



**LITTLE MOUNTAIN
NEIGHBOURHOOD HOUSE**

Annual Report
2022 - 2023

EXECUTIVE REFLECTIONS



President's Report - Eduardo Aragon

On behalf of the Board, let me begin by saying, what a difference a year makes!

Little Mountain Neighbourhood House is again the vibrant place we had before the pandemic. We were able to hold our Winter Festival in December to enjoy Santa's gift-giving to the children, live music, and a wonderful dinner. We also celebrated our volunteer-recognition event in our neighbourhood house, where dozens of volunteers were recognized for their valuable contributions to our house.

As a new year rolls in, all our programs are running in full gear, filling our house with staff, volunteers and participants from all walks of life and our Board of directors is busy streamlining operations and investing in technology that will enable us to manage systems and programs effectively, as well as expanding sustainable, long-term program funding to sustain our operations.

I am very excited with the accelerated progress of the plans to build our new house! It is a dream that has been in the making for many years and now it looks that we are finally going to crystalize that dream.

As President of the Board, it is my honour and my pleasure congratulating the staff, volunteers and fellow Board Members for the invaluable work you have done during the past year.



Executive Director's Report - Joel Bronstein

As we consider implementing our 5-year Strategic Plan we need to remember what William Gibson said, "The future is already here – it's just not evenly distributed." One of the important discussions that emerged from our Plan was applying a Justice, Equity, Diversity, Decolonization, Inclusion and Accessibility (JEDDIA) lens to everything we do. This process requires us to reflect, to feel uncomfortable, to speak out and make mistakes and learn for them. We decided to engage developmental evaluators to help us monitor progress on implementing our Plan.

Our plan included the organization's decolonization and reconciliation work. At our All Staff Planning Day, the Musqueam Team lead us on a journey to better understand the history of indigenous people living on this land. We followed up with a variety of activities on the National Day of Truth and Reconciliation, and a workshop and tour for LMNHS staff and volunteer at the Musqueam Cultural Centre. When we learn the truth about the indigenous experience of colonization and discuss the impact, we can begin the journey towards reconciliation. The JEDDIA Committee met regularly this past year to identify and highlight special commemorations of injustice and celebrating the recognition of inclusion, social justice and accessibility.

While we continued to navigate the changing post-pandemic landscape, we managed transitions, with two management staff, several supervisors, numerous front line staff and three board members moving on this year. My deep gratitude to each and every one of them for their contribution to the organization. I also want to thank all the neighbourhood house staff, board and the hundreds of volunteers that bring their passion and compassion to enhance the lives of so many in our community. My appreciation also goes out to our many donors, community partners and funders that help us create a web of support and connection. Finally, I want to recognize our participants, who share their strengths and vulnerabilities. All of you contribute in building a more welcoming and inclusive community.

Board of Directors 2022 - 2023

President: Eduardo Aragon

Vice President: Adam Mattinson

Treasurer: Erin Turner

Secretary: Mary Nguyen

Members at Large

Salima Abdulla, Art Bomke, Emma Coffin, Sarah Hamid-Balma, Albert Huang, Mindy Nannar, Erin Seeley, Alexander White

Treasurer's Report - Erin Turner

Little Mountain Neighborhood House Society has wrapped up another fantastic year. Society continues to deliver vital programs to the community.

This year we have been able to support staff with a One Time Payout that speaks to both the confidence in staff and the stability of our current financial position.

We committed to an agile strategy to ensure we have ample funds available to support the new house development. Additionally, we reviewed potential investment strategies and decided to maintain our position to plan for an uncertain macroeconomic future.

Thank you to the accounting team, finance committee and the external auditors for another excellent year's performance.

Statement of Operations - year ending March 31	2023			2022
	Operating Fund	Building Fund	Total	Total
	\$	\$	\$	\$
REVENUE				
Operating grants	2,682,394	—	2,682,394	2,449,302
Program fees	798,185	—	798,185	752,285
Gaming	99,499	—	99,499	114,751
Interest	59,547	25,498	85,045	35,675
Donations and fundraising	48,808	—	48,808	74,361
Endowment income	47,574	—	47,574	40,541
Other revenue	36,075	—	36,075	15,121
Amortization revenue	17,738	—	17,738	21,281
	3,789,820	25,498	3,815,318	3,503,317
EXPENSES				
Salaries, benefits and contracted services	3,002,135	—	3,002,135	2,712,817
Materials, supplies and program expenses	333,422	—	333,422	378,688
Transportation and travel	108,433	—	108,433	106,940
Repairs and maintenance	59,449	—	59,449	58,366
Rent	58,520	—	58,520	53,127
Telephone and utilities	39,495	—	39,495	40,562
Amortization of capital assets	29,350	—	29,350	29,565
Insurance	12,239	—	12,239	14,181
Bank and payroll processing charges	10,079	—	10,079	8,588
Printing and postage	7,428	—	7,428	1,973
Professional fees	10,706	—	10,706	11,946
Honoraria and volunteer support	6,250	—	6,250	8,951
Grant expenses	4,984	—	4,984	27,808
Board and meetings	1,442	—	1,442	90
	3,683,932	—	3,683,932	3,453,602
Excess of revenue for the year	105,888	25,498	131,386	49,715

* Audited financial statements are available upon request.

Board Committee Reports

Governance and Planning Committee Report

– Mary Nguyen

It has been my privilege to serve as chair of the LMNHS Governance and Planning Committee of the board this past year and oversee our key governance and board recruitment activities. Last year, following a thorough consultation process, LMNHS completed our 5-year Strategic Plan. This past year, the board and management had an opportunity to connect and discuss the anticipated challenges, risks, and opportunities arising from implementation of the Strategic Plan.

While many of LMNHS's programs support racialized, marginalized populations, and at-risk populations, there is much work to be done to help further reduce the barriers experienced by these groups in our community. Systemic racism and discrimination continue to be a reality for many people in neighbourhood and in particular, Indigenous Peoples, the pain and effects of which have been exacerbated since the onset of the pandemic. A running theme in our Governance Committee discussions continues to be: how can we as an organization better engage with the people we serve and ought to serve? We hope to continue supporting these important conversations through not only our oversight of the Justice, Equity, Diversity, and Inclusion (JEDI) Committee that was struck in 2021 and through our engagement with management and staff, but also by examining the practices and processes by which we as a board and organization make decisions. From an oversight perspective, the Governance and Planning Committee continually strives to recruit and retain board members from diverse backgrounds who embody the vision and values set out in our Strategic Plan to ensure that decisions which we make as a board reflect the community we serve.

Addressing Indigenous-specific racism is a long and complex journey. As we continue the work of implementing and evaluating that plan over the next few years, the board has recognized that all levels of our organization have responsibilities and accountabilities when it comes to advancing the goals of truth, reconciliation, and justice. On behalf of the Governance and Planning Committee, I thank our Executive Director, the staff, and volunteers for their ongoing support and efforts in advancing the Strategic Plan.

Program Highlights

Children and Youth Services – Andrea Canales

The Children and Youth Services team has been engaged in the activation of our organization's JEDI strategy, ensuring that we set a solid, accessible and sustainable foundation to inform our day-to-day programs. Recognizing the immense privilege granted to us by being able to provide services to children and youth, 6-18 years of age, in the communities that we serve, we are committed to the provision of responsive and dignity-filled programs where we honour the trust and confidence placed on us by families, community partners and members.

Some programming highlights from this past year featuring our activation efforts are the myriad of discussions and activities delivered through our School's Out Literacy Leaders (United Way of BC funded) and CREW Preteen Drop-In Programs (BC Housing funded), where participants, guided by staff, have tackled challenging conversations around rights and privilege using EQUITAS games and resources. As well, our Beyond Education program (Vancity funded) has integrated a keen social justice lense in preparing youth for volunteering and the workforce through conversations around values, problem solving and systemic barriers. At the Homework Clubs, at both Tupper and John Oliver Secondary Schools, diverse art-based activities were implemented including the creation of a "Homework Club Playlist," where students shared music from their own cultures and communities to be enjoyed with one another. Finally, the Youth Action Committee (in collaboration with Mount Pleasant Neighbourhood House) has been quite busy delivering a series of sessions to community members living in supportive housing, ranging from putting together care packages, spa days with free haircuts, manicures, and henna tattoos all with the goal of further supporting a sense of connection and belonging. We have seen the deep collaboration between children, youth, staff and community members realized in a way that has transformed our community and everyone involved in these efforts.

During the 2022-2023 year, we have welcomed and said goodbye to a number of staff, volunteers, and community partners; to those joining our organization and department: we are thrilled to have you in our team, and we look forward to our collective growth and learning. To those that we have said our farewell: we are grateful for all of your contributions, support and belief in our work and wish you the absolute best in your new adventures.

We are incredibly proud of the work, connections and collaboration achieved in the last year and look forward to implementing and enhancing our services for the 2023-2024. Thank YOU for being a part of our journey!

Program Highlights (Cont'd)

Settlement and Seniors Programs – Diane Wilmann

Settlement Program

This has been a busy and dynamic year for Settlement Programs at LMNHS. I have been inspired by a growing team of dedicated staff as they build on the strengths and seek to support the ever-changing needs of the people they serve. Newly instituted, quarterly “Team Days” create an anchor for our work. These sessions are opportunities for the whole team to plan, reflect, renew and build skills. While the reach of the programs remains impressive, we are shifting emphasis to deepen impact using equity informed and decolonizing lenses. We are also developing more reflexive practice and strengthening collaboration across teams.

A new Ukrainian Settlement worker was hired full time starting in January to meet the service needs of more than 100 displaced Ukrainians supported by LMNHS since the fall. The newly created LINC, ECE Lead position is working with childcare educators to renew the childcare program. The program’s vision of inclusion and social justice using approaches that “resists language, concepts, and pedagogies that perpetuate legacies of colonization and marginalization of Indigenous people”. We are also developing a client management system which we hope to become an important tool for creating more tailored and cohesive service approaches through better digital management of data.

Finally, we were pleased to offer a photography project for newcomers to support a decolonizing dialogue amongst participants and sharing of images of local surroundings through their “newfound way of seeing.”

Seniors Program

After pivoting programs to on line/home delivery during COVID, older adults began to feel more comfortable to attend programs, especially outdoor during the summer months of 2022. Over the last year, across all programs a total of 519 seniors participated in programs at LMNHS. Census information shows us that the seniors living in the community continues to increase, as do risks presented by COVID 19, climate change, increased costs of living and housing shortages. We are excited to announce that through new support from United Way, City of Vancouver and New Horizons for Seniors we have been able to hire a Seniors and Climate Response Coordinator.



Family Resource and Community Programs – Maria Valenzuela

This past year, all of our staff have been learning a lot about Truth and Reconciliation. The Community Department was successful in receiving a Neighbourhood Matching Grant last year to work closely with the sniw Cultural Consultants from Musqueam Nation to build a Decolonized Food Hub. We had 4 workshops in the past year for Food Hub Staff and volunteers so we could learn about Musqueam history and to move towards a decolonized food hub. Our last workshop was a visit to Musqueam reserve on April 21st and was also open to other LMNH staff and students. We look forward to working with our Musqueam partners in developing projects together in the years to come.

On September 30th, our staff and students at LMNH came together to talk and learn about Truth and Reconciliation and commemorate Orange Shirt day. It was a rich day of sharing and learning about history of our Indigenous People. We are grateful to have these opportunities to learn together and reflect more on what we can do as allies and within our programs. As part of our JEDDIA mandate, we will be observing September 30th each year and will take the opportunity to continue learning together.

Our Family Resource staff helped organize two special events at Riley Park Community Garden – Sounds of Summer and Sounds of Fall, to celebrate summer and fall solstices, with special guests from Musqueam: Tristan Point and Shaloh Mitchell and more guests. We had over 100 people participate at both events, with families, children, youth, newcomers and seniors.

Program Highlights (Cont'd)

Child Care Department; Truth, Reconciliation, Diversity and Respect – Geraldine Clevette

The Child Care programs (CDC, LMOSC, and MOSC) have participated in the telling and sharing of Indigenous people's truth this year! Leading up to NDTR, staff read books with children about Orange Shirt Day and what happened to indigenous children. They also made orange hearts and had the children draw pictures or write wishes for indigenous children from the past, present, and future and hung them up on the branches of a tree on their school grounds or in their classrooms.

On NDTR, all our child care programs closed, and staff attended the BC Aboriginal Child Care Conference; partaking in blessings from an Elder, smudging and learning about cultural activities and foods that support a child's learning. This was a moving day filled with respect and emotional stories leading to healing hearts and minds.

In October all the child care staff participated in our first Child Care Department Development Day, where we developed our department's Strategic plan for the next 2 years. An important outcome of the plan was the need to have all child care staff become trained in the BC ELF (Early Learning Framework). So, this year all staff have started taking the training and will be certified by the end of 2023. Moving forward, any new staff will have a month to get the training completed

LMNHS has been working hard on a strategic plan too, and one of the main focus's will be using on the JEDDIA (Justice, Equity, Diversity, Diversity, Inclusion & Accessibility) lens on the organization's policies and practices. A goal they have put in action is for all LMNHS current staff to take Workplace Diversity and Respect training by the end of 2023 and include the training in new hire's onboarding process.



LMNHS Programs 2022-2023

Children and Youth Programs

CREW Preteen Drop-In, School's Out Literacy Leaders, Winter, Spring and Summer Break STEAM Camp, Professional Development Days -Day Camps, Children and Youth with Support Needs (CYSN), Homework Clubs – Tupper and John Oliver Secondary Schools, Beyond Education (BE), Youth Summer Tenant Employment Program (STEP), Rec and Read, Youth Action Council, and Youth-driven community events

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, Newcomer to New Leader, Mentorship Matches

Seniors Programs

Fitness, Friendly English Classes, Summer Field Trips, Line Dancing, Health Workshops, Knitting and Crafts Workshops, Summer Line Dancing, Garden workshops

Family Resource Programs

Art Therapy, Counseling, Family Drop-in, Family Support, Move and Make (KCC), Mindful Movement, Mother Goose, Play in Park, Parent Education, Single Moms Support Group

Community Programs

YardGardenHarvest, Music and More On Main, Food Distribution, Riley Park Community Garden, Neighbourhood Small Grants, Farmer's Market Donation Station, Farmer's Market Coupon Program, Winter Festival, Farm to Plate Marketplace, Sounds of Summer, Sounds of Fall, Decolonizing Food Hub Workshops, Big Day at Musqueam, and many community festivals and events

Childcare Programs

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

LMNHS Staff Team 2021-2022

Administration Department

Joel Bronstein (Executive Director), Claudia Cao (Finance Manager), Babu Balakrishnan, Lucy Duan, Michael Labre, Brenda Song, Kathleen Vincent

Children and Youth Department

Andrea Canales (Manager), Stephanie Feng (Coordinator), Jordan Rooyackers, Rojin Behzadi, Isabella Falcone, Dana Hunter, Shirin Malek, George Coyne (Supervisor), Ricki Basra, Zaheda Jiwa, Shane Pecknold, Molina Chow, Christine Ortiz, Colleen Crawford-Sulyma, Nhu Truong-Thi, Rachel Confiss, Tanya Findlater, Winston Dang, Andy Yang, Jessica Yee, Doug Protz, Nushaiba Nanjiba, Jenny Feng, Judy Li, Lindsay Macklin

Settlement Department

Diane Wilmann (Manager), Wen Ren (Supervisor), Rachel Yang (Supervisor), Klara Seaton (Lead Teacher), Silva Abkarian, Stephen Andrada, Kim Dang, James Huang, Lily Li, Mahsa Monfared, Havris Obidulla, Arely Rodriguez, Alma Saplala, Gwen Shaw, Wang Xia, Annie Yu, Joana Gonzalez

Family Resource Department

Maria Valenzuela (Manager), Shalynn Kishore (Supervisor), Ayar Ameen, Nife Aroh, Lynette von Oelffen Joseph Litman, Shahira Sakiyama, Dina Ferera, Pritham Tanno

Community Department

Joanne MacKinnon (Coordinator), Breagha Zakaib (Coordinator), Tim Meagher, Brianna Thompson, Sarah Mantini, Andrew Ha, Alex Kaiser, Jasmine Shi, Hazel Knight, Michelle Law

Child Care Department

Geraldine Clevette (Manager), Janis Venn (Supervisor), Jordan Layne (Supervisor), Julia Jackson (Acting Supervisor), Jennifer Batayola, Brenda De Vera, Tegan Pavic, Minako Shiba, Barb Venn, Corrine Hermans, Christie Akhurst, Marnie McCrank, John Park, Timothy Shay, Sam Shenhir, Brenda Swiderski, Nela Tomas, Emily Quinn, Jessica Turkington, Jessica Prefontaine, Afsaneh Charkhkar, Florrie Chilvers, Matthew Boyes, Silver Brousson, Dory Phan, Nife Aroh, Hans Abkarian, Jasmine Shi, Nina Gaind, Hannah Luppe, Abby Johnston, Bayleigh Marelj, Nhat (Alice) Phong Tran

Thank You to LMNHS Funders

BC Government Funding

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

Canada Government Funding

- Community Food Centres Canada • Employment and Social Development Canada Summer Jobs • Immigration, Refugees and Citizenship Canada • New Horizons for Seniors

Municipal Government Funding - Vancouver

- Community Services - Parks and Recreation Board • Vancouver Resiliency- Supportive Housing

Other Funding

- BC Centre for Ability • BC Council for Families • BC Housing • BC Recreation Foundation • Biotalent • Choices Market • CLICK Foundation • Decoda RAR Literacy Solutions • Front and Company • Greater Vancouver Food Bank • Home of Awareness Lydia Albert Fund • Ministry of Children and Family Development • Neighbourhood Small Grants • Playlist • Soong Ching Ling Children's Foundation • UBC CCEL • United Way of British Columbia • Vancity • VanCity Foundation • Vancouver Coastal Health • Vancouver Diabetes Association • Vancouver Foundation • Vancouver Sun – Adopt-a-School • Whole Foods Kids Foundation • YWCA



Your Support of LMNHS Helps Build a Healthy and Sustainable Community

Community Partners and Connections

• 411 Seniors • Adler University • AMSSA • ANHBC • BC Early Years Pedagogy Network (BCEYPN) • Bethel International Church • Better Together Service Providers • Cityview Baptist Church • City Heights • Coast Mental Health • Dalai Lama Centre for Peace and Education • Dan's Legacy • District Main • Equitas • Farm to Plate Marketplace • Girls to the Power of Math • Greater Vancouver Food Bank • ISSBC • Kensington Community Centre • Kids Up Front • Little Mountain Court • Lori Weidenhammer • Marpole Neighbourhood House • Midtown Service Providers Network • Mount Pleasant Family Centre • Mount Pleasant Neighbourhood House • More Than a Roof • Moving Forward Family Services • South Hill Neighbourhood Centre • SPEC School Garden Program • SUCCESS • Sunset Child Care • UBC (Centre for Community Engaged Learning) • University of British Columbia • Vancouver Fountain Alliance Church • Vancouver Art Therapy Institute • Vancouver Community Fridge Project • Vancouver Early Years Consortium • Vancouver Farmers Market • Vancouver Neighbourhood Food Network • Vancouver Neighbourhood Houses Settlement Consortium • Vancouver School Board • Vantage Point • Village Vancouver • Yoga Buggies • YWCA • Zero Waste



Public Partners and Connections

• BC Housing • City of Vancouver • Farm2School Vancouver • MCFD • Post-Secondary Institutions: Langara College, BCIT, City U of Seattle, Vancouver Art Therapy Institute, Adler University, University of British Columbia, Simon Fraser University • 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 and Terry Salman branches • Vancouver School Board: Brock, Henderson, Livingstone, McBride Annex, McBride, Mount Pleasant, Shaughnessy, Simon Fraser, Van Horne and Nightingale Elementary Schools • SWIS Teams, CST Teams: Eric Hamber, Tupper, John Oliver and Total Education Secondary Schools

Community Merchant and Business Connections

• Acorn • Bases Family Thrift Store • Burnaby Hospice Thrift Store • Choices Markets • East West Market • Front and Co. • Honey Shop • Hawker's Delight • JJ Bean • Matchstick - Riley Park • Meet on Main • Net Zero Waste • Nesters Market • Organic Acres Market • Royal Bank • Rocky Mountain Flatbread • Save-on Meats • The Soap Dispensary • South Vancouver Neighbourhood House • VanCity Credit Union • Welk's General Store • Whole Foods • Windsor Meats • YUM! • and many others who generously donate to our neighbourhood events

Planning and Network Tables

• AMSSA Immigration Integration and Cultural Committee • AMSSA Working Group on Impact Evaluation Framework Pilot Project • BCSIS Working Group on Supports for NCCs • BC Youth Week Steering Committee • BC Settlement Agencies Planning Table • CST Community Services Hubs • Early and Middle Years Community of Practice • First Call for Children and Youth • Langara College Social Services Worker Program Advisory Committee • Multi-Agency Partnerships BC • Midtown Children, Youth, Families and Seniors Sub Committee • Midtown Service Providers Network • Neighbourhood House Week Planning Committee • Riley Park/South Cambie Community Visions Implementation Committee • United Way Community of Practice for Middle Years • United Way School's Out Group • Vancouver Early Years Network • Vancouver Food Policy Council • Vancouver Local Immigration Partnership