

ANNUAL REPORT 2019/20

MESSAGE FROM THE CHAIR AND EXECUTIVE DIRECTOR

This past year has been filled with both excitement and turbulence at SVNH. One of our greatest achievements in 2019/20 is the development of SVNH's new strategic plan, which will carry the organization forward to create new impact from 2020-2023. The strategic plan was developed through an inclusive process with input from staff, volunteers, partners, donors, and community members. We are excited to work with all of you to REFRAME South Vancouver - Sunset, Victoria-Fraserview, Killarney - in the years ahead.

Key achievements this year include finding a new home for the South Vancouver Adult Day Centre (opening soon!), setting the stage to explore a new Community Health Centre in South Vancouver, increasing support for children, youth, and seniors, and making new investments in the Sunset neighbourhood.

As we write this Annual Report for 2019/20, we are in the midst of a global crisis due to the COVID-19 pandemic. This crisis has revealed systemic inequities across every community, every sector, and every sphere of influence. SVNH has been able to pivot and respond to community needs, with a focus on equity and courageousness, quickly putting our strategic plan in motion.

We are deeply grateful for the hard work of SVNH staff, volunteers, donors, and partners - new and old - during this difficult time. It is inspiring how people have banded together to keep one another safe, recognizing that in addition to food and other basic necessities, social connectedness - while now at a distance - is crucial to community health. It will be a long year ahead but together, we can make a difference.

Stay safe and be well,



JONATHAN
HAYS



ZAHRA
ESMAIL

ABOUT SVNH

South Vancouver Neighbourhood House (SVNH) is a community-based organization that focuses on connecting people and strengthening the neighbourhoods in South Vancouver. Neighbourhood houses provide healthy places to live, work and play for residents of any age, from all walks of life. When you walk through the doors of SVNH, you find a unique and vibrant place where people can build their social connections by participating in wellness or cultural activities, or improve their personal capacity through volunteering, workshops, courses and employment counselling. The sense of belonging people develop at a neighbourhood house is enduring.

Programs and services at SVNH are determined by conditions within each community and by the needs and interests of the people living in that community. Each year, over 7,000 individuals participate in our programs, which are run in partnership with nearly 600 volunteers.

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.

WHO WE REACHED

7,061 unique individuals

586 SVNH members

651 volunteers

OUR TEAM

SVNH has a large, dedicated team of staff and volunteers who work with community members to strengthen the neighbourhoods in South Vancouver in unique ways.



Many thanks to all 2019/20 SVNH staff and volunteers!

OUR COMMUNITY BOARD

Jonathan Hays, Chair & ANHBC Rep

Ruchi Lal, Vice-Chair

Seeta Sandhu, Treasurer

Carmen Ocampo, Secretary

Farhad Mawani

Lavleen Sahota, Member

Stanley Ho, Member

Juliane Jou, Youth Rep

Kevin Ngo, Youth Rep

Aaron Sihota, Member

Nelson Didulo, Seniors Hub Council Rep

Christopher Chung, BIA Rep

Chandra Raglin, Member

Rod Raglin, Member

SENIORS PROGRAMS

SVNH started a new Friend and Family Caregiver Supports Program in January 2020. A new Community Connector Board was created to connect community members with volunteers, and vice versa. The South Vancouver Seniors Hub Council started a monthly Community Dinners and a monthly Community Kitchen to respond to food security needs in the community. Some peer-led groups started to self-isolate early in 2020, leading to a decline in regular activities. We look forward to welcoming them back to our programs when it is safe!

PRETEEN AND YOUTH PROGRAMS

2019-20 saw the expansion of SVNH's Homework Club, as well as the piloting of a new School's Out after school program in Sunset. SVNH received support from the City of Vancouver for our Youth Action Program for the first time. Youth participated in a "no cell phone" challenge and tried many new fundraisers to support their programs. It has been wonderful to see so many youth build their leadership skills this year.

ADULT PROGRAMS

SVNH's Migrant Workers program picked up steam this year and we have been able to better understand how to support migrant workers living in the neighbourhood. Through our new federal contract for settlement services, we will be hiring two new positions: a Young Adult Settlement Counsellor and a Newcomer Mentorship Worker. Both of these positions will help address gaps in the neighbourhood. SVNH also led important new initiatives on homelessness.

ADULT DAY PROGRAMS

Beulah and South Adult Day Centres have been busy, adapting to change due to the especially high COVID-19 vulnerability of ADC participants. Earlier in the year, South Van ADC carried out an exhaustive search for a new home and found a great location in Champlain Heights: expected move in date is October 2020.

CHILDCARE PROGRAMS

Waverley Out-of-School Program received approval to expand to provide care to additional children. This included constructing a dividing "wall", which was partially funded through a third-party fundraiser held by Scotiabank. We also received a book donation from First Book Canada - over 200 books for our program and families.

FAMILY PROGRAMS

SVNH started a new Family Meal at Moberly Arts & Culture Centre to connect with families in Sunset. A new Family Drop-In Program was also launched during Tuesday Food Hubs, to allow families with young children accessing the Food Bank to also engage in play-based learning and build social connections.

FOOD PROGRAMS

Access to food is a basic human right and a wonderful way to build social connections. SVNH hosted the Greater Vancouver Food Bank's Food Hub for most of 2019/20. Other food programs include community kitchens, a rooftop garden, and cooking classes.



OUR NEIGHBOURHOODS

SVNH is comprised of several distinct neighbourhoods, each with their own local identity and flavour. As part of our new strategic plan, we will be focusing on creating unique strategies for engagement and community development in each area.

This approach is to help bring out the character and strength of each neighbourhood, to build neighbourhood identity and neighbourhood pride. Because each 'hood within South Vancouver is special.

KILLARNEY

Killarney is located in the furthest East section of South Vancouver and includes the neighbourhoods of Champlain Heights and the growing River District. The three neighbourhoods within Killarney are all quite unique from one another!

VICTORIA-FRASERVIEW

Victoria-Fraserview is located in the middle section of South Vancouver, where South Vancouver Neighbourhood House is situated. Home of the bustling Victoria Drive business area, Victoria-Fraserview has a natural divide on East 54th Ave, separating north and south.

SUNSET

Sunset is home to the famous Punjabi Market, on the farthest West side of South Vancouver. The Fraser corridor has Sunset's most bustling marketplace: South Hill. Sunset has a large hill that divides north and south and limits walkability. There are new developments in Sunset along 49th, 57th, and Marine Drive.



OUR STRATEGIC PLAN

SVNH underwent a thorough engagement process with community members, staff, partners and volunteers to develop our new 2020-2023 strategic plan. We learned that South Vancouver is far more than one neighbourhood. We need to start talking about the rich, diverse neighbourhoods within South Vancouver - such as Killarney, Champlain Heights, River District, Victoria-Fraserview, South Hill, Sunset - in order to succeed with deep, meaningful place-making.

Vision

what we strive for

Everyone in South Vancouver
lives in a healthy and engaged community



Mission

what we will do

Play a leadership role in building healthy and engaged neighbourhoods by connecting people and strengthening their capacity to create change

Values

how we will do our work

Collaborative. Being community driven and working together with our neighbours, community members and partners

Courageous. Providing progressive leadership that embraces complexity and makes difficult decisions when necessary

Equitable. Striving to ensure just and fair inclusion wherein all can participate, reach their full potential, and thrive

Empowering. Building capacity based on the strengths of the residents of our neighbourhood

Strategic Priorities

Our focus for 2020-2023

Reframing South Vancouver

SVNH recognizes and responds to the unique strengths and qualities of each South Van neighbourhood

Connected Neighbourhoods

Residents feel connected to their neighbours and their neighbourhood

Visibility

SVNH has a strong brand and is known by people in South Van

Sufficient Funding

Sustainable unrestricted funding to serve South Van

We look forward to engaging closely with our neighbours across South Vancouver to design new strategies that will help all South Vancouver neighborhoods come alive!

MARPOLE NEIGHBOURHOOD HOUSE

With some guidance from SVNH, Marpole Neighbourhood House opened its doors in Spring 2019!

An upscale event #THRIVE was held in April 2019, followed by the grand opening in May 2019. After that, the first significant undertaking was tenant improvements, to prepare the space to function well as a neighbourhood house.

There is now a small, dedicated team of staff at Marpole Neighbourhood House, a diverse set of valuable co-located partners, core community programs including for youth and seniors, and a slate of amazing, local volunteers. Marpole Neighbourhood House's first year ended with a small surplus, and we are confident that Marpole Neighbourhood House will go from strength to strength in the years ahead!

A big thank you to all partners, donors, and funders who invested in Metro Vancouver's newest neighbourhood house!



COVID-19

SVNH's dynamic team of staff and volunteers focuses on helping community members spark social connections and increasing their capacity to create change.

When COVID-19 hit, all SVNH programs and services were shifted to virtual platforms with videoconferencing, social media, telephone, and email used to keep people connected. We also introduced new small group activities outdoors at local parks to help families, preteens, youth, adults, and seniors stay connected. In addition, the dynamic team at SVNH responded quickly to community needs, through:

- Safe Seniors, Strong Communities program
- Hi, Neighbour Initiative / Family Hamper program
- Emergency Food Distribution program
- Emergency Childcare (School Age Day Camp)
- Outdoor Family Drop-In program
- Blended (virtual and outdoor) preteen and youth programs
- Outreach calls, wellness checks, information and referrals
- Advocacy



The demands on SVNH were great, particularly with most government-run facilities in the area closed due to safety concerns. We would like to especially thank the team at **United Way of the Lower Mainland** for their quick action, funding and advocacy!

"Thank you for your generous support on Family Food Hamper Program. Through your donation my family have been able to have food on the table, and save us from having to spend money on groceries when stores are empty after our difficult times because of covid19.

You truly make difference for my family, and I am grateful for your love and giving. Again, Thank You for reaching out people in need with your generosity."

- Family Hamper Program participant

"With all the uncertainty and chaos going on and, as a full-time working mother, it was reassuring for me to know that my children had a safe place to go and play and be with their peers each day."

- Parent of Emergency Childcare participant

"The "thank you's", the smiles, the handpicked flowers we got from the people receiving the hampers showed us how much our efforts were appreciated. We knew that we were doing something worthwhile, something that was going to make a difference. I am sure that it was an experience that all of us will remember. I am so glad I was part of it!"

- Emergency Food Distribution Program volunteer

"It is heartening to know there are lots of kind and caring people in the world!"

- Friends and Family Caregiver Support Program participant

Testimonials

OUR DONORS

- Alive Health Centre
- Arc'teryx Equipment
- Bains Travel
- BC Housing
- BC Parks and Recreation Association
- Burgoo
- Buy Low Foods
- Canadian Imperial Bank of Commerce (CIBC)
- City of Vancouver
- CLICK Foundation
- Community Action Initiative - Canadian Mental Health Association of BC
- Community Food Centres Canada
- Decoda Literacy Solutions
- Dr. Sandy Ko Inc.
- Everything Wine
- Government of Canada
- Greater Vancouver Food Bank Society
- Hartwell Therapy / Danza Productions
- JJ Bean Coffee
- Jump Start Canadian Tire
- Kanata Blanket
- Killarney Parent Advisory Committee
- Locus Restaurant
- Me Time Aesthetics
- MOSAIC
- Naam Restaurant
- Okanagan Springs
- Original Tandoori Kitchen
- Pho Hong Restaurant
- Prospera Credit Union
- Province of British Columbia
- Rokko Sarees & Fabrics
- Romer's Burger Bar
- Rotary Club of Vancouver Mountainview
- Royal Bank of Canada (RBC)
- Safeway
- Sarpal Cotton Plus
- Scotiabank
- Shoppers Drug Mart
- South Vancouver Army, Navy and Airforce Veterans
- St. George's School
- St. Thomas Anglican Church
- Starbucks Coffee
- TELUS
- The Excellence in Literacy Foundation
- The Five Point Restaurant
- The Village Pub at Champlain Heights
- Unitarian Church of Canada
- United Way of the Lower Mainland
- Vancouver City Savings and Credit Union
- Vancouver Coastal Health
- Vancouver Foundation
- Vancouver Island Brewing
- Vancouver Kiwanis Welfare Foundation
- Vancouver Parks and Recreation
 - Sunset Community Centre
 - Killarney Community Centre
 - Champlain Heights Community Centre
- Wesgroup Properties
- Whole Kids Foundation
- White Spot Restaurant

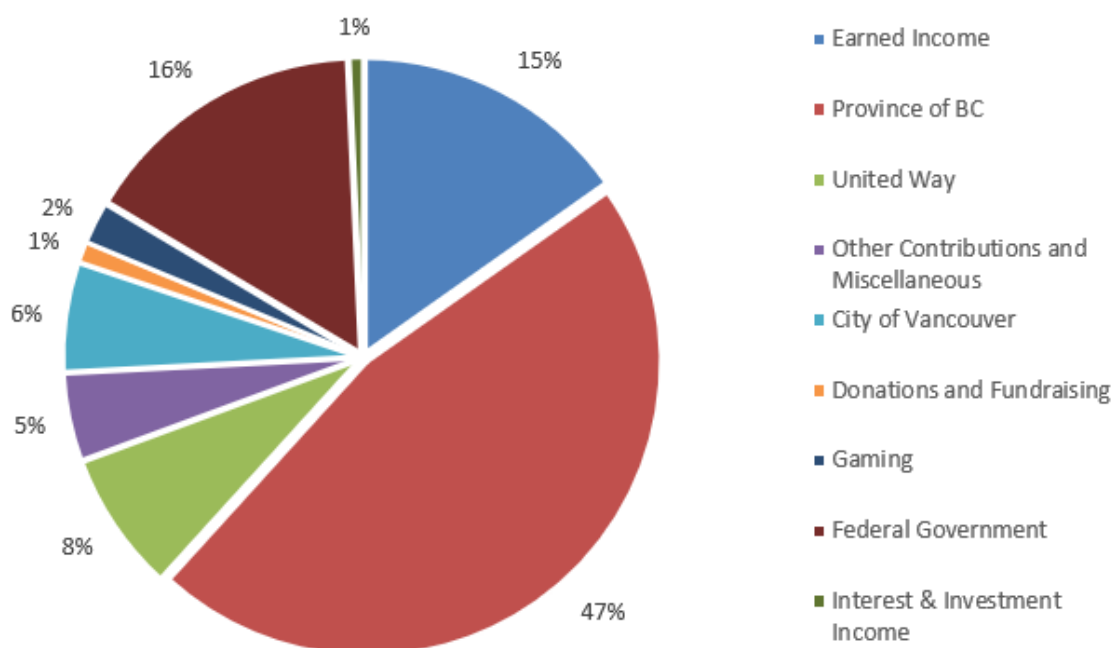
SVNH is grateful for the support of many donors and funders who allow us to make a positive difference in the community. We are thankful for our regular monthly donors whose consistent contributions make a huge difference!

SVNH also relies on the support of multiple partners to strengthen the neighbourhoods in South Vancouver.

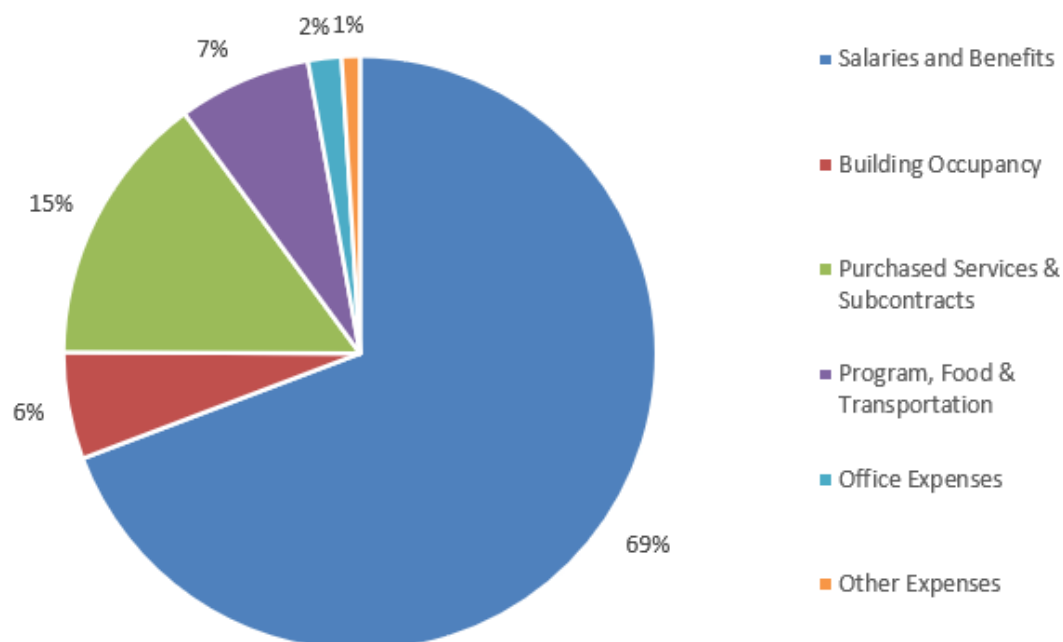
A big thank you to all 2019/20 partners and donors!

OUR FINANCES

REVENUES: \$4,374,066



EXPENSES: \$4,199,089

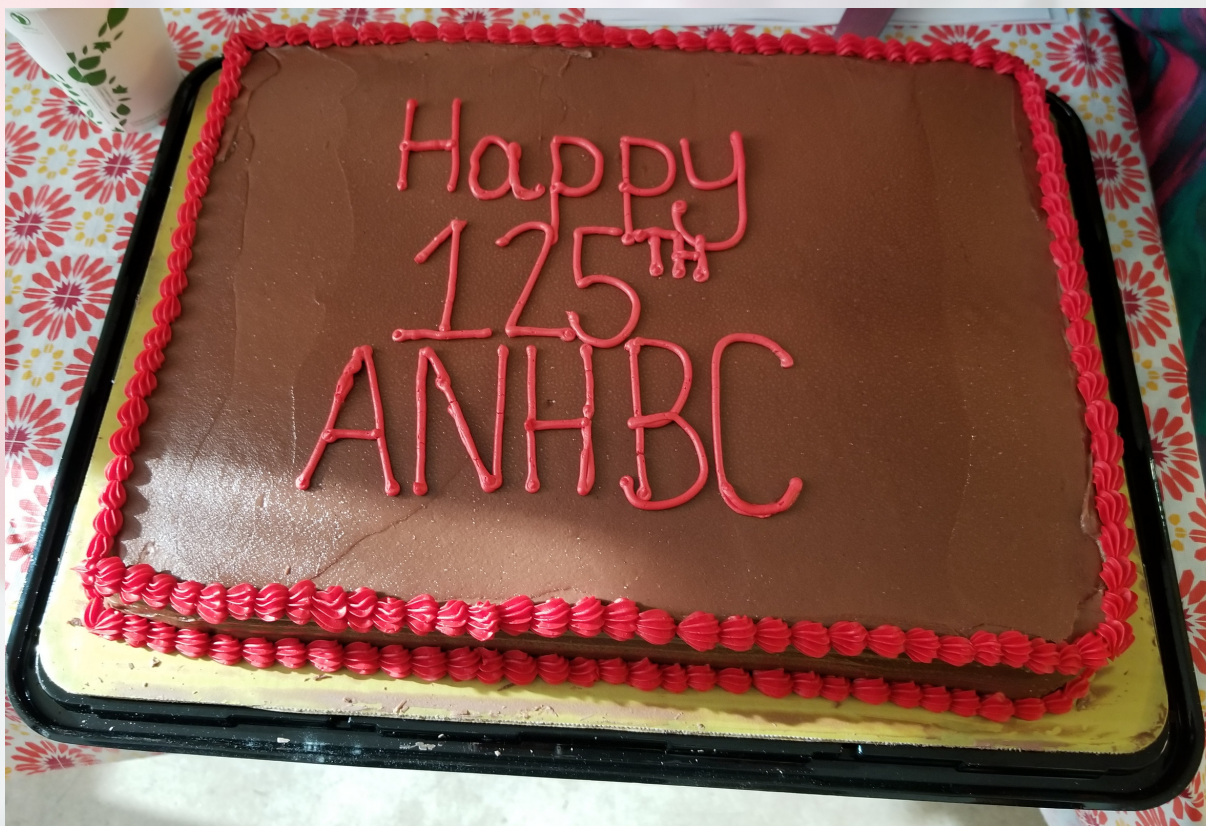


OUR ASSOCIATION

SVNH is a proud member of the Association of Neighbourhood Houses BC.

In 2019, ANHBC celebrated its 125 year anniversary.

We wish ANHBC a very Happy Birthday!!



ANHBC Members:

Alexandra Neighbourhood House
Cedar Cottage Neighbourhood House
Frog Hollow Neighbourhood House
Gordon Neighbourhood House
Sasamat Outdoor Centre

Kitsilano Neighbourhood House
Marpole Neighbourhood House
Mount Pleasant Neighbourhood House
South Vancouver Neighbourhood House

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MEMBER

ASSOCIATION OF
NEIGHBOURHOOD HOUSES BC