



LITTLE MOUNTAIN NEIGHBOURHOOD HOUSE SOCIETY



Annual Report: 2019 - 2020

EXECUTIVE REFLECTIONS



President's Report – Erin Seeley

This year has certainly been extraordinary – marked by profound economic and social challenges that have demanded resilience and quick adaptation from Little Mountain Neighbourhood House Society employees, volunteers, clients and stakeholders. On behalf of the Board of Directors, I want to extend my sincere appreciation to the management and staff of LMNHS for their dedication and commitment to managing the organization's response to the COVID-19 pandemic while remaining true to the organization's core values. This annual report provides a summary of LMNHS operations and activities for the 2019/20 fiscal year, in support of its mission to develop and facilitate programs and initiatives that strengthen neighbourhood life.

For the first time since its inception more than 40 years ago, earlier this spring LMNHS took the precautionary step to close programs due to the global COVID-19 pandemic. Clients, staff, and volunteers were faced with uncertainty as all British Columbians followed the guidance of the Provincial Health Officer to stay home and "flatten the curve" of the virus.

In May, based on optimism that we had slowed the spread of COVID-19 in BC, our province transitioned to Phase 2 of BC's Restart Plan, allowing us to expand our social interactions and permitting some organizations to begin reopening under enhanced protocols. LMNHS staff have since implemented new health and safety guidelines, best practices and other resources from WorkSafeBC to facilitate a safe return to work for employees and to introduce new approaches to program delivery.

As we have now entered Phase 3 of the Restart Plan, I have been encouraged to see so many examples of adaptability and flexibility at the House, shifting programming to meet the changing needs of community members. I've also been proud to see staff take advantage of opportunities for innovation by expanding the use of technology to deliver programming, providing services remotely and in-person to new and existing clients. I'm confident that LMNHS will continue to adapt to this new environment while maintaining its core focus on program delivery and improving the lives of our community residents.

As we prepare for the challenges of the future, I look forward to continuing to support the LMNHS to ensure that it fulfills its mandate to connect, engage and empower community members to create a vibrant, inclusive and caring neighbourhood.

Marketing and Fundraising Committee – Alexi White

At the direction of the LMNH Board, the committee has focused primarily on the long-term goal of introducing standards, best practices and staff training across all aspects of LMNH's marketing, branding, and communications. Over the past year, staff compiled an inventory of current communications needs and methods to inform this work, and significant progress was made to improve our use of social media. Of note, a group of UBC students looking for practical experience as part of a social media course helped LMNH to develop best practices around content, templates, platforms, visuals, metrics, training and more. Although this work was cut short due to the pandemic, LMNH now has a solid foundation on which to build in future years as we move beyond social media to all aspects of marketing and communications.

Under the extraordinary leadership of Board member Michelle Huisman, the committee launched a mural project to brighten the façade of the building as part of a general clean-up of the LMNH exterior and front desk area. Over the course of the year, two artists were secured, their mural proposal was approved, and City of Vancouver approval and grant funding was obtained to offset costs. As of August, work on the mural has commenced.

The committee also investigated opportunities for large-scale fundraising and "friendraising", setting a goal to raise matching funds for the ongoing kitchen renovation. Plans for a gala dinner in the fall have been cancelled due to the pandemic, and the committee is reassessing options for future events given the new normal in which we find ourselves.

Executive Director's Report – Joel Bronstein



Until March 2020, the LMNHS year was trending like in many of the previous years, as we continued to engage and serve community members, broadening our offerings and working out all the detailed information for our new neighbourhood house, so it can proceed to the building stage. However, when BC announced the State of Emergency because of the spread of Covid-19 everything changed overnight. The neighbourhood house and all regular in-person programming were closed as we pivoted to offer child care to children of essential service workers, provide food and emotional support to participants and enhancing our remote learning and connections through virtual platforms. The LMNH community, including staff were suddenly confronted with major challenges; job losses, social isolation, food and financial insecurity compounded by fear of contracting the virus that we initially knew little about.

Through this mass upheaval, most staff and volunteers continued this new way of working, mostly from home in makeshift offices while caring for their families. Special acknowledgment to those staff that continued to come into work, increasing their risk of exposure throughout the early stages of the pandemic. Now that BC is in Phase 3, we have gradually reopened the house and programs, expanding our health and safety protocols. Staff did a fantastic job throughout these uncertain times, providing valuable information while providing tangible and intangible supports. Thanks also to the board members for their continued guidance throughout this challenging period.

We recognize that the virus will be with us for the coming months or years and we must continue to be diligent with our interactions. We also recognize the importance of human connections and we will explore ways for all of us to stay connected in these extraordinary times.

Treasurer's Report – Thais Mori

The Society has ended another extraordinary year by continuing the delivery of vital programs and services to the community. The stability is financially demonstrated by the generated net surplus in the fiscal year ended March 31, 2020 of \$73,330 (2019-\$83,053) representing 2.3% (2019-2.8%) of total revenue.

The total revenue increased by 8% over prior year to \$3,129,579 (2019-\$2,888,944) while total expenses increased by 7% to \$3,056,249 (2019- \$2,805,891). Salaries, benefits, and contracted services continued to be the dominant expense category, at 83% (2019-82.50%) of total expenses.

This year's surplus helped the Society grow its net assets to \$1,619,438 (2019-\$1,507,935). Donations for the designated for the construction of the new Neighbourhood House remained unchanged \$849,740). Finally, the Society transferred \$1,000,000 to the Vancouver Foundation's Socially Responsible Transferrable Endowment Fund for future annual strategic investment considerations, and facilitate legacy contributions from potential donors.

The Society financial information indicates that it is continuing to deliver vital programs and remaining financially responsible. Thank you to the accounting team, finance committee and the external auditors for another excellent year's performance.

Board of Directors 2019 – 2020

President: Erin Seeley

Vice President: Rachel Tuttle

Treasurer: Frances Yip/Thais Mori

Secretary: Darren McLeod

Members at Large

Eduardo Aragon, Art Bomke, Michelle Huisman, Rachel Kielb, Mary Nguyen, Adam Scrivens, Alexander White

Little Mount Neighbourhood House Society

Statement of Operations

	2020			2019
	Operating Fund \$	Building Fund \$	Total \$	Total \$
REVENUE				
Government grants	1,965,488	—	1,965,488	1,829,644
Other grants	159,297	—	159,297	141,492
Program fees	777,679	—	777,679	669,245
Gaming	79,100	—	79,100	81,350
Other revenue	72,046	—	72,046	46,699
Interest	28,978	38,174	67,152	58,197
Donations and fundraising	34,162	—	34,162	50,434
Amortization of deferred contributions related to capital assets	12,829	—	12,829	11,883
	3,129,579	38,174	3,167,753	2,888,944
EXPENSES				
Salaries, benefits and contracted services	2,524,163	—	2,524,162	2,313,902
Materials, supplies and program expenses	224,531	—	224,531	219,936
Transportation and travel	88,803	—	88,803	72,343
Rent	76,877	—	76,877	68,769
Repairs and maintenance	48,338	—	48,338	56,855
Amortization of capital assets	27,301	—	27,301	16,467
Telephone and utilities	19,189	—	19,189	19,304
Honoraria and volunteer support	10,148	—	10,148	4,160
Insurance	10,119	—	10,119	9,316
Professional fees	9,723	—	9,723	9,188
Bank and payroll processing charges	8,745	—	8,745	7,551
Printing and postage	7,175	—	7,175	7,797
Board and meetings	1,137	—	1,137	303
	3,056,249	—	3,056,248	2,805,891
Excess of revenue for the year	73,330	38,174	111,505	83,053

* Audited financial statements are available upon request.

Program Highlights (Cont'd)

Child and Youth Program – Tanya Findlater

In the Child and Youth department, we continue to support our city's young people ages 6 – 18, to grow in social emotional learning and community engagement activities with an emphasis on building resilience, leadership, empowerment, mentorship, and creating a sense of belonging through diverse programs.



Our Mid-Mountaineers Youth Advisory Committee held three Neighbourhood Small grants events, including an Art mosaic at Car Free Day on Main, an Iron Chef style-cooking event, and our second annual World Refugee Day event with children and families from five elementary schools participating in art, sports, stories, and activities about immigration and being a refugee.

As well, our Homework Club at both Tupper and John Oliver continue to thrive and grow with the help of senior high school volunteers and UBC Practicum Students. Students come weekly to get help with their homework, have healthy snacks, and have a safe space to socialize with other students. To extend beyond, we took visits to Langara College and BCIT to help build connections to their post-secondary careers.

At the onset of COVID-19, our team switched gears and took our programming online providing 10 weeks of activities with 2 activities a day 5 days a week from April to June. These activities tackled children's rights, storytelling, academic, social, and physical literacy including outdoor play for our children in our School's Out Literacy Leaders Program. Rolling into the summer, we re-opened our summer camps at half capacity with two groups of six children in separate rooms to meet safely protocols. We continue to find fun activities that are enjoyable outside or physically distanced inside like papier-mâché piñatas, disc golf, and connecting with the School Gardens Program at Riley Park where we learned about our land, everything that lives on it, and our role in taking care of it.

Family Resource Program – Maria Valenzuela

Despite all the challenges of losing our face-to-face connections with families and participants, the FRP team was able to come up with creative ways to maintain that connection. Most staff started working remotely and we had to adapt to our new reality.

The FRP team created a new Facebook and Instagram page to support our Early Years families as well as a Family Support page to share resources on food security and mental health. In April, our Men's Group facilitator Angelo Moroni started meeting on zoom with the group members.

Thanks to grants from Canada Food Program and United Way, we were part of LMNH's food security program that supported more than 100 families to receive gift cards and food boxes in a very fast and efficient way. Special thanks to Lynette, our Family Support Worker for taking the lead on this!

In March, we welcomed a new team member, Geraldine Franquet, who is now our lead Early Years staff and also does Family Support Work! Geraldine made our summertime program 'Playtime in the Park' a huge success - a spin-off of the Family Drop-in which was held at Riley Park. We partnered with Riley Park Community Garden and had guests from the Musqueam Nation (Terry and Ena Point) as well as a Yoga Teacher each week! In order to ensure physical distancing and to follow health and safety protocols, we started a registration and limited our numbers.



In June, we said goodbye to 'Tita Jane', our staff of 20+ years. Jane has seen generations of children come and go in our Early Years program and her tremendous energy and enthusiasm will be missed. We wish her the best in her retirement and wish her lots of joyous experiences with her grandchildren and family.

We are proud that we can use creative ways to still support our LMNH community and look forward to more!

Program Highlights (Cont'd)

Settlement Program – Susan Schachter

2019 began like many other years. The settlement staff were delivering information and orientation information to clients one – one and completing various workshops. LINC teachers were busy instructing the LINC 1 – 6 classes and child minders were having fun, playing and teaching newcomer children. Life in the settlement department was about the same, no one was complacent, as every newcomer, who walks through our doors, has different needs but our staff are experienced and are always able to manage the diversity of issues and challenges. The new year came around... January, the world started to change, February a bit more change and this virus called Corona was becoming a daily topic of conversation, then March hit and LMNH did a complete pivot. Doors closed, staff remained at home and settlement services, including LINC and child minding, stopped seeing people face to face and began working in a new reality, that of the digital and Zoom meeting world.



Clients needed services, clients were panicky and staff needed balance the needs of their clients and their own emotions as they navigated through the Covid world. Staff did an amazing job as they learned about the various government supports including who was eligible and who was not and conveyed this information to people through any means they could as many clients were digitally illiterate. LINC classes moved completely on-line and teachers' main concern was to ensure social connectedness. The teachers did a fabulous job ensuring that they were always in contact with their students as the focus of lessons were around ways to manage one's life during Covid. Child minding also took on a different reality. Facebook groups were conceived and parents and kids connected through that lens.

All in all, this past year, has been quite a year. It is because of the resilience, stamina and the commitment of staff that LMNH was able to 'positively' pivot and stay safe in this extraordinary time.

Program Highlights (Cont'd)

Community Connections Program – Susan Schachter

Community programs thrived between April 2019 to February 2020 and in March, like everything else, things ground to a halt. Below is a synopsis of the past year. We have continued to address food insecurity by ensuring that good healthy food is accessible to all LMNH program participants.

The Riley Park Community Garden, a food security project of LMNH, had a successful year 3. The Garden is an opportunity to address the needs of the community, to strengthen our existing connections and to create new connections. We address food security and community involvement, and bring our community members closer through participation, education and events. We promote food security by supporting those in our community who need extra food support.



In 2019, we hosted 30 lunches serving 2037 meals; 98 Work Parties with 1202 participants learning about growing food; and 78 workshops and education events enriching the minds of 1806 community members. This was a significant increase over our activity in 2018.

We expanded our relationship with East West Market and asked our community to contribute their loyalty points to the Neighbourhood House.

The Farmers Market continues to be a strong supporter with our monthly Donation Station. Produce and funds donated support the Newcomers Community Kitchens and Arabic Family Drop-In Programs

Our Seniors at LMNH, who take over the house on Fridays, also hosted their Harvest Festival in the Garden and the Ukelele Group representing seniors from 3 Neighbourhood Houses saw 34 seniors playing in the garden. The seniors also enjoyed a Pollinator Walk. The Lunar New Years Lunch was a highlight and this year saw participation from residents at LM Court. We also offered the Community Kitchens at LM Court for the Chinese speaking residents.

Two other community programs are Friday Night dinners a where community members get a 3 course healthy meal prepared by our experienced chef and Music and More on Main, which is a social and arts venue where local Vancouver musicians perform scheduled sets at Open Mic.

Program Highlights

Child Care Program – Geraldine Clevette



Well, 2020 has been a year filled with fast changes and tons of flexibility. From June 2019 to mid March 2020 our childcare programs were full, active and busy with regular routines. Then the world changed!

As we were thrust into a pandemic the news kept changing and developing due to Covid-19. Our Child Care programs also had to make required changes to help stop the virus. As LMNHS closed most programs and limited entrance into the house, we made the decision to close 2 of 4 childcare programs down.

When the Pandemic hit, TWOSC was already closed for spring break, and LMOSC closed during the spring break program. Both programs stayed closed until reopening for summer camps.

CDC and MOSC stayed open throughout the pandemic for essential service providers with reduced capacities to maintain social distancing.

By mid April, staff felt they needed to reach out to their children stuck at home during this confusing time. Each program created various ways to stay connected to their families.

All 3 school age child care centres planned activities & games and met with their children over Zoom. They had great turn out with many smiling faces, especially the younger children.

Our 3-5 daycare made care packages/baskets and delivered them to each family (staying 6 metres apart) to lift up the spirits of the children and parents who needed to see someone familiar while everyone was staying apart at home.

In July, TWOSC and LMOSC reopened for essential service providers and kept their capacities low in order to maintain social distancing. With heightened cleaning & sanitizing procedures and having daily health checks our staff, parents and children are adjusting to these steps making everyone feel a bit safer.

Moving forward we know there will be more changes ahead. The childcare staff have been outstanding and an amazing calming presence guiding our children and families through this extraordinary time.

All our childcare programs are providing safe, welcoming and inclusive spaces for children and their families to feel a sense of belonging. The parents, children, staff and community have all found that it's a place to learn, laugh and grow together.



LMNHS Programs 2019-2020

Childcare Programs

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

Child and 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, Homework Club, Beyond Education (BE) Youth Leadership, Youth Council and Youth-driven community events,

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, RP Community Garden, Neighbourhood Small Grants, Food Donation Station

LMNHS Staff Team 2019-2020

Administration

Joel Bronstein, Claudia Cao, Babu Balakrishnan, James Shen, Kathleen Vincent, Michael Labre, Brenda Song

Children and Youth Department

Tanya Findlater, Stephanie Feng, George Coyne, Sophie Arkell, Ricki Basra, Vik Bassi, Jeremiah Bathan, Molina Chow, Winston Dang, Patrick Gee, Zaheda Jiwa, Alex Joe, Alejandro Lazzari, Derek Lee, Lindsay Macklin, Beata Maksimowski, Farough Passyar, Shane Pecknold, Doug Protz, Queue Qin, Steve Sorrenti, Kit Schwartz, Konica Sudhir, Hannah Wickenheiser, Flora Yip, Andy Zhang

Settlement Department

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

Seniors Programs

Fitness, Friendly English Classes, Summer Field Trips, Line Dancing, Life Songs, Mahjong, Tai Chi, Chi Kung, Health Workshops, Knitting and Crafts Workshops, Summer Line dancing, Garden Workshops, Ukulele Circle

Family Resource Programs

Art Therapy, Counseling, Family Drop-in, Family Support, Indigenous Education, Mother Goose, Nobody's Perfect, Physical Literacy and Nature Exploration, Ready Set Learn, Summer Early Learning, Parent Education, Single Moms Support Group, Men's Group, Playtime in the Park Garden Explorers

Settlement Programs

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

Community Department

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

Child Care Department

Geraldine Clevette, Christie Akhurst, Janis Venn, Jordan Layne, Hans Abkarian, Jennifer Batayola, Randi Ball, Tyler Bouchard, Brenda De Vera, Jeremy Garcia, Jaymie Hardette, Corrine Hermans, Shalynn Kishore, Marnie McCrank, Tegan McCusker, John Park, Dory Phan, Jessi Robinet, Timothy Shay, Jyoshna Shute, Brenda Siderski, Charlotte St. Cyr, Caro St. John, Bianca Thomson, Nela Tomas, Aleah Wielinga, Ivan Zhang

Family Resource Department

Maria Valenzuela, Nadia Basbous, Katie Bird, Orah Chaye, Geraldine Franquet, Mary Jane Greiff, Emma Lei, Angelo Moroni, Havris Obidulla, Jessica Robinet, Noraini Smith, Lynette von Oelffen, Salena Wong, Nadia Basbous



Thank You to LMNHS Funders

BC Government Funding

- Childcare Branch • Gaming Policy and Enforcement Branch • Ministry of Children and Family Development
- Settlement and Integration Services Branch

Canada Government Funding

- Allies in Aging • Help Age Canada • Human Resources, Employment and Social Development
- Immigration, Refugees and Citizenship Canada • New Horizons for Seniors

Municipal Government Funding - Vancouver

- Community Services • Homeless Action Week • Neighbourhood Matching Fund
- Vancouver Parks and Recreation Board • Vancouver School Board

Other Funding

- Aoyuan Management Services • BC Centre for Ability • BC Council for Families • BC Housing
- BC Recreation and Parks Association • Child and Youth Literacy • Choices Market • CLICK Foundation
- Coast Capital Foundation • Community Food Centres Canada • Decoda RAR Literacy Solutions
- Excellence in Literacy Foundation • Front and Company • Home of Awareness • Lydia Albert Fund
- RBC • Recreation Spaces • TD Parks People • United Way of the Lower Mainland • VanCity Credit Union
- Vancouver Diabetes Association • Vancouver Foundation • Variety – Children's Charity
- Westcoast Childcare • YWCA



Your Support of LMNHS Helps Build a Healthy and Sustainable Community Community Partners & Connections

- Adler University • AMSSA • ANHBC • Bethel International Church • Cityview Baptist Church • City University of Seattle • Coast Mental Health
- Community Food Centres Canada* Dalai Lama Centre for Peace and Education - Equitas • Good Food Organization • ISSBC • Kids Up Front
- Knights of Columbus • Langara University • Little Mountain Court • Marpole Neighbourhood House • Mount Pleasant Family Centre • Mount Pleasant Neighbourhood House • More Than A Roof • Moving Forward Family Services • RPSC Community Visions • South Hill Neighbourhood Centre • SUCCESS • Sunset Child Care • SPEC Schzool Garden Program • Terry and Enalyne Point from the Musqueam Nation • UBC (Centre for Community Engaged Learning) • University of British Columbia • University of Victoria • Van Dusen Gardens • Vancouver Fountain Alliance Church
- Vancouver Art Therapy Institute • Vantage Point • Vancouver Early Years Consortium • Vancouver Farmers Market • Vancouver Food Bank
- Vancouver Neighbourhood Food Network • Vancouver Neighbourhood Houses Settlement Consortium • Village Vancouver • Yogi Buggies
- YWCA • Zero Waste Waste

Public Partners and Connections

BC Housing • City of Vancouver • Farm2School Vancouver • MCFD • Post-Secondary Institutions: Langara College BCIT, City U, SFU Co-op, UBC, Vancouver Art Therapy Institute • Vancouver Coastal Health • Vancouver Parks Board • Hillcrest, Douglas Park, Kensington, Mount Pleasant, and Sunset Community Centres • Vancouver Neighbourhood Food Network • Vancouver Public Library: Kensington, Mount Pleasant, Oakridge & Terry Salman branches • Vancouver School Board: Brock, Carnarvon, Edith Cavell, Emily Carr, David Livingstone, McBride Annex, McBride, McKenzie, Osler, Shaughnessy, Simon Fraser, Van Horne & Wolfe Elementary Schools, SWIS, Total Education, Eric Hamber, Sir Charles Tupper and John Oliver Secondary Schools

Community Merchant and Business Connections

August Market • Choices Markets • East West Market • Front and Co. • Hawker's Delight • Matchstick Riley Park • Meet on Main • Net Zero Waste • Nesters Market • Organic Acres Market • Royal Bank • Rocky Mountain Flatbread • Sun Sui Wah Seafood Restaurant • The Soap Dispensary • VanCity Credit Union • Vancouver Mycological Society • Welk's General Store • Whole Foods • Windsor Meats • and many others who generously donate to our neighbourhood events



Planning and Network Tables

AMSSA Immigration Integration & Cultural Committee • BC Youth Week Steering Committee • BC Settlement Agencies Planning Table • CST Community Services Hubs • Early Years Community of Practice • First Call for Children and Youth • Langara College Social Services Worker Program Advisory Committee • Multi-Agency Partnerships • Main Street Car Free Days • Midtown Service Providers Network • Midtown Youth Service Providers • Neighbourhood House Week Planning Committee • Riley Park/South Cambie Community Visions Implementation Committee • Vancouver Food Policy Council • Vancouver Early Years Network • Vancouver Early Years Partnership Table • Vancouver Immigration Partnership • United Way Community of Practice for Middle Years • South West Youth Services Hub

