

ANNUAL REPORT 2017/18

ABOUT SVNH

South Vancouver Neighbourhood House (SVNH) is a community-based organization that focuses on connecting people and strengthening the neighbourhoods in South Vancouver. We work with neighbours from different cultural, economic, religious, and linguistic backgrounds to build social connections and address local issues. Programs and services are determined by conditions within each community and by the needs and interests of the people living in that neighbourhood.

South Vancouver Neighbourhood House has been a member of the Association of Neighbourhood Houses of BC since 1977. Based at Victoria Drive and 49th Avenue, SVNH serves the Sunset, Victoria-Fraserview, and Killarney-Champlain neighbourhoods.

VISION

Everyone in South Vancouver lives in a healthy and engaged community.

MISSION

SVNH plays a leadership role in building healthy and engaged neighbourhoods in South Vancouver by connecting people and strengthening their capacity to create change.

LAND

We acknowledge that South Vancouver Neighbourhood House is on the unceded, occupied, ancestral and traditional lands of the xʷməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish) and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations. We strive to be active participants in the journey toward truth and reconciliation.

CHAIR'S REPORT

2017/2018 has seen an increased commitment from the Board to determine how we can support and better represent SVNH. We appreciate all the hard work of SVNH's staff, which has resulted in a few highlights: SVNH's leadership with the development of Marpole Neighbourhood House, building a stronger collaborative relationship with Little Mountain Neighbourhood House in the South Hill area, conducting a Blanket exercise to start the healing process with Reconciliation, and finally the financial management of budgets that has increased SVNH financial health.



KRISTIN
SCHRECKENBACH

EXECUTIVE DIRECTOR'S REPORT

This past year has been a whirlwind of activity and excitement. From a brand new website, to increased momentum in Marpole, to new programs and services in South Hill, a deepened understanding of Good Food principles, and a commitment to increasing dialogue about truth, reconciliation and decolonization, this year has set the stage for greater impact in the years ahead. A big thank you to all of SVNH's staff and volunteers for their leadership and support!



ZAHRA
ESMAIL

HIGHLIGHTS

STRATEGIC PLAN

We have completed the first year of our three-year strategic plan with great results. Key achievements in 2017/18 include: the completion of a needs assessment in South Hill, the launch of our new website, and the establishment of a fundraising committee.

PILOT PROGRAMS

In 2017/18, we were able to test out a number of new programs, including a Family Drop-In Program at South Hill Neighbourhood Centre, a Drop-in Women's Group, and a Target Youth Outreach program.

COMMITMENT TO TRUTH & RECONCILIATION

SVNH is committed to learning more about Indigenous-rights history in Canada. We held a participatory Blanket Exercise for all staff in October, and will kick off 2018/19 with a Blanket Exercise for the wider community. Learning and dialogue are the first steps.

WHO WE REACHED

5,603 individuals

2,147 seniors

555 youth

295 children

**not unique*

1,243 families

960 newcomers

524 people at 5 community events

689 volunteers

****57,966 touch points**

OUR PROGRAMS

SVNH is open to everyone and is a place where you can meet a friend, have some coffee, connect to programs or services, become a volunteer, or find resources. SVNH offers a variety of programs and services that support individuals and families. This includes diverse programs that serve the community at every stage of life, right from the early years. Our programs include: Seniors' Wellness, Youth Leadership, Licensed Preschool and Out-of-School Care, Parenting and Family Resource Programs, Settlement Services for Newcomers, Food Security, Literacy, Adult Day Programs, Community Engagement Events, Domestic Violence Support, and more. Each year, over 5,600 individuals participate in our programs, which are run in partnership with nearly 700 volunteers.

Programs and services are determined by conditions within each community and by the needs and interests of the people living in that neighbourhood.

OUR LOCATIONS

SVNH's main location is at 6470 Victoria Drive, at the corner of E. 49th Avenue. This location is a thriving hub of activities, with programs for seniors, youth, newcomers, children, and families, a rooftop garden, and cooking programs.

SVNH's annex location, South Hill Neighbourhood Centre, is located at 5888 Fraser Street at E. 43rd Avenue, in the heart of South Hill.

We operate two Adult Day Programs: Beulah Adult Day Centre located at 3355 E. 5th Avenue in East Vancouver, and South Vancouver Adult Day Centre located at 3076 E. 49th Avenue.

Beyond our physical locations, SVNH work with neighbours across South Vancouver at locations that are convenient to them - local schools, community centres, libraries, BC Housing sites, and more. Nearly half of our programs take place offsite.

SENIORS PROGRAMS

SVNH provides programs and services for older adults and seniors in partnership with the South Vancouver Seniors Hub. The Hub works within a networked service model that brings together seniors, community agencies, and different organizations to help engage and serve seniors. Seniors lead, govern, identify needs, and organize activities to meet those needs. Seniors gain confidence, socialize interculturally, learn new things, and create opportunities for isolated seniors. SVNH seniors programs include health and wellness, language programs, caregiver support, neighbourly together outreach, Better at Home, and much more.



YOUTH PROGRAMS

Our Preteen and Youth Programs are designed to meet the unique needs of young people from ages 8 to 19. Through our diverse programs, preteens and youth can build self-esteem and confidence, learn new skills, and become leaders in our community. Our programs for preteens and youth include newcomer settlement, youth leadership, child/youth mentorship, Homework Clubs, environmental conservation, and more.

We work closely with the local high schools and elementary schools in the areas of programs, training, and referrals.



ADULT PROGRAMS

At SVNH, we work to meet the ever-changing needs of our neighbours. Our adult programs include information and orientation for newcomers to Canada, formal and informal English language classes, basic computer training, pre-employment support, small business training, family support, domestic violence support, and so much more. We also offer a number of food programs like community kitchens, intergenerational cooking classes, food skills for families, and community gardening.



ADULT DAY PROGRAMS

South Vancouver Neighbourhood House (SVNH) contracts with the Ministry of Health through the Vancouver Coastal Health Authority (VCHA) to operate two Adult Day Centres in South and East Vancouver: South Vancouver Adult Day Program and Beulah Gardens Adult Day Program (ADP). The ADPs are specialized services that support frail seniors and adults with complex physical and/or cognitive health challenges to live independently in the community or with a caregiver. We welcome seniors from all walks of life, and operate from a person-centered approach.



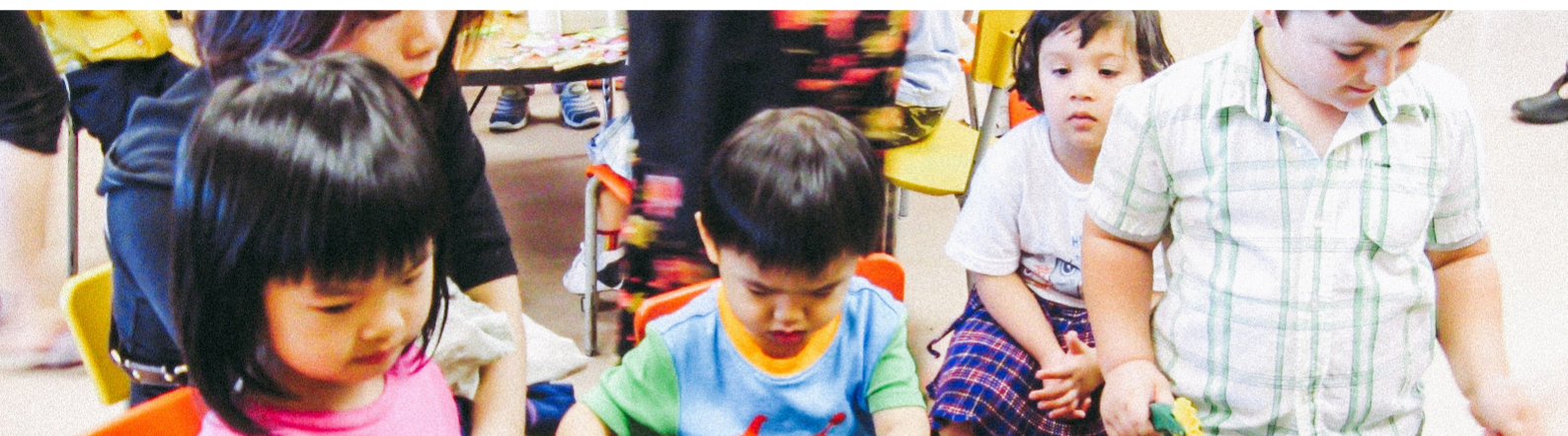
CHILDCARE PROGRAMS

SVNH Childcare programs consist of Poppins Preschool, Little Tree Preschool, and Out of School Care (Fleming, Waverley and SVNH) and BC Housing Kids Club (Culloden, Champlain and Orchard). The aim of our childcare programs is to provide quality care that meets developmental needs of the children through interest-based activities guided by BC Early Learning Framework. The childcare staff team is committed to working collaboratively with families and other community partners to ensure a safe, healthy, nurturing and fun environment that provides opportunities for children to thrive.



FAMILY PROGRAMS

Families in South Vancouver are diverse, and each family has different strengths. SVNH offers programs for families at all stages to build confidence, create social connection with people in a similar phase of life, and access supports. This includes programs in popular languages such as Mother Goose, Nobody's Perfect, Food Skills for Families, Family Drop-In Programs, and more. SVNH also actively participates in the South Vancouver Early Years' Table.



COMMUNITY EVENTS

There is, perhaps, no better way to make a new friend or meet a neighbour than at a community event. We were thrilled to offer five signature events in 2017/18: Spring Open House, AGM Potluck, Harvest Festival, Winter Fest, and Lunar New Year. Each of these events helped us connect with hundreds of new and existing members, and provided a chance for children to meet seniors, and newcomers to meet long-term residents in our neighbourhood. We also recognized Diwali, Anti-Bullying Day, Orange Shirt Day, and much more at SVNH this past year.



FOOD PROGRAMS

As a member of the South Vancouver Food Network, Vancouver Neighbourhood Food Networks and Community Food Centres Canada (CFCC) Good Food Organizations, SVNH provides knowledge and hands-on experience to residents to build social inclusion, and increase food security, food literacy and sustainability practices. Our food programs create a safe, inclusive space for neighbours to build supportive multicultural and intergenerational connections, break down socio-cultural barriers, and increase access to healthy, fresh food. Participants of all ages build the skills, knowledge and attitudes to take control over their personal health and nutrition from each other and professionals in our food community. We are working to create a space where friendships stem from a culture of good food.

SOUTH HILL NEIGHBOURHOOD CENTRE

South Hill Neighbourhood Centre (SHNC) is an annex space that opened in June 2016. SVNH heard from local residents in South Hill, which runs along Fraser Street from 41st Avenue to 50th Avenue, that their neighbourhood had a lack of community space, services and amenities; this was preventing essential community development from taking place. South Hill is a very diverse and vibrant neighbourhood with newcomers from every part of the world mixing with long-time residents in one of Vancouver's oldest neighbourhoods. SHNC is home of Little Tree Preschool, and also houses our Father's Social Group, conversation cafe, small business workshop, women's drop in program, family drop-in, and frequent community events.



MARPOLE NEIGHBOURHOOD HOUSE PROJECT

Firehall No. 22 in Marpole used to be home of Marpole Place, an independent neighbourhood house that ran for over 30 years. A flood in 2013 rendered the building unusable and Marpole Place was subsequently shut down. The City of Vancouver is currently renovating the Firehall building and put out a call for a neighbourhood house operator. ANHBC was selected, and SVNH is leading the development of the new Marpole Neighbourhood House, set to open in April 2019. Work is currently underway to get to know the neighbourhood, create partnerships, build strong finances, and ensure MNH's future success!



OUR IMPACT

For over forty years, SVNH has been providing services to South Vancouver residents of all ages. This past year, we have been grateful to reach over 5,600 individuals, with the support of 689 volunteers.

"When I arrived here I was alone. I didn't really know much about Canada and I hesitated to communicate with people in English. I found out about The Conversation Café last summer, and it has helped me to improve my English, communication and interpersonal skills, helped to build my self-confidence, helped me to expand my network, and so on. I feel good about myself and have started to volunteer!"

- Conversation Cafe participant





OUR STAFF

SVNH is thrilled to have a dedicated, diverse, and passionate team of staff that work hard to ensure local needs are met. With staff from all backgrounds and with different skill sets, we are able to work together to create positive change in South Vancouver. Our staff bring skills in leadership, program management, community development, finance, grant writing, geriatrics, education, program facilitation, early childhood education, food security, family support, settlement services, employment, and so much more.

A big thank you to the entire staff team for their hard work in 2017/18!

OUR CHAMPIONS

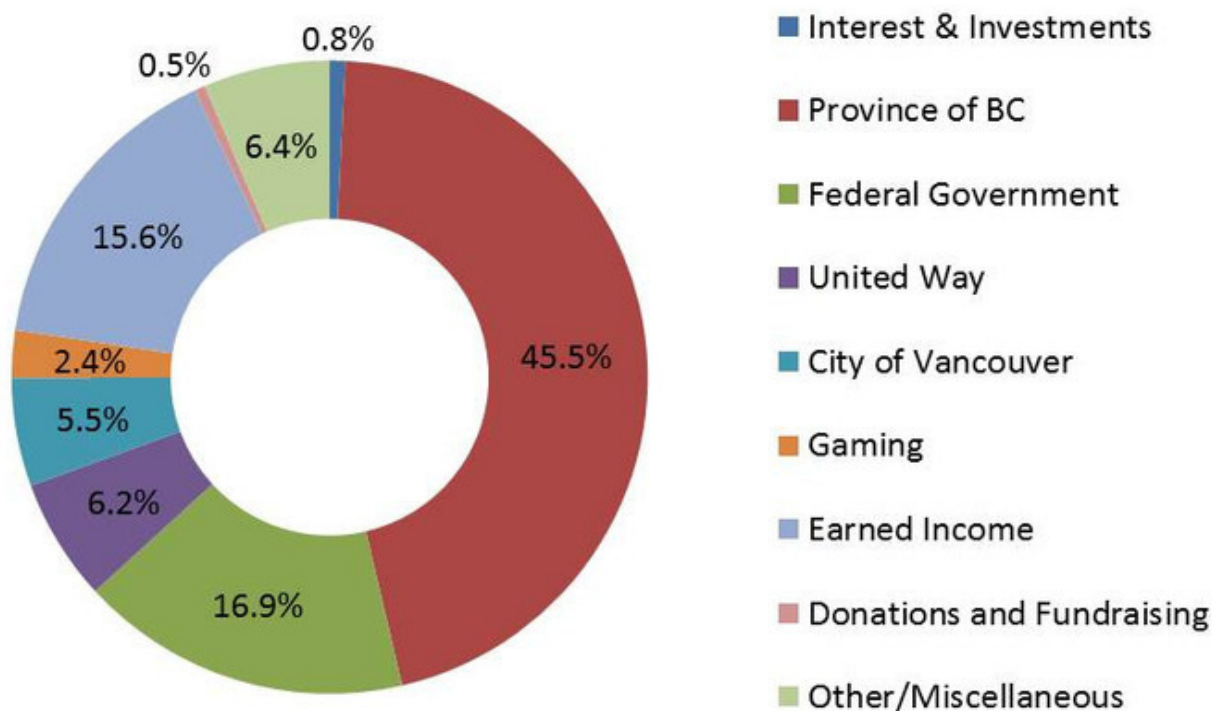


SVNH is very fortunate to have an enormous team of dedicated volunteers who contribute their time, energy, and expertise to help strengthen the neighbourhoods in South Vancouver. This includes 689 volunteers of all ages who work closely with our staff to create social connections, and provide programs and services to SVNH members.

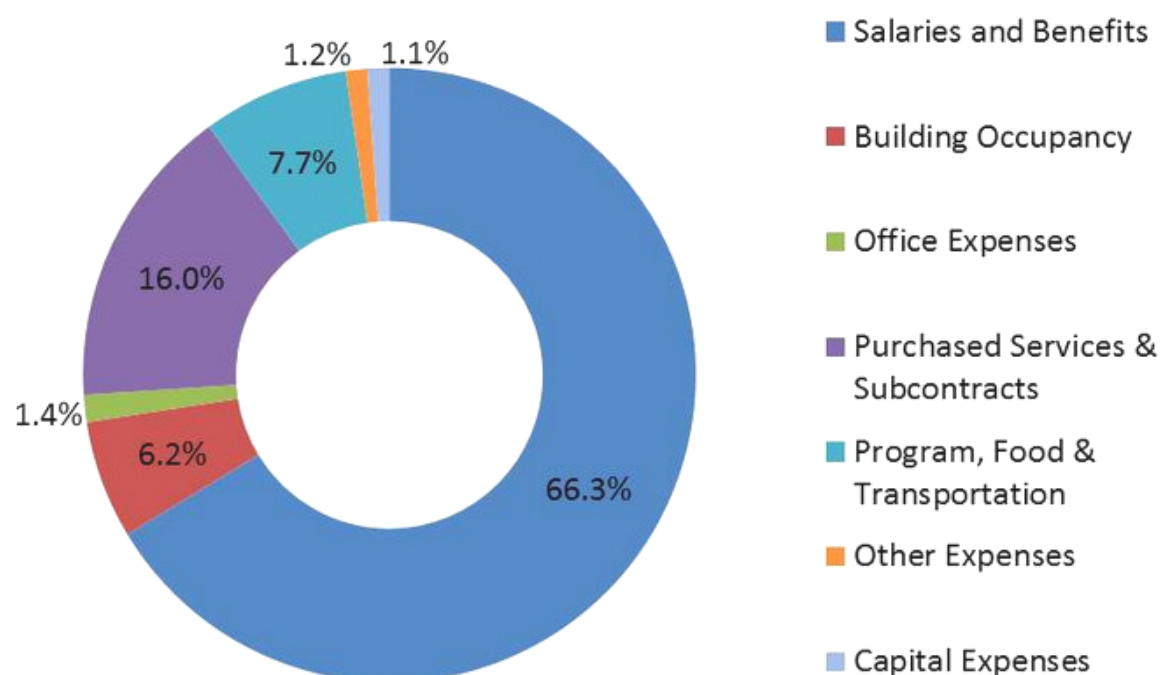
Our hard working volunteers are invaluable, and make all the difference at SVNH. A big thank you to all 2017/18 volunteers for everything they do!

OUR FINANCES

REVENUES: \$4,129,336



EXPENSES: \$3,981,561



THANK YOU

SVNH is grateful for all of our partners, donors, volunteers, staff, and contributors who help us make a difference. Each member of our community makes a tremendous difference, simply by sharing ideas, making suggestions, attending events, and, of course, by volunteering. We thank all of our members for being great neighbours!

OUR DONORS

SVNH is supported by many government, corporate, foundation, and individual donors who help us keep our doors open and our programs thriving.

A big thank you to our donors:

- City of Vancouver
- Province of British Columbia
- Government of Canada
- Vancity
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- SPARC BC
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- Community Food Centres Canada
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- CLICK
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- BC Parks and Recreation Association
- Decoda Literacy Solutions
- St. Thomas Anglican Church
- TD Friends of the Environment Foundation
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