



IMPACT | STATISTICS | STORIES

ANNUAL REPORT

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.

Table of Contents



Decolonizing our Work 3

Decolonizing in South Van	3
Our indigenous Council	3
Diversity in Decolonization	4



Opening Remarks 5

Message from the Board Chair	5
Our Community Board	5



Vision, Mission & Values 6

Mission & Vision	6
Our Values	6



Continuation of Strategic Priorities 7

Overview	7	Visibility	11 - 12
Our Statistics	7	Sufficient Funding	13
Reframing South Vancouver	8	Funders	14
Connected Neighbourhoods	9 - 10	Volunteer Appreciation	14



Our dream of decolonizing our work is a work in progress

_____ to ensure that our actions go beyond tokenism and anchor on generating meaningful change. Together as a house, we have focused on integrating Indigenous learning in all our programs.

Our meet & greet newcomer programs teach the importance of land acknowledgments, Canadian history, and culture related to Indigenous people. Through regular programming, our childcare teams embed Indigenous story telling with our Indigenous Knowledge Keepers as leaders. In addition, we have incorporated two cultural celebrations, the Yaldā Night and Winter Solstice, as joint activities to showcase the shared ceremonies within Indigenous and Persian cultures.

Our SVNH teams created drums, through the teachings of Indigenous artists, who explained their cultural and practical uses as instruments for ceremony and change.

We celebrated Hoobiyee (the Nisga’a New Year) and had a large community gathering of the All-Nations event at Killarney Community Centre. These are examples of how we are trying to unlearn colonial ideas and gain understanding about different cultures and their ways.

To fulfill this dream, we are not wondering where the finish line is, but intentionally stepping into the journey, gathering guidance from our knowledge keepers, being accountable, and dreaming where it leads us.

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.



Lorelei Hawkins
Knowledge Keeper



Travis Angus
Knowledge Keeper
Indigenous Community Engagement Programmer



Al Houston
Knowledge Keeper



Allie
Indigenous Transformative
Justice Society



Geraldine Lalonde
Knowledge Keeper
Vancouver Aboriginal Health
Society Representative



**Vancouver
Aboriginal Health
Society**

SVNH STAFF MEMBERS ON THE COUNCIL

- Alex Hill | Manager of Community Based Seniors Services
- Huda Bolbolan | Director, Settlement and Family Programs
- Jeanette Wong | Childcare Director
- Liza Bautista | Director, Neighbourhood Equity and Employment Programs
- Mimi Rennie | Executive Director
- Paul Riley | Director of Operations

COMMUNITY PARTNERS

- Nilda Borrino | Executive Director, Marpole Neighbourhood House
- Lynda Sousa | Director, Quality Improvement and Training YWCA & WorkBC Centres - Vancouver South

Diversity in Decolonizing



South Vancouver Neighbourhood House is dedicated to promoting diversity in decolonization through **inclusive programming and community engagement initiatives**, fostering a space that honors and celebrates the richness of cultural Indigenous heritage.

“

This is a happy place for me.

-MS. S

SOUTH VANCOUVER NEIGHBOURHOOD HOUSE
PARTICIPANT

”

Dear SVNH Community Members

As the Community Board Chair and Executive Director of South Vancouver Neighbourhood House (SVNH), we are honored to reflect on an extraordinary year of service, growth, and community resilience. This past year has seen significant progress, deepened community engagement, and transformative impact, thanks to the collective efforts of our dedicated team, volunteers, and community partners.

Our food security programs have made substantial advancements. We distributed over **22,000 food hampers**, providing essential support to more than **3,500 families**. These efforts were bolstered by our successful partnerships with local businesses and food suppliers, ensuring a steady flow of nutritious food to those most in need. Moving forward, we aim to expand our food distribution networks and increase outreach to vulnerable populations to ensure no one is left behind.

Our youth programs have thrived, engaging over **600 young people** in activities that promote skill-building, self-expression, and community involvement. We organized **50 workshops**, mentoring sessions, and recreational programs that have greatly contributed to the personal growth of our youth. In the coming year, we plan to introduce more leadership development programs and increase collaboration with local schools to further support our youth.

Supporting our seniors has remained a top priority, especially as they continue to face unique challenges. We expanded our online programming and organized **35 virtual social gatherings**, benefiting over **350 seniors**. Additionally, we facilitated access to essential services such as healthcare and government benefits, ensuring our seniors received the support they needed. Our future plans include increasing in-person activities and enhancing transportation services to better support our senior community members.

The Reframing South Vancouver (RSV) initiative continues to be a cornerstone of our work, emphasizing the strengths, assets, and diversity of our community. This year, we saw a **35% increase** in community engagement activities, with **over 1,200 residents** participating in storytelling and cultural events. These efforts have helped reshape the narrative of our community, fostering a deeper sense of belonging and pride among our residents. Looking ahead, we plan to launch more community art projects and cultural exchange programs to further enrich our community's diversity.

Our commitment to fostering inclusivity and diversity remains steadfast. We aim to enhance our collaborations with local organizations, governments, and community groups to increase our impact. Advocacy for social justice and equity will remain at the forefront of our efforts, ensuring that all community members have access to the resources and support they need. We plan to conduct community needs assessments and develop targeted advocacy campaigns to address systemic issues impacting our community.

We extend our deepest gratitude to our dedicated team, whose hard work and creativity have been crucial to our achievements. Special thanks to our volunteers and community partners for their generosity and collaborative spirit, which have made a profound difference in the lives of many.

Thank you for your unwavering support and for being an integral part of the South Vancouver Neighbourhood House journey. Together, we will continue to address emerging challenges and create a thriving South Vancouver community.

Nanette Wong
Community Board Chair

Mimi Rennie
Executive Director

SOUTH VANCOUVER NEIGHBOURHOOD HOUSE

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.

EXECUTIVE



Nanette Wong
Board Chair



Monica Wong
Vice Chair



June Liang
Treasurer



Marion Hartley
Secretary

MEMBERS AT LARGE



Aaron Sihota
Member



Al Houston
Greater Vancouver Native
Cultural Society Representative



Aneelma Morsara
Member



Chandra Raglin
Member



Judy Jiang
Youth Representative



Khoi Nguyen
Youth Representative



Nelson Didulo
Seniors Hub
Representative



Rod Raglin
Member

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

Continuation of Strategic Priorities

Our strategic priorities continue to be aligned to the needs of our community.

Moving forward, we will uphold the strategic priorities set in 2020 as the 4 priorities still effectively address the current needs of the community.

Reframing South Vancouver

Visibility

Connected Neighbourhoods

Sufficient Funding

Our Statistics

2023-2024 Fiscal Year



1014
VOLUNTEERS



12153
VOLUNTEER HOURS



1305
SENIORS



958
YOUTH



1332
NEWCOMERS



950
FAMILIES



14538
FOOD BOXES DISTRIBUTED



6304
COMMUNITY MEALS



6269
PARTICIPANTS



25
SITES

Reframing South Vancouver

PROUDLY FUNDED BY



As SVNH's designated advocacy team, the Reframing team is committed to continuing our effort in engaging the community and bringing their voices to decision makers.



SVNH FOOD HUB

City Councillors visit South Vancouver Neighbourhood House and Food Hub



"Since I started volunteering with the Neighbourhood Advisory Committee (NAC), I have improved my English language skills, met people who make me feel at home, learned about other cultures, and been able to contribute to the amazing community. Thanks to SVNH, I have the opportunity to grow."

- Melissa Sanchez, NAC member

Neighbourhood Advisory Committee (NAC) Meeting and graduation



SOUTH VANCOUVER NEIGHBOURHOOD HOUSE



EMPOWERING COMMUNITY

Uplifting & engaging community voices at our South Vancouver Community Forum

SOUTH VANCOUVER NEIGHBOURHOOD HOUSE



NAC training and engagement

NAC



VANCOUVER CITY HALL



MEMORIAL PARK POND



City Councillors explores South Vancouver via bus tour

SUNSET COMMUNITY CENTRE



Translink community engagement partnership



SUNSET PLAZA

Park Board community engagement

NEW COMMUNITY SPACE



+\$161,000 IN FUNDING

South Vancouver and Marpole community speakers joined forces at City Hall at to address the inequities in South Vancouver and Marpole. Vancouver City Council successfully passed the motion, allocating more funding and resources to South Vancouver communities



Reframing South Vancouver Team meeting with the Park Board



Connected Neighbours



135
CHILDCARE PARTICIPANTS

4
NAC LED NEIGHBOURHOOD SMALL GRANTS PROJECTS

958
YOUTH



909
IRCC PARTICIPANTS



6230
YOUTH VOLUNTEER HOURS



10
PROGRAMS

42
NAC MEMBERS

1332
BCSIS PARTICIPANTS



63
SOUTH VANCOUVER COMMUNITY FORUM ATTENDEES

1305
NEW SENIOR & OLDER ADULT PARTICIPANTS

9
FIELD TRIPS

43
SENIOR & OLDER ADULT PROGRAMS

6
FOOD HUB LOCATIONS ACROSS SOUTH VANCOUVER

325
PRETEENS



3
HOUSE EVENTS



50
YOUNG ADULT PARTICIPANTS

14+
PARTNERS

40+
VOLUNTEERS



325+
FOOD HUB HOUSEHOLDS SERVED



325+
FOOD HUB HOUSEHOLDS SERVED

Connected Neighbourhoods

We believe in the power of connecting neighbours to strengthen community. Together, our voices are heard, stories are spoken and ideas create change.



"My son enjoys spending time with SVNH educators, and often shares with me that he gets to play fun games and feels safe."

**-Nina,
Mother of School Aged Child**



"It was amazing to have SVNH be part of my life and so supportive as always."

Continuously receiving my food hub delivery is so touching, giving me more strength to battle my situation"

**-R,
Food Hub Participant**



"I am so grateful for being a part of SVNH and something so meaningful."

**-Rita L.
Seniors Program**



"These programs have not only improved my well-being but have also enriched my knowledge and skills".

**-Frances N.
Seniors Program**



Physical Visibility

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.



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

BC Housing Program Sites

Champlain Places
Orchard Park
Culloden Court

Event Sites

Gordon Park
Fraserview Vancouver Public Library
Victoria Square
Memorial Park

Food Hub Spokes

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

Killarney Community Centre

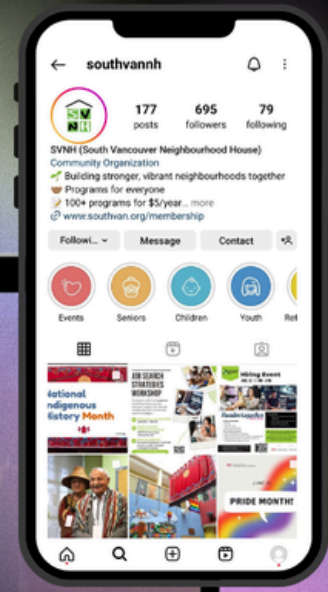
Online Visibility

At SVNH, our goal is to empower our community members to participate in the unique experiences offered at the Neighbourhood House. From January to March, we held our SVNH Membership Drive to promote membership renewal and registration.



Online and in-person poster campaigns for the Membership Drive to "Join the movement" as a part of the #NeighbourhoodHouseMovement

We continued to focus on our online presence to reach neighbours from all over. As our online presence positively grows, we in turn saw an increase in participant engagement throughout our programs and services.



Simplified Membership Form

Translated in 9 languages for accessibility

926
ACTIVE MEMBERSHIPS

69%
INCREASE IN MEMBERSHIPS
COMPARED TO 2023

1.7K → **2.7K**
ONLINE MEMBERSHIP FORM
VISITS INCREASE

Simplified Online Membership Form

Our Social Media Statistics from April 2023 - March 2024

FACEBOOK
109.2K ↑ 62%
IMPRESSIONS

INSTAGRAM
687 ↑ 63%
IMPRESSIONS

20.8K ↑ 125.9%
REACH

2.9K ↑ 217%
REACH

2K ↑ 16%
INTERACTIONS

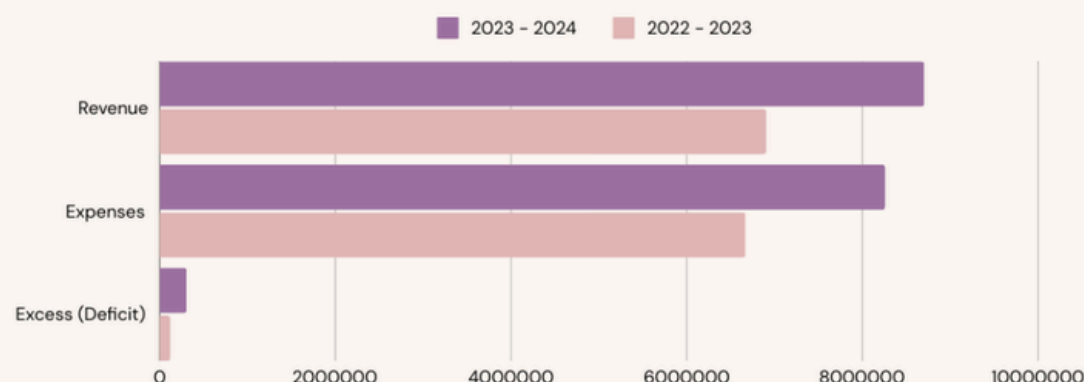
376 ↑ 100%
INTERACTIONS

↑ % COMPARED TO PREVIOUS 2022-2023 FISCAL YEAR

Treasurer's Report

2023-2024 Fiscal Year

South Vancouver Neighbourhood House (SVNH) had a surplus of \$240,239 at March 31, 2024. 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 29% and expenses increased 28%. 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.



FACILITIES

SVNH spent **\$69,000** to replace our equipment at the Victoria drive location to accommodate the growing staff team and support a better work environment. We received a five-year subcontractor agreement for BC Newcomer Services Project.



CHILDCARE

Salmonberry Childcare became a **\$10/day** site in March 2024. We are expecting a substantial increase in Ministry of Children and Family Development (MCFD) funds.

Revenue & Expenses

	2024	2023
Revenue	\$	\$
Province of BC	3,711,400	2,780,037
Federal Government	1,808,428	1,180,586
United Way	811,764	811,961
Contributions from Foundations	553,668	511,801
Other Contributions and Miscellaneous	407,693	255,064
City of Vancouver	265,459	328,998
Earned Income	732,032	826,442
Gaming	100,000	100,000
Donations and Fundraising	39,012	34,287
Interest and Investment Income	275,447	76,596
	8,704,903	6,905,772
Expenses	\$	\$
Salaries and Benefits	5,725,338	4,650,002
Purchased Services & Subcontracts	1,170,613	884,362
Program, Food & Transportation	658,144	577,736
Building Occupancy	521,546	390,169
Office Expenses	85,159	95,150
Other Expenses	100,649	71,451
	8,261,449	6,668,870
Excess (deficit) of Revenue over expenses from operations	443,454	240,442
Amortization of deferred property and equipment contributions	155,463	240,442
Amortization of property and equipment	(231,797)	(206,186)
Unrealized gain (loss) on investments	(59,659)	(49,482)
Excess (deficit) of revenue over expenses	307,461	122,150

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
Treasurer

Thank you to our Funders



Thank you Volunteers

Your dedication and tireless efforts have truly made a difference in our community.

Thank you for your selflessness, generosity, and commitment to making South Vancouver a better place for all. Your kindness shines bright and your contributions are deeply appreciated.

Thank you for being the heart of our community.