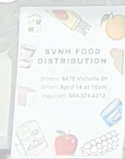


ANNUAL REPORT 2020/21

Preschool, Out-of-School Care
eImmigrant Services are
Immigrant Services

Building Better
Neighbourhoods Together
Neighbourhoods Together

Chào mừng Quý Vị 歡迎



सवागतम्

Welcome

CAN YOU PICK UP SOME
GROCERIES OR A PRESCRIPTION?

सुबिनिश्चय, भण्डार, काटिंग

長者安全, 社區健康

長者安全, 社區健康

長者安全, 社區健康

secured by ADT

THANK

YOU!

MESSAGE FROM THE CHAIR AND EXECUTIVE DIRECTOR

“Historically, pandemics have forced humans to break with the past and imagine their world anew. This one is no different. It is a portal, a gateway between one world and the next.”

-Arundhati Roy, 2020

Dear Members, Supporters, Neighbours and Friends,

What a year! In response to all the changes and difficulties this year, SVNH has responded by creating innovative ways to keep our neighbours connected while working to build healthy and engaged neighbourhoods from Sunset to Victoria-Fraserview to Killarney. Acting on our key strategic priorities has opened the door in renewing our purpose and stepping forward with courage as we navigate a world reckoning with systemic inequality. The events of the past year, both pandemic-related and connected to Black Lives Matters, Indigenous-rights justice, Anti-Asian racism and Anti-Racism overall, have been painful and difficult. However, this year has taught us how to see and hear each other better, how to come together as a community and learn how to support those who are different from us, and how to take steps to build a community that includes everyone. This is the work of neighbourhood houses at our core.

Healthy communities require strong and healthy partnerships, and our work to address systemic inequities across South Vancouver has been strengthened with new and evolved partnerships from all levels of government, our city officials, foundations, grantors, and most importantly, our neighbours.

There were many key achievements this past year, which you will read about in this report. None of our progress and growth this past year would have been possible without our vast circle of supporters. For that we remain deeply grateful to SVNH staff, board members, volunteers, donors, and partners.

We are both looking forward to the fast-approaching day when our House is fully opened; when the sound of the voices of our neighbours, friends and colleagues spill through the rooms and overflow into the halls, into every nook, and into every space that is both a part of SVNH and, most importantly, is yours.

Stay safe and see you soon!



Jonathan Hays (Chair) and Zahra Esmail (Executive Director)

Photo by: Rod Raglin

ABOUT SVNH

South Vancouver Neighbourhood House (SVNH) is a community-based organization that focuses on connecting people and strengthening the neighbourhoods in South Vancouver. As a social service organization, SVNH works with the community to address critical issues through social change.

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 over 600 volunteers. We offer a broad range of community-based social service programs for people of all ages, supporting families and individuals to address personal problems, and/or create opportunities for personal growth.



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 stolen, occupied, ancestral and traditional lands of the xʷməθkwə́yəm (Musqueam), Skwxwú7mesh (Squamish) and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations. We strive to be active participants in the journey toward truth and reconciliation.

Further, South Vancouver Neighbourhood House respects and affirms the inherent and Treaty Rights of all Indigenous Peoples across this land. SVNH acknowledges the historical oppression and colonization of lands, cultures and the originals Peoples in what we now know as Canada.

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

Aside from physical spaces, SVNH also offers virtual programs using online platforms such as Zoom and Teams.

WHO WE REACHED

5,509 unique individuals

586 SVNH members

472 volunteers

OUR TEAM

SVNH has a large, dedicated team of staff and who work with community members to provide leadership through diverse responsibilities and by developing strategies that strengthen the neighbourhoods in South Vancouver in unique ways.

Our incredible team of volunteers serve lots of people a year. They provide leadership on boards and committees; canvass for funds; provide advice, visit seniors; shop and deliver food; serve as volunteer drivers; advocate for social causes; coach children and youth. In short, they shape the community and enable SVNH deliver programs and services to thousands of people.

At the heart of the COVID-19 pandemic, our staff and volunteers have demonstrated an exceptional display of solidarity. Responding to calls for help from the community, they have been assisting vulnerable groups, organizing food hubs, providing essential services to the elderly and educating children.



Many thanks to all 2020/21 SVNH staff and volunteers!

OUR COMMUNITY BOARD

Our community board is composed of highly regarded members of the community who volunteer their time and expertise to South Vancouver Neighbourhood House.

Jonathan Hays, Chair & ANHBC Rep

Ruchi Lal, Vice-Chair

Seeta Sandhu, Treasurer

Aneelma Morsara, Secretary

Farhad Mawani, Member

June Liang, Member

Stanley Ho, Member

Vicky Qiu, Youth Rep

Connie Xie, Youth Rep

Aaron Sihota, Member

Nelson Didulo, Seniors Hub Council Rep

Chandra Raglin, Member

Rod Raglin, Member

Sandy Bains, Member

SVNH House Elder

Lorelei Hawkins

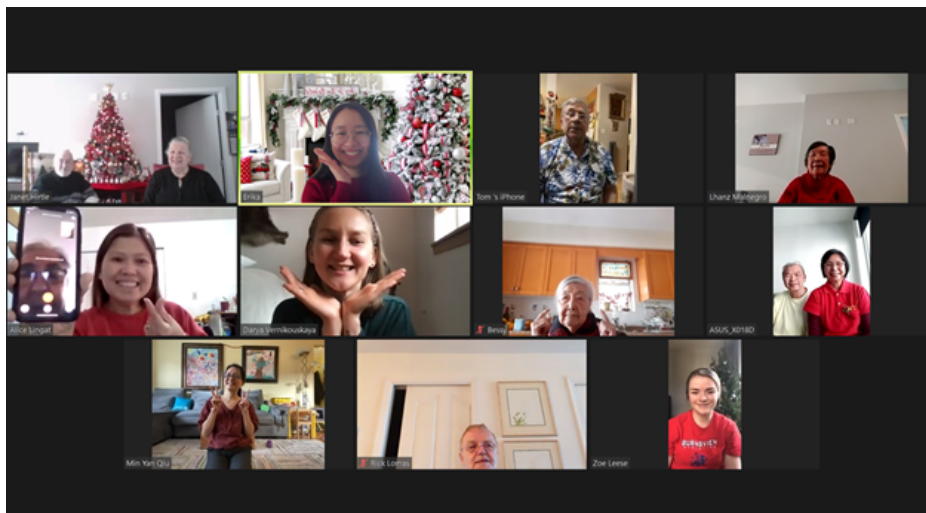
SVNH IS LOOKING FOR NEW COMMUNITY BOARD MEMBERS!

Are you passionate about issues that affect your community? Do you live in a South Vancouver neighbourhood? Join us!

We are looking for community members who live in various neighbourhoods across South Vancouver to join and provide their perspectives or leadership. Your participation will help to ensure that our Community Board continues to include diverse voices and that it reflects the uniqueness of our neighbourhoods.

ADULT DAY PROGRAMS

This year, the Adult Day Programs transitioned into a full-time virtual service as we adapted to the conditions of the pandemic. We stayed connected to our participants through phone calls, Zoom, video chat, outdoor visits, delivery of activity packages, greeting cards and seasonal gifts. Although in-person services were not available, our participants and caregivers really felt the love this year, they were able to access more personalized one-on-one programs and caregivers were connected to staff like never before. Caregiver focused care became one of our main concerns over the pandemic as they were the ones working overtime to take care of their loved ones. We found caregivers in particular appreciated our on-going support to them, allowing them to talk about their feelings and issues meant the world to them, many reported feeling much better after communication with an ADP staff member. Through our regular check-ins we were able to connect our participants with the services they required during the pandemic in a timely manner for things such as home care, food programs, caregiver support and respite. South Van ADP has officially moved into their new space in the Champlain Heights Mall and is excited to be opening the doors to participants in June 2021.



The settlement and adult programming continued, with multiple existing programs, utilizing online/virtual/in-person meetings. Using Zoom, group programs ranging from mentorship programs to conversation circles, to programs offering training opportunities, etc., have changed the way that we meet and engage with our participants. New programs that are starting up include: restorative healing circles, employment mentorship, programs for young adult newcomers, and programs centered around dealing with grief and loss. In addition, the Migrant Workers' program, and partnerships with post-secondary institutions such as Langara College, SFU, and UBC, have expanded, based on research opportunities at these institutions. New partnerships, like the one with the Greater Vancouver Aboriginal Two-Spirit Society, were formed to build better community relationships. SVNH also continued to provide tax clinic support with Canada Revenue Agency (CRA) volunteers, using online tools to help our participants complete their 2020 taxes.

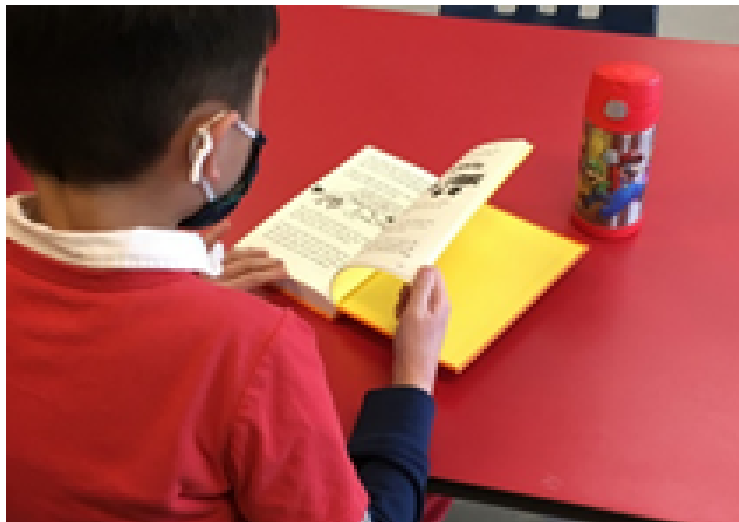


CHILDCARE PROGRAMS

Childcare programs were closed, and staff were temporarily laid off from March to July due to COVID-19 pandemic. Programs reopened following Centers for Disease Control and Prevention, Ministry of Children and Family Development and Vancouver Coastal Health COVID-19 health and safety protocols. Our dedicated staff team worked collaboratively and tirelessly to adapt to the continuous updated health and safety measures. SVNH Out of School Care (OSC) operated Emergency Care Summer Camp from July to August. Regular programming for Poppins Preschool, SVNH OSC and Waverley OSC resumed in September. Little Tree Preschool remained closed due to low enrollment. BC Housing Kids Club (Culloden, Orchard and Champlain) onsite facilities remain closed. Programming was adapted to meet the needs of the families and children with food hampers, back to school hampers, outdoor activities/meet & greet, activity kits and newsletters.

Little Tree Preschool officially closes in June due to end of lease. Our staff team have been working to transition out of the building. Children who were attending Little Tree have transferred to Poppins.

Planning has been underway for the fall opening of Salmonberry Childcare Centre located at 8131 Fraser Street. We will be operating a 12 space toddler program and 25 space 3 to 5 program.



The start of April 2020 brought new ways of engaging with families. With provincial lockdown, a family hamper program was established to meet food security needs. Parenting programs such as “Nobody’s Perfect” and “My Tween and Me” were continued online. SVNH's Family Facebook was quickly formed, adding family stories, photos, children's artwork, family resources, family programming, and registration for online and in-person programming. Virtual programs were started, such as family yoga, kindergarten readiness, mother goose, etc. Outdoor family programming at Memorial and Moberly Parks were formed, to provide engagement with small groups of families, with BC provincial health regulations in place.



Since the beginning of COVID-19 and closure of the Greater Vancouver Food Bank Community Food Hub at SVNH, we have directed many resources and efforts to ensure South Vancouver residents have continued access to food supports and social connection.

In March 2020, SVNH established the Temporary Emergency Food Distribution program to provide access to emergency food to 300 vulnerable residents in the Victoria-Fraserview and surrounding neighbourhoods and 150 residents in Marpole each week. The program was established in response to growing concerns of seniors and community members with compromised health who feel unsafe traveling outside of their neighbourhood to access other food supports.

SVNH also started the “Hi, Neighbour” Emergency Response for Families Program, which provided emergency food hampers to 120 food insecure families each week. As this program ended in September, SVNH launched the Families Food Program and hired a Community Food Navigator to connect community members with a variety of services including food supports. Thanks to emergency funding from the Government of Canada through the Community Food Centres Canada, we were able to support 45 families with weekly gift cards, as well as BC Housing residents, migrant workers, seniors and international students.

In December, we began offering an online Community Kitchens program. Participants formed bonds and supported each other, gained skills and learned a variety of recipes. The program had a positive impact on reducing isolation, connecting members, improving mental health and encouraging family members to prepare meals together. Most importantly, participants had a lot of fun!

FOOD PROGRAMS

Towards the end of 2020, SVNH worked with United Way of Lower Mainland to become a Regional Community Food Hub and launch the SVNH Food Hub and Spoke Program. We are working to address the high increase of food insecurity and provide food supports closer to home in a sustainable and respectful way. We now have a whole dedicated Food Team, which includes the Community Food Navigator and a new Food Security Manager and Coordinator. In a short span of 4-5 months, we worked quickly to establish a central hub of operations at the Langara YMCA and a network of 7 pop-up emergency food distribution locations across South Vancouver. Working together with partner agencies, we are now supporting approximately 340 households (almost 1200 unique individuals) with weekly grocery boxes and holistic program support!



PRETEEN AND YOUTH PROGRAMS

The Preteen and Youth Team has continued to provide in-person and online program and services for our participants and volunteers. This past year, we assembled take-home activity kits and partnered with City of Vancouver for digital planning sessions where youth artistically drew their ideas for the future of Vancouver. We continued to provide First Aid training and Babysitting Basic certifications for our youth and preteen participants. Some of our most popular program activities are gardening outdoors, exercising with physical sport activities, playing after-school preteen group games and peer-tutoring, participating in pre-employment services, and cooking delicious recipes from various cultures through our newcomer foods program. Many of our youth pursued and led passion projects that supported community connections in South Vancouver, such as workshops for soap making, candle making, and hand sewing face masks.

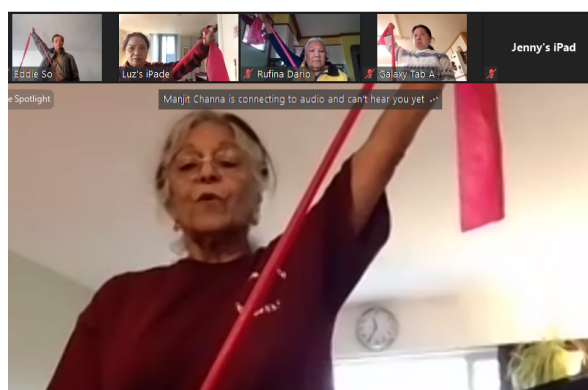
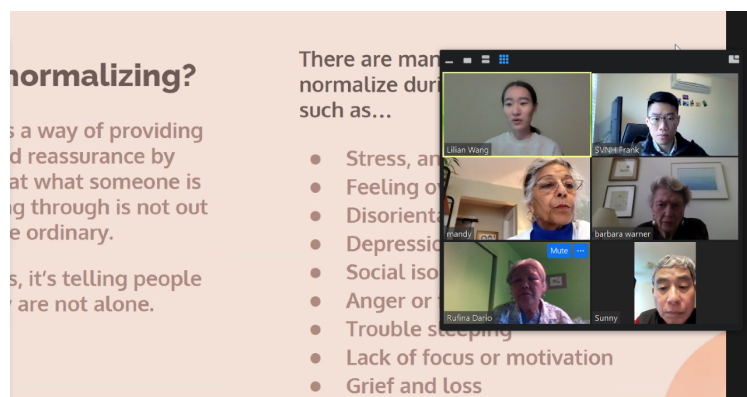


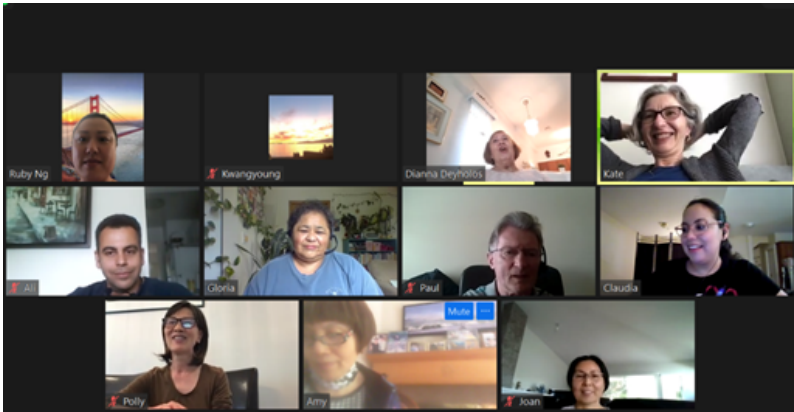
Senior services pivoted to allow for older adults to safely isolate and new programs were introduced. In April SVNH became a designated “Safe Seniors, Strong Communities” (SSSC) community response Hub. This is a joint initiative between the Ministry of Health, bc211 and the United Way of the Lower Mainland. The SSSC initiative recognizes the need for additional supports for seniors who are self-isolating during COVID-19 and it is designed to provide non-medical support services so that they can remain safe and continue to live independently while staying connected to their communities.

SVNH partnered with the Marpole Oakridge Family Place, the Arbutus, Shaughnessy, Kerrisdale Friendship Centre, Jewish Family Services, Jewish Seniors Alliance, Progressive Intercultural Community Services and the SVNH South Adult Day Centre to offer volunteer help with grocery shopping, check-in wellness calls, virtual friendly visits, friendly phone calls and prescription pick-up/delivery, and meal preparation/delivery.

We reached out to new seniors and remained connected to those who were already participants. The SSSC initiative has been phenomenally successful, 50,569 services were provided!

In the fall we increased our outreach to non-English speaking seniors; launched a virtual health and wellness programs; delivered a monthly virtual Caregiver Supports program; one-to-one technology support to help seniors develop their digital literacy skills and redesigned the South Vancouver Seniors Hub website. We also began producing a monthly e-newsletter to promote virtual programs and communicate regarding COVID-19 and the vaccine roll out.





OUR NEIGHBOURHOODS

This year, we responded to COVID-19 firmly rooted in our new strategic plan, particularly “Priority #1 - Reframing South Vancouver”. Our approach to food security and the development of our “Food Hub and Spoke” model is in response to the recognition that South Vancouver is not one neighbourhood, it is made up of many neighbourhoods. As such, we have spokes throughout the region to help people access food support and community connections close to home. We have also made a shift in how we see and interact with neighbours through our other responses to COVID: with seniors and youth programs, family drop-ins, our caregivers support program, and more. We are advocating for more support alongside our neighbours in the River District/East Fraserlands area, and are deepening our relationships in Sunset to address a historic lack of service across the Sunset area. There is much more to do in the year ahead to “Reframe South Vancouver”, which will contribute to another of our key strategic priorities – “Connected Neighbourhoods”.

VICTORIA-FRASERVIEW

- Outreach to Menno Court, Vivian Apartment, BC Housing, Killarney Garden, and St. Thomas Anglican Church
- Food program partnerships with farmers on 57th & SVFP
- Brightside Housing (housing referrals)
- Indigenous community leaders (food distribution, Elders, guidance related to Aboriginal work)
- Villa Roofing Construction for Migrant Workers (networking/referrals for migrant workers)
- Iglesia Menonita Hispana (Spanish church for Migrant Workers for food distribution)
- Vancity (grants, tax clinic, homelessness projects)
- Vancouver Public Library (homeless action week projects, advertisements, referrals, community support)
- South Vancouver Community Policing (homeless action week projects/settlement supports via grants)
- Fraserview BIA (grant collaboration/homeless action week projects)
- Working together with David Thompson Community School Team to cross-promote programs, volunteer opportunities, and youth referrals
- Working together with David Thompson admin staff to review scholarship applications
- Working together with St. Thomas Church for space usage and donations

KILLARNEY

- Online Anti-racism workshop
- South Vancouver Family Place (SVFP) (Early Years network, support in referrals, food distribution)
- Affordable Housing Society (referrals for housing)
- St. Thomas Anglican church (space usage, monetary support)
- working together with Killarney Community School Team to cross-promote programs, volunteer opportunities and youth referrals
- Provided first aid training for Killarney youth paid for by Killarney Community School Team

SUNSET

- Langara College, practicum placement opportunities for Social Service Certificate and Gerontology Diploma students
- The Sunset Community Garden Association provided SVNH with fresh produce which was used in the Frozen Meals program and distributed through the Emergency Food Distribution program last summer and fall.
- Virtual community kitchen pilot at Culloden Court
- Punjabi Market businesses and local leaders (referrals, support in community events, settlement)
- Moberly Arts & Cultural Society (family program space)
- Peace Church (early COVID - 19 food distribution)
- Sunset Community Centre (settlement and family program space)
- Strong Start VSB (Family programs/sharing resources & ideas)
- PICS Progressive Intercultural Community Services (PICS) - Settlement and migrant workers - training and referrals
- Foolish Operations Society (movement group works with family programs)
- hosted United Way School's Out after school programs at the Moberly Arts & Cultural Centre
- provided hampers and activity kits drop off for Sunset families
- working together with the John Oliver CST to cross-promote programs, volunteer opportunities, and youth referrals

MARPOLE NEIGHBOURHOOD HOUSE

The past year was challenging especially with the COVID-19 pandemic however, it was still a rewarding year for Marpole Neighbourhood House. It was a year of working to maintain a successful program in what continued to be a difficult year for everyone.

Marpole Neighbourhood House had its first Annual General Meeting (AGM) in November 2020, highlighting its approach and preliminary programs. The neighbourhood house also successfully introduced its community board members to help put governance into the hands of local community leaders who know their communities best.

A big thank you to all partners, donors, funders , staff and volunteers that support Marpole Neighbourhood House!



TESTIMONIALS

"During this phase in my life when I am struggling to support my family back home, the Circle fulfills my emotional and mental health needs. I feel happy and supported in the Circle, I wait and look forward to the next time I can be in the Circle. I feel comfortable in sharing my concerns and anxiety in this group. I have no fear of being judged, I know that there will be support for me and that I will be introduced to resources if available. Two hours in the circle are not enough for me, I want it to be more because of the joy I get and the support that I experience emotionally as well as practically, which is an outcome of being part of the Circle at SVNH." - Circle Program participant

The exercises are just what I need, and they are well demonstrated. I feel as if I have accomplished something. Thank you all for helping us." - virtual exercise program participant

"Thank you for operating a very safe, healthy and fun OSC Emergency Childcare for my son during the summer. I was extremely hesitant to send my son to any program at first because of COVID-19. But like many single parents, I did not have a choice because I must work. All of this changed after speaking with staff and always receiving updates. But most of all, my son really enjoyed being in the program and playing with his new friends. He was always eager to tell me what he did when I picked him up and waking up each morning excited to go to OSC. So, thank you so much to each staff for their hard work in ensuring my son and every child had a great time while being safe" - OSC Emergency Childcare Mother

"Staff were able to visit mom in her final months of life during the pandemic. Staff encouraged my mom to join the Zoom exercise program and mom was so delighted, it gave her the boost of strength she needed at that time. Sadly, mom passed away over the pandemic, we are so grateful for what the ADP staff did for her and felt very loved by them." - Participant's daughter

"Very grateful for the food hub service. The delivery service is very helpful to me as I have visual impairment and mobility issue. Thank you for your continuous care!" - Food Hub Participant

"I am from Mexico and was excited to join the South Vancouver Migrant Workers' Empowerment Circle program. Currently I work from home, and I have only one small laptop which is not working well at all, and I do not have enough money to buy a new laptop. Having received a new refurbished computer from the migrant workers program, I had increased my quality time, was able to fill in the Employment Insurance form, started taking courses to enhance my life, and meeting online with my family in Mexico. The access to the computer decreased my isolation and made me feel very confident in living again. I want to encourage new migrant workers to ask for help in SVNH and Empowerment Circle program" - Empowerment Circle program participant

Since immigrating to Canada in 2018, Lingling has wanted a career in the Social Service Sector. She began volunteering in order to gain knowledge about the work and duties of a Social Service Worker. Lingling, who also goes by Judy, aspires to work in the mental health field as a counselor one day. Judy has been a volunteer with SVNH since April 2019 and started as an Information and Referral Specialist. Through this important volunteer role, she has provided seniors with assistance in accessing government benefits, filling out forms and applications and referring them to other services when needed. She was set up in the Seniors Lounge on the main floor of SVNH. Her multi-lingual ability to speak Cantonese, Mandarin and English meant that she could help the diverse older adults living in South Vancouver who needed support in accessing services and benefits. Since the pandemic hit, and all in-person programming was put on hold, Judy has been reaching out to seniors through the Safe Seniors Strong Communities Program. She calls 9 older adults weekly and uses her language skills to connect, ease the challenges of isolation, provide a social connection and a friendly voice!



Grateful is how Denise would describe her feelings toward SVNH and the Safe Seniors Strong Communities initiative. Denise was discharged from hospital in March 2020, right as the pandemic hit. As the city began to lock down, and 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 she is eating healthy and nutritious food. Denise also wanted someone to talk to regularly and was registered with the Friendly Phone Call program. Denise shares that "Cecelia has been a good friend, and a good comfort to talk to". It has been over one year since Denise has left the comfort of her home and she doesn't know what she would have done without the help of the SVNH to keep her safe and connected.



OUR DONORS

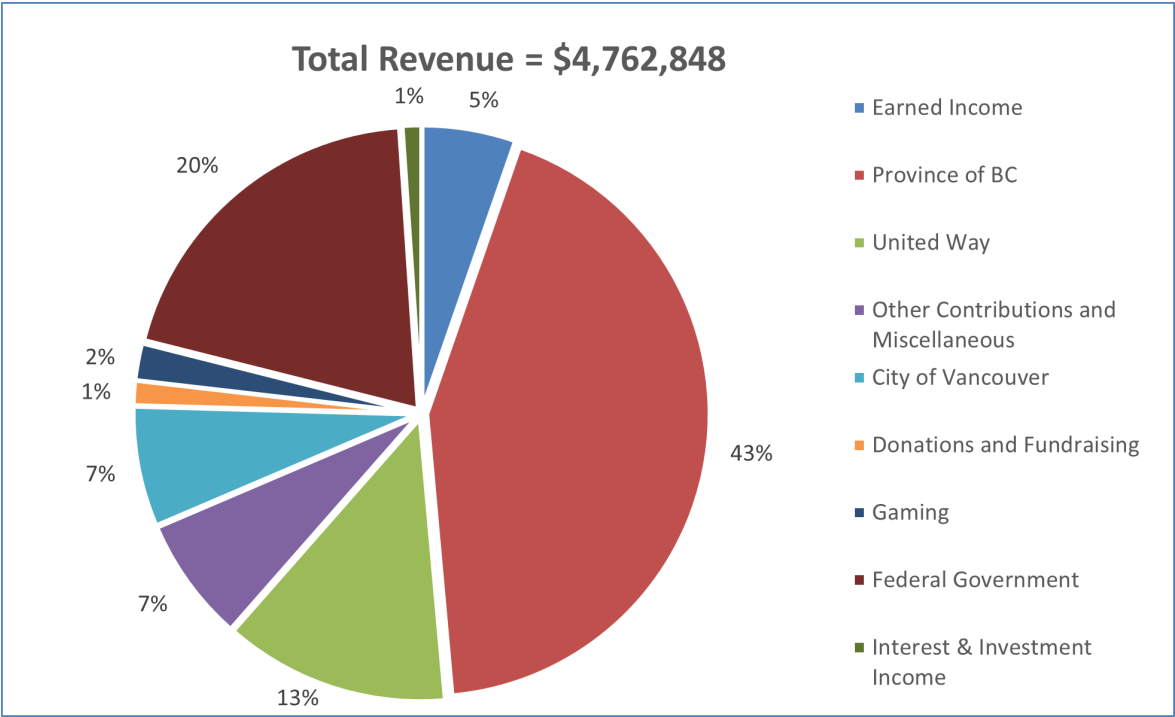
- Alive Health Centre
- Amica Senior Lifestyles
- AN & AF South Vancouver
- BC Housing
- BC Parks and Recreation Association
- BC Technology for Learning Society
- Butterfield Dev. Consultants
- Canadian Imperial Bank of Commerce
- CBRE Limited
- City of Vancouver
- CLICK Foundation
- Community Action Initiative - Canadian Mental Health Association of BC
- Community Food Centres Canada
- Decoda Literacy Solutions
- Dr. Sandy Ko Inc.
- Edith Lando Charitable Foundation
- Electronic Recycling Association
- Government of Canada
- Greater Vancouver Food Bank Society
- Hothi Farms Incorporation
- JJ Bean Coffee
- Jump Start Canadian Tire
- Killarney Parent Advisory Committee
- MOSAIC
- Odd Society Spirits
- Pho Hong Restaurant
- PosAbilities
- Prospera Credit Union
- Province of British Columbia
- Pure Breads Bakery
- Rotary Club of Vancouver Mountainview
- Royal Bank of Canada (RBC)
- Resurrection Spirits
- Safeway
- Scotiabank
- Shoppers Drug Mart
- Sons of Vancouver
- Southridge District Girl Guides
- South Vancouver Army, Navy and Airforce Veterans
- St. George's School
- St. Thomas Anglican Church
- Starbucks Coffee
- Sunset Community Garden Association
- TELUS
- The Excellence in Literacy Foundation
- UBC Garden Committee
- 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
- Whole Kids Foundation

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!

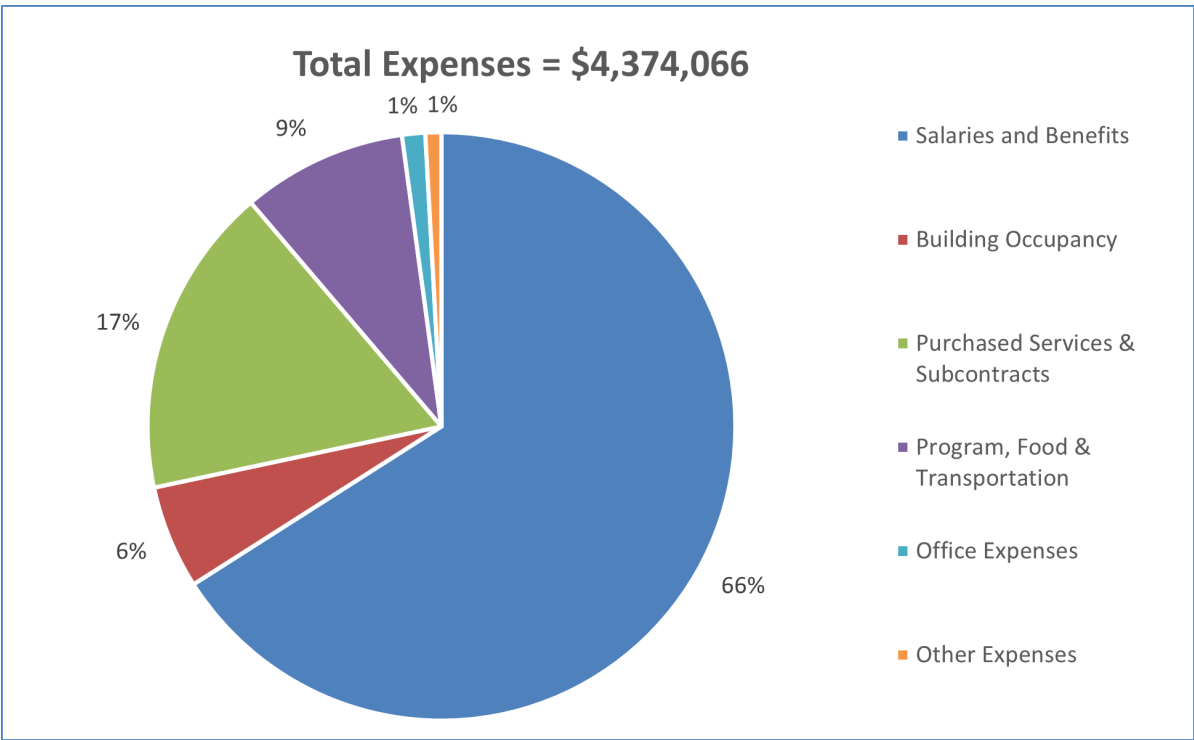
SVNH also relies on the support of multiple partners to strengthen the neighbourhoods in South Vancouver.

A big thank you to all 2020/21 partners and donors!

REVENUES



EXPENSES



MAIN ADDRESS:

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LINKEDIN: SOUTH VANCOUVER NEIGHBOURHOOD HOUSE
(SVNH)

INSTAGRAM: @SOUTHVANNH

WEB: WWW.SOUTHVAN.ORG



MEMBER

ASSOCIATION OF
NEIGHBOURHOOD HOUSES BC