

Mount Pleasant Neighbourhood House Annual Report 2018-19



Recognizing more than four decades of celebration,
connection, engagement, and leadership—since 1976!

www.mpnh.org/AnnualReport



Mount Pleasant
Neighbourhood House

With Gratitude to our Funders & Donors

- BC Association of Community Response Networks
- BC Children’s Hospital, Radiology Department
- Bosa Family Foundation
- Buy-Low Foods
- Canadian Diabetes Association
- Canadian Medical Association
- City of Vancouver
- Coast Capital
- Community Food Centres Canada
- Decoda Literacy Solutions
- Excellence in Literacy Foundation
- GVC Credit Union
- Habitat for Humanity
- HIPPY Canada
- Immigrant, Refugees and Citizenship Canada
- Kebet Holdings
- Kingsgate Mall
- Microsoft
- Ministry of Advanced Education, Skills & Training
- Ministry of Children & Family Development
- Ministry of Public Safety & Solicitor General, Gaming Policy & Enforcement Branch
- Ministry of Social Development and Poverty Reduction—Immigrant Integration Branch
- Mothers Matter Centre
- Mount Pleasant Lions Club
- Mount Pleasant War Memorial Community Cooperative Association
- Noodlebox
- North Growth Foundation
- Perkins & Will
- Portliving Real Estate Corp.
- Pottinger Bird Ltd.
- Projects in Place Society
- Public Health Agency of Canada
- Ralph's Radio
- Royal Canadian Legion #179
- Service Canada, Canada Summer Jobs
- Success by 6
- Tangerine
- United Way of the Lower Mainland
- Upcycle Vancouver
- Vancity
- Vancouver Coastal Health
- Vancouver Foundation
- Vancouver Native Health Society
- Whole Foods Market
- Zymeworks

Our House is your house!

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Mount Pleasant Neighbourhood House:

A vibrant and thriving hub
for everybody



Since our humble beginnings in 1976, Mount Pleasant Neighbourhood House has been connecting neighbours and building a better neighbourhood. We have developed a rich history of working with community to create innovative programs and services to meet local people's needs. Today, our House is a vibrant and thriving hub that serves everybody, from infants to seniors. We foster social inclusion for new Canadians from 40+ countries, Indigenous people from many nations, and folks from all walks of life, and every generation.

Every year we welcome more than 7,200 people.

A Message from the Community Board of Directors



Co-Chairs

- Lysa Dixon
- Jason McCormick

Treasurer

- Janet Berry

Youth Representative

- Mahdi Chimehrab

Association of Neighbourhood Houses of BC (ANHBC) Representative

- Bill Briscall

Members at Large

- Vanessa Brown
- Kate Dunford
- Anthony Kupferschmidt
- Michael Moll
- Ian Moore
- Dawn Marie Morgan

Nominees

- Olga Shcherbyna
- Rocio Vasquez

Resigning

- Greg Edgelow
- Ana Molina
- Linda Oneida-Day

Mount Pleasant Neighbourhood House continues to be a wonderful, and busy community hub, and we are continuously awestruck by the commitment of the staff and volunteer team.

Our focus continues to be on supporting the House with visioning, and we were happy to have one of our community board members participate in a day of strategic planning and review of priorities with the MPNH leadership team. We are also engaged with and continue to follow the Broadway Corridor planning and are looking for opportunities to engage the wider community.

Our fundraising committee continues to be active. This year we changed it up a bit, and our annual pub night fundraiser became The Winner's Circle—a night of virtual horse-racing at Heritage Hall. This was a fun evening, and a chance to dress up and wear our favourite hats. We look forward to a repeat event on October 2, this fall!

We also supported a team of staff and neighbours in the Scotiabank Charity Challenge on June 23, and we surpassed our original fundraising goal of \$5,000, and we're now hoping to raise \$9,000 by July 22. Donations are being accepted online at www.mpnh.org/SupportOurHouse

This year will see some changes to the Board as several of our members move on. We thank them for being such an incredible part of our team. We're also very pleased to welcome the new members that are being presented at the Annual General Meeting.

As a Community Board, we strive to provide leadership and support to the House. With the efforts and work of the incredible staff and volunteers, Mount Pleasant Neighbourhood House continues to expand its capacity in being an inclusive and welcoming community hub. We are so appreciative of everyone's participation in continuing to do good work at our House.

Lysa Dixon and Jason McCormick, Co-Chairs

Each year when I look at our accomplishments in retrospect, I am always impressed with our shared achievements. I am also appreciative of the people who make our House a vibrant place of engagement, learning and laughter. Thank you to our program participants, volunteers and helpers, and to our wonderful staff who all bring their hearts and minds to our work. Together we strive to build a community thriving in connection, celebration, engagement and leadership.

Here are just a few of the successes we're celebrating this year:

- The future needs of our neighbourhood is always at the top of our minds. Knowing that we need to plan for our future footprint, we have completed a functional program—a vision of our space needs. We are engaging with stakeholders and participating in community planning processes, to explore expansion opportunities to meet the growing needs of our community.
- We continue to grow in working with Indigenous communities by increasing our awareness of building trust alongside Truth and Reconciliation. Projects like Circle of Nations and Resurfacing History engage Indigenous people in leadership and capacity building, and at the same time we are promoting shared learning between Indigenous and non-Indigenous neighbours in our community.
- Another strategic direction is fostering inclusive environments for LGBTQ2+ communities, and we have made great steps towards this through internal training, external outreach and partnership development, and by physically changing aspects of our facility to reflect gender diversity. Programs like Second Beat Art Share creates a safer, creative place for young LGBTQ2+ and youth to test out their voices. We also supported a pilot meditation group for trans people, that we hope to expand on this coming year. This year our House will also march in the Pride Parade with Gordon Neighbourhood House on August 4, and we are looking for volunteers!
- Our parklet, which was completed in July 2018, has become the neighbourhood's front porch, and we see people enjoying this public space, and children drawing on the chalkboard in almost all weather. We've incorporated the space into some of our events and programs.

Looking at the bigger picture, our umbrella organization—The Association of Neighbourhood Houses of BC—turns 125 years old in 2019! It really is amazing to know that we are part of a movement that brings neighbourhood-based services to many communities in Metro Vancouver. To celebrate this accomplishment, we launched several videos during Neighbourhood House Week 2019. You can watch them at: www.mpnh.org/125years

Jocelyne Hamel, Executive Director

Greetings from Jocelyne Hamel, Executive Director



“Every day I am grateful and proud of the work we do together at Mount Pleasant Neighbourhood House.”

Volunteering



In the past year, our team of more than 275 volunteers contributed close to 12,500 hours—an increase of 25% compared to last year. We continue to build capacity and grow each year.

Mount Pleasant Neighbourhood House offers volunteers a safe space to work on their skills, learn new ones, and teach others. They can explore fields and roles that they are interested in, and gain experience in a variety of different environments.

Training, mentorship, and workshops are available, covering a variety of topics, such as:

- Teaching English as an additional language
- Creating and facilitating programs
- Recognizing elder abuse and supporting caregivers
- LGBTQ2+ inclusion

Our volunteers reflect the diversity of our neighbourhood, and are able to connect and communicate in an abundance of languages, including:

- Arabic
- Cantonese
- Croatian
- Dari
- Dutch
- English
- Farsi
- French
- German
- Gujarati
- Italian
- Japanese
- Mandarin
- Phashu
- Polish
- Punjabi
- Serbian
- Spanish
- Tagalog
- Urdu
- Vietnamese
- Wet'suwet'en

Volunteers are eligible for a letter of reference after 25 recorded volunteer hours.

We hosted our annual Volunteer appreciation party with 60 people from a variety of volunteer roles attending. A Star Wars theme brought people together with some incredible costumes, and interactive games to get people mingling.

Two volunteers received awards of distinction, as voted by their peers.

Neighbourhood Engagement



- With our partner organizations, the Vancouver Foundation and Little Mountain Neighbourhood House, we supported 127 community-driven projects by providing close to \$45,000 in Neighbourhood Small Grants.
- We provided a free Income Tax Clinic to 205 low-income participants.
- Through various programs, we served around 27,500 meals and snacks to participants
- We continued to strengthen the Mount Pleasant Food Network with new partners and programs, including the Queen Alexandra Garden with a focus on native plants and Indigenous cultural learning.
- We continue to serve nutritional snacks on a weekly basis to approximately 300 people accessing the Greater Vancouver Food Bank, as they wait in line for the Food Hub at the Mount Pleasant Community Centre.
- Our youth team engaged in volunteering opportunities such as Homelessness Action Week, during which we collected 50+ pairs of socks, made 300+ sandwiches, and facilitated a dinner for homeless individuals.
- Our staff team supported more than 30 interns and students to conduct community-based research, outreach, and projects with youth, seniors, employment, settlement, community connections, literacy, and various programs at our House.
- We co-led a planning group and implemented programs in Olympic Village for children and families.
- We developed a Seniors Hub and Seniors Hub Council, to address the big issues facing seniors in our neighbourhood. In 2018, the Neighbourly Together volunteers continued going door to door—on foot!—to seek out seniors who are isolated in our community. Through this process we have knocked on 800 doors, with 21 volunteers and connected with 1,000 seniors through face-to-face visits and special events.
- As in previous years, we coordinated communications and promotions for all neighbourhood houses in Metro Vancouver leading up to Neighbourhood House Week (May 5-11, 2019).

Older Adults & Seniors (Ages 55+)

This year we served 750 seniors through multiple avenues for support

- There are 550 seniors registered with our Better at Home program. We have more than doubled our participant base since 2016. Currently 321 seniors are actively receiving some type of at-home service. 115 are receiving housekeeping supports, and 80 unique seniors are receiving Friendly Visitors.
- The Seniors Hub council continues to develop and grow. In 2018 the Seniors Hub council were awarded three Neighbourhood Small Grants to support the diversity of programming choices at Mount Pleasant Neighbourhood House.
- The Neighbourly Together program is going strong, and we made connections with 1,860 seniors
 - 1,026 seniors were reached at community events and shopping malls
 - 439 seniors were reached through a door to door canvassing
 - 395 seniors were reached at special events and programs at Mount Pleasant Neighbourhood House.
 - There are currently 55 volunteers with the Neighbourly Together program continuing their outreach efforts in 2019. At this time the Seniors Hub Council consists of six dedicated members, with the intention of growing to ten in 2019.

In June we launched the **Community Shuttle Bus for Seniors**, with a full bus on day one! The shuttle brings seniors who face mobility challenges to our Tuesday lunch and Bingo program, offering them a much-needed day out, and potential respite for at-home caregivers.

The Front Step Project began as a possible solution to the housing challenges of youth who are aging out of care and seniors—but has grown to be so much more. At this stage in the project, groups of youth and seniors have been meeting to discuss what they need. To date, eight small projects between youth and seniors have been launched, and conversations about how a project that supports and encourages youth and seniors to bring and be their best selves continue. Stay tuned for exciting updates in 2019.

NOSH (Nourishing our Seniors at Home): With new funding from the Canadian Medical Association, the NOSH project enables seniors to learn new culinary skills while cooking soups to be home delivered to seniors in need. The hope is that this much-needed initiative will be achieve sustainability this year.

LOVE—Living Out Visibly and Engaged: Together with many service providers in the Lower Mainland, we launched a Community Response Network (CRN) for LGBT2Q+ seniors, to help reduce vulnerability to isolation, abuse, neglect and self-neglect. Eighty people across generations gathered in March this year.



Children & Families



“Fun, interactive, and useful!”

Infant Sing & Grow program participant

“Beautiful sense of community connection and support.”

Parenting Matters participant

- Our Family Resource Programs provided workshops and parenting programs to more than 470 families—with services in Arabic, Cantonese, English, Mandarin, and Spanish.
- We provided culturally-specific Indigenous programs to more than 50 families, totalling 200 participants
- We provided recreational and experiential learning programs and services to more than 200 children, aged 7 to 12.
- Our team provided various food skills and cooking programs to more than 40 individuals.
- We subsidized 160 individuals to attend two family camps at the Sasamat Outdoor Centre in May and August.
- We provided family programming in collaboration with the Creekside Community Centre, the Vancouver Society of Children’s Centres, and the Developmental Disabilities Association in Olympic Village for 200+ families
- Our childcare team provided quality Emergent/Reggio-inspired childcare programs to more than 120 children, spanning three different programs: Preschool, Daycare, and Before and After School Care.
- We delivered a monthly Chinese-speaking immigrant women’s support for more than 30 participants.
- We provided summer learning at local parks, promoting physical literacy with 40 families.
- This year we expanded our fathering programs to 20+ fathers and their children.

Youth & Young Adults



- We worked with 120+ youth at three high schools to engage them in interactive workshops and inclusive drop-in programs, and to provide social emotional support.
- Provided settlement support to newcomer youth transition to a new life in Vancouver. Newcomers make up 80% of our youth participants.
- Engaged more than 40 youth in camping trips, and have added recreational, physical education, and sports to our programs—including hiking and soccer drop-ins for up to 35 youth per session.
- We have helped 20+ youth in creating resumes and cover letters, supporting them to find employment that best fits their skills and capacity.
- Provided academic, emotional, cultural, and social support in schools during after school clubs at three schools, for up to 40 youth per drop-in session.
- Provided one-to-one counselling support to youth undergoing difficult transitions.
- Partnered with local agencies to provide wraparound and holistic services to multi-barriered youth.
- Newcomer and long-time resident youth participated in the planning of community events such as Multifest and World Refugee Day
- Participated in the City of Vancouver's event for the International Day for the Elimination of Racial Discrimination and participated in an anti-discrimination and bystander training
- Supported Indigenous youth in connecting to youth programs, focusing on life and cooking skills development
- Provided safe spaces for young LGBT2Q+ folks to share their stories and arts, while connecting with peers and building community connections. We hosted 45 unique performers over the course of the year through Second Beat Art Share.
- Young leaders with experience in the foster care system are shaping the future of a new intergenerational neighbourhood initiative called the Front Step Project. Together with older adults, these youth gather with the intention of creating a more supportive community as they go into the next step in life, and be involved in a project that they can actively direct.

- More than 500 immigrants, refugees and refugee claimants accessed settlement services during this fiscal year.
- 40 newcomer, immigrant and refugee families and 93 children received home-based one-on-one literacy support from 40 trained volunteer tutors.
- Provided group-based English conversation classes to over 120 participants.
- Initiated and hosted weekly Between Women! program, providing a safe and friendly space for more than 50 Spanish speaking newcomer women to connect, learn about community and employment resources and explore opportunities for personal and professional development.
- Hosted a weekly intercultural Men's Outreach and Support group for seven participants, as well as a Men's Wellness Fair for 26 participants.
- Supported 45 newcomer participants to build their community engagement capacity, as well as leadership and civic literacy through mentorship and learning circles programs.
- Hosted 12 cooking clubs and multicultural dinners for 500+ people.
- Assisted around 60 vulnerable job-seekers such as survivors of violence and abuse, new immigrants, individuals with disabilities, older workers, youth, and individuals with barriers with personalized career counselling and wrap around services. Connected them to internal volunteer roles and referral to access other community services. 80% found employment and more than 70% found volunteer placements or other pre-employment activities.
- Facilitated biweekly small group and individual sessions on addressing and overcoming the impacts of violence/abuse, confidence-building, cultural awareness, creating or updating resumes and cover letters, interview practice, networking, communication and assertiveness.
- Hosted an industry speaker job fair event, attracting hundreds of job seekers to our House and connecting them with employers in the community. Developed a strong relationship with Mount Pleasant Business Improvement Area and numerous employers to support their job vacancies.
- The employment support for newcomers program offers settlement and integration services to support the work integration of clients who are not eligible to receive support under the federally supported area. Since April 2019, the program has served 15 participants to cover their labour market needs. At least four of these 15 participants are now employed after receiving assistance at our House. One initiative for this fiscal year is to aid BCSIS clients with their self-employment and business plans needs to create employment through successful and sustainable businesses.

Settlement Services, Community Connections & Employment Services



“Mount Pleasant Neighbourhood House helped me drawing up my resume, and to roleplay different ways of interviews. The coordinator is excellent and truly professional, and really knows how to guide you in those days when you see everything difficult. The main result was that I found a job related to my field—something I was deeply looking for when I decided to move to Vancouver.”

Indigenous Gatherings



- **Monthly Indigenous Family Dinner:** In partnership with Vancouver Native Health Society, over 40 Indigenous families have been meeting for dinner each month, with organized guest speakers and cultural programming.
- **Circle of Nations Cultural Sharing Night:** Indigenous families and individuals have been visiting together, exploring cultural teachings, arts and activities. A healthy and nutritious meal was provided to 20-30 families and individuals every Monday. Childcare was provided for ages 2-6, with a Youth Engagement Circle for ages 7 and up. In partnership with Red Fox Healthy Living Society, we were able to offer sports and recreational activities for Indigenous youth.
- **Resurfacing History: Land and Lives in Mount Pleasant**
With funding support from Vancouver Foundation, Vancity and City of Vancouver, we have created a community engagement process where urban Indigenous people are trained as Cultural Facilitators in a way that is true to traditional ways of learning and passing down of knowledge. We have been working with cultural teachers and hosting dialogues where urban Indigenous people shared their understanding and memories and promote unity through culture sharing with diverse groups. We have also started working with SPARC BC on program evaluation using culturally relevant methods.
- **Queen Alexandra School Community Garden**
Everyone is welcome to come and learn about local food systems in a multicultural setting. Participants and volunteers have been learning about native food and plants from different cultures, building community, learning from one another. We have hosted and participated in a new Indigenous Foodscapes Working Group with Farm to School BC and the Vancouver School Board.

Statements of Financial Position (Unaudited)

As at March 31, 2019

ASSETS	2019	2018
Current		
Cash & Investments (Note 1)	466,071	354,195
Accounts receivable	210,414	257,944
TOTAL ASSETS	\$676,485	\$612,139
LIABILITIES		
Current		
Accounts payable and accrued liabilities	84,412	79,851
Deferred contributions (Note 2)	484,989	451,974
TOTAL LIABILITIES	\$569,401	\$531,825
NET ASSETS		
Net assets internally restricted (Note 3)	0	0
Unrestricted net assets	107,084	80,314
TOTAL	\$107,084	\$80,314
	\$676,485	\$612,139

Statements of Financial Performance (Unaudited)

Year ended March 31, 2019

REVENUES	2019	2018
Interest & Investment Income	8,232	11,571
Province of BC	464,954	434,501
Federal Government	745,220	746,200
United Way	267,490	317,908
City of Vancouver	221,786	182,917
Gaming	83,000	86,000
Earned Income	671,422	631,160
Donations and Fundraising	60,000	44,109
Other Contributions and Miscellaneous	279,360	280,804
TOTAL REVENUE	\$2,801,464	\$2,735,170
EXPENSES		
Salaries and Benefits	2,125,968	2,156,355
Building Occupancy	80,630	83,671
Office Expenses	38,555	58,665
Purchased Services & Subcontracts	215,662	224,661
Program, Food & Transportation	239,453	254,673
Other Expenses	32,876	43,820
Capital Expenses	41,550	10,882
TOTAL EXPENSES	\$2,774,694	\$2,832,727
OPERATING SURPLUS (DEFICIT)	\$26,770	-\$97,557

Financial Report



NOTES

1. The investments are comprised primarily of term deposits and mutual funds.
2. Deferral method of accounting for contributions is used. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is assured. The externally restricted contributions are recognized as revenue in the year in which related expenses are recognized. Funds received from Gaming - Community Services Grant (\$90,700) in 2018-19, have been included in deferred contributions to be recognized as revenue in 2019-20.
3. Purchase of capital assets has been expensed in the year of purchase. Contributions received for purchase of capital assets have been recognized as revenue in the year received.

We are diverse individuals of all ages, colours, ethnicities, nationalities, faiths & beliefs, cultures, abilities, socio-economic and education levels, sexual orientations & gender identities.

We communicate in many languages.

We value and celebrate diversity and inclusion.

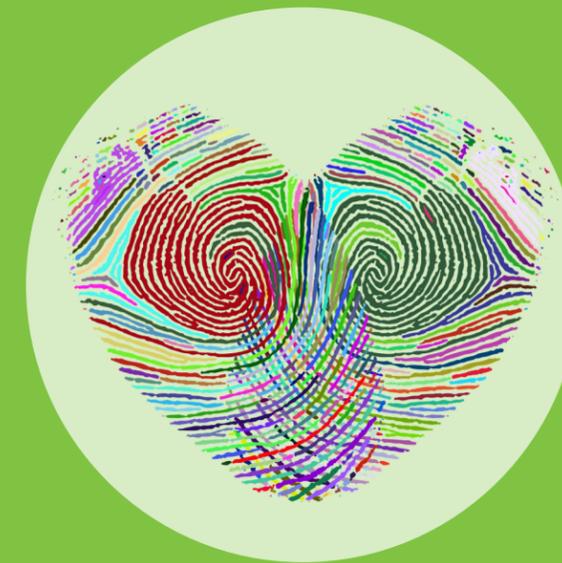
We define diversity broadly and encompass many individual attributes. We create an environment that actively embraces diversity and inclusion by recognizing the value in the uniqueness of all individuals.



We strive to reflect the diversity of our neighbourhoods in our membership, our Community Boards, our volunteers and our staff.

We respect all neighbours. We expect that all who come to our neighbourhood houses and camps, all those who provide or receive services, will extend the same respect to all.

We acknowledge that we live, work, and play on the traditional, ancestral and unceded territories of the Coast Salish peoples.



Diversity & Inclusion

Vision

A community thriving in connection, celebration, engagement and leadership.

Mission

Mount Pleasant Neighbourhood House plays a leadership role in building a healthy and engaged neighbourhood by connecting people and strengthening their capacity to create change.

Values

- human potential as our greatest neighbourhood asset
- stewardship of resources for the good of the community
- the strength that diversity brings and the role of social inclusion in neighbourhood life
- social justice for all in all aspects of life
- learning and innovation as the foundation for growth
- celebration of past, present and future



Our Vision, Mission & Values

Our Mount Pleasant Neighbourhood

The Mount Pleasant Neighbourhood House service area extends from Cambie Street in the West to Clark Drive in the East, and from Terminal Avenue and False Creek to the North down to 16th Avenue to the South. Mount Pleasant is like many other city neighbourhoods, with residential streets and schools, retail stores and offices and a band of industrial lands along its southern edge.

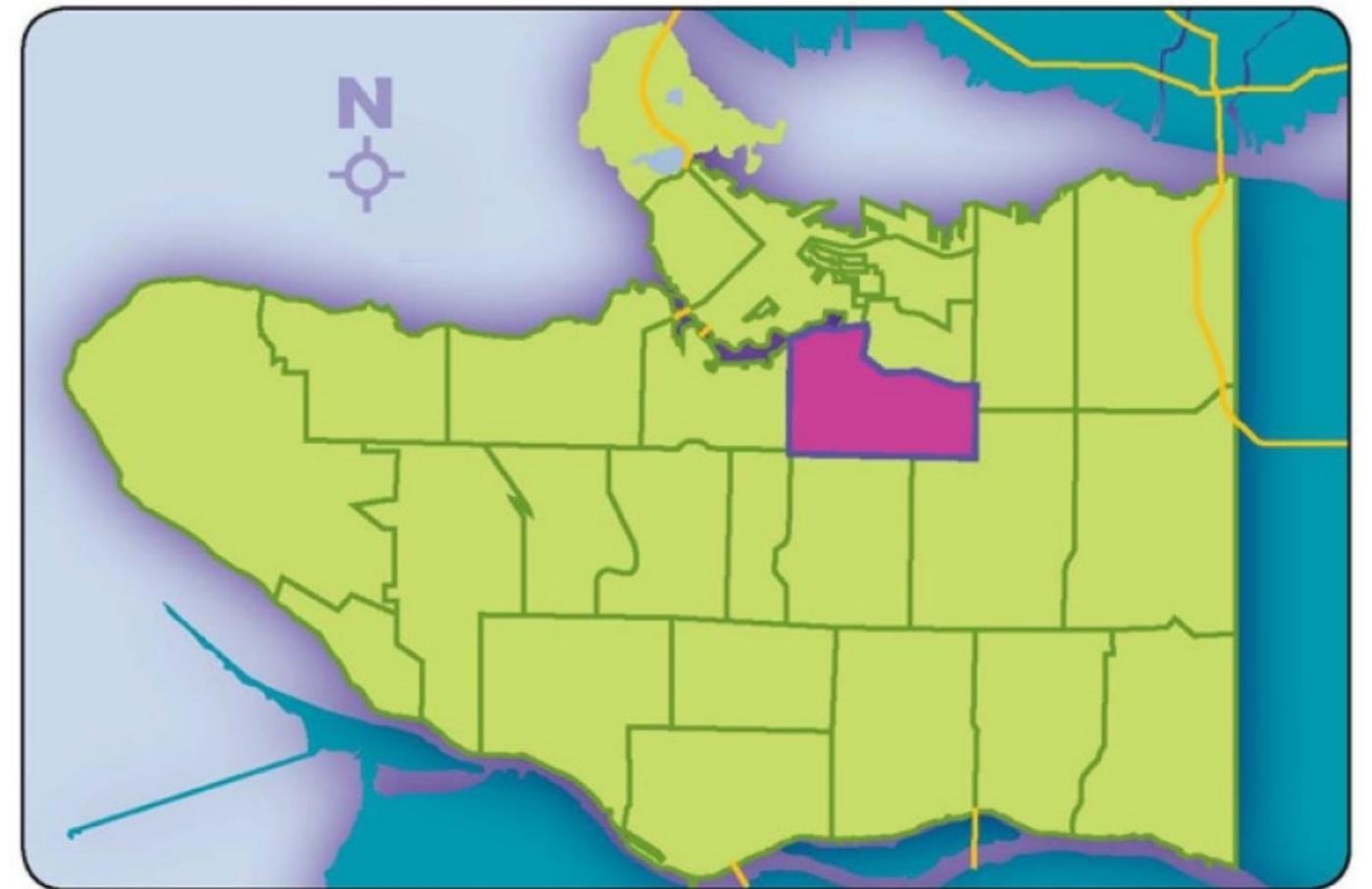
Like people anywhere, the residents of Mount Pleasant are building their hopes for the future, and struggle with the rapid pace of change in their city and in the wider world.

Mount Pleasant has historically been culturally distinct with its diverse mix of residents, is known for its vibrant mix of artistic and cultural activities, and is at the crossroads between the economically divergent East and West sides of the city.

More than 26,000 people live in Mount Pleasant, and 36% of our population have come from other countries according to the 2011 Canada Census. Mount Pleasant also has one of the highest urban Aboriginal population in the city: 6% of the population in Mount Pleasant is Aboriginal, which is considerably higher than the city average (3%).

Mount Pleasant is also identified as a “hot spot” for vulnerable seniors, who make up about 8% of the population. The average income in the neighbourhood is well below the City average and 26% of residents live below low income cutoff (LICO).

Mount Pleasant also has the distinction of recently including the new Olympic Village area bordering False Creek—and we are already identifying needs in this emerging community such as the need for services to seniors and families, and the lack of access to affordable food for low income families.



Map by Nancy Teichgraf, Vancouver Courier



Mount Pleasant Neighbourhood House

Mount Pleasant Neighbourhood House

800 East Broadway, Vancouver
Unceded Coast Salish Territory
604.879.8208

jvanenckevort@mpnh.org
www.mpnh.org



We are honoured to help celebrate the
125-year anniversary of our umbrella organization,
the Association of Neighbourhood Houses of BC, in 2019!