



Little Mountain Neighbourhood House Society

3981 Main Street, Vancouver, BC V5V 3P3

604-879-7104 (P) 604-879-7113 (F) www.lmnhs.bc.ca

“Resilience - Stories & Reflections”



2009-2010

ANNUAL REPORT

PRESIDENT'S REPORT - TERESA PRYCE

Resilience as Strength



If I ask you to conjure an image of “STRENGTH”, what do you see? A circus strongman with bulging muscles? A magnificent Olympian à la Clara Hughes? Superman? Strength comes in all sorts of guises. In fact, some of the strongest people I’ve met are right here at LMNH. They are people like our refugee families, who endure the unimaginable, but start life in Canada fresh and full of optimism. They are people like our founding members, who continue to volunteer and advocate, regardless of infirmity or years of tireless service. They are our superhero staff, with a seemingly limitless ability to get the job done, despite few resources and daunting workloads.

Have you ever heard the proverb “It is bamboo and not the mighty oak that best weathers the storm?” Like bamboo, LMNH has perfected its ability to sway and bend in the face of challenges. As an oak, we might topple under the forces of diminishing budgets, service cuts, and the burden of so many needs. Instead, we thrive. Why? Because our strength is in our resilience born from deep roots in our community, in a mission-based determination, and the ability to change and conform to the circumstances at hand. Core values like resilience are actively cultivated at LMNH and like bamboo, we are strong, resilient, and life-giving. Our work easily takes root, even in places quite inhospitable. To be resilient is to be “strong” and it’s our aspiration for both LMNH and the people we serve.

On a personal note, it has been a great honour to serve these last 9 years. I now step aside to allow others to lead, but will remain active as mentor and support. I am filled with gratitude to all those who have assisted me. Thank you.

Board of Directors 09/10

President: Teresa Pryce

Vice President: Eduardo Aragon

Treasurer: Nick Sajoo

Secretary: Nova Leaf

Members At Large: Shamir Bhatia, Chelliah Premarajah, Samuel Ho, Daphne Holmes, Amy Ng, Ting Pan, Lisa Schwabe, Karlis Silins, Ingrid Steenhuisen, Manikcs Vasagam, Jenny Yang



Executive Director's Report—Joel Bronstein

Resilience and creativity in response to neighbourhood challenges



2009-2010 has been a challenging year for many people in the Little Mountain neighbourhood. The economic slowdown, job losses, cutbacks to services and the reduction of social and affordable housing options have all had a major impact in our community. Despite these challenges, residents continue to actively and effectively respond to these challenges. Here are a few examples:

- ◆ Many residents, including LMNHS board and staff, spoke out about the proposed closing of the Vancouver Public Library (VPL) Riley Park Branch. Due to the strong neighbourhood response, the VPL board and city council reversed its closure decision
- ◆ Local residents have been actively involved in the Little Mountain Housing Redevelopment process. People have organized rallies and protests, and have voiced their concerns and ideas at city council meetings, open houses and planning workshops.

Many also sit on the Little Mountain Redevelopment Advisory Committee, where they work together to guide the planning and design for the redevelopment

- ◆ Thousands of parents have marched, written postcards and have spoken out about the proposed cuts to education

Over the year, the neighbourhood house continued to develop new initiatives and partnerships. For example, we:

- ◆ Partnered with the Oakridge Seniors Centre, Riley Park Community Centre and SUCCESS to reach out and offer activities for seniors.
- ◆ Expanded our English Language Services for Adults (ELSA) program to include enhanced child-minding and parenting activities
- ◆ Added an artist stream of funding to The Neighbourhood Small Grants Project
- ◆ Continued to build our volunteer and organizational capacity through a partnership with Capilano University
- ◆ Worked with the MidTown Youth Service Providers Network to train neighbourhood youth as facilitators for The Midtown Youth Mapping Project

This year's client satisfaction surveys showed an over 90% satisfaction rate with LMNH's programs, events and activities. One parent commented, "the staff are incredibly helpful and gave us tons of ideas on what we need to work on." The strength of our organization was evident at our 2009-2010 Volunteer Recognition Evening when we honoured our exceptional volunteers. Teresa Pryce, who is finishing her 3rd year as president of the LMNHS Board of Directors was this year's recipient of the Daphne Homes Community Service Award.

Thank you to all our volunteers, to an amazing staff team, and to the entire community for your commitment to building a welcoming and inclusive neighbourhood!



Overcoming Adversity and Finding A New Home



On most days of the week, Quynh Mac can be found balancing a plate of fresh-cut veggies as she walks briskly around Little Mountain's Gray's Park Family Drop-in greeting parents and their wee ones, or answering phones at LMNHS' front desk with a warm smile and helpful advice, or rushing off to Community Development class at Capilano University where she gets to spend time every week with fellow leaders from neighbourhoods across Vancouver thinking about social change. Quynh Mac is a role model.

Quynh was born in Hanoi, Vietnam. She grew up in a middle class family and lived, what she describes as "a very good life" when at age 11, she, her parents and two sisters fled Vietnam on a leaky boat, risking their lives to storm, starvation and pirates. After a month on the boat, they arrived in a Hong Kong refugee camp where they lived for a year before Canada accepted them.

She landed in Canada not knowing a word of English. She experienced culture shock and isolation. Not only did Quynh struggle because of her language barrier, but she also felt lonely and confused. One of her memories is that of being confused when her parents told her to keep the house doors locked - in Vietnam everyone always had their doors open, and she had fond memories of running through friends open doors playing and shouting. As well, Quynh had to adjust to the food, weather, and the holidays, which were different in Canada. Slowly, though, she adjusted to the Canadian culture, food and traditions.

Quynh moved to Vancouver in 1995, and was isolated from her parents and partner because of their culture. For decades she didn't know anything about neighbourhood houses. Then, in 2004, she discovered Frog Hollow Neighbourhood House and started bringing her 5 children there for social and educational programs. At Frog Hollow, she also found social support for herself. Soon after, Quynh started volunteering at Thunderbird Community Centre and decided she wanted give back more to her community. Before long, she was also volunteering at Frog Hollow's Parents Together Program and at a Women's Shelter.

Then, Quynh discovered that LMNHS was looking for reception volunteers. Quynh applied and was eagerly welcomed into the LMNHS community as a volunteer. Soon after, she was subbing at the front desk and hired to facilitate the hot lunch and community kitchen programs. Due to her long history of volunteering and commitment to the community, Quynh was accepted into Capilano University's community development course last fall. In that class, she's been working with a group of committed community members to explore the concept of community and learn how to write grant proposals. She describes that class as "very challenging for me, but very rich".

In the short-term, Quynh and her colleague, Mehak Sharma, will be implementing a kids cooking class funded by a Neighbourhood Small Grant. In the long-term, she wants to help new immigrants. "I just want to give, I wish that everyone feels welcome and included, and I want every one to have a voice and be heard", she says.



Finding the Strength Within

As the Family Support Worker at Little Mountain Neighbourhood House (LMNH), I have the privilege of hearing people's stories. Every day I am amazed by the strength and resilience of all the people who walk through our door. I have had the pleasure of working closely with many families who have shared with me the trials and tribulations they experience in their day-to-day lives. When I met Tran*, I was especially moved. Despite the hurdles she has faced over the past couple of years, she has been able to overcome many obstacles and work towards creating a healthy and safe environment for both herself and her daughter Angela*.

Tran moved to Vancouver less than two years ago with her daughter Angela and her husband. Both Tran and Angela did not speak any English and Tran worked hard to enroll in ELSA classes offered at LMNH. Following their arrival in Canada, Tran's husband became physically, emotionally and financially abusive towards her. Knowing no one and speaking very little English, Tran made the decision to leave her husband and start a new life for her and her daughter. Through support from a variety of staff members and programs at LMNH, along with her own determination and strength, Tran was able to rebuild a life for herself and Angela.

Despite Tran's recent decision to leave Vancouver, her resilience and courage have left a lasting impression on all the staff at LMNH. Tran has expressed her sincerest gratitude to LMNH staff for supporting her journey, though we know that without her own will and self determination Tran would not be in the place she's at today. As Albert Bandura once said, "In order to succeed, people need a sense of self-efficacy, to struggle together with resilience to meet the inevitable obstacles and inequities of life". Tran's ability to move forward and persevere serves as an amazing story of strength that has touched the lives of those who know her now, and those who she will meet in the future.

**Names have been changed to protect the identity of our clients*

Little Mountain Neighbourhood House: Evolving and Growing

Despite our small, 4,600 square foot store-front Main Street facility, we accomplished a significant amount this past year. The numbers below show that in 2009-2010 we were an organization that was continually evolving and growing.

\$1.7M – This number signifies a 3% increase in our annual **operating budget**, which amounts to a 20% growth in the last 5 years

110 – This is the number of full and part time **staff** working at LMNH

55 – This is the number of programs offered in 2009-2010. This is a 5% increase, from the previous year.

4,200 – This is how many people we served at LMNHS this year, a 5% increase from the previous year. These people represent diverse ages, cultures and socio-economic backgrounds

90% - This is the percentage of clients who said they were **very satisfied** with LMNH on our 2009-2010 Annual Client Satisfaction Survey

120 – This is the number of **post secondary students** who volunteered their time to intern, partner, advise, consult, and put their skills and knowledge into practice with LMNH programs and services

4 - This is the number of **days per week that seniors programs** were offered, representing a 400% increase from the previous year

As the neighbourhood evolves so does LMNH. The rich convergence of new arrivals and long term residents in our neighbourhood deepens our work at LMNH, where we strive to work with the community to build a welcoming and inclusive neighbourhood. The creativity of the staff, volunteers and participants who use our limited space and resources is inspiring.



Thank You to LMNHS Funders

- American Service Quality (ASQ)
- BC Housing
- City of Vancouver
- Coast Capital Savings
- Community Living BC
- Crystal Foundation
- Epicure
- Literacy BC
- Ministry of Advanced Education and Labour Market
- Ministry of Children and Family Development
- Ministry of Education
- Ministry of Housing and Social Development
- Ministry of Human Resources & Social Development
- Open Doors to Learning
- Pacific Community Resources Society
- Radical Foundation
- Telus Community Foundation
- United Way of the Lower Mainland
- Vancouver Coastal Health
- Vancouver School Board
- VanCity Credit Union
- Vancouver Foundation
- Youth Philanthropy Council
- & many local businesses & individual donors

Your Support of LMNHS Helps Build a Healthy and Sustainable Community

Treasurer's Report - Nick Sajoo

2009-2010 was another positive financial year for LMNH, as we generated a surplus of \$55,597 compared with a \$25,781 surplus the year before. The operating revenues increased by 3%, with an average increase in non-governmental grants and fees in by 5% and the government grants by 6% . The main increase in expenditures was related to salaries and benefits. Like many non-profits, salaries and benefits are our largest expenditure, consuming over 83% of our annual budget.

The projected budget for 2010-2011 is increased by 2% compared to this year's financials, forecasting a small surplus of \$4,736. Although we have experienced some reduction in grants, we are pleased that overall funding is secure and sustainable.

Thank you to our Finance Department staff, management and the Finance committee members .Thanks also to the auditors for their thorough assistance during the audit.

LMNH Staff Team

Administration

Babu Balakrishnen, Joel Bronstein, Claudia Cao, Geraldine Clevette, Rachel Gold, Teresa Matheson, Susan Schachter, James Shen, Sanja Sladojevic, Kathleen Vincent

Child Care Programs

Christie Ackhurst, Jennifer Batayola, Robby Kerr, Amira Abdel-Malek, Jennifer Lim, Lynn Murray, Paula Stanton, Janis Venn

Children & Youth Programs

Jennifer Andres, Brian Commons, Pavandeep Dhadwal, Arielle Fine-Furieux, Sophie Fung, Elizabeth Gesner, Jeff Hon, Sharnelle Jenkins-Thompson, Sarah Lee, Erica Mah, Kathy Pham, Clara Rutter, Mehak Sharma, Linda Toch , Kathleen Turnell, Fueng Yan, Wendy Zhu

Special Services

Cathy Chapman, George Coyne, Greg Dane, Zaheda Jiwa, Lisa Litwiller, Dawn Liveley, Shu-Yin Mau, Bonnie Nish, Doug Protz, Mark Stevens

Community Programs

Richard Keating, Jose Mendoza, Ernst Schait, Lori Sherritt, Annie Yu

Settlement Programs

Abdu Barru, Carmen Miranda-Barrios, Kim Dang, Erika Del Carmen Fuchs, Quynh Mac, Maria- Jose Valenzuala, Lycia Rodrigues, Norma Cruz, Beth Grayer

English Language Services for Adults

Jessie Leu, Lily Li, Aseefa Merali, Mia Parhizgar, Lisa Terrell, Razia Waziri, Rachel Yang, Betty Cai, Rose-Marie Mah, Jean Stone, Naomi Frankel

Family Resource Programs

Alice Caldwell, Orah Chaye, Carmen Chen, Esther DeSouza, Sophie Fung, Jane Greiff, Nahla Hopfe, Elaine Hui, Irene Lui, Anna Shum, Lily Li, Josephine Anderson, Enalyne Point



Little Mountain Neighbourhood House Society

STATEMENT OF OPERATIONS

Year ended March 31

| | 2010 | | 2009 | |
|--|------------------|---------------|------------------|------------------|
| | Operating Fund | Building Fund | Totals | Totals |
| | \$ | \$ | \$ | \$ |
| REVENUE | | | | |
| Government grants [Schedule A] | 1,151,929 | — | 1,151,929 | 1,089,488 |
| Other grants [Schedule A] | 170,356 | — | 170,356 | 194,863 |
| Fees | 217,106 | — | 217,106 | 174,860 |
| Gaming | 79,145 | — | 79,145 | 79,144 |
| Rentals | 19,237 | — | 19,237 | 40,010 |
| Interest | 8,213 | 13,103 | 21,316 | 24,489 |
| Other income | 18,650 | — | 18,650 | 30,413 |
| Amortization of deferred contributions related to capital assets | 4,346 | — | 4,346 | 1,846 |
| | 1,668,982 | 13,103 | 1,682,085 | 1,635,113 |
| EXPENSES | | | | |
| Amortization of capital assets | 7,057 | — | 7,057 | 2,057 |
| Bank charges | 1,158 | — | 1,158 | 1,338 |
| Board and meetings | 1,742 | — | 1,742 | 2,858 |
| Honoraria and volunteer support | 21,132 | — | 21,132 | 18,654 |
| Insurance | 6,350 | — | 6,350 | 5,238 |
| Materials, supplies and program expenses | 94,411 | — | 94,411 | 107,926 |
| Printing and postage | 20,865 | — | 20,865 | 24,499 |
| Professional fees | 6,949 | — | 6,949 | 6,000 |
| Rent | 27,772 | — | 27,772 | 25,849 |
| Repairs and maintenance | 32,954 | — | 32,954 | 49,133 |
| Salaries, benefits and contracted services | 1,342,086 | — | 1,342,086 | 1,271,734 |
| Telephone and utilities | 25,302 | — | 25,302 | 21,326 |
| Transportation and travel | 38,710 | — | 38,710 | 37,803 |
| | 1,626,488 | — | 1,626,488 | 1,574,415 |
| Excess of revenue before other items | 42,494 | 13,103 | 55,597 | 60,698 |
| Write-off of deferred building costs [note 4] | — | — | — | (558,332) |
| Reversal of deferred contributions - new building [note 7] | — | — | — | 523,415 |
| Excess of revenue for the year | 42,494 | 13,103 | 55,597 | 25,781 |

See accompanying notes

"this is an excerpt from the 2009 - 2010 audited financial statement"

Community Partners & Connections

AMSSA ♦ Association of Neighbourhood Houses of BC ♦ Augustana Lutheran Church ♦ BC Centre for Ability ♦ Bethel International Church ♦ Building Welcoming & Inclusive Neighbourhood Consortium - (Lower Mainland Neighbourhood Houses) ♦ Dixon Residents Group ♦ Family Services of Greater Vancouver ♦ Farm Folk City Folk ♦ Information Services Vancouver ♦ Inland Refugee Society ♦ ISS ♦ Leave Out Violence ♦ Little Mountain Residential Care & Housing ♦ Kids Up Front ♦ Mid Main Community Health Centre ♦ MOSAIC ♦ Mountainview Residents Group ♦ Multicultural Helping House ♦ Narcotics Anonymous ♦ Oakridge Seniors Centre ♦ PACE ♦ Pacific Community Resources ♦ PICS ♦ PIRS ♦ Quest ♦ South Slope YMCA ♦ SUCCESS ♦ The Drift ♦ UBC ♦ University of Victoria ♦ Vancouver Art Therapy Institute ♦ Vancouver Fruit Tree Project ♦ Vietnamese Seniors of the Greater Vancouver ♦ VISTA Consortium - SVNH, KNH, CNH ♦ Volunteer Vancouver ♦ West Coast Child Care ♦ YWCA ♦ & many others.

Public Partners & Connections

BC Housing ♦ UBC ♦ UVic ♦ Vancouver Art Therapy Institute ♦ Vancouver School Board - Brock, Emily Carr, Livingstone, McBride Annex, McBride, McKenzie, Van Horne, & Wolfe Elementary Schools; Total Education, Tupper Community School Team, Settlement Workers in Schools ♦ Vancouver Parks & Recreation: Kensington, Mount Pleasant, * Riley Park Community Centres ♦ Vancouver Coastal Health ♦ Vancouver Public Library - Mount Pleasant, Riley Park

Community Merchant & Business Connections

Burritt Bros. Flooring ♦ Clarkdale Motors ♦ Crave Restaurant ♦ Flower Factory ♦ Liberty Bakery ♦ VanCity Credit Union ♦ Radical Entertainment ♦ Royal Bank of Canada ♦ Starbucks ♦ Tony Lau Insurance ♦ Vancouver Canadians ♦ Windsor Meats ♦ & many others who generously donate to our neighbourhood events

Planning & Network Tables

AMSSA Immigration Integration & Cultural Committee ♦ Main Street Car Free Days ♦ ELSA Net ♦ First Call ♦ Little Mountain Housing Redevelopment Advisory Group ♦ Little Mountain/Mt. Pleasant Service Providers Network ♦ Main Street Merchants ♦ Make Children First Initiative ♦ Midtown Youth Service Providers Network ♦ Riley Park/South Cambie Community Visions Implementation Committee ♦ Vancouver Food Policy Committee ♦ Vancouver Windows of Opportunity for Children and Youth Coalition

LMNH Programs 2008-2009

Childcare Programs

Licensed Daycare: Child Development Centre (CDC), McBride Out of School Care (OSC), Sunset Child Care

Children & Youth Programs:

Summer Day Camp, Fabulous Girlz Group, The Crew, LM Housing Drop-in Program, Literacy Enhancement Program, ROARS Spring Break Camp, Special Services to Children and Families, Tupper Homework Club, Youth Council, Youth Leadership

Community Programs:

Building Community Through Food, Community Festivals, Community Kitchens, Friday Night Dinner, Income Tax Clinic, Kids in the Kitchen, More Music on Main, Neighbourhood Small Grants, Special Events, Volunteer placement, Welcoming and Inclusive Communities Initiative, Yoga for Newcomer & Immigrant Women

Family Resource Programs:

Art Therapy, Cantonese Gathering Parent Group, Counseling, Family Support Program, Family Drop-In, "Hanan You Make the Difference" Parent Education, Little Mountain Family Connections, Mother Goose, Nobody's Perfect Parent Education, Ready Set Learn, Single Mom's Support Group, Strong Start

Seniors Programs:

Seniors Armchair Exercise, Seniors Crafts, Seniors ESL Classes, Seniors Field Trips, Senior Livewires, Seniors Peer Mentoring

Settlement Programs:

Citizenship Classes, Employment/Labour Market Services, English Language Services for Adults (ELSA), Enhanced Communication, Enhanced ELSA Childminding, Multicultural Settlement & Adaptation Program, Orientation Workshops
