



WilpSayt-kilim'-goot
"A House Uniting"

20 ANNUAL 23 REPORT

SOCIAL MEDIA





 Instagram  Twitter  Facebook  YouTube
@southvannh

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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.



1 DECOLONIZING OUR WORK



DECOLINIZING IN SOUTH VANCOUVER

Our walk toward decolonization continues. It is a path that we have chosen, and we hope that our footprints leave impressions of change on the community.

Together, as a house, we have produced multiple events to honour the Indigenous people. In the last year, we have had over 20 events where we have gathered, celebrated, and taught others as a community with our Indigenous partners, council, and leaders. These events included Indigenous learning circles, storytelling for children, the South Side Hub grand opening and more.

Our focus includes embedding Indigenous cultural training in our new settlement practitioners' program. We also use Indigenous ceremonies, such as incorporating down feathers and smudging, in the opening of SVNH sites for in-person programming, upon the lifting of the restrictions on in-person gatherings imposed due to the COVID-19 pandemic.

One of our memorable events was the All Nations gathering at Killarney Community Centre, which had over 100 people from the community that attended.

Thank you to our Indigenous Council, which meets monthly, and is committed to supporting SVNH in moving talks of decolonization into walks of action.

OUR INDIGENOUS COUNCIL

Our SVNH Indigenous council includes SVNH staff, indigenous knowledge keepers, and other indigenous agencies and partners.

Our council is a working group committed to the planning, preparation, and implementation of agreed upon indigenization projects.

MEET OUR COUNCIL



AL HOUSTON
Knowledge Keeper



LORELEI HAWKINS
Knowledge Keeper



TRAVIS ANGUS
Knowledge Keeper



ALLIE
Indigenous Transformative
Justice Society



EMILY
Indigenous Transformative
Justice Society



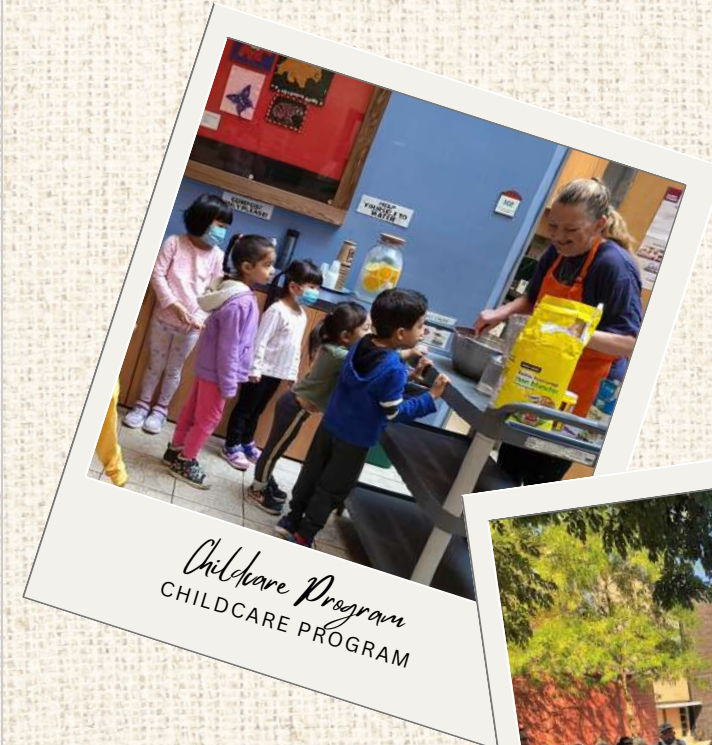
**Vancouver
Aboriginal
Health Society**

SVNH STAFF MEMBERS ON THE COUNCIL

Alex Hill | Better at Home Program Coordinator
Huda Bolbolan | Manager of Family and Settlement Programs
Jeanette Wong | Childcare Director
Liza Bautista | Manager, Neighbourhood Equity and Representation
Mimi Rennie | Executive Director
Paul Riley | Director of Operations

OUR COMMUNITY INVOLVEMENT

In collaboration with our Indigenous Council, SVNH led a number of Indigenous events throughout the year to educate and immerse our neighbours in Indigenous history and culture.



2 OPENING REMARKS

Message from our Board Chair

Over the past year at the South Vancouver Neighbourhood House, we have faced challenges such as limited resources, growing demands for our services, and addressing the evolving needs of our community.

Our ability to thrive in the face of adversity is a testament to the strength of our community. The past year has shown us that when we come together, united by a shared purpose, we can overcome any challenge that comes our way. The support, dedication, and collaboration of our community members have been instrumental in our achievements.

The SVNH Team have shown incredible resilience and adaptability in the face of unprecedented challenges. Their unwavering commitment to supporting our programs and services has made a significant impact on the lives of community members. Their expertise, compassion, and tireless efforts are the driving force behind our success. We also extend our deepest appreciation to our volunteers, whose selflessness and willingness to give their time and skills have been instrumental in expanding our reach and making a positive difference. Their commitment to our community exemplifies the power of collective action, and reminds us of the strength of unity. Our sincerest gratitude goes to the SVNH Indigenous Council, our knowledge keepers, who, with their enduring patience, continue to share their wisdom and life experience with us so that we may walk in the shoes of decolonized practices.

Thank you to our Board members, for their guidance and support. Their dedication to transparency and accountability ensures that we maintain the highest standards of organizational governance.

As we reflect on the accomplishments of the past year, we acknowledge that our work is far from over. There are still many challenges ahead, both locally and globally.

However, with Mimi's fearless leadership, the dedication of our staff and volunteers, the commitment of our Board, and the unwavering support of our community, we will continue to overcome these challenges and create a brighter future for all.



NANETTE WONG
Board Chair



Message from our Board Chair & Executive Director

The past year has been a challenging yet rewarding time here at SVNH. As the world emerged from the global pandemic, the SVNH community collectively did the same: remaining resilient, adaptable, and dedicated to serving our community.

SVNH continued to prioritize food security initiatives, including distributing food hampers to vulnerable individuals and families in our neighborhood.

Our youth programs thrived, providing a safe and supportive space for young people to develop their skills, express themselves, and engage in meaningful activities. We organized workshops, mentoring programs, and recreational activities; promoting personal growth and community involvement.

Recognizing the unique challenges faced by seniors during the pandemic, SVNH intensified our efforts to support their physical and emotional well-being. We expanded our online programming, organized virtual social gatherings, and facilitated access to essential services such as healthcare and government benefits.

The Reframing South Vancouver (RSV) Initiative continues to focus on the strengths, assets, and diversity of our community. The key findings include: increased community engagement: The RSV initiative has amplified the voices of our residents, empowering them to share their stories, experiences, and aspirations for the neighborhood, creating a greater sense of community ownership and active participation in local initiatives; resulting in a motion to Vancouver City Council as a step towards addressing the inequities in our community.

A positive shift in perception: by highlighting the cultural richness, vibrancy, and community spirit, we have countered stereotypes and enhanced the community's collective pride and self-esteem. Our efforts to reshape the narrative have fostered a deeper sense of belonging and connectedness among residents. This is an enormous achievement, given that South Vancouver is 20 to 32% more racialized than the rest of Vancouver and has 10 to 18% more immigrants. We are immensely proud of the SVNH team for their unwavering dedication, creativity, and adaptability. Their tireless efforts have allowed us to continue delivering impactful programs and services to our community.

We extend our deepest gratitude to our volunteers and community partners. Their generosity, time, and collaborative spirit have made a profound difference in the lives of many, fostering a stronger and more resilient community. As we move forward, let us build upon the findings from the Reframing South Vancouver Initiative; the inspiring stories of individuals, and the unwavering spirit of our community. Together, we can continue to address emerging challenges, uplift our community members, and create a South Vancouver that thrives.

Thank you for your steadfast support and for being an integral part of the South Vancouver Neighbourhood House journey.

With gratitude and optimism,



NANETTE WONG
Board Chair



MIMI RENNIE
Executive Director

Our community board

Our community board is comprised of highly regarded members of the community that lend their time and expertise to South Vancouver Neighbourhood House.

MEET OUR COMMUNITY BOARD

Executive



NANETTE WONG
Chair



MONICA WONG
Vice-Chair



JUNE LIANG
Treasurer



ANEELMA MORSARA
Secretary, ANHBC Representative

Members at Large



YVONNE XIE
Youth Representative



TRACY ZHENG
Youth Representative



NELSON DIDULO
Seniors Hub Council Representative



CHANDRA RAGLIN
Member



CHARLOTTE WOO
Member



ROD RAGLIN
Member



RUCHI LALL
Member



AARON SIHOTA
Member

3 OUR VISION, MISSION & VALUES



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.

Values



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



Collaborative

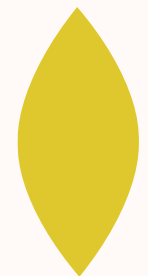
Being community driven and working together with our neighbours, community members and partners

Courageous

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

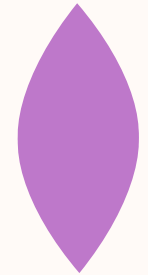


4 STRATEGIC PRIORITIES 2022 - 2023



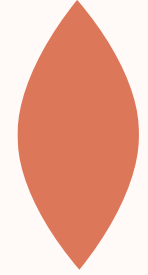
REFRAMING SOUTH VANCOUVER

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



SUFFICIENT FUNDING

Sustainable unrestricted funding to serve South Vancouver.



Our Statistics

FROM APRIL 2022 - MARCH 2023

766

Volunteers



25,009

Volunteer Hours



1,828

Seniors



1,174

Youth



1,473

Families



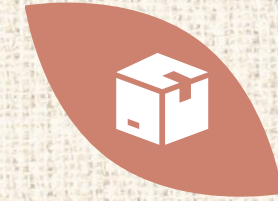
2,380

Newcomers



22,235

Food Boxes
Distributed



936

Community Meals



6,908

Participants



489

Programs

8

Childcare Programs



15

Sites



REFRAMING SOUTH VANCOUVER INITIATIVE

South Vancouver Neighbourhood House is on a mission to reframe how decision-making happens at the municipal, provincial, and federal levels of government.



APRIL 2022
NEEDS MAPPING
1,005
Residents Engaged
21
Community Outreach Events

APRIL 2023
REPORTING Our recommendations and asks to the City Council:

- To look at a new way of **engagement**
- To produce a Neighbourhood Action Plan under the model of **sustainability and equity**
- To educate the City of Vancouver Council about South Vancouver needs in the development of a **Neighbourhood Action Plan**

For more information on Reframing South Vancouver Initiative, visit [@reframing_sv](#) on social media.



REFRAMING SOUTH VANCOUVER

SEPTEMBER 2022
NAC ESTABLISHMENT



Dear Reframing,
Thank you very much for giving me so many opportunities to learn and experience. I would not be able to know so much about community building without you.
Tomomi Suzuki, NAC Member



Connected Neighbourhoods

"I really appreciate your **huge support** to find the job for me, and it is a **big jump** for me!"

From a single mom with two small children
Newcomer Job Connection



"I really appreciate the **great care & patience** they provide to my children and others"

From an OSC Parent



"I am thankful for the ADP and staff that **helped me** regain my confidence and happiness again."

From Mrs. GZ
Adult Day Program

How we
GROW
Together

"During the past three years, I lost my husband, my aunt and my half-sister. The Grief & Loss Group and Frozen Meals Program **mean a lot to me.**"

From an SVNH Senior



"Thanks to your programs, I **make a lot of friends**, and I don't feel lonely anymore."

From Charles L.



"I dream of the day that my family joins me here. I will take them to SVNH to see for themselves **the place that supported me and the community that I belong to.**"

From Tito, Community Volunteer



VISIBILITY - Our Physical Presence

South Vancouver is a huge community, made up of many different neighbourhoods. We have made a conscious effort to conduct outreach, and organize events, programs, and to provide services across South Vancouver, to meet the diverse needs of our neighbours.



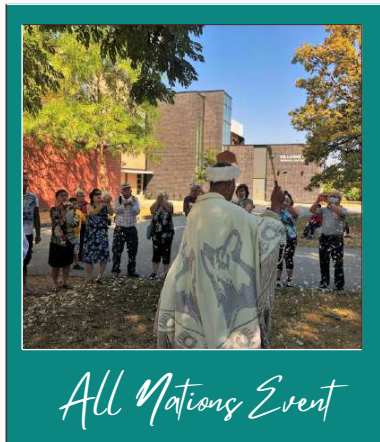
Literacy Carnival



Food Hub Program



Neighbourhood House Celebration



All Nations Event



Harvest Festival



Adult Day Programs



Community Forum

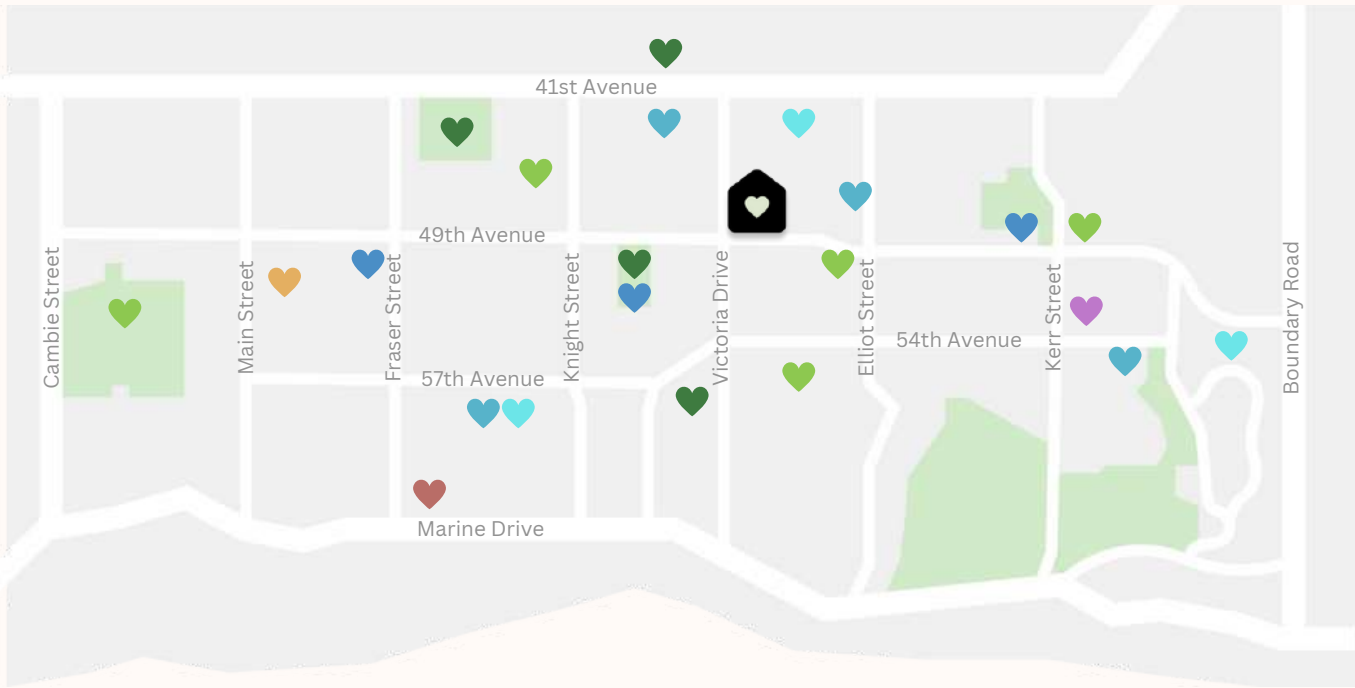


Southside Hub Opening



Gardening Workshop

VISIBILITY - Our Physical Presence



South Vancouver Neighbourhood House

SVNH Southside Hub

Salmonberry Childcare Centre

Adult Day Centres

South Van Adult Day Centre
Cedars at Beulah Gardens

Youth Program Sites

Killarney Secondary
David Thompson Secondary
John Oliver Secondary

School-Age Program Sites

Captain James Cook Elementary
Waverley Elementary
Tecumseh Elementary
Moberly Arts & Cultural Centre

Sunset Community Centre

Food Hub Spokes

Langara YMCA
St. Thomas Church
Peach Church
South Vancouver Family Place
Culloden Court

BC Housing Program Sites

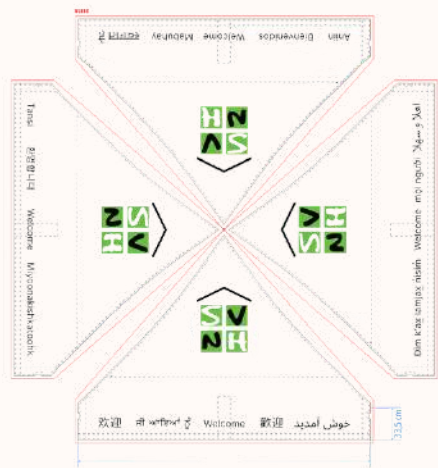
Champlain Places
Orchard Park
Culloden Court

Event Sites

Gordon Park
Fraserview Vancouver Public Library
Victoria Square
Memorial Park

Killarney Community Centre

VISIBILITY - Our Physical Presence



We created and purchased a brand-new tent for SVNH outdoor events and outreach.

The tent features an SVNH logo that can be seen from all sides and is displays the word 'Welcome' in 15 different languages.

In 2022, we introduced our Seasonal Program Guide, which gave community members up-to-date information about our programs, events, and services.



South Vancouver Resources Guide 2022

For those experiencing visible & invisible homelessness. Street Outreach Services | Community Centres Support | Referrals | Food Resources & more



For Homelessness Action Week 2022, we created a South Vancouver Resources Guide with the South Vancouver Community Hub for Homelessness

VISIBILITY - Our Online Presence

Throughout the year, we have stayed connected and engaged with our communities through our online presence, by highlighting events, programs, and stories of South Vancouver.



Our Social Media Statistics from April 2022 - March 2023

Instagram

1,136 +100% Audience Reach

305 New Followers

1,291 +100% Profile Visits

Facebook

10,453 +37.6% Audience Reach

161 New Page Likes

7,082 +151.3% Page Visits

*compared to 2021-2022 Fiscal Year

SUFFICIENT FUNDING

Sustainable, unrestricted funding to serve South Vancouver.

TREASURER'S REPORT
FISCAL YEAR - 2022/2023

South Vancouver Neighbourhood House (SVNH) had an operating surplus of \$240,442 at March 31, 2023. 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 replacements to maintain SVNH’s facilities and infrastructure.

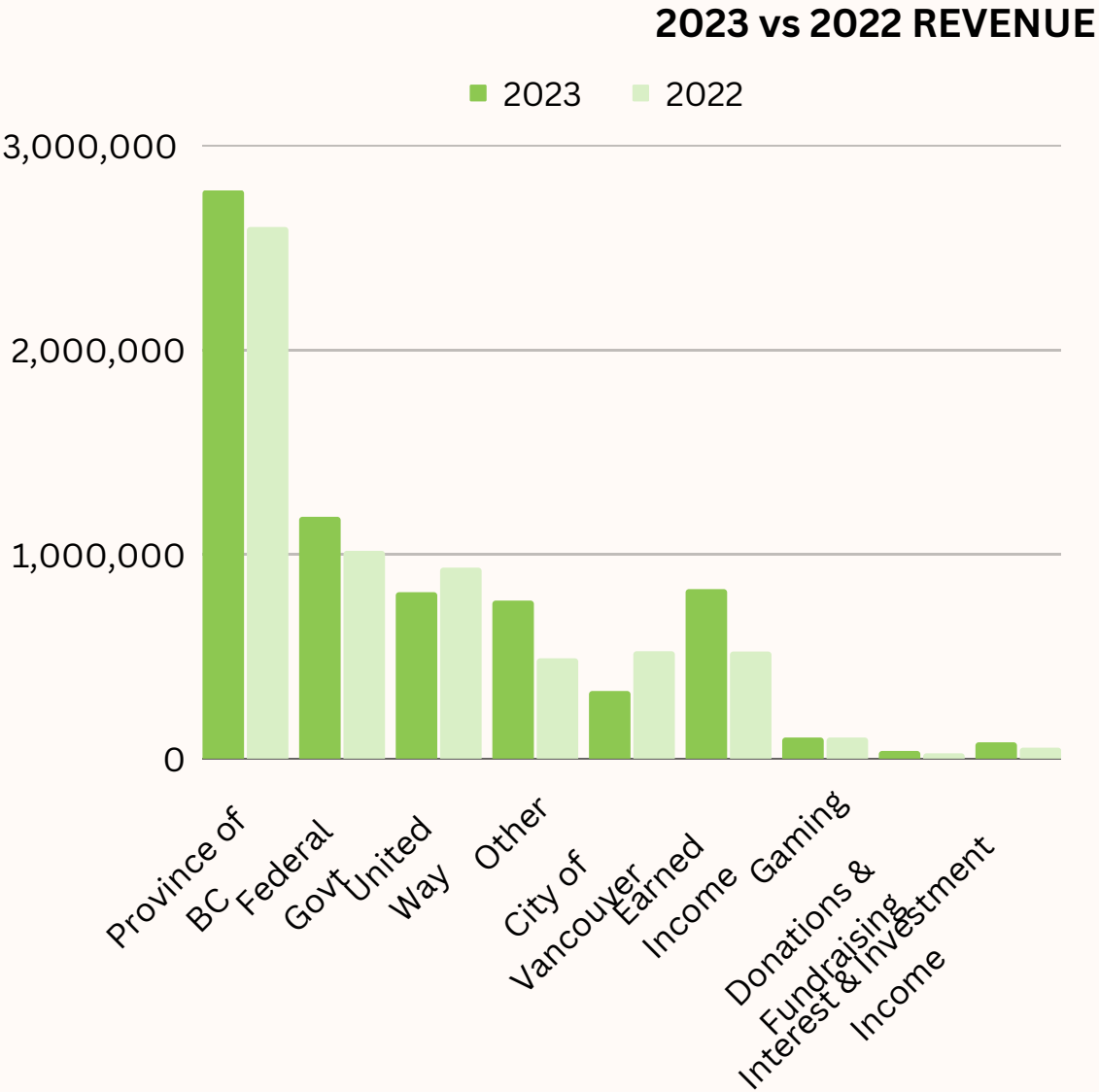
In a year-to-year comparison, the overall revenue increased by 8%, and expenses increased by 11%. Strong support came from the provincial government. The federal government was also very active in many program areas. Further support poured in from the municipal government, as well as individual and corporate donors.

SVNH spent \$27,000 to upgrade/replace workstations at various sites to accommodate the growing staff team, and to support a hybrid work environment. We started our rooftop playground repair in June 2023, and the rooftop repair will provide a safer and more comfortable play area for our childcare program. The City of Vancouver contributed \$27,500 to this project. The remainder of the project costs will be paid using capital reserve funds and Walk-a-Thon fundraising.

The Reframing South Vancouver team has brought a lot of attention to the South Vancouver area, and we are now going to have a new strategic plan in place to address inequity in the area. A motion is going to be put forward to City Council in 2023 to continue the work of Reframing South Vancouver, to address the inequities in resource distribution in South Vancouver. In addition, we are likely to see increased funding from the provincial and federal governments for new immigrant and settlement services.

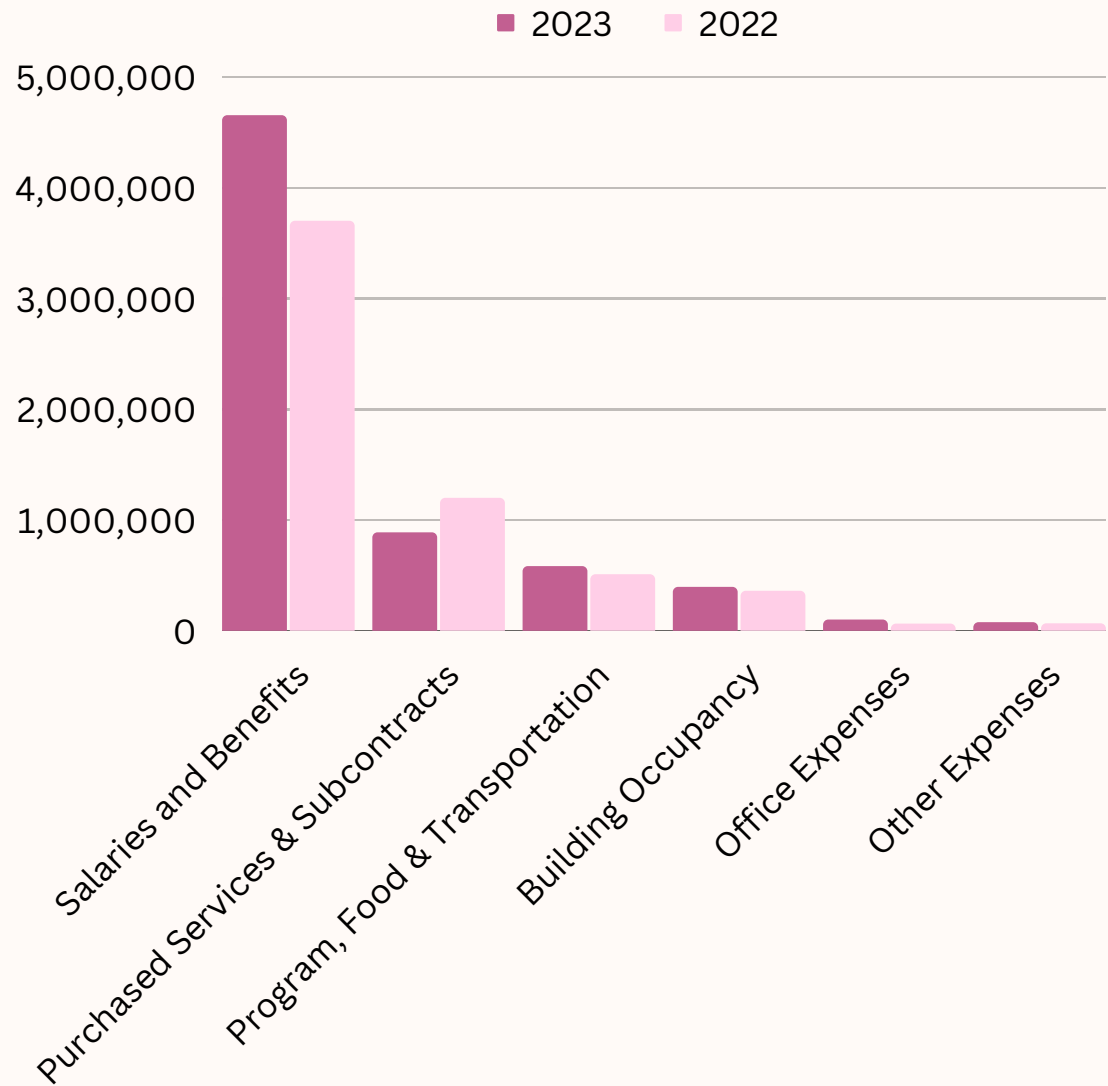
The new fiscal year promises to bring excitement as the SVNH team continues to focus on increasing community equity, building connected neighbourhoods, raising SVNH’s visibility, and creating stability through diversified funding. Please continue to support us and follow SVNH’s development.

June Liang
JUNE LIANG
TREASURER



REVENUE	2023	2022
Province of BC	2,780,037	2,599,567
Federal Government	1,180,586	1,014,395
United Way	811,961	931,623
Other Contributions and Miscellaneous	770,405	489,096
City of Vancouver	328,998	522,441
Earned Income	826,442	522,265
Gaming	100,000	100,000
Donations and Fundraising	34,287	23,805
Interest & Investment Income	76,596	51,400
TOTAL REVENUE	6,909,312	6,254,592

2023 vs 2022 EXPENSES



EXPENSES	2023	2022
Salaries and Benefits	4,650,002	3,697,733
Purchased Services & Subcontracts	884,362	1,194,323
Programs, Food & Transportation	577,736	505,311
Building Occupancy	390,169	355,531
Office Expenses	95,150	60,849
Other Expenses	71,451	61,907
TOTAL EXPENSES	6,668,870	5,875,654

Excess (deficit) of revenue over expenses from operations	240,442	378,938
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Thank you to our Funders & Donors

Our funders and donors are the dreamers that believe in us, and our mission to build better communities in South Vancouver.

Your contribution actively impacts on the lives of people in our neighbourhood by helping seniors stay connected to their community, providing leadership opportunities to vulnerable youth, offering affordable childcare, helping newcomers to Canada get settled in our community, and more.



Your donation ensures that all of our programs and services are free or low-cost, so they are accessible to everyone in our community. Learn more at www.southvan.org/donate

Thank you Volunteers

Much of our success is because of our **talented** and **dedicated** volunteers who donate their knowledge, skills, ideas, enthusiasm, and time to strengthen our connections to the South Vancouver community.

We would like to give a **big** thank you to all volunteers who continually support programs and people at SVNH.



GOOD NEIGHBOUR AWARDS 2023 RECIPIENTS

The Good Neighbour Awards (GNA) were developed by the Association of Neighbourhood Houses to acknowledge the valuable work of volunteers, and to reflect the commitment of SVNH to building better neighbourhoods through outstanding volunteer impact.

Learn more about the recipients and their volunteer journeys at www.southvan.org/GNA-2023



YOUTH CATEGORY RECIPIENT
**ANH KHÔI NGUYỄN
(KHOI)**

ADULT CATEGORY RECIPIENT

**PALL SINGH
BEESLA**



SENIORS CATEGORY RECIPIENT
**MAY
WONG**



CORPORATE PARTNER CATEGORY RECIPIENT

**VANCOUVER
FOOD RUNNERS**



Photo Gallery

