

**LITTLE MOUNTAIN
NEIGHBOURHOOD HOUSE SOCIETY**

Annual Report: 2018 - 2019

EXECUTIVE REFLECTIONS



President's Report – Roy Millen

Little Mountain Neighbourhood House continues to play a key role in providing core community services in the community. We are blessed with committed staff and volunteers, stable and diversified funding sources, and high satisfaction levels among the children, adults and seniors we serve. Over the past 40 years, we have built up a tremendous network of connections with other community organizations that provide related services, as well as with governments, other funders and supporters and businesses.

The House's biggest challenge at the moment is its physical infrastructure. Delivering programs from many small sites (often quite a distance apart) hinders the House from increasing what it can do for the community. It also makes it more challenging for the House to provide its staff and volunteers with a cohesive and comfortable team environment. As a result, building the new House as part of the Little Mountain redevelopment remains a key priority for LMNH over the coming few years, and a huge opportunity to strengthen the value of the House to the community.

I have had the privilege of being a member of the board of directors of LMNH for the past six years. From my experience, I appreciate just how lucky we in the community are to have the people and programs at the House. I have now reached the end of my term on the board, but I look forward to continuing to support the important work of the House as it transitions to a new space and expands its contributions to the people of our community. I am confident that I leave the House in good hands at all levels.

Treasurer's Report – Thais Mori

The Society celebrated its 40th anniversary with another year of financial and operations stability by continuing the delivery of vital programs and services to the community. This is financially demonstrated by the generated net surplus in the fiscal year ended March 31, 2019 of \$83,053 (2018-\$62,303) representing 2.8% (2018-2.3%) of total revenue. The three primary sources of revenue are government grants, other grants and program fees accounted for 91.4% (2018-93.5%) of the total revenue.

The total revenue increased by 8% over prior year to \$2,888,944 (2018-\$2,635,563) while total expenses increased by 9% to \$2,805,891 (2018-\$2,573,260). Salaries, benefits and contracted services continued to be the dominant expense category, at 82.5% (2018-84%) of total expenses. This year's surplus helped the Society grow its net assets to \$1,507,935 (2018-\$1,424,882).

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

Little Mountain Neighbourhood House Society

STATEMENT OF OPERATIONS

	2019			2018
	Operating Fund \$	Building Fund \$	Total \$	Total \$
REVENUE				
Government grants	1,829,644	—	1,829,644	1,692,888
Other grants	141,492	—	141,492	156,176
Program fees	669,245	—	669,245	615,301
Gaming	81,350	—	81,350	78,350
Interest	25,192	33,005	58,197	37,914
Donations and fundraising	50,434	—	50,434	22,413
Other revenue	46,699	—	46,699	22,503
Amortization of deferred contributions related to capital assets	11,883	—	11,883	10,018
	2,855,939	33,005	2,888,944	2,635,563
EXPENSES				
Salaries, benefits and contracted services	2,313,902	—	2,313,902	2,161,200
Materials, supplies and program expenses	219,936	—	219,936	166,952
Transportation and travel	72,343	—	72,343	62,667
Rent	68,769	—	68,769	56,608
Repairs and maintenance	56,855	—	56,855	49,508
Telephone and utilities	19,304	—	19,304	20,514
Amortization of capital assets	16,467	—	16,467	13,146
Insurance	9,316	—	9,316	15,989
Professional fees	9,188	—	9,188	8,400
Printing and postage	7,797	—	7,797	7,196
Bank and payroll processing charges	7,551	—	7,551	7,100
Honoraria and volunteer support	4,160	—	4,160	3,070
Board and meetings	303	—	303	910
	2,805,891	—	2,805,891	2,573,260
Excess of revenue for the year	50,048	33,005	83,053	62,303

* Audited financial statements are available upon request.

Executive Director's Report - Joel Bronstein



Little Mountain Neighbourhood House, at its core, is a place not just for receiving services it's a home where relationships can be formed and where everyone can find their point of connection. This approach defines us as an organization. We continually maintain, develop, build and expand new connections and relationships with our community.

- Newcomers became more engaged in neighbourhood house activities.
- Parents and children in our expanded Early Years and Child Care departments made new bonds.
- Youth participated in our expanded recreational, academic, employment and volunteering programs. These are youth-directed that promote life and leadership skills.
- Musicians shared heart-warming stories through music at our Music and More on Main evenings.
- On Fridays, seniors filled the neighbourhood house with spirited dancing, singing and playing.
- 46 new residents of the modular housing building received a welcome package and had an opportunity to participate in the spring BBQ and gardening projects – This was a new initiative that involved working together with Coast Mental Health, More Than a Roof Society and local businesses.
- The community at large participated in community garden events, On the Table Conversations, Neighbourhood Small Grants, numerous festivals and fundraising events.
- We established many new relationships with schools such as Hamber and Total Education and local businesses ie: East West Market, Matchstick, Front & Co
- New service delivery partnerships include: Vancouver Early Years Partnership and BC Settlements Consortium.

The neighbourhood house's ever-expanding relationships are crucial with the rapid rate of development in the neighborhood and as we move closer to realizing our dream of moving into a new home at the Little Mountain Site on 36th and main. The development permit application was submitted by Holborn Development on April 2nd and includes plans for the new neighborhood house, childcare spaces and 48 units of non-market housing.

As the community changes we will strive to stay abreast with the changes, remain connected to our mandate and the community's needs while being alert for new opportunities. We will continue to work with all stakeholders to bring this project to fruition and create a new place for everyone in the community to gather, participate and contribute. Staying focused on maintaining these expanded connections and relations is at the heart of the work we do.

All the achievements would not be possible without our dedicated staff, board and volunteers. Thanks to all of you for another great year!



Program Highlights

Child Care Program – Geraldine Clevette

Finding a place at LMNHS

2018-2019 has been a busy year for families trying to find a place in our child care programs. We expanded one of our school age programs and opened up a brand new child care centre.



At Child Development Centre (CDC) two of our staff became first time mothers. This was very exciting for the children, parents and staff in the program. They have offered tips, suggestions and support as these new moms learn their new roles.

Sunset Child Care Society has found their place in the community as well. Their board and staff have taken the program into the cyber world, creating a safe and easy way to communicate with each other online.

LMOSC has expanded yet again. This time from 51 to 68 spots making this our largest child care program. The children feel like this is a cool place to hang out and their parents say that it's a safe place, just like home.

MOSC opened up a summer program for the first time. The parents said they felt the program was welcoming and fun, and wanted it to continue again this year. So they are now open for summer 2019.



Finally TWOSC, our newest program, just opened in Oct. 2018. This program welcomes families from Mackenzie elementary school and these families have said they have found a safe place for their children to play while they are at work, giving parents peace of mind.

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 it's a place to learn, laugh and grow together.

Child and Youth Program – Tanya Findlater

Since 1978, LMNHS has supported our city's young people and their families in designing programs to meet the needs of children and youth from ages 6 to 19. Our diverse programs are intended to engage our participants in social emotional learning and community engagement activities with an emphasis on building resilience, leadership, empowerment, mentorship, and creating a sense of belonging.

Our quality after-school programs provide our families with affordable activities so their children can explore child rights, storytelling, academic, social, and physical literacy, including outdoor play. Our programs positively impact children, preteens, and youth who will benefit from increased social connections, a productive and safe space to spend their after-school hours.

This year, our Mid-Main Mountaineers Youth Council merged with Mount Pleasant Neighbourhood House to increase our youth voice in the design and delivery of signature events in the community. Highlights included: a Neighbourhood Youth Cultural Tour, Modular Housing BBQ, Community Clean Up, East West Logo Design Contest, Car Free Days, and World Refugee Day.

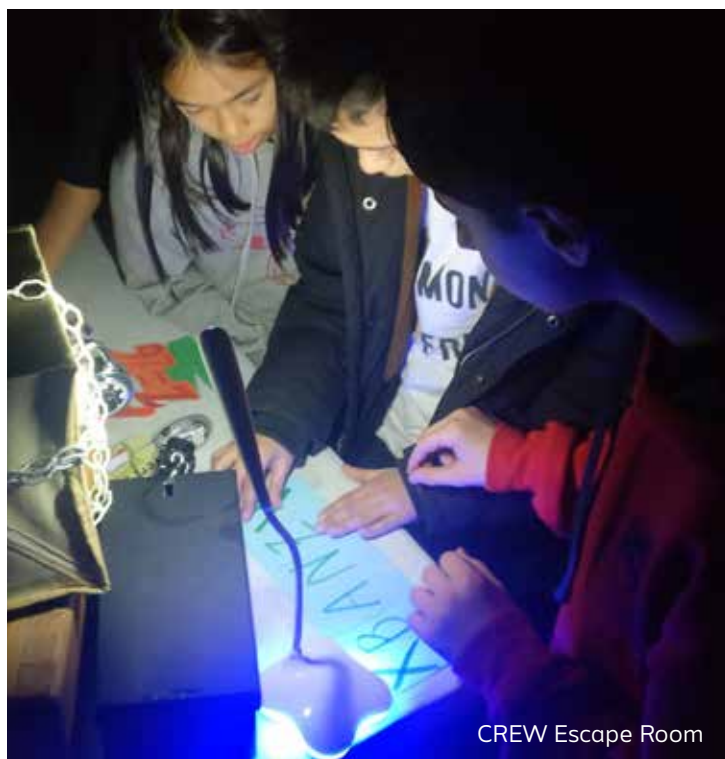
The image below illustrates our commitment to truth, reconciliation, decolonization, and embedding good food principles at LMNHS.



Program Highlights (Cont'd)

Child and Youth Program (cont'd)

A large group of newcomer and mainstream youth ages 13-23 years explored Mid-main and Collingwood-Renfrew areas. Youth from 3 neighbourhood houses introduced 5 youth from Toronto-Mabelle Arts, in a National Youth Project called "Welcome to this Place" to neighbourhood houses. Newcomer youth lead interactive games and prepared cultural food for lunch that included: tostadas, manoushi breads, shawarmas, tuna pasta salad, and mango pudding. Youth were exposed to Northwest Coast Art, in the form of totem poles and the significance of animals and symbols in welcoming visitors. The Toronto youth were blown away by the acknowledgment of the lands, indigenous history, the meaning of reconciliation in BC, and our respective roles to play.



Our team is committed to working collaboratively with our community partners to ensure participant-driven programs that target youth leadership and volunteer development, the inclusion of children with special needs and continuing to create a welcoming and safe place for young folks. I hope the pages that follow inspire you to join us as we continue this work into 2019.

In conclusion, our youth programs continue to expand to generate volunteer/work experience, raise awareness of the value of their work, and uplift their perspectives on neighbourhood spaces, while addressing a skills shortage for businesses by identifying a new talent pool with youth as a solution within the local economy.

Family Resource Program – Maria Valenzuela

This year's theme: "Finding your Place at LMNH" can be seen across all programs and departments at the neighbourhood house.

For the Family Resource department, we see many clients who come to LMNHS and then end up coming back for other programs (ie.: participants initially need family support, then join the family drop-in, then start volunteering and some even find gainful employment here). They connect to the LMNHS community and end up contributing to a larger community.



At the Family Drop-in, parents and caregivers feel so comfortable and part of the program; they and their children can connect to others, including staff and other parents. Another great example of the theme is that this year we had the support from programs in other departments (LINC and Seniors) to fundraise for two FRP programs: Holiday Hampers (with a Pancake Breakfast) and our Hot Lunch program at the family drop-in (with a Spring Tea, Bake Sale and Arts and Crafts Sale). Participants and volunteers from these two programs were able to directly impact the vulnerable families who access the Hamper and Hot Lunch. Many LINC students felt a deeper connection to the Neighbourhood House by supporting other programs and populations in need that we serve, and feeling pride that their help went a long way. They were also able to do a community service and meet new people in the process.

Program Highlights (Cont'd)

Settlement Program – Susan Schachter

Why is LMNHS a place to call home?

Why do participants keep coming to Settlement Services? What factors bring them here? Could it be the Best Practices in Settlement Services such as Personalized 1-1 services, multiple languages service delivery, Client centered approaches, Good Partnership relationships for timely referrals, or the fact that we are Responsive to an individuals need. It is all of the above because LM's community-based approach of being a welcoming place where people of any age, nationality and ability connect, engage and are empowered. Staff model a strengths-based and capacity-building approach that enable newcomers and others to meet their settlement and adaptation goals. Utilizing community development and best practice principles result in friendships between people, knowledge sharing, increased understanding, intercultural learning to broaden opinions and creates a venue where acknowledgement of similarities rather than differences are encouraged. People come to LMNH to get help, to find solutions to their problems, but they find a place to where they feel comfortable and safe. The factors that brought them here- their problem- results in more than just linear solutions. LMNH becomes their home away from home because of the dedicated and committed staff that adheres to these principles. The impacts of community based programming result in outcomes such as: Being more aware of rights and responsibilities; meeting people through attending workshops; Feeling more confident in asking for help when needed, are just examples of outcomes and impacts from participants.



Some specific notable achievements reported over 2018: a breakfast program initiated in Child minding responding to kids not eating breakfast at home.; about 45 LINC students progressed to a higher level; 900 clients received at least one settlement service; ~15 people were mentored in employment related fields; 24 conversation and cooking workshops engaged and empowered Arabic women to listen and respect others opinions; Chinese Youth Program initiative focused on volunteering in the community, through visiting senior's programs, offering one-on-one tech sessions to seniors, and organizing and running activities at the senior's lunch. One of the youth mentioned "I love working with the elders. It is something I've never done and really enjoyed doing". The youth also volunteered at the donation booth at Riley Park Farmers Market to promote LMNH programs and gather produce donations from vendors to use in the community programs. The participants built closer bonds to one another, and to the community. This intergenerational program is indicative of the impact the neighbourhood house has on everyone who walks through our doors.

Program Highlights (Cont'd)

Community Connections Program – Susan Schachter

Over the past year we have continued to address food insecurity by ensuring that good healthy food is accessible to all program participants. Last year, the Staff Planning Day focused on 2 of the Good Food Principles (LMNH is a member of the Canadian Good Food Organizations) and strategies that each department would implement over the year: Meeting People Where They Are At; and Believing and Investing in the Power of Good Food. Departments implemented these principles by, for example, slowly introducing new and different foods; and changing food purchasing to be more local. We have developed a relationship with a local grocery store for bulk purchasing, weekly healthy foods, and a more controlled invoicing system.

The Riley Park Community Garden, a food security project of the Neighbourhood House, had a successful Year 2 season. We hosted over 100 events attracting 4,519 participants. Activities included multi-cultural lunches including a Latino Night hosted by our Newcomers Kitchen, a Syrian Lunch hosted by the Syrian Family Drop-in Group and the Chinese Lunch hosted by our LMNH Line dancers; themed lunches focusing on produce such as Apples, Garlic, Tomatoes and Corn; and various workshops from gardening to artful expressions to place based dance. We saw the LMNH Line Dancers in the Riley Park Plaza in July and August; and the Mayor and Council hosted a media event in the Garden to announce exceeding the city's Greenest City goals. Through our partnership with the Farmers Market, the monthly Donation Station provides produce, donated by farmers and shoppers, to support our food programs including the Newcomers Kitchen, Syrian Family Drop-In, Kids Camps and Hot Lunches for Kids.



Friday is senior's day at LMNH. We have a large group of seniors who come to our Friday programs and take over the neighbourhood house. It is wonderful to feel the energy they bring. They come for Line Dancing, Singing, Ukelele, Knitting and Crafts. There is also a body of volunteer seniors who take an active role in the delivery of the activities and decision making. Our Seniors Outreach and Engagement initiatives included producing a Little Mountain Riley Park Resource Card, a brochure on Where to Find Programs and Activities for 55+ and information tables at Allies in Aging and Neighbourly Together events to promote our activities.

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 community members come to an open Mic and perform. Each week a Feature artist is showcased. You need to come early to get a good seat as it is always packed.

LMNHS Programs 2018-2019

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, Neighbourhood Small Grants, Food Donation Station

Board of Directors 2018-2019

Past President: Mario Lee

President: Roy Millen

Vice President: Erin Seeley

Treasurer: Thais Mori

Secretary: Frances Yip

LMNHS Staff Team 2018-2019

Administration

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

Children and Youth Department

Tanya Findlater, Stephanie Feng, George Coyne, Sophie Arkell, Ricki Basra, Karen Cao, Mitchell Chau, Winton Dang, Zaheda Jiwa, Alex Joe, Emma Lei, Sylvia Ma, Caitlin O'Brien Farough Passyar, Amar Patel, Shane Pecknold, Doug Protz, Nav Randhawa, Steve Sorrenti, Konica Sudhir, Andy Zhang

Child Care Department

Geraldine Clevette, Christie Akhurst, Janis Venn, Jordan Layne, Emma Munro, Jennifer Batayola, Randi Ball, Tyler Bouchard, Natalie Cherrie, Brenda De Vera, Jeremy Garcia, Jaymie Hardette, Shalynn Kishore, Marnie McCrank, Tegan McCusker, Chelsea Netzlaw, John Park, Jessica Robinet, Timothy Shay, Jyoshna Shute, Brenda Siderski, Aleah Wielinga, Ivan Zhang

Community Department

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

LMNHS Annual Report: 2018 - 2019

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, Men's Group

Settlement Programs

Citizenship Classes, Counselling, Employment/ Labour Market Services, Childminding, Information & Orientation; Language Instruction to Newcomers to Canada, Life Skills and Education Workshops, Needs Assessment and 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, summer line dancing, Garden workshops, Ukelele Circle

Members at Large

Christine Chu, Heidi Eaves, Rachel Kielb, Darren McLeod, Cheryl Stephens, Rachel Tuttle, Renato Trinidad

Family Resource Department

Maria Valenzuela, Orah Chaye, Mary Jane Greiff, Shalynn Kishore, Emma Lei, Angelo Moroni, Havris Obidulla, Jessica Robinet, Noraini Smith, Lynette von Oelffen, Salena Wong,

Settlement Department

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



Thank You to LMNHS Funders

BC Government Funding

- Childcare Branch
- Gaming Policy and Enforcement Branch
- Ministry of Children & Family Development
- Ministry of Jobs, Training and Tech
- Settlement and Integration Services Branch
- Vancouver Coastal Health
- Vancouver School Board

Canada Government Funding

- Allies in Aging
- Employment and Social Development
- Immigration, Refugees and Citizenship Canada
- New Horizons for Seniors

Municipal Government Funding - Vancouver

- Community Services
- Vancouver Parks and Recreation Board

Other Funding

- Betty Averbach Foundation
- Aoyuan Group International
- BC Centre for Ability
- BC Council for Families
- BC Housing
- BC Parks and Rec Ass
- Choices Markets
- CLICK Foundation
- Coast Capital Foundation
- Coromandel Oakridge
- Decoda RAR Literacy Solutions
- Excellence in Literacy Foundation
- Friends of Queen Elizabeth Park
- Front and Company
- Gore Mutual
- Green Shield Canada
- Holborn Development
- Lydia Albert Fund

Other Funding (Continued)

- Oak Hill Estates
- Oddfellows Society
- Pacific Blue Cross
- RBC
- Soong Ching Ling Children's Foundation of Canada
- Strand Development
- Telus Foundation
- Tompkins, Wozny, Miller
- Tony Lau Insurance
- UBC Partnership/Think & Eat Green
- 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

AMSSA • ANHBC • Bethel International Church • Blakes Law Firm • 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 • Langara University • Little Mountain Court • Marpole Neighbourhood House • Mount Pleasant Family Centre • Mount Pleasant Neighbourhood House • More Than A Roof • RPSC Community Visions • South Hill Neighbourhood Centre • SUCCESS • Sunset Child Care • SPEC • 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 Neighbourhood Food Network • Vancouver Neighbourhood Houses Settlement Consortium Village Vancouver • YWCA • Zero Waste Waste

Public Partners and Connections

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

Community Merchant and Business Connections

August Market • Choices Markets • East West Market • Front and Co. • Farm2School Vancouver • Hawker's Delight • Matchstick Riley Park • Meet on Main • Nesters Market • Organic Acres Market • Royal Bank • Rocky Mountain Flatbread • Sun Sui Wah Seafood Restaurant • The Soap Dispensary • VanCity Credit Union • Vancouver Mycological Society Vancouver Neighbourhood Food Network • Welk's General Store • Whole Foods • Windsor Meats • & 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 Committee • Vancouver Early Years Partnership Table • Vancouver Immigration Partnership • United Way Community of Practice for Middle Years • South West Youth Services Hub

