

# ANNUAL REPORT 2018/19

## 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 South Vancouver neighbourhoods.

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 Səlíl̓wətaʔ/Selilwitulh (Tsleil-Waututh) Nations. We strive to be active participants in the journey toward truth and reconciliation.

### LOCATIONS

South Vancouver Neighbourhood House is located at 6470 Victoria Drive. Additional locations include South Hill Neighbourhood Centre located at 5888 Fraser Street, South Vancouver Adult Day Centre located at 3076 East 49th Avenue, and Beulah Adult Day Centre located at 3355 East 5th Avenue.

In addition to these physical spaces, SVNH facilitates programs at school, libraries, community centres, places of worship, and other locations across South Vancouver.

## CHAIR'S REPORT

2018/19 marked another year of success for SVNH and its committed and hardworking staff. With the continued support of the Board and the tireless leadership from the executive director, Zahra Esmail, the much anticipated Marpole Neighbourhood House is ready to open to the community. Not to take away from all the great work SVNH provides, here are a few 2018/19 highlights: explored new fundraising efforts such as a Pub Night, the renewal of funding for Better At Home program, unique new partnerships at South Hill Neighbourhood Centre, and continued partnership with the Greater Vancouver Food Bank.

One item that should have special recognition is the financial management of SVNH. Even as some sources of core funding are diminishing, SVNH has done an exceptional job of ensuring the financial health of the organization is sustained.



KRISTIN  
SCHRECKENBACH

## EXECUTIVE DIRECTOR'S REPORT

SVNH has experienced tremendous growth in 2018/19, particularly in the areas of food security and family programs. In May 2018, SVNH piloted the South Vancouver Food Hub in partnership with the Greater Vancouver Food Bank, which has been extremely successful. We are so pleased to see new community residents coming through our doors on a weekly basis. As Co-Chair of the South Vancouver Early Years' Table, SVNH successfully facilitated the Success in South Vancouver program to support children

0-5 years old and their caregivers through park pop-up family drop-in and peer connector programs. We look forward to finding more innovative ways to work with community members to strengthen the neighbourhoods in South Vancouver. A big thank you to SVNH staff, volunteers, and members for all of their efforts!



ZAHRA  
ESMAIL



## WHO WE REACHED

<b>6,769 unique individuals</b>	269 children
<b>882 SVNH members</b>	442 youth
<b>520 volunteers</b>	2,122 seniors
	936 newcomers
	2,140 Food Hub members

## OUR PROGRAMS

SVNH is open to everyone and is a place where you can meet a friend, have a cup of 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 such as: 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. Our goal is to engage local residents to become leaders at SVNH and in the community.

Each year, over 6,769 individuals participate in our programs, which are run in partnership with over 520 volunteers.

## OUR COMMUNITY BOARD

Kristin Schreckenbach, Chair	Juliane Jao, Youth Rep
Lavleen Sahota, Vice-Chair	Kevin Ngo, Youth Rep
Rod Raglin, Treasurer	Aaron Sihota, Member
Carmen Ocampo, Secretary	Nelson Didulo, Seniors Hub Council Rep
Farhad Mawani, ANHBC Rep	Christopher Chung, BIA Rep
Lorna Gibbs, Member	Chandra Raglin, Member



# OUR IMPACT

SVNH provides services to South Vancouver residents across three neighbourhoods. This past year, we connected with **over 6,750 individuals**, with the support of **520 volunteers** through hundreds of unique programs.

*"My favourite thing about the [Seniors' Intercultural Wellness] group is the people. Being part of an international group, I have met many new people I would not have met otherwise. I like the inclusiveness, how people of all nationalities come together. Coming to the group gives me a feeling of community and openness. This group is a wonderful thing for seniors. They feel very welcomed."*

- Seniors' Intercultural Wellness group participant

*"My mother loves the program at Beulah Gardens. She feels welcomed, valued, respected, stimulated and part of a community. She is striking up friendships with people from other cultural backgrounds, even when their only means of shared communication is a smile, or a common experience in some activity within the program. It is my belief that my mother's positive experience results from a well-thought-out program, good leadership, and competent staff."*

- Family member of Beulah Adult Day Program participant



## SENIORS PROGRAMS

The Intercultural Seniors' Wellness program has shown a significant increase in senior attendance, and participants are becoming healthier and happier! Every program includes an exercise component led by dedicated senior volunteer. Participants enjoy the 30-minute exercises, especially because it's a different type of seated exercise every week. In addition, monthly seminars and workshops are widely enjoyed because they provide important health and wellness information. Participants in the group support each other and surveys showed that seniors felt more connected to the community because of our programming. 83% of the participants surveyed reported that they had seen improvements in their balance, strength and mobility over the past year.

## YOUTH PROGRAMS

The youth program started with many exciting new initiatives this year. To deepen and enhance our engagement with youth, the United Way Future Leaders Program was started in January 2019, with over 8 paid mentorship positions to support youth in gaining employment skills. During the year, SVNH trained over 133 youth in a multi-session leadership workshop to enroll in volunteer opportunities at SVNH. Through a Vancouver Coastal Health (VCH) grant, SVNH offered a bike safety workshop that resulted in 77% of youth feeling more confident about riding in Vancouver, fixing their bike and overall safety. The SHIFT program at Killarney Secondary school reached 360 students who attended two presentations related to gang and violence awareness.

## ADULT PROGRAMS

This year, SVNH re-imagined its men's group, which provides a platform for men to discuss, learn, and build on skills related to healthy relationships and positive parenting. Our learning from the program's first year has guided the direction for a revamped men's group to help better address and engage men living in South Vancouver. For Homelessness Action Week 2018, funded by the City of Vancouver, SVNH invited people who identify as homeless or are at risk of being homeless, Fraser Street businesses, educational and financial institutions, and political representatives to start conversations on how to break stigma and provide education related to homelessness. The learnings from the conversations have helped determine new program initiatives for 2019/20.

## ADULT DAY PROGRAMS

2018/19 was a great year for SVNH's two Adult Day Programs. Aside from the privilege of supporting some of the most vulnerable seniors in our community remain at home and connected through carefully orchestrated therapeutic physical and cognitive activities, we had a few notable successes:

- SVADP was awarded a B.C. Community Gaming Capital Project Grant of \$30,892.00 to purchase an Accessible Van. This will enable seniors who are wheelchair bound enjoy the many outings we provide throughout the year.
- Beulah ADP was featured in VCH's April 2018 newsletter as 'a great description of ADC programs at their best' via a fan letter from one our client's family member.

## CHILDCARE PROGRAMS

The SVNH childcare programs consist of Poppins Preschool, Little Tree Preschool, Out of School Care (OSC - at Waverley and SVNH) and BC Housing Kids Club (Culloden, Champlain and Orchard). Some highlights of this past year are the development of two successful preschool programs, Little Tree Summer Preschool Camp and Poppins Pre-K. The 2nd Annual Preschool Walkathon raised \$1750 towards program furniture, equipment and supplies. We worked in collaboration with the Vancouver School Board and Vancouver Coastal Health Licensing to expand Waverley OSC's capacity to 24 children. All licensed childcare programs scored 100% on the annual licensing inspection. BC Housing Kids Club strengthened community engagement by collaborating with BC Housing to hold community get-togethers at all three sites. We received \$44,241 from the City of Vancouver Childcare Enhancement Grant to keep our licensed childcare program fees below City average and enhance staff ratios. We opted in to the Ministry of Childcare and Family ECE Wage Enhancement for ECEs to receive \$1 per hour wage increase. Lastly, the childcare team attended conferences and workshops on themes such as Reggio inspired curriculum, social emotional development and working with children with special needs.

## FAMILY PROGRAMS

SVNH proudly co-chairs the South Vancouver Early Years' (SVEY) Table. In collaboration with multiple early years community partners, the SVEY Table received United Way Success By 6 funding to launch a Summer Pop-Up and Peer Connectors Program that focused on engaging families with children ages 0 to 6 years old. The program provided over 200 families a chance to engage with other families, learn about community resources for families, and connect over community meals. There were 18 parents that volunteered as peer connectors in their community in 2018/19, to provide peer-support to families, and to help parents and caregivers navigate community family resources. The success of the program has helped secure additional funds to continue the program for 2019/20. SVNH also offered successful family drop-in programs for families all year at our Victoria Drive and Fraser Street locations, as well as parenting courses across South Vancouver.

## FOOD PROGRAMS

SVNH has increased its food programming exponentially. In May 2018, SVNH partnered with the Greater Vancouver Food Bank to establish a Food Hub at SVNH. The Food Hub operates on Tuesdays, and currently serves over 300 unique individuals each week. SVNH also hosts a Youth Cooking Club twice per month, co-facilitates the Growing Eden food and gardening program each summer in partnership with South Vancouver Family Place and Farmers on 57th, organizes the annual Harvest Festival with other SV Food Network members, and offers a Community Lunch every Thursday. Great efforts have been made over the past year to incorporate more multicultural and multiethnic food at the Community Lunch. To date there have been meals prepared that originate from: Italy, Vietnam, Thailand, Japan, China, Portugal, Quebec, American South, Ireland, Persia, France, Spain, Morocco and Jamaica. Vegan options of each meal are available every week.



## 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 approximately 520 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 2018/19 volunteers! You are SVNH!

## 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:

- Alexandra Foundation
- Bains Travel
- BC Dairy Association
- BC Housing
- BC Parks and Recreation Association
- City of Vancouver
- CLICK
- Coast Capital Savings
- Colin Lo, The Rennie Group Ltd.
- Community Food Centres Canada
- Decoda Literacy Solutions
- Dragon Boat BC
- Face of Today Foundation
- Face the World Foundation
- Forage Restaurant
- Government of Canada
- Greater Vancouver Food Bank Society
- Justworks Inc.
- Killarney Parent Advisory Committee
- London Drugs
- McCreary Foundation
- Province of British Columbia
- Romer's Burger Bar
- Royal Bank of Canada (RBC)
- Sheraton Wall Centre
- South Vancouver Army, Navy and Airforce Veterans
- SPARC BC
- St. Thomas Anglican Church
- TD Friends of the Environment Foundation
- TELUS
- The Excellence in Literacy Fund
- United Way of the Lower Mainland
- Vancouver City Savings and Credit Union
- Vancouver Coastal Health
- Vancouver Foundation
- Vancouver Parks and Recreation
- VIA Rail
- Wesgroup Properties
- White Spot

*A big thank you to all of our regular monthly donors...your consistent contributions make a huge difference!*

**....THANK YOU ALL FOR YOUR SUPPORT!**

# MARPOLE NEIGHBOURHOOD HOUSE

South Vancouver Neighbourhood House is proud to be overseeing the development of the newest neighbourhood house in Metro Vancouver: the Marpole Neighbourhood House! Marpole NH is set to open its doors in May 2019, and will be a full fledged neighbourhood house in its own right.

SVNH's Executive Director has been working with a small team to lay the groundwork for Marpole Neighbourhood House. Key activities over the past year have included:

- community consultations
- establishment of the Marpole Neighbourhood House Prosperity Committee
- fundraising
- development of community partnerships
- program planning
- preparation for tenant improvements

A big thank you to the SVNH team and Board for their support with this exciting new initiative!





# OUR STAFF

SVNH has a dedicated, hard-working, and passionate team of staff that are committed to making South Vancouver a better place to live, work, and grow. With staff from all backgrounds and with different skill sets, we work alongside local residents to build local skills and confidence, develop and deliver programs and services, and create positive change. "Team SVNH" goes above and beyond every day to make a difference.

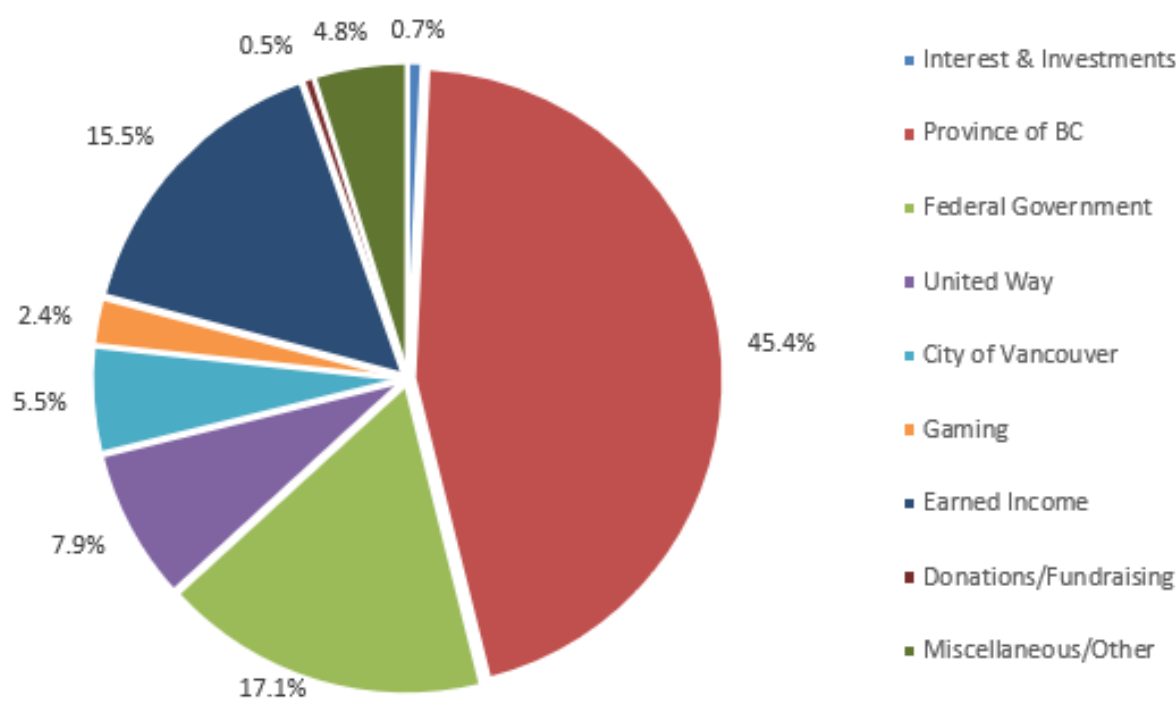
**A big thank you to the entire 2018/19 staff team for their hard work, creativity, and heart!**



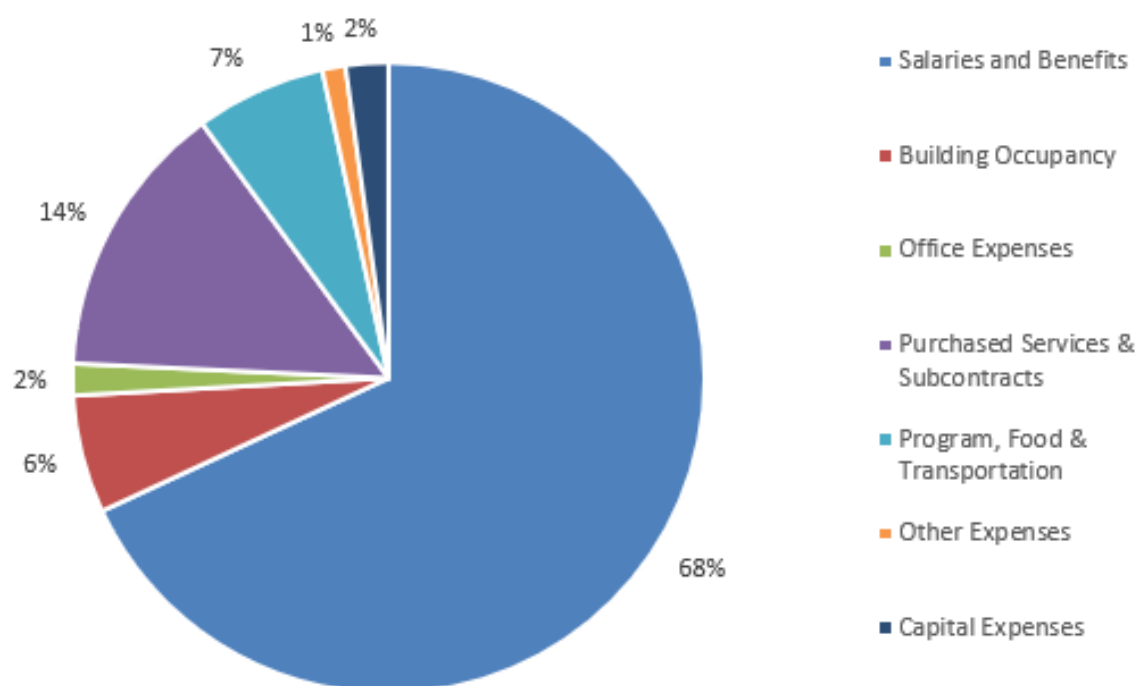


# OUR FINANCES

REVENUES: \$4,108,644



EXPENSES: \$4.072,090



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MEMBER

ASSOCIATION OF  
**NEIGHBOURHOOD HOUSES BC**