hours. Pascal also met one-on-one with 25 men every week.

*Pascal: Before the pandemic, I was able to have coffee nights once a month. Twice a year, we were allowed to bring desserts and drinks in for the men. I always opened my coffee nights with prayer and if we had new people coming, we introduced them.*

### Mission Minimum Institution

Every month, about 10 volunteers would visit for coffee night. In addition, Pascal would visit weekly. There was some flexibility, and some volunteers visited during public visiting hours.

### Mountain Institution

Andrew Brintnell coordinated a group of 21 volunteers. They visited the men once a month. Andrew also met men one-on-one adding to a total of 20 hours a month.

*Pascal: At Mountain, I have one person I am*



13

INSTITUTIONS

10

COORDINATORS

2000+

VOLUNTEER MENTORS

4000+

VOLUNTEER HOURS EVERY MONTH

IN-PRISON MENTORSHIP PROGRAM: 2019/2020





*matched with, and he is awesome! He is a believer and we talk and pray together every time we meet. I am happy to say the wardens and staff have readily allowed many of my guys to pin me to their calling cards, so they can call me on my cell phone whenever they need to talk.*

### **Pacific Institution**

Jerry Scholtens coordinated a group of 15 volunteers until September 2019. Volunteers put in 90 hours of visiting per month.

### **Surrey Pretrial Services Centre (SPSC)**

Four volunteers provided mentorship at this provincial prison where men await trial. Some of these men return to their communities; some are sent to a provincial prison; and others are sent to a federal prison, where, hopefully, they connect with the M2/W2 program again.

### **William Head Institution**

Phil Bulled is volunteering and coordinating the M2 program on Vancouver Island. He mentored some men who were transferred to William Head from the Lower Mainland and will hopefully take on new matches in the near future.

*Pascal: The highlight is seeing my men successfully living in the community. I love it when we can connect via phone and can talk without having someone say it's time to go. Also when we can sit down for a meal in a restaurant and visit without someone watching. My ultimate goal is to sit with each of them in a restaurant, yet I know some may not get out of prison.*



# Rebuilding Lives Together

## NOLA: No One Leaves Alone

**B**y providing mentorship, accountability, and support in five key areas—housing, employment, health, relationships, and education—the No One Leaves Alone (NOLA) program aims to empower and encourage people as they overcome the social, emotional, and financial obstacles that can often result from incarceration.

Upon leaving prison, each NOLA dynamic member is connected to a circle of volunteers, led by a Case Manager. The circle meets regularly and helps the member set goals and take action. The volunteers share their time, wisdom, and companionship with the dynamic member as they rebuild their life outside of the institution.

“They back you,” said Asia, a NOLA member since February 2020. “The circle reminds you that you can do this. While everything else is trying to get you to give up, my circle says, ‘Why don’t we try this?’”

Asia knows firsthand the challenges facing people after release. She left prison for the first time in April 2018 and spent over a year in the community before returning to Fraser Valley Institution (FVI) for Women. “You’re in there,” she said, “and you’re so distrustful of everybody. You try to rebuild your life in the community and you can’t do it by yourself. I tried. For 14 months I tried.”

Back at FVI, Asia found a NOLA flyer in the halls and applied for the program. At FVI’s Christmas party, Asia’s table was next to NOLA’s. She shared her story and told them she had applied. Seeing that Asia was motivated and wanted support, Allyson Johnson, who is now her Case Manager, scheduled a meeting with her after the holidays. “It was a pretty good talk,” Asia recalled.

### ‘A Village Behind Me’

Asia appreciates that her circle collaborates with her. “We put our heads together,” she said, “and find ideas I would never have found on my own.”







## Birthday Bash

*This past summer, Asia's circle threw her a birthday party. "It was really nice," Asia said. "Lunch, dessert, we had a good time. I could've done without the song, but other than that it was a great day."*

It's like having a village behind me."

Earlier this summer, Asia was having trouble with transportation. "My car had been totalled, and I was having difficulty with the bus—I have a disability, and it's hard to take groceries home," she described. "During the pandemic, I needed a way to see my kids, who live in Cranbrook."

Yvonne, one of the volunteers in Asia's circle, suggested talking to Teen Challenge, a non-profit that provides addiction recovery programs and also fixes and sells donated cars.

Allyson contacted Teen Challenge, and the organization had a gold Ford Focus available—along with a set of snow tires. After buying the car from Teen Challenge, Asia drove to the Kootenays to visit her kids.

"Getting a car was a bonus," she said. "Getting it for a great price is a double bonus, and helping an organization like that is a triple bonus."

### **With a Little Help from Friends**

"We're walking alongside her," said Allyson. "Some everyday tasks can feel overwhelming





and there's a temptation to procrastinate. We're there to support and encourage her."

Asia agreed, "My circle pushes me where I wouldn't push myself. I would just run away. I have a tendency to isolate myself and not talk to anyone. They make sure it doesn't happen."

"If I can't talk to them, I remember what they would say."

What's the dynamic like in the circle? "Tonya is really good with finances," said Allyson. "She'll visit the bank with Asia. "Jill sees Asia's mental health really well. She's really easy going. Yvonne is there for everyone in the circle."

"I couldn't do what I do without our volunteers," said Allyson. "They are vital."

## Looking Ahead

While Asia is comfortable where she's living now, she'd like to find housing that's pet friendly, so she can have a little dog. Knowing Asia's love of dogs, the NOLA volunteers sometimes bring their dogs to circle meetings. "I get a little puppy therapy," Asia said, "and we talk and I tell them everything."

Asia's warrant will expire in November, and she hopes she'll be able to find a place where she can have a dog.

## Part of a Big Plan

No One Leaves Alone (NOLA) is a program with a purpose: to see people make a successful transition from prison to the community. What makes that transition successful? When someone takes ownership of housing, employment, health, relationships, and education. From a wider view, the program also helps reduce rates of recidivism.

"More people should give it a chance," said Asia. "NOLA cares and that's why it works. It makes a total difference."

## From Allyson Johnson, NOLA Case Manager

We all face difficult times. Having a committed and caring support system in the midst of pain and challenge can make the difference between success and hopelessness.

For people leaving prison, NOLA helps fill this gap by providing emotional assistance in a trusting and compassionate environment. Dynamic members can feel assured that they are not alone, and find confidence knowing that their dreams and aspirations in life are achievable and valid.

For me, working with NOLA has been life changing in profound and spiritual ways. Though my position is to provide support to dynamic members, they have often helped me in return by teaching me about my own humanity and how I can overcome any challenge.

## NOLA by Numbers

Since its inception, NOLA has had active contact with 40 incarcerated people. At the end of the fiscal year, 2019/2020, there were 26 members in the program.



### How NOLA Works

NOLA connects someone recently released from prison with a circle of two or three volunteers and a Case Manager. Each NOLA circle meets regularly, stays in contact, and provides support in five areas: housing, employment, health, relationships, and education.







# Hidden Treasures Abbotsford

**T**his year has been eventful for Hidden Treasures Abbotsford. We sold our location in January, and, this past March, Hidden Treasures marked its 20th anniversary. By the end of that month, the store, along with the Chilliwack location, closed until June due to the Covid-19 pandemic.

Normally, in addition to helping to support M2/W2, Hidden Treasures also works directly with two federal institutions and several local organizations that send people to the store to learn new skills and interact with staff and volunteers. Unfortunately, in this new normal, the community volunteer programs, and escorted and work release programs are on hold. Nevertheless, these groups were an important part of our store during 2019/2020, and we look forward to welcoming them again in the future.

## Federal Institutions

Before the pandemic, Mission Minimum sent three or four men with escorts on Mondays, Wednesdays, and Fridays for three to four hours during the afternoon.

These men were a huge part of store operations. They took in donations and separated clothing from other items, tested electronics, moved furniture, hung pictures, stocked the storeroom, washed floors, took out the garbage and recycling, and loaded our clothing recycling truck.





Fraser Valley Institution (FVI) sent female inmates on Escorted Temporary Absences (ETAs) on Tuesday and Thursday afternoons. The woman sorted clothing, hung clothes, sorted crafts, dusted shelves, and folded sheets, linens, and towels. They also walked through the store and kept it cleaned and organized. FVI also sent inmates on a work release on Tuesday and Thursday mornings. These ladies worked the cash register and tagged clothes.

We also partnered with Abbotsford Restorative Justice and Advocacy Association (ARJA), an organization that works with youth offenders. They connect young people, referred by the police, with community businesses, Hidden Treasures among them, who provide a place to serve community hours. Last year, we had teenager come every other Saturday with an escort for two hours. They both helped us sort merchandise such as toys, games, and puzzles.

## Community Organizations

Twice a week, three to six volunteers with an escort arrived from Pacific Developmental Pathways, an inclusive community living program that supports adults with intellectual disabilities. They helped us dust, sweep, and keep the store clean and tidy.

Through Archway Community Services' Discovery program, which offers skill-based learning through volunteer opportunities in the community for adults with developmental disabilities, we had three women coming once a week for two or three hours at a time.

Other volunteers included two women from Creative Centre Society, a non-profit that promotes healthy living and mental wellness; a foreign exchange student; and members of a church youth group. We hope to see them again soon.

## *Group Effort*

*During 2019/2020, Hidden Treasures Abbotsford had about 30 regular volunteers plus almost 30 more from institutions and community organizations.*







# Hidden Treasures Chilliwack

Hidden Treasures Thrift Store in Chilliwack (HTC) exists to generate income for M2/W2 Association. That is our first priority, but the store is so much more. It has been amazing, the opportunities that God has given us to help others.

## Staff and Volunteers

At HTC, workers include paid staff, community volunteers, community groups, and people who are incarcerated. With the ongoing health crisis, the participation of community groups and inmates has been suspended.

Paid staff includes Susan, our full-time Cashier; Dot, part-time Cashier; Jayda, Assistant to the Manager, and Elaine, Store Manager. Jayda is the newest member of the team. She was hired in January 2020.

From retirees to students and everyone in between, our 60 plus community volunteers come from all walks of life and form the foundation of the store. They help out in all facets of operations and serve with joy and commitment.

Our community partners include Pacific Developmental Pathways who sent up to four people with developmental disabilities every week, along with a supervisor. Intuitive Rehab Services brought one volunteer, along with an occupational therapist, for an hour each week. Furthermore, a Grade 10 student with autism from Unity Christian School completed a work experience with us.

From Kwikwexwelhp Healing Village (Kwi), we had over 34 men on Escorted Temporary Absences (ETAs) help out at the store. One to three inmates came twice a week, and Herta Adam, Gayle McNabb, and Bill Worrall served as community escorts.

We had one inmate from Mountain Institution one day a week for four weeks. This was our first ETA from a medium-security prison. We also



had two inmates on work release join us from Chilliwack Community Correctional Centre (CCCC), as well as four people on day parole.

## Store Improvements

During this past year, with increased sales and longer lines, we extended the front counter and installed a second till. We also completed renovations to the tagging room bathroom and warehouse, which now includes a lockable room to store, test, and fix electronics. Ron, one of the guys on work release from CCCC, handled the electrical.

## Workshop

At the back of our store, we have a workshop, fully equipped with tools and plenty of workspace. We use the shop to fix and restore furniture, and any items that need repair. We have a truck to pick up larger items and deliver furniture bought at the store. Furniture is a big money-maker.

We have been so blessed by the dedication and hard work of staff and volunteers at the Chilliwack store, and we're thankful for the opportunities we have to help people in our community.

## *Big Blue Bins!*

*Did you know both Hidden Treasures stores recycle metal, plastic bags, Styrofoam, electronics, clothing, cardboard, and glass and plastic containers?*

## From Elaine Warkentin, Store Manager

Hidden Treasures Chilliwack is a unique place to work and volunteer. It is amazing how God regularly brings us skilled volunteers and high-quality goods to sell.

By my desk, I have a couple of reminders. One says, "What did you do with all the people I sent to you?" Another is Galatians 6:9-10: "And let us not lose heart in doing good, for in due time we shall reap if we do not grow weary. So then, while we have opportunity, let us do good to all men, and especially to those who are of the household of the faith."

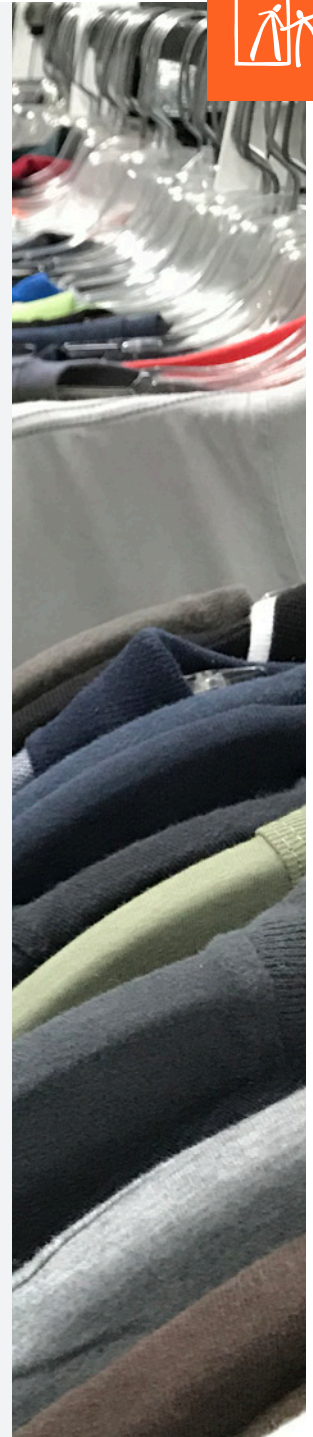
As Store Manager, one of the most important traits that I need to demonstrate regularly is flexibility. Although there are bumps in the road, we have excellent comradery among staff members. We support and care for each other. I try to support the staff in whatever they are going through and also try to respect everyone's individuality. Our staff is dedicated and very rarely do I have to cover for them.

Our volunteer staff is also a dedicated bunch and, although there is a weekly schedule, many drop in whenever they feel like it to work for a while or just to see what is happening.

We have a good rapport with our customers and we often hear that our store is their favourite thrift store. I believe that honesty and fairness in business makes loyal customers.

At the beginning of March, I began having health problems and was able to take a week off while the staff looked after things. When we closed the store on March 20, due to COVID-19, I was able to take off the time I needed. I appreciate the support of M2/W2, especially Raymond. He takes care of his staff and is a good example to follow.

Another quote from my desk: "Love the people in your care and you will have peace in your heart!"







# Communications and Marketing

In October 2019, we hired Erik Johnson to run our communications and marketing department. Initially, Erik worked for us two days a week and then moved to four days at the beginning of March.

With Erik onboard, we continued existing communications projects, such as our monthly prayer calendars and social media prayer requests, and resumed our print newsletters. In addition, we expanded our online presence by creating regular content for our website and launching an email newsletter with sign-up forms on our website and Facebook.

Across our various channels, we shared stories about the people and places connected to our work: a one-night camping trip, a ferocious obstacle race, a skilled tradesman at Hidden Treasures, a riverside baptism, a first-time volunteer, and much more. Check out [m2w2.com](http://m2w2.com) to find them all!

In January we launched an ad campaign, Believe in Second Chances, to coincide with our booth at Missions Fest. The campaign included printed postcards and magazine spots. In the spring, we followed up with a second campaign: Help Us Answer the Call. It reminded people that we were (and still are) at work even though the institutions suspended visits from community volunteers. This campaign continued through the summer and reached 52,574 people through targeted ads on Facebook and resulted in 429 clicks to our homepage.

Going forward, we plan to continue building content on the website, sharing it over social media, and improving access to training, forms, and resources for volunteers. We also plan to continue our online advertising, supported by strategic print opportunities. With the recent addition of analytics to our website, and new advertising possibilities with Google Ad Grants, we hope to share our stories of hope, healing, and restoration with even more people this coming year.





# Finances: 2019/2020

This past fiscal year saw our long-time Bookkeeper Al Vetter retire. We wish Al all the best!

We welcomed Karen Koster to our team in April and she worked alongside Al for three months, getting up to speed on the books as we made the transition.

During the 2019/2020 fiscal year, donations were down from the previous year, and 4.7 percent below our budget. We kept the organization spending in check, though, with expenses coming in at 2.6 percent below budget.

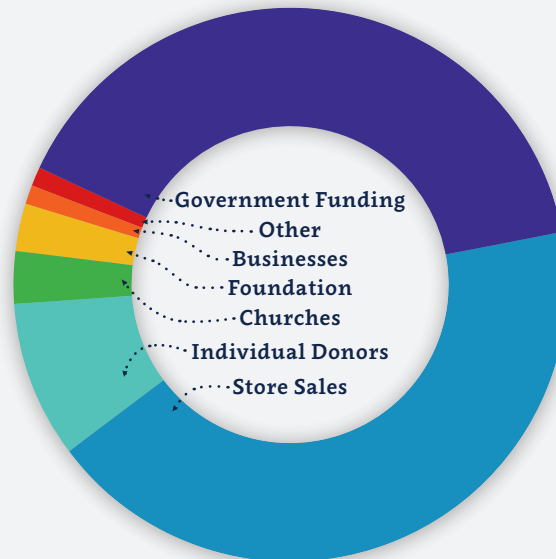
Another positive is that our combined administration and fundraising costs were 16.6 percent of our expenses. To compare, on average, non-profits typically spend about 20 percent of their total budget in these areas. This tells us that our operations are efficient, and most of our funds are going to programs.

The numbers also show the ongoing importance of Hidden Treasures. The stores provided 43 percent of our income, yet required only 31 percent of our expenses. These consistent, significant contributions from the stores helped cover our administration and fundraising costs, so we could use donations from churches and individuals to fund our programs.



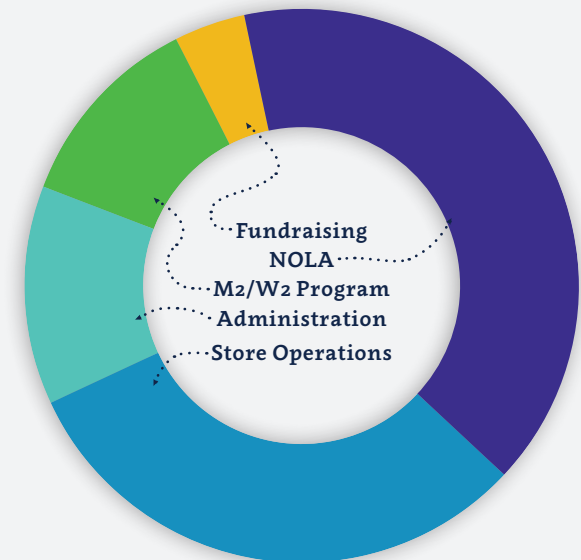
## Income

Income	Amount	Percentage
Government Funding	\$438,196	40%
Store Sales	\$477,065	43%
Individual Donors	\$103,563	9%
Churches	\$30,333	3%
Foundation	\$30,189	3%
Businesses	\$16,050	1%
Other	\$10,094	1%
<b>Total</b>	<b>\$1,105,490</b>	<b>100%</b>



## Expenses

Expense	Amount	Percentage
NOLA Program	\$456,740	40.5%
Store Operations	\$351,521	31.1%
Administration	\$143,658	12.7%
M2/W2 Program	\$133,095	11.8%
Fundraising	\$43,530	3.9%
<b>Total</b>	<b>\$1,128,544</b>	<b>100%</b>







# *Thank you!*

All of us at M2/W2 Association want to say thank you to our generous donors, volunteers, and prayer supporters—you make our work possible!

We also acknowledge the funding we receive from Public Safety Canada to run the NOLA program. This work is valuable, and we're thankful the government recognizes this and has partnered with us on this project.







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