

# Annual Report

2016-2017

Little Mountain  
Neighbourhood House



# EXECUTIVE REFLECTIONS

## President's Report – Mario Lee



Next year the LMNH will celebrate 40 years of existence. Four decades of delivering community services, advocating for neighbourhood issues, and providing a friendly meeting place for new comers and long-term residents alike. LMNH has evolved from a little House with a handful of volunteers and three paid staff, to a well established community facility with hundreds of volunteer and over 70 permanent staff. We are very proud of the work that the House has done in the past, and continues to do, with an ever growing recognition and acceptance from the local community as well as from multiple partners, funders, and government agencies.

This last year has been a very busy one, with successes in many different fronts. Last July, after a lengthy process, Vancouver City Council finally approved the rezoning for the Little Mountain site at Main and 36th Avenue, which will allow Holborn Properties to proceed with the development of the site, including the long-awaited new Little Mountain Neighbourhood House as well as a new Childcare facility to be managed by LMNH. The developer is in the process of finalizing the development permits that are required prior to beginning actual construction.

We continue to expand our collaborative efforts with other neighbourhood houses in the region, and this past year we were actively involved in the celebration of Neighbourhood House Week early in May. We hosted a well attended all-candidates meeting prior to the 2017 provincial election. We welcomed visits from elected officials from all levels of government, including the Minister of Justice of Canada, who toured the House early in January. We also continue to participate in community-based events, like neighbourhood festivals or car-free days.

Our Board of Directors has continued to work in close collaboration with our Executive Director and Senior staff, to assure that proper governance and resources are in place for the continuation of service provisions that makes our House such a wonderful welcoming place.

## Executive Director's Report – Joel Bronstein



As Little Mountain Neighbourhood House is approaching its 40th year of operations, we felt it was time to review our Vision, Mission and Values. After an extensive process that included the Board, staff and community partners we revised all of these statements to better reflect the organization's current aspirations. This year also marked the end of our NHiMV research project that produced some compelling findings on the impact the 14 Metro Vancouver neighbourhood houses are having on the individuals and the communities we serve. Results were shared at the Leadership Forum to launch the 3rd annual Neighbourhood House Week across the region, as well as the launch of a new website and video.

As progress on the Little Mountain Neighbourhood House Redevelopment had limited advances in the past several months, we decided to refresh our current location. With the help of Project House and BCAA we reorganized, cleaned and painted our offices and main meeting spaces. We will complete the work with painting the front of the building and replacing the awning this next year in time for our 40th anniversary.

As you'll read in the following pages this year we expanded in several program areas; our services to the recently-arrived Syrian refugees; our school readiness and physical literacy offerings at local schools; and supporting the community volunteers at the Riley Park Community Garden and Field House. We are also excited to be nearly finished our piloting of the UWLM' Project Impact', focusing on the impact our settlement program is having on the newcomers that come to the neighbourhood house.

LMNH would not have been able to accomplish so much this past year without the great work of our committed staff, our diverse team of volunteers, our engaged board and all our community partners.



## Treasurer's Report – Christine Chu

The Society maintained financial stability and operations generated a net surplus in the fiscal year ended March 31, 2017. Total revenue increased by 5% over prior year to \$2,475,276, while total expenses increased by 4% to \$2,435,729. Excess of revenue for the year was \$39,547, representing 1.6% of total revenue. Government grants contributed 65% of total revenue, while other grants contributed 6%, and program fees provided another 22%. These three primary revenue sources accounted for 93% of total revenue. Salaries, benefits and contracted services continue to be the dominant expense category, at 86% of total expenses.

This year's surplus of \$39,547 helped to grow the Society's total fund balances, or net assets, by 3% to \$1,362,579. Donations designated specifically for the construction of the new Neighbourhood House remain unchanged from prior year at \$849,740. Finally, "Building Fund" assets of \$1,734,785 will help finance future costs related to the new Neighbourhood House.

The Society continues to deliver vital programs and services while remaining fiscally responsible. In light of the forthcoming redevelopment, we remain committed to maintaining a strong financial position. Thank you to the accounting team, the finance committee, and the external auditors.

	2017	2016	Variance	
<b>Financial Highlights</b>	\$	\$	\$	%
<i>Statement of Operations</i>				
Total Revenue	2,475,276	2,364,431	110,845	5%
Total Expenses	2,435,729	2,338,483	97,246	4%
Excess of Revenue	39,547	25,948	13,599	52%
<i>Top Three Revenue Sources</i>				
Government grants	1,604,845	1,549,078	55,767	4%
Program fees	535,541	499,817	35,724	7%
Other grants	145,899	142,213	3,686	3%
<i>Top Three Expense Categories</i>				
Salaries, benefits and contracted services	2,083,099	1,999,183	83,916	4%
Materials, supplies and program expenses	139,359	136,853	2,506	2%
Rent	58,678	53,288	5,390	10%
<i>Total Assets of the Society</i>	<b>3,071,872</b>	<b>2,954,405</b>	<b>117,467</b>	<b>4%</b>
<i>Fund Balances</i>				
Operating Fund	477,534	557,106	(79,572)	-14%
Building Fund	885,045	765,926	119,119	16%
Total Fund Balances	<b>1,362,579</b>	<b>1,323,032</b>	<b>39,547</b>	<b>3%</b>
<i>Building Fund – Asset and Liability Breakdown</i>				
Cash and term deposits	1,734,785	1,615,666	119,119	7%
Designated donations – new building	849,740	849,740	-	0%
Internally restricted net assets	885,045	765,926	119,119	16%
<i>Audited financial statements are available upon request</i>				

# Program Highlights

## Children Care Program – Geraldine Clevette

It's been a busy and exciting year of growth and celebrations within the child care department. This year's highlights included;



In July, CDC held their grand opening of the playground. Mable Elmore, Vancouver-Kensington MLA congratulated the community for their dedication and commitment to the project. She also spoke about the importance of play,

and the value of utilizing our public spaces and daycares as hubs of the community. In the Fall, 5 yearling trees were planted around the playground. These trees will become a education tools for the children; providing the playground with various colours, blooms, smells, sizes, shapes and textures from nature during the changing seasons, and offering shade as the children play.

This year's registration has been fantastic at LMOSC, and demand increases. Both Spring Break and Summer Camp filled up in 10 minutes with line ups starting at 5:30 am and stretching around the school. The program is at its capacity with a waitlist over 130 and no spots available for this coming fall. The program received approval to increase the capacity by an additional 6 spots; increasing spaces to 51.

Finally, the MOSC staff and children gave back to the community by holding a food drive. They collected 5 boxes of non-perishable foods for the annual Holiday Hamper Initiative. This April, MOSC purchased 2 community garden plots at 16th and Pine Community Gardens hosted by Kitsilano Christian Community Church; one to grow food and the other for herbs and flowers. As the children learn about gardening, they'll also be giving back and fundraising. Sharing any extra food with CDC and LMOSC meal programs, and selling the flowers and herbs towards their programs costs for field trips and supplies.



## Child & Youth Program – Jasica Grewal

The 2016-2017 year was an exciting time for the Child & Youth team. The department facilitated; literacy programs at three local elementary schools; homework club at Tupper Secondary School,; Youth Council; Spring & Summer Camps; pre-teen drop-ins; 1:1 support for special needs children; and special events.

The Literacy Program will be ending the school year with a book launch. The children from all three schools wrote stories and drew pictures of their favourite places in their neighbourhood. The stories were combined with a few illustrations from local artist, Geoff Coates, to create a coloring book. Geoff has generously donated his time to propel this idea into a published collaborative piece highlighting assets in the neighbourhood. This project intended to connect 'Literacy Leaders' to their neighbourhood, while rallying behind the children and celebrating the hard work they have put in all year. Look for the coloring book around the neighbourhood or for sale at the Neighbourhood House!

Our Child & Youth Worker has been busy organizing, promoting and delivering literacy and drop in programs throughout the community. We hosted Spring Break camps that were full within 3 hours of opening



registration. The momentum was still evident with early registration for Summer Camps.

This year, with a successful grant through Pacific Blue Cross, campers will focus on heart healthy exercises, making healthy food decisions and the promotion of good mental and physical health while having fun, having new experiences and meeting new friends. We were also successful in securing a School's Out grant for our middle years population from United Way. This funding will allow us to collaborate with the Family Resource Department to offer after school literacy programs that focus on academic and physical literacy. The funding will enhance the program at our 3 existing sites and 2 new schools.

## Family Resource Program – Maria Valenzuela

This past year the FRP department saw new programs and partnerships created. During the summer of 2016, we received MCFD funding to offer a Summer Early Learning program - a free program for children going into kindergarten. It was very well received and attended by families in our community. The SEL program was a great collaboration, combining family support, preschool program, kindergarten readiness, physical literacy and nature exploration. We hope it is a success this year too.

In Family Support, our biggest project is the holiday hampers which partners with Tupper community schools and delivers food to about 100 families in our neighbourhood. The counselling students have also offered counselling groups to support people with anxiety. The Counseling and Art Therapy programs, as always, is in high demand facilitated by some great post-secondary students. We are fortunate to have our committed Family Support Worker who provides so much support to students and clients. We are sad to see her leave to pursue her Masters.. We will miss her and wish her all the best.

## Settlement Program – Susan Schachter



Needs – Settlement Services spends a lot of time discussing how to interpret this word when addressing newcomers requirement to settle and adapt to their new community. To assist we provide workshops, one on one service, language classes and community programming in response to basic needs. But there is more, through this program, people come together and build trusting relationships with the staff and build social relationships and connections with others. Over the past year, here are some examples of how the staff and participants knowingly and unknowingly strengthened newcomers' communities.

### Volunteering:

- LINC 6 students volunteer in LINC 2 acting as role models
- Newcomers volunteer at reception and in child minding building personal capacity and workplace experience

### Intercultural Awareness:

- Newcomers embraced diversity, specifically the Syrian Refugees, within their classrooms learning and sharing together
- The Child minding staff ensure that interactions with

The Ready Set Learn programs saw 2 news schools join us this year: Carnarvon and Simon Fraser, since staff we'd previously worked with had moved to these schools.

In total, we have 8 schools this year. With all the changes coming, we hope to continue to work collaboratively to help make the partnership go smoothly.

The Physical Literacy and Nature Exploration program also keeps growing. We will be collaborating with Children and Youth department to deliver an after school program in 5 local schools. Staff also attended the Children and Nature Conference held in Vancouver. We were so inspired meeting people from all over the world who believe children need nature for their physical, mental and emotional well being. We were able to network and learn about successful programs that run internationally.



children are warm and respectful as kids from many cultures play and have fun

### Leadership:

- When a newcomer was in a very difficult predicament staff and friends helped - each taking a small but effective role ensuring their friend and family would be safe
- Staff facilitated a women's personal safety workshop
- Settlement and LINC staff continuously act as leaders as they take a facilitating role responding and listening to the desires or needs of the group

### Social Relationships:

- Seniors, after participating in a Community Kitchen, submitted a Neighbourhood Small Grant application to continue cooking and eating together
- Participants were empowered to share their cultures' food through participatory



Community Kitchens creating unity within, as each took on an active role in the facilitation of the program

A common thread is the shared values among the staff and participants and the notion that these values supersede that of the individual. Sharing, diversity, caring and empowerment are values of LMNH and these examples of events that occurred over the year illustrate how together we influence, move and make community.



## Community Connections Program – Susan Schachter

### Community Programs:

Build connections and strengthen our community to ensure a healthy neighbourhood. Over the past year Friday Night dinners and Music and More on Main continued; and the Heart, Health Hood program expanded to include health goals of participants. The Community Engagement Coordinator expanded the food related initiatives to ensure access to healthy, culturally appropriate and sustainably produced food for all community members.



### Riley Park Community Garden:

Is a partnership with the Parks Board creating a community space through participation, education and events. The food grown supports food security among neighbourhood organizations and community members.

### Food in Our Community:

Input to the city-wide food asset map that includes information on community kitchens, low cost/ free meals, food distribution, seniors discount days, and food delivery.



### Community Outreach & Engagement:

Working together to build a resilient, healthy, food secure community, Projects this past year included: a Community Kitchen for Chinese residents in Little Mountain Court; hosting the Donation Station at the Nat Bailey Farmers Market, the donated produce was used by both the Newcomers and Syrians Community Kitchens; Field house Education project where workshops on food and gardening were offered; Neighbourhood Small Grant promotions to encourage and support community members to host activities; and initiated the Food Bank's Curbside Market at More than a Roof Housing Society.

### Seniors Department:

Friday is like 'senior's day' at LMNH as Line Dancing, Mahjong, Knitting Circles and Life Songs happen. Tai Chi and Friendly English Class run during the week. The newest seniors program is the Neighbourly Together project. It is a partnership with Mt Pleasant NH. Its aim is to reduce the rate of social isolation in seniors aged 75 and older by training volunteers to connect with seniors where they share information on resources and activities in the area.

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## LMNHS Programs 2016–2017

### Childcare Programs

Child Development Centre, Little Mountain Out of School Care, Marguerite Out of School Care

### Child & Youth Programs

CREW Drop-In, Literacy Enhancement, Spring Break Adventure Camp, Summer Day Camp, Special Services to Children & Families, Tupper Homework Club, Youth Council, Youth Leadership

### Community Programs

Community Kitchen for Newcomers, HHH(Heart, Health, Hood), Newcomer to New Leader, Mentorship Matches, Community Dinners, Potlucks and Sustainability Workshops, Music and More on Main, LMRP Food Network, Neighbourhood Small Grants, Food Donation Station

### Family Resource Programs

Art Therapy, Counseling, Family Drop-in, Family Support, Mother Goose, Nobody's Perfect, Physical Literacy and Nature Exploration, Ready Set Learn, Summer Early Learning, Parent Education, Single Moms Support Group.

### Settlement Programs

Citizenship Classes, Counselling, Employment/Labour Market Services, Childminding, Information & Orientation; Language Instruction to Newcomers to Canada, Life Skills & Education Workshops, Needs Assessment & Referrals

### Seniors Programs

Fitness, Friendly English Classes, Summer Field Trips, Line Dancing, Mahjong, Tai Chi, Chi Kung, Health Workshops, Knitting and Crafts Workshops

## Board of Directors 2016-2017

**President:** Mario Lee  
**Vice President:** Roy Millen  
**Treasurer:** Christine Chu  
**Secretary:** Mary Nguyen

**Members At Large:**  
Gavin Blackstock, Heidi Eaves, Brad Hayes, Jason Lee,  
Thais Mori, Rachel Tuttle, Frances Yip, Leonard Ma

## LMNHS Staff Team 2016-2017

### Administration

Joel Bronstein, Claudia Cao, Babu Balakrishnan,  
James Shen, Kathleen Vincent, Rene Gaviola

### Child Care Department

Geraldine Clevette, Christie Akhurst, Janis Venn,  
Jordan Layne, Barbara Ernst, Brenda De Vera, Danielle  
Bourgon, Jenna Beaudry, Jennifer Batayola, John  
Park, Marnie McCrank, Randi Ball, Robby Kerr, Tegan  
McCusker, Valerie Wong

### Children & Youth Department

Jasica Grewal, Alexis Bennett, Chris Yu, Doug Protz,  
George Coyne, Gillian Reyes, Harprit Dhadwal, Jess  
Gordon, Katie- Gartlan-Close, Kit Schwarz, Mike Neeb,  
Shane Pecknold, Sophie Arkell, Steve Sorrenti, Teresita  
Sabo, Zaheda Jiwa

### Community Department

Jane Cuthbertson, Joanne MacKinnon, Marta Ramos,  
Pamela Holley, Stephen Andrada, Tim Meagher

### Family Resource Department

Maria-Jose Valenzuela, Ana Guerrero, Anna Shum,  
Erika Pizarro, Gillian Buick, Gregory Kidd, Ingrid Gomez,  
Jordan Layne, Marie Whimbey, Mary Jane Greiff,  
Mehak Sharma, Orah Chaye, Salena Wong, Zahra  
Remtullah

### Settlement Department

Susan Schachter, Carmen Miranda-Barrios, Alma  
Saplala, Amy Wei, Annie Yu, Arely Rodriguez, Fatima  
Al-Muwari, Gwen Shaw, Jean Stone, Jessie Leu, Kim  
Dang, Klara Muckle, Lili Gong, Lily Li, Rose-Marie Mah,  
Wang Xia, Wenhuan Ren



## Thank You to LMNHS Funder

### BC Government Funding

- BC Housing
- Ministry of Children & Family Dev.
- Ministry of Education
- Ministry of Jobs, Tourism & Innovation

### Canada Government Funding

- Immigration, Refugees and Citizenship Canada
- Employment & Social Development
- New Horizons for Seniors (Canada)

### Municipal Govt Funding - Vancouver

- Social Policy
- Vancouver Parks Board

### Other Funding

- ANAF Local 298
- Betty Averbach Foundation
- BC Centre for Ability
- Children First Vancouver
- Choices Markets
- CLICK

- Decoda Literacy Solutions
- Green Shield Canada
- Hamber Foundation
- Kinder Morgan Foundation
- RBC Learn to Play
- Success by 6
- United Way of the Lower Mainland
- Vancouver Coastal Health
- VanCity Credit Union / Foundation
- Vancouver Diabetes Association
- Vancouver Foundation

Your Support of LMNHS Helps Build a Healthy and Sustainable Community



## Community Partners & Connections

AMSSA • ANHBC • Bethel International Church • Can You Dig It • Cityview Baptist Church • Family Services of Greater Vancouver • Friends of QE Park • ISSBC • Kids Up Front • Little Mountain Court • Mid Main Community Health Centre • Mount Pleasant Family Centre • Metro Vancouver Neighbourhood Houses • MPNH • More Sports • More Than A Roof • PosAbilities • Riley Park Community Association • RPSC Visions • Seed to Sky • Society for Children & Youth of BC • South Hill & HP Business Association • SUCCESS • Sunset Child Care • SPEC • Taking Turns • Vancouver Fountain Alliance Church • Vancouver Sport Network • Vantage Point • Vancouver Farmers Market • Village Vancouver • YWCA

## Public Partners & Connections

BC Housing • City of Vancouver • Equitas • Post Secondary: BCIT, Capilano U, City U, Douglas U, SFU, UBC, UVic, Vancouver Art Therapy Institute • Vancouver Coastal Health • Vancouver Parks Board • Vancouver Public Library: Kensington, Mount Pleasant, & Terry Salmon branches • Vancouver School Board: Brock, Canarvan, Emily Carr, Livingstone, McBride Annex, McBride, Edith Cavell, McKenzie, Shaughnessy, Simon Fraser, Van Horne, & Wolfe Elementary Schools, SWIS, Total Education, Tupper Secondary Schools

## Community Merchant & Business Connections

BCAA • Benjamin Moore • Choices Markets • Coverdale Paint • East West Market • Hawker's Delight • Nesters Market • Project House • Royal Bank • Sun Sui Wah Restaurant • The Fish Counter • Urban Source • Vancity Credit Union • Whole Foods • Windsor Meats • & many others who generously donate to our neighbourhood events

## Planning & Network Tables

AMSSA Immigration Integration & Cultural Committee • BC Youth Week Steering Committee • BC Multicultural Agencies Planning Table • First Call for Children and Youth • Main Street Car Free Days • Metro Vancouver Neighbourhood Houses Research Steering Committee • Midtown Service Providers Network • Midtown Youth Service Providers • Neighbourhood House Week Planning Committee • Riley Park/South Cambie Community Visions Implementation Committee • Schools and Community Partners Table • Vancouver Food Policy Committee • Vancouver Immigration Partnership