

Annual Report

2017-2018



Little Mountain
Neighbourhood
House



CELEBRATING 40 YEARS
IN THE NEIGHBOURHOOD

EXECUTIVE REFLECTIONS

President's Report – Mario Lee



Reflecting on the successful 40th Anniversary celebration, which we just held early in May, and on behalf of the Board of Directors for the LMNH, I would like to express our thanks to the staff and volunteers of the Neighbourhood House, without whose enthusiasm and dedication, the many accomplishments of which we are proud wouldn't be possible.

It has been a long journey since 40 years ago when a small number of committed staff began operating out of a storefront located at 28th and Main. As Nathan Edelson, the first Executive Director of the LMNH reminded us during the celebration on May 2nd, the NH relied heavily on working partnerships with the different levels of government, but also with other service providers, such as the already established Neighbourhood Houses in Mount Pleasant and South Vancouver, as well as community funders such as the Vancouver Foundation and the United Way. The success of those partnerships eventually permitted the LMNH to move to the existing location on Main and 24th, and to become a permanent fixture in the community life of the Riley Park/South Cambie neighbourhoods.

The same elements, a dedicated group of staff, enthusiastic volunteers, and committed partnerships, that have made this Neighbourhood House such a respected and accomplished community partner and service provider, will continue to be the drivers for the continuing success of this entity that we appreciate so much.

Executive Director's Report – Joel Bronstein



40 Years of Building a Welcoming and Inclusive Neighbourhood

Milestones are a good time to reflect on the past and to consider the future. We acknowledge what has been core to our mandate; being a welcoming and inclusive place. This year, during Neighbourhood House Week, in early May, we celebrated our 40th Anniversary with our LMNHS friends and neighbours, with all three levels of government making proclamations recognizing the important role we play in our community. We also participated in the annual Good Neighbour Awards (GNA) where our Board president was recognized as the BC GNA recipient. In both of our speeches we noted, "...that neighbourhood houses are often referred to as the living rooms of the community, a second home, that living room has evolved past the confines of our 4 walls to include community kitchens, gardens and diverse drop-in programs."

LMNHS has continued to explore new opportunities to reach out and serve our local community, examples include: expanding the range of Family Resource programs including programming for men and Syrian refugees; increasing child care spaces at our current location with a plan to add new spaces in the future; expanding after school programs at existing schools and reaching out to new schools; increasing program space in the English language classes and service delivery in the settlement programs; completing the planting and harvesting of the community gardens; holding events at the garden and the Riley Park field house; and building on outreach efforts to isolated seniors in the neighbourhood.

As we reflect on the next 40 years, we are eager to see the completion of the new neighbourhood house. The 20,000+ square foot facility will be housed in the bottom two floors of the six storey city-owned building and will be co-located with 48 units of affordable housing. While the new facility will offer many new and exciting opportunities to serve the community, we will need to ensure that we maintain our welcoming and inclusive environment wherever our services are offered.

Treasurer's Report – Thais Mori

The Society maintained financial stability and operations generated a net surplus in the fiscal year ended March 31, 2018. Total revenue increased by 6% over prior year to \$2,635,563 (2017 - \$2,475,276), while total expenses increased by 6% to \$2,573,260 (2017 - \$2,435,729). Excess of revenue for the year was \$62,303 (2017 - \$39,547), representing 2.3% (2017 - 1.6%) of total revenue. Government grants contributed 63.6% (2017 - 65%) of total revenue, while other grants contributed 6.5% (2017 - 6%), and program fees provided another 23.3% (2017 - 22%). These three primary revenue sources accounted for 93.5% (2017 - 93%) of total revenue. Salaries, benefits and contracted services continue to be the dominant expense category, at 84% (2017 - 86%) of total expenses. This year's surplus of \$62,303 helped to grow the Society's total fund balances, or net assets, by 4.8% (2017 - 3%) to \$1,424,882 (2017 - \$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 \$1,756,722 (2017 - \$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.

Financial Highlights	2018	2017	Variance	
	\$	\$	\$	%
<i>Statement of Operations</i>				
Total Revenue	2,635,563	2,475,276	160,287	6%
Total Expenses	2,573,260	2,435,729	137,531	6%
<i>Top Three Revenue Sources</i>				
Government grants	1,677,952	1,604,845	73,107	4%
Program fees	615,301	535,541	79,760	13%
Other grants	171,112	145,899	25,213	15%
<i>Top Three Expense Categories</i>				
Salaries, benefits and contracted services	2,161,825	2,083,099	78,726	4%
Materials, supplies and program expenses	166,327	139,359	26,968	16%
Transportation and travel	62,667	48,324	14,343	23%
<i>Total Assets of the Society</i>	3,222,766	3,094,966	127,800	4%
<i>Fund Balances</i>				
Operating Fund	517,900	477,534	40,366	8%
Building Fund	906,982	885,045	21,937	2%
Total Fund Balances	1,424,882	1,362,579	62,303	4%
<i>Building Fund - Asset and Liability Breakdown</i>				
Cash and term deposits	1,756,722	1,734,785	21,937	1%
Designated donations - new building	849,740	849,740	-	0%
Internally restricted net assets	906,982	885,045	21,937	2%

Audited financial statements are available upon request

Program Highlights

Children Care Program – Geraldine Clevette



What has changed over 40 years and where is the Child Care department headed.

This year LMNHS celebrates 40 years in the community, and for 38 years we have been offering quality licensed Child Care programs.

In 1980, the first child care centre called the Child Development

Centre (CDC) opened its doors at an alternative secondary school in the area. This program is a welcoming and inclusive environment, a safe space, for children ages 3-5 that require extra support to develop, learn, grow, participate and make friends. Children learn about good food through the nutritious lunch program and health professional provide extra support. In 1998, LMNHS's management ventured into a partnership with Sunset Child Care Society, an inclusive daycare for children ages 3-5. This partnership

Child & Youth Program – Tanya Findlater

For over 40 years, LMNHS has been offering community based child and youth program. We initiated one of the first breakfast programs in the community and initially offered an outdoor wilderness programs for youth. When you walk through our doors, you'll find a unique and vibrant place where young people can build their social skills through academic, culture, art, recreation, and sports programs. It's hard to believe that 15 years ago, LMNHS only had enough resources to support a part-time coordinator who was responsible for a variety of before and after school programming, including the enhancement and integration of learning for special needs children in the community. The diversity of the children and youth who participate in our programs continues to grow, specifically by empowering youth with the tools and knowledge needed to reach their full potential, while working and learning in partnership with caring adults. Today, we offer 11 programs and have a team of 18 staff in 5 elementary schools and 2 local secondary schools. Our team has strong partnerships with the, City of Vancouver, Vancouver School Board, Vancouver Parks Board, 3 Community Schools Teams and local businesses along Main/Fraser Street. The vision for the department's future is participant centered/driven programs that target youth leadership and volunteer development, the inclusion of

provided the society with human resource and financial management services to support and mentor the Sunset program.

In 2002, Sir Richard McBride Elementary expressed a need to have LMNHS run an Out of School (OSC) daycare for their families. In the Fall, of that year, LMOSC was born. It started with 30 spaces, and due to high demand has expanded to 35, 45, 51 spaces. LMOSC has recently applied to VCH to increase the number of spaces to 60 spaces. The breakfast program feeds nearly 40 children daily.

In 2011, Marguerite OSC (MOSC) opened at Shaughnessy Elementary becoming LMNHS's 2nd out of school daycare program. This program has expanded from 20 to 24 spaces and this year the first summer camp is scheduled to open.

With the knowledge and experience LMNHS has developed over the years, we have become a leader in child care. Our vision for the future is to expand the licensed childcare programs in various locations adding new Infant & Toddler, 3-5 yr old, and out of school daycares (the third OSC program is scheduled to open the Fall of 2018) and to continue providing safe, welcoming and inclusive spaces for children and their families to grow and feel a sense of belonging.



children with special needs and continuing to create a welcoming and safe place for young folks.

LMNHS's C and Y program philosophy is a place: that is led by youth for youth; to connect; to gain life skills; to inspire and be inspired; to help youth discover their passions; to develop leadership skills; to gain employment skills; to get help for personal problems; to plan events and activities; and to connect with community.

Over the next 40 years, our programs will continue to reflect our demographics while using a place-based approach to face any future social challenges, while building youth-driven and whole-child services to develop the roots of our community.

Family Resource Program – Maria Valenzuela

Little Mountain Neighbourhood House is celebrating its 40th anniversary this year, which is a great achievement! LMNHS has evolved and changed to meet the needs of its community, including the Family Resource Department. As we look back over the years, this department started with a small \$10,000 grant for a family drop-in 15 years ago and now delivers an array of programs at LMNHS and community partner sites. Having been part of this department and LMNHS since 2004, I have been witness to many changes. One program that has grown over the years is counselling and art therapy - a free service that has a long waiting list and an excellent reputation in the community. We are lucky to have such committed practicum students from City University and the Vancouver Art Therapy Institute. It was heartwarming to see one of our first students supporting us at our 40th Anniversary Dinner.

This year we were happy to add two new programs for our male community members: a Father's Group and Counselling for Men. The Father's group connects and supports fathers in the community through weekly meetings, parenting skills and activities. Recent activities include engaging fathers and their kids in photography

Settlement Program – Susan Schachter



Some things just bear the test of time and although change results in the evolution of programming, sometimes concepts, principles and values often remain the enduring thread over time. Over the past many years the Settlement and Language department has seen many changes in staffing, service delivery and program expansion but it is the values espoused by the organization and the integrity of the staff that remain the pillars that create a welcoming inclusive environment. The settlement department has been a functioning and important program, within the neighbourhood house, since we opened the doors. It has grown from 1 staff to 7, currently serving the Vietnamese, Arabic, Spanish, Filipino, Chinese and other communities. Through word of mouth and responding to needs, clients seek out our professional and caring staff for support as they transition into their new life. Programs focus on usable and practical life skills. Some notable achievements in the Settlement department this past year are: over 30 participants attended the citizenship class; over 20 newcomers were buddied with mentors to aid in their job search; the newcomer volunteer youth program focused on developing youth to outreach to newcomers to help

sessions.

Other changes happening in the department is in the Physical Literacy and Nature Exploration program (PLANE) including new partnerships with the UBC



departments of Kinesiology, Environmental Studies and the Centre for Community Engaged Learning. Students are helping plan and implement programming. Other exciting partners include Riley Park Garden and LMNHS's Syrian and Child Development Centre programs. Unfortunately, funding for PLANE has had a major setback but we are hopeful that we can find other sources of funding to sustain the program.

With the planned development in the community, we anticipate many families with young children moving into the area. We plan to continue to evolve and change to meet the needs of our families and learn and grow with them. We are so grateful to be part of an amazing community.

with information and orientation of basic services, including developing a resource manual ; we initiated art therapy for Syrian Women, a safe space for women, to talk about their experiences while adapting to their new country. The Language Instruction for Newcomers to Canada (LINC department) has also grown from 1 class to 7, with an attendance of 122 adult students. The pedagogy has also changed. The lessons take a practical holistic approach to learning an additional language. They are not just straight English classes but incorporate cultural experiential learning, using real life examples to help students better adapt to their new home. The child minding program that runs concurrently



with the LINC program began as a small little 'add-on' support service to now being a licensed child minding program, delivering high quality child care to newcomer kids. As time marched and is marching forward, we have seen and will see changes, but the inherent components of community development within the neighbourhood house remain the same.

Community Connections Program – Susan Schachter



On the anniversary of our 40 years the Community Programs maintain their focus on building social connections and strengthening our community to create or sustain a healthy neighbourhood. One of the catalysts that has been ever-present over the years is food. Initially starting with a lunch program and multicultural dinners, we now have a variety of food programs and initiatives running 6 days a week almost all year round. The Community Engagement Coordinator expanded the food related initiatives to ensure access to healthy, culturally appropriate and sustainably produced food for all community members. Over the last year we have become a Good Food Organization espousing the principles of

food security. We have an operating community garden, where community members can gather and grow food cooperatively. We run many community kitchens for newcomers and for the community at large. Two programs that have been around since the beginning our Friday Night dinners and Music and More on Main, which is a social and arts venue where community members come to an open mic and perform.

A successful example of community connections over the past year has been physical literacy for Syrian Children. While parents attend a Community Kitchen or other community programs, their kids are playing, jumping and moving around developing fundamental movement skills. The kids have had such fun that other children, whose parents are attending another community program, join in. It is a great passive way to raise inter-cultural awareness in children. After, they join their parents and eat together.

The seniors have been ever-present at LMNHS. Starting with a group of seniors called the Live-Wires, who would advocate on senior's issues, to current day where in every corner of the house on Friday are seniors programs. We have a body of volunteer seniors who take an active role in the delivery of the activities and decision making.

LMNHS Programs 2017-2018

Childcare Programs

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

Child & Youth Programs

CREW Preteen Drop-In, School's Out Literacy Leaders, Spring Break Adventure Camp, Summer STEM Day Camp, Special Services to Special Needs Children & Families, Tupper/John Oliver Homework Club, Beyond Education (BE) Youth Leadership, Youth Council, and Youth-driven community events like MultiFest

Community Programs

Community Kitchen for Newcomers, 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, Father's Group, Counselling for Men

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, Life Songs, Mahjong, Tai Chi, Chi Kung, Health Workshops, Knitting and Crafts Workshops

Board of Directors 2017-2018

President: Mario Lee
Vice President: Roy Millen
Treasurer: Thais Mori
Secretary: Mary Nguyen

Members At Large:
Gavin Blackstock, Heidi Eaves, Brad Hayes, Jason Lee, Christine Chu, Rachel Tuttle, Frances Yip, Erin Seeley

LMNHS Staff Team 2017-2018

Administration

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

Child Care Department

Geraldine Clevette, Janis Venn, Jennifer Batayola, Tegan McCusker, Randi Ball, Christie Akhurst, Robby Kerr, Marnie McCrank, John Park, Jordan Layne, and Jenna Beaudry, Brenda De Vera, Timothy Shay, Charles Huynh

Children & Youth Department

Tanya Findlater, Doug Protz, George Coyne, Harprit Dhadwal, Shane Pecknold, Sophie Arkell, Steve Sorrenti, Zaheda Jiwa, Stephanie Feng, Ricki Basra, Forough Passyar, Amar Patel, Nav Randhawa, Sylvia Ma

Community Department

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

Family Resource Department

Maria Valenzuela, Katie Bird, Mary Jane Greiff, Gregory Kidd, Anna Shum, Emma Lei, Salena Wong, Tali Chester, Jessica Robinet, Gaye Ferguson, Silva Abkarian, Orah Chaye, Milan Veljkovic, Havris Obidulla, Barrett Carter

Settlement Department

Susan Schachter, Carmen Miranda-Barrios, Annie Yu, Alma Saplala, Arely Rodriguez, Kim Dang, Silva Abkarian, Wenhuan Ren, Rawa Mahouk, Gwen Shaw, Jean Stone, Klara Seaton, Mahsa Monfared, Amy Wei, Lili Gong, Jessie Leu, Lily Li, Hoa Phan, Rose-Marie Mah, Wang Xia



Thank You to LMNHS Funder

BC Government Funding

- Ministry of Children & Family Dev.
- Ministry of Education
- Ministry of Jobs, Training and Technology

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

- Betty Averbach Foundation
- BC Centre for Ability
- BC Council for Families
- BC Housing
- BC Parks and Rec Ass
- BCRPA
- Children First Vancouver
- Choices Markets
- CLICK Foundation
- Vancouver Coastal Health
- Vancouver School Board
- Decoda RAR Literacy Solutions
- Gore Mutual & Tony Lau Insurance
- Green Shield Canada

- Pacific Blue Cross
- RBC Learn to Play
- Soong Ching Ling Children's Foundation of Canada
- UBC Partnership Recognition Fund
- United Way of the Lower Mainland: Success by 6; School's Out
- Telus Foundation
- 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 • BCAA • Bethel International Church • Blakes Law Firm • Can You Dig It • Cityview Baptist Church • Family Services of Greater Vancouver • Friends of QE Park • ISSBC • Kids Up Front • Little Mountain Court • Mount Pleasant Family Centre • Metro Vancouver Neighbourhood Houses • MPNH • More Sports • More Than A Roof • 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 • UBC (Centre for Community Engaged Learning) • Urban House Project • 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 • Hillcrest, Douglas Park, Kensington & Mount Pleasant Community Centres • Vancouver Public Library: Kensington, Mount Pleasant, Kitsilano, Firehall, Oakridge & Terry Salman branches • Vancouver School Board: Brock, Carnarvon, Emily Carr, David Livingstone, McBride Annex, McBride, Edith Cavell, MacKenzie, Shaughnessy, Simon Fraser, & Wolfe Elementary Schools, SWIS, Total Education, Sir Charles Tupper & John Oliver Secondary Schools • Langara College

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 • Knights of Columbus • & 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 • United Way Community of Practice for Middle Years • South West Youth Services Hub