ANNUAL REPORT

WilpSayt-k'ilim'-goot "A House Uniting"



LAND ACKNOWLEDGEMENT

"We would like to acknowledge and give thanks to be able to live, work and learn on the unceded, occupied, ancestral and traditional homelands of the Musqueam, Squamish and Tsleil-Waututh Nations. We thank the Nations for sharing their beautiful land, the sun, the air, and water with us and allowing us to strengthen and grow as a family. We recognize the vast cultural diversity of Indigenous people and acknowledge the importance of their opinions, representation, and culture."

> Our Locations Sunset | Victoria-Fraserview | Killarney

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ANNUAL REPORT 2021-2022



WilpSayt-k'ilim'-goot "A House Uniting"

Decolonizing Our Work

The making of the community blanket

Over the course of 8-months, the SVNH staff team and Adult Day Centre seniors learned the importance of telling our story through the making of a community blanket. The blanket workshop was over eight, two- hour sessions, facilitated by Travis Angus.









IMPACT STORY

As an immigrant I have always admired the Totem/House poles and the stories they tell. When an opportunity presented itself to be part of the story being told through the SVNH Community Blanket I felt a sense of joy and pride that is indescribable.

The buttons I added were meant to represent me, my husband, my children and grandchildren but as I stitched them on the blanket the pattern started taking it's own shape, when I finished I noticed that it looked like the rising sun, emerging from the ends of the blanket.

That is how immigration has been for us. Gradually rising to find our place and shed our light on the land we now call home.





Elder Lorelei Hawkins SVNH Resident Elder

Elder Lorelei's Aboriginal name is Raven Wing. Her English name is Lorelei Hawkins. She was cross-culturally adopted. Upon returning to her people and being welcomed back, she became a medicine woman/ bundle carrier. Her real families names are Squires-Smith and Burris. Her background is Cherokee and Shuswap/ Okanagan. She is the founder for Elder of Stepping Stone Vision which is a medicine wheel perspective program, and thus became a community Elder. As community Elder, she provides Aboriginal teachings and tools available to the wider public.

Our Indigenous Advisory Council

"SVNH as an organization has been making a conscious effort to learn the Truth and move towards Reconciliation, while creating opportunities for the community members to learn about the history, culture and traditions of the First Nations through Indigenous led programs and Circles of Learning.

Through the leadership of Elder Lorelie Hawkins, Elder Al Chad Houston and Travis Angus, an Indigenous Advisory Council was established which also included five members from SVNH staff to guide, advise, and steer the work and services of the House wholistically and respectfully in keeping with the Indigenous culture and teachings. All Indigenous programs, such as Circles of Learning, Smudging Ceremonies, Grief & Loss Circles, First Nations of Canada gathering for newcomers and youth, and other significant Indigenous events throughout the year are led, planned and supported by the Indigenous Advisory Council of SVNH.

SVNH also works closely with and is House to the Greater Vancouver Native Cultural Two Spirit Society. A partnership that is reflected in their membership in the Indigenous Advisory Council. Elder Al Chad Houston and Travis Angus are founding members of the GVNCS.

It is our honor to have Travis Angus (Niis Miou)





recipient of the Medal of Good Citizenship from Government of BC teach and lead us as member of the Indigenous Advisory Council.

We are grateful to our Indigenous Elders and Indigenous community members who are guiding and holding us up as we navigate the road to a better understanding of the Truth and work towards Reconciliation."

Opening Remarks

Knowing when to step back can be as difficult as knowing when to step up. Over the past year two SVNH leaders made those very decisions.

After 5^{1/2} years leading SVNH, Zahra Esmail announced her departure effective December 2021. Under her leadership SVNH continued to grow, develop new funding sources, increase childcare spaces, establish new community partnerships, and set out to undertake the journey of decolonizing our work in response to Canada's Truth and Reconciliation Commission's 94 Calls to Action. More than that, Zahra was a tireless advocate for our underserved, underrepresented and racialized neighbourhoods. Zahra's leadership in advancing the neighbourhood house movement overall and spearheading the creation of Marpole Neighbourhood House and establishing a shared leadership approach are also touchpoints for celebration. This is her work, certainly not all of it, captured here—that gives us pause to reflect and celebrate and thank Zahra for guiding the organization through turbulent waters.



In early 2022, and following a competitive process, we welcomed one of our own SVNH leaders, Mimi Rennie to carry the work forward with renewed energy, deep knowledge of the organization and as a long-term resident of South Vancouver. Mimi was the Director of Community Programs since 2017. She brings her values of collaboration, transparency and humbleness in her work with building communities and people.

Message from the Chair and Executive Director

When we sat down together and began to brainstorm how we could shine a light on every initiative, project, and program we reflected on the year that was and a pivotal event that lifted our purpose and strengthened our resolve to move forward. The story of bringing our community blanket to life, the raising of the blanket and its naming—"House Uniting"—was a moment that stood out not only for this year alone, but for the generations before us and the ones to come. For we know that every child, every family and every generation matters. Our blanket and its name signify a process of how we've come together carrying our stories, our identities, our beliefs, ourselves from across these waters and lands, and from more distant shores. This is a journey that officially launched in 2021/22 and it continues to unfold.

As you'll see in our report, 2021/22 was a story of the doors and the spaces opening a little wider. It was a year that placed a focus on progressing our strategic plan and thinking beyond the year to come. We continued our commitment to the priorities by creating opportunities to gather and collaborate, reconnecting and meeting new friends after a prolonged period of isolation—becoming better known within all the communities and neighbourhoods we support.

In early 2022, after several years of hard work and pandemic-related delays, we successfully launched the South Side Hub and the Salmonberry Childcare facility. The Sunset

neighbourhood now has a multigenerational gathering place filled with programs that support the growing neighbourhood's needs. We continued to enhance our response to the food insecurity challenge faced by many families throughout South Vancouver—establishing the Food Hub as a place to share food, build connection and regain confidence.

In addition to the extensive work to reframe South Vancouver, we responded by creating new programs for immigrants, migrant workers, women and youth. This also included extensive outreach to seniors—reimagining how to connect and bring services to those experiencing isolation and food insecurity.

In closing, we know we could not have done this work alone and without support. For that we are grateful to our mighty staff who have gone through so much and continue to lift our work in community. To our



community board, volunteers, partners, donors, and all our members we thank you for building SVNH's capacity in creating healthier neighbourhoods and effecting meaningful change.

We hope you continue with us on our journey, encourage your friends to come along, and invite everyone into your Neighbourhood House—your neighbourhood's living room.

Sincerely,

Jonathan Hays, Board Chair Mimi Rennie, Executive Director

Vision, Mission and Values





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

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

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

How we will

do our work

VALUES

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.

Strategic Priorities 2020-23

REFRAMING SOUTH VANCOUVER

02

CONNECTED

NEIGHBOURHOODS

03

VISIBILITY

04

SUFFICIENT

FUNDING

01

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

Residents feel connected to their neighbours and their neighbourhood.

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

Sustainable unrestricted funding to serve South Vancouver.

Our focus for 2020-23

Stats for Annual Report April 2021-March 2022



6470 VICTORIA DRIVE | Cedars at Beulah Gardens | South Van Adult Day Centre SVNH Southside Hub | Salmonberry Childcare Centre | David Thompson Secondary Killarney Secondary | John Oliver Secondary | Captain James Cook elementary Waverley Elementary | Tecumseh Elementary | Fleming Elementary | Moberly Arts & Cultural Centre Sunset Community Centre | Langara YMCA | St. Thomas Church | Killarney Community Centre | Cunningham Elementary | Champlain BC Housing | Orchard BC Housing | Culloden Court BC Housing



Reframing South Vancouver SVNH RECOGNIZES AND RESPONDS TO THE UNIQUE STRENGTHS AND QUALITIES OF EACH SOUTH VANCOUVER NEIGHBOURHOOD.

South Vancouver is identified as three distinct neighborhoods (Killarney, Victoria-Fraserview, and Sunset). However, South Vancouver is made up of over 11 micro communities, with distinct needs and identity. Reframing South Vancouver initiative is about looking through the microscope and digging deep on the needs of our neighborhoods and looking at those needs through neighbourhood equity and anti-racism lens.







Sunset

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Reframing South Vancouver How we delivered on this priority:

Reframing SV initiative



Over 118 in-person, and 87 virtual attendances at neighbourhood house asset mapping workshops



Outreached to **500+ people** through community events, pop-up displays and programs

Truth & Reconciliation Initiatives



In collaboration with Indigenous partners, speakers and SVNH Indigenous Advisory Council elders, **hosted 10+ events** and cultural learning sessions **Elder Lorelei Hawkins** is SVNH's first Elder in Resident



Suns

Created Indigenous Advisory Council to drive forward Truth and Reconciliation in South Vancouver community

89 Grief and Loss Circle participants.

The circle is organized by SVNH in collaboration with Indigenous Early Years Vancouver Aboriginal Health Society. Facilitated by the Indigenous members of the South Vancouver community

Reframing South Vancouver

Equity and Anti-Racism Lens



Recognizing Women

Newcomer Women Job Connection in Childcare:

40 women enrolled in three different cohorts this fiscal year, and the first group was completed with an excellent employment outcome having 85 % of women find work in childcare within three months from the program entry. The program is a great pathway for new immigrant women with a lack of Canadian education or work experience to enter the labour market while taking care of their families.



Migrant Worker & International Students Program

Served over **200 migrant workers & International students** in areas of employment rights, legal aid, mental health support, food etc.

Stronger Women's Initiatives:

53 women and/or girls received resources in individual counselling, peer support connection, and resources focused on personal empowerment



Food Hub & Spokes

15,230 food hampers distributed, and 30+ virtual community kitchen sessions

Youth Initiative:

SVNH launched INSPIRE—an after-school and summer program for female and non-binary youth to talk about mental health, body image, healthy relationships and boundaries, media, and gender roles—at David Thompson and John Oliver Secondary, and for the first time, have it operating in all three neighbourhoods.



South Vancouver Community Hub for Homelessness

17+ different community organizations are members of the Hub.

Created a South Vancouverfocused resources booklet. Libraries, community centres, partner organizations, local businesses and those living on the street will now know where they can access the resources and services they need.

Reframing South Vancouver

2SLGBTQIA+

initiatives: Acronym for Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer and/or Questioning, Intersex, Asexual, and the countless affirmative ways in which people choose to self-identify.



1st time showing of Gowns & Tiaras Drag Show at Moberly Arts & Cultural Centre. A collaboration with Greater Vancouver Native Cultural Society

IMPACT STORY

When I was writing the employment contract, I thought of you first, so I'm writing an e-mail. After 2 weeks of training, I worked a casual shift and finally got a regular part-time position at XYZ childcare centre. Thank you for letting me participate in the Newcomer Women Job Connection in

Childcare program.

Thank you so much for giving me job search information and writing recommendations for me. I enjoy going to work. Thank you for everything you have done for me. I wouldn't have gotten this opportunity without your help."

IMPACT STORY

This program saved me from my abuser and found a safe environment for us. Up to now, the program remains a resource and a pillar in building back my self-confidence through regular counselling, helping in understanding legal matters pertaining to my child's custody

Connected Neighbourhoods

SUPPORTING RESIDENTS TO FEEL CONNECTED TO THEIR NEIGHBOURS AND THEIR NEIGHBOURHOOD.

South Vancouver is comprised of over 86% of racialized individuals/

families. Therefore, it is rich in cultural diversity, ethnicities, backgrounds, and colours. The connected neighbourhoods' priority is about understanding the barriers to social connection and engagement. Together with our community, we plan to increase connection and sense of belonging, knowing that the more we come together, the stronger we will be.









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CHAPTER 4.2

Connected Neighbourhoods How we delivered on this priority:



Childcare Initiatives

163 children are registered in Poppins

Preschool. SVNH childcare programs consist of Poppins Preschool, Out of School Care (Waverley and SVNH), BC Housing Kids Club (Culloden, Champlain, and Orchard) and Salmonberry Childcare Centre (Toddler Childcare and childcare for ages 3 to 5).

90 kids attend spring, summer, and winter day camps.



Seniors Initiatives

Better at Home (BH) & Safe Seniors Strong Communities (SSSC) Initiative:

- **1,706 seniors** were served by the Safe Seniors Strong Communities Initiative.
- Provided 15,000 food deliveries in the form of emergency hampers, frozen meals, and grocery shopping for seniors.
- Provided seniors online, in-person and phone call support services 65,914 times in the year
- Seniors team was recognized as a transportation innovator and received the FAST TRACK award to pilot a collaborative transportation model.

Provided 230 rides for seniors to

access medical appointments and errands.

Beulah Gardens & South Vancouver Adult Day Centre Programs

Provided 6,862 in-person, online, and phone check-ins for participants in the adult day centers and caregivers

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Community Engagement

Harvest Festival

Over 300 families and individuals attended Harvest

Festival in October to celebrate food, community, and connection after a long period of COVID isolation

South Asian Women's Healthy Mind, Healthy Life

Healthy Mind, Healthy Life is a new program designed to initiate conversations around emotional and mental health amongst the South Asian women and men.



Youth Initiatives

New youth program: Fostering Literacy for Kindergarten to grade 2 children: First time program in this age group offering one-to-one reading program for K-grade 2 children with high school youth mentors.

New youth program: South Van

Flares: a volleyball and career mentorship program for newcomer female youth in collaboration with Volleyball BC. Professional female volleyball coaches are guest speakers for both career planning and gameplay. Newcomer youth participants engage in the game during the summer months at Spanish Banks.

New youth program: Mind

Your Food: a new collaboration with Community Food Centres Canada where youth participate in healthy cooking, meal planning, and food preparation.

Connected 15,000 times with preteens, youth, and young adults online, in-person and via phone calls for over 980 participants

CHAPTER 4.2

Connected Neighbourhoods



Settlement Services

- Over 1,200 participants with settlement related needs served.
- Provided 9,500+ settlement related support services (1:1 and groups) online, inperson and via phone call support.
- Established a new program for Afghan-speaking participants, supported by an Afghan Multicultural
 Worker. Served over
 85 new Afghan participants in five months.

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IMPACT STORY

"Wow, we would like to thank you and all the staff at the Adult Day Program for going above and beyond for my brother! These meetings helped him gain some tools for managing his anxiety for sure. We are truly grateful, thank you again"

IMPACT STORY

A newly immigrated senior joined our South Asian Women's Mentorship Program. Her daughter learned about our program through word of mouth. She tells us that her mom was recently widowed and was extremely lonely and depressed. She could not meet people due to the Public Health Advisory for COVID-19 and moving to a new country added to her loneliness. Her daughter tells us that she has noticed the difference in her mom's mood since joining the mentorship program. Her mom feels included in the group, learned about the resources available for women and gained confidence, and her mental health improved.

IMPACT STORY

Impact story - Denise was discharged from hospital in March 2020, right as the pandemic hit. As the city began to lock down, she was unable to leave her home due to her health and the risk of the virus. Denise wondered what she would do. Denise, in her 70's and without any family in Vancouver, felt alone. Her social worker introduced her to SVNH, and she was delighted, as she had never known about Neighbourhood Houses before. Through her connection with the seniors' team, Denise was quickly set up with grocery shopping services, and an emergency food hamper was delivered to her door so that she had something to eat. Over the next year, Denise would receive all her groceries delivered by volunteers. She soon decided to try the frozen meals,

and now places regular orders to ensure that she is eating healthy and nutritious food. She loves the creativity and use of ingredients by the cook. Denise also wanted someone to talk to regularly and was registered with the Friendly Phone Call program. Denise shared that, "Cecelia has been a good friend, and a good comfort to talk to." It has been over a year since Denise has left the comfort of her home and she doesn't know what she would have done

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without the help of SVNH to keep her safe and

have done connected.

Visibility

SVNH has a strong brand is known by people in **South Vancouver**

SVNH's main building is located on 6470 Victoria Drive. With over 50+ programs throughout South Vancouver, in different spaces, such as community centres, faithbased buildings, schools, parks, libraries, etc. The need for increasing community awareness of who and what programs SVNH provides are important and building a presence of trust in our neighbourhoods.

While 2020/21 marked the opening of our Adult Day Programs space in Champlain Heights, 2021/22 continued the expansion into the Sunset neighbourhood with the opening of a new multi-purpose space: the South Side Hub located at the northwest corner of Fraser Street and Marine Drive.



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CHAPTER 4.3

Visibility How we delivered on this priority:

Southside Hub

Salmonberry

Opened Salmonberry Childcare Centre (SSC)

on February 1st. SCC has a licensed Toddler Childcare for 12 children with 4 full time Toddler Educators, and 3 to 5 Childcare for 25 children with 4 full time Early Childhood Educators. The start of Salmonberry Childcare Centre (SCC) opened doors to 43 new families living in the Sunset neighbourhood to SVNH

Community Engagement



- ECHO youth program
- Neighbourhood House week

New youth program at Southside Hub: Engaging Communities with Helpful Opportunities (ECHO): a youth leadership program for Sunset youth at Southside Hub. This program allowed us to build closer collaborations with John Oliver Secondary

IMPACT STORY

Thank you!

Sunset

As a fulltime working mother living in Sunset, it was extremely difficult for me to find a licensed daycare for my two children. Luckily, Salmonberry Childcare Centre opened in February, and I was able to register both my children in the program. I am beyond pleased with the care and attention the educators provide my children.

EZ, Salmonberry 3 to 5 and Toddler Childcare Parent

lictoriaaserview

Killarney

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Sufficient Funding

Our 'Sufficient Funding' strategic priority is aligned with the need to "weather any storm" by measuring an increase over time in unrestricted funding. By "unrestricted funds", we mean revenues drawn from interest income, fee-forservice activities (e.g., childcare, frozen meal and grocery delivery, other program fees), rental income, individual donations, membership fees, corporate and foundation grants and donations where fixed parameters on how funds are spent is not a requirement. Unrestricted revenue streams are used to provide stability in our operations so we can continue to further our mission. We reinvest these funds to cover our administrative, facilities, and general operating costs.

Our results for 2021/22 reflect the general economic trend overall from shrinking revenues in the previous fiscal year to a return to pre-pandemic levels. In Fiscal Year 2021/22, we regained our 2019/20 position, with a 15% increase in unrestricted funds from 2020/21 and a near like-for-like from fiscal year 2019/20. Most of this year's unrestricted funds (62%) were generated from our "fees for service" programs, whereas in 2020/21, 56% of unrestricted funds was generated through fundraising and other activities. Once again, this reflects the "re-opening effect": a return to pre-pandemic trends in funding sources. Please see the table for more details.

15% increase (\$107,400)in unrestricted funds from 2021 to 2022. 62% of total unrestricted funds from 'fees for service'

Sufficient Funding

TREASURER'S REPORT FISCAL YEAR – 2021/2022

South Vancouver Neighbourhood House (SVNH) had a surplus of \$305,530 at yearend (March 31, 2022). The board has committed to restricting a portion of the surplus funds to save for operational contingencies and to help pay for capital repairs and replacement to maintain SVNH's facilities and infrastructure.

In the year-to-year comparison, overall revenue increased 30% and expenses increased 29%. Strong support came from the provincial government. The federal government was also very active in many program areas. Further support poured in from municipal government, as well as individual and corporate donors.

SVNH was very pleased to receive \$50,000 from an anonymous donor in 2021/22, which helped us build the foundational staffing structure of the Food Security team (Manager, Coordinator, Community Food Navigator) and create systems for purchasing, packaging, transporting, and distributing food so South Vancouver residents could access food closer to home. This donor has also entered into an agreement with SVNH to contribute \$75,000 per year over the next two years to help us implement upstream community food programming and work towards our Phase Two goal of ensuring South Vancouver residents have equitable access, food justice and leadership opportunity.

SVNH spent \$58,243.50 to upgrade the HVAC control system at our main site in 2021. The City of Vancouver contributed \$25,000 to this project. The remainder of the project costs were paid with operating funds. The HVAC control system was originally installed in 2003, when the building was commissioned, and numerous zone thermostats were failing. Replacing the HVAC control system has improved air circulation and temperature regulation in the building, which contributes to a healthier and more comfortable environment for program participants, volunteers, and our staff team. The new fiscal year promises to bring excitement as we begin to emerge from the COVID-19 pandemic and gradually resume normal operations with a continued focus on increasing community equity, building connected neighbourhoods, raising SVNH's visibility, and creating stability through diversified funding. Please continue to support us and follow SVNH's development.

Sincerely,

June Liang, Treasurer



Salaries & Benefits
Program, Food & Transportation
Office Expenses
Other Expenses



\$

Sufficient Funding

SOUTH VANCOUVER NEIGHBOURHOOD HOUSE STATEMENT OF OPERATIONS (UNAUDITED)

Year ended March 31, 2022

	REVENUES	2022	2021	
-	Province of BC	2,599,567	2,060,389	
	Federal Government	1,014,395	952,774	
	United Way	931,623	614,166	
	Other Contributions and Miscellaneous	489,096	338,469	
	City of Vancouver	522,441	326,872	
	Earned Income	522,265	253,305	
	Gaming	100,000	100,000	
Ī	Donations and Fundraising	23,805	66,137	
Ī	Interest & Investment Income	51,400	50,736	
I	TOTAL REVENUE	6,254,592	4,762,848	1.18
İ	EXPENSES			
	Salaries and Benefits	3,697,733	2,908,952	
	Building Occupancy	355,531	250,519	
	Purchased Services & Subcontracts	1,194,323	754,024	
Ī	Program, Food & Transportation	505,311	400,224	
T	Office Expenses	60,849	56,185	
t	Other Expenses	61,907	38,797	
	TOTAL EXPENSES	5,875,654	4,408,701	- 164
	OPERATING SURPLUS (DEFICIT)	378,938	354,147	

The heart of SVNH is in our volunteers and staff



Lorna Gibbs _{"Do}

what you can while you're still standing." - Lorna Gibbs (1931 - 2021) Lorna was a long time and wellknown resident of Vancouver and over the years she took on many leadership roles in our community.

She was the Past President of the SVNH Community Board, Past Chair of the South Vancouver Seniors Network which was the impetus for the South Vancouver Seniors Hub and founding member and Chair of the recently dissolved Southeast Vancouver Seniors Arts and Culture Centre Society just to name a few. In 2017 she was a recipient of BC's Medal of Good Citizenship and SVNH held a special luncheon in her honour as we all wanted to express our appreciation of her generosity, service, acts of selflessness and contributions to our neighbourhoods. Her grace and humanity will be missed by those who knew her, and her legacy felt by those who didn't. She was a truly remarkable woman who left her mark on our community, and she will be missed.

NUMBER OF



VOLUNTEER HOURS 19,991 Thank you to our individuals who each year dedicate their time, talents and life experiences to SVNH. There is power when we come together as a collective. These differences may not be seen or witnessed immediately but can produce ongoing profound changes in the lives of people.

Celebrating SVNH Donors

Barbara Downs,

the second Executive Director of SVNH, passed away on May 28, 2020 in Vancouver. Barbara led the team for 15 years and made tremendous contributions during and after her time at SVNH. She was known to be a spirited, inspirational leader who

cared deeply about community building and social justice. Barbara was passionate about establishing a new home for SVNH which she demonstrated through advocacy, raising money, and then passing the torch in 1996 to make room for a new leader. Her dedication to the community in South Vancouver never ended. She and her sister Catherine Lane left a generous bequest to SVNH that will go toward a new home for the South Vancouver Adult Day Program. We are thankful to Barbara for her leadership, generosity, and spirit. Her memory will always live on at SVNH!

SVNH is grateful for the support of many donors and

funders who allow us to make positive differences, building neighbourhood capacity, and changes in our community. It is through your collective support that enables us to respond to our neighbourhood needs, barriers and issues related to children, youth, adults, families, seniors, and more.

We are immensely 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 2021/22** partners and donors!

Photo Booth





















Funders





Funded by the Fina Government gour of Canada

Financé par le gouvernement du Canada Canada





Working with communities in BC's Interior, Lower Mainland, Central & Northern Vancouver Island





vancouver foundation









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