



Mount Pleasant  
Neighbourhood House

# ANNUAL REPORT

2020/21





# ABOUT

Mount Pleasant Neighbourhood House (MPNH) is an integral part of the diverse, vibrant and most multicultural neighbourhood in Vancouver. We envision ourselves as a community thriving in connection, celebration, engagement and leadership. Our dedicated and engaged staff provide programs and services for more than 6900 people annually, from more than 40 countries of origin. We work with a wide range of funders, community partners, as well as a strong volunteer base to offer community-oriented events and activities that meet the needs of the neighbourhood's always changing population.

## CONNECTION, CELEBRATION, ENGAGEMENT, LEADERSHIP.

WE LIVE AND WORK ON THE  
TRADITIONAL, ANCESTRAL AND  
UNCEDDED TERRITORY OF THE  
MUSQUEAM, SQUAMISH AND  
TSEIL-WAUTUTH PEOPLE.



## 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

# OUR COMMUNITY BOARD



**JANET BERRY**  
Treasurer



**BILL BRISCALL**  
Prosperity Committee, Board  
Governance



**VANESSA BROWN**  
Co-Chair



**KATE DUNFORD**  
Chair of Board Governance



**LYSA DIXON**  
Co-Chair, Prosperity Committee



**BARBORA SAMIEIAN**  
Prosperity Committee



**MAHDI CHIMERAD**  
Community Board Member  
& Youth Representative



**DAWN MARIE MORGAN**  
Prosperity Committee



**MICHAEL MOLL**  
Secretary



**ROCIO VASQUEZ**  
Co-Treasurer



**OLGA SCHERBINA**  
Expansion Committee



**ABEER YUSUF**  
Governance Committee



**ANTHONY  
KUPFERSCHMIDT**  
ANHBC Board of Directors  
Liaison



**PARVEEN RAI**  
Community Board Member

# A MESSAGE FROM OUR COMMUNITY BOARD AND EXECUTIVE DIRECTOR



Dear Members, Volunteers, and Neighbours,

This year has been a challenging one with the COVID-19 pandemic. Many inequalities were exposed in our community, along with social disconnection and open racism. We are inspired by how the staff, members, volunteers, and the wider community have responded by pulling together to show our resilience, determination, and compassion.

In response, we worked together to ensure that, throughout the pandemic, MPNH stayed firmly grounded in providing the most vulnerable community members with extra support. We found new and creative ways of providing services and support to all participants and isolated members through virtual connections and new programming.

We also want to celebrate Mount Pleasant as a generous and resourceful community!

Thanks to the knowledge, experience, leadership, and hard work of our staff, participants, members, residents, and volunteers, we have been able to sustain our work and thrive as a community-led organization.

Here are just a few examples of the many ways in which MPNH has connected with our community over the past year:

- We witnessed a wellspring of action from volunteers who became involved with MPNH and the NH movement to provide support for youth and seniors' wellbeing, including art workshops, meal and grocery deliveries, and digital literacy supports.
- We provided Emergency childcare, to assure we provide childcare even in the most difficult times during the pandemic.
- We transformed our kitchen, engaged new partners, donors, and volunteers to cook and deliver meals for our most vulnerable neighbours.
- We immediately shifted to online programming.
- We created a new program; Digital Literacy has been designed to assure participants and the community had access to the tools and knowledge they needed to engage in the digital world.
- We offer child and youth mental health supports, which include psychoeducational workshops and wellness activities.
- We provided Anti-racism training and dialogue that build our capacity to address inequities, while providing safer spaces for staff and community members.

Again, none of this would have been possible without the tireless work of staff and volunteers, who despite the daily challenges, made sure the community was being served in a meaningful and impactful way. In fact, volunteers contributed over 5357 hours this past year, making it possible for all these programs to continue!

We especially want to show our gratitude to two exceptional volunteers: Vanessa Brown, Board Co-chair; and Janet Berry, Co-treasurer. These two volunteers dedicated love and time to their community and are moving on to new adventures in their lives. We wish them both the best and thank them for their tremendous contribution to the board and MPNH.

MPNH will forge ahead into the future as a stronger organization because of our ability to convene and leverage the gifts of all our participants, partners, and community members! This year of rethinking and rebuilding prompts us to take the opportunity to reflect and commit to practices of equity, diversity, and inclusion. We will continue to strive to be a safe and caring space for our community to connect, co-create and lead change. We are looking forward to a time when our house is open again. The time is coming when we can gather together again to hear the joy of our neighbours' voices in many languages, music being played, laughter ringing, and the sound of children chattering.

We cannot wait to open our house, your house, and welcome you back to MPNH!

- Tulia Castellanos (MPNH Executive Director), Lysa Dixon (Co-Chair, MPNH Community Board), Vanessa Brown (Co-Chair, MPNH Community Board)



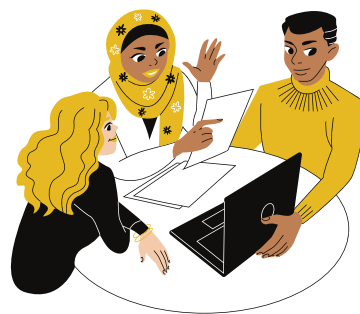
# OUR PROGRAMS



Indigenous Gatherings



Childcare



Employment Services



Family Resources Program



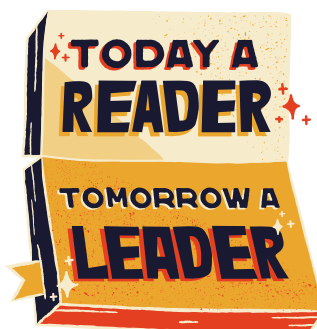
Older Adults & Seniors



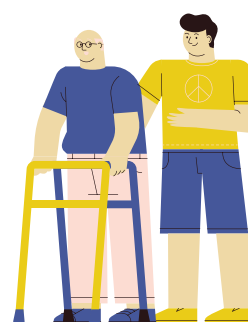
Preteens & Youth



Newcomers &  
Immigrants Welcome



Literacy



Volunteering

## HIGHLIGHTS

2000

Valentines were distributed to seniors living in LTC, hospices, hospitals, and assisted living facilities on Valentine's Day - During February, we collected handmade valentines made by local community members, organizations and schools and delivered them to the seniors during the isolated times

75000

snacks and meals were delivered through the Urgent East program which began on April 1st, 2020 soon after the COVID pandemic was declared

250

participants were helped with their digital literacy needs through 1-1s and workshops through our digital literacy project, a project that started during the pandemic to empower the community with the digital skills

60

tablets, computers and laptops were distributed to families and individuals through our 'Tech 2 Enable' drive. The drive was organized in February to provide free digital devices to our low income families and seniors



## HIGHLIGHTS

**5357**

hours were contributed by the volunteers in this fiscal year

**300**

care packages were delivered to seniors living independently in supportive or subsidized housing by a youth leader and participant at MPNH who applied for NSG grant twice to support isolated seniors whose mental health was worsened due to the isolation set on by the pandemic. They also sent letters to each senior with the package

**150**

participants from diverse backgrounds participate in 6 virtual dialogue circles and discussions focusing on topics of diversity, anti-racism, Indigenous history and cultural intelligence led by the House

**40**

families of front-line workers and first responders were provided childcare programs through MPNH

# OUR PARTNERS AND DONORS

- Active Aging BC
- ANAF East Vancouver Unit 68, Mr. Bill Ritchie
- Anavets #68
- Bao Ve Collective
- BC Association of Community Response Networks
- BC Settlement & Integration Services (BCSIS)
- BC Children's Hospital, Radiology Department
- BC Settlement and Immigration Services
- Bosa Family Foundation
- Burnaby Youth Resource Centre
- Buy-Low Foods
- Chinese Community Policing Center
- City of Vancouver
- Coast Capital Savings
- Community Food Centres Canada
- COBS Bread
- Daniel's Chocolates
- Dan's Legacy
- Decoda Literacy Solutions
- Excellence in Literacy Foundation
- Field & Social
- Frontier College
- Greater Vancouver Foodbank
- GVC Credit Union
- HIPPY Canada
- Immigrant, Refugees and Citizenship Canada
- Immigrant Services Society of BC
- Impakt Corporation
- Legion
- Little Mountain Court
- Methanex Corporation
- 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
- Ministry of Children and Family Development (MCFD)
- Mothers Matter Centre
- Mount Pleasant BIA
- Mount Pleasant Community Centre
- Mount Pleasant Lions Club
- Mount Pleasant War Memorial Community Cooperative Association
- Multi-Agency Partnership of British Columbia
- North Growth Foundation
- New Horizons for Seniors (HSRDC)
- Perkins & Will
- Possibilities
- Providence Health
- Public Health Agency of Canada
- Royal Canadian Legion #179
- Royal Canadian Legion #68
- Rumpus Room/The Narrow Group
- Salvation Army
- Saint Patrick Regional Secondary School
- Service Canada, Canada Summer Jobs
- St Vincents Hospital - Langara
- Success by 6
- Suncor / Petro Canada
- The Community Gaming Grant - BC
- United Way of the Lower Mainland
- University of British Columbia - Pharmaceutical Sciences
- Upcycle Vancouver
- Vancity Credit Union
- Vancouver Coastal Health
- Vancouver Food Runners
- Vancouver Foundation
- Vancouver Mount Pleasant Lions Club
- Vancouver Native Health Society
- Vancouver Poppy Fund
- Vancouver Public Library
- Vancouver School Board (Community Schools Team, Settlement Worker in Schools Teams, Welcome Centre/District Reception Centre)
- Vancouver Soup Company
- Vancouver Community College
- WATARI Counselling Services
- Whole Foods Market
- Yarrow Society
- Zymeworks



# OUR STAFF



This past year has been challenging for the House. We could not run our programs at the House because of the COVID - 19 restrictions. It was our staff who made it possible to seamlessly run the programs through virtual platforms. We thank and appreciate their passion and relentless drive towards working for the community and all that they do for the House!





# SENIORS AND OLDER ADULTS





# SENIORS AND OLDER ADULTS

The Seniors department at MPNH experienced a year like no other, especially given how seniors in particular are vulnerable to the COVID-19 pandemic. We have emerged a stronger and more cohesive department however - almost all of our pre-COVID programming has been adjusted to be provided safely (whether in person or online), and we have nearly doubled the number of programs and services we were offering pre-COVID, resulting in a much more robust department and ultimately more seniors being supported and connected.

**We served 316 Seniors and have doubled the number of programs and services post COVID to make seniors in the community feel more supported and connected**



## Better at Home

Subsidized Housekeeping for Seniors (Adjusted to be COVID safe)



## Art Box Program

Free art supplies delivered to seniors at home. We also offer weekly online classes as well as provide a safe space for shared artistic expression and connection



## Intergenerational Drop-in

Social space for intergenerational connection, mutual learning and support - for all ages (Carry-over from the Front Step project, now occurring online to be COVID safe)



## Pen Pal Project

Matching seniors with other folks in the community to exchange hand-written letters with, providing the stationery and postage required



## Foodfit

A social group that talks about nutrition, share healthy recipes, and exercises together (Adjusted to be COVID safe - now online/over the phone)



## Choose to Move

Social group that talks about health, physical activity, goal setting, and shares resources with the objective that seniors stay physically active and socially connected throughout COVID-19

# SENIORS AND OLDER ADULTS



## Walking Club

3 different walking groups serving different neighbourhoods and languages (Adjusted to be COVID safe)



## Caregivers Connect

1-1 supports, social group connections as well as workshops offered for those who are the caregiver of a senior (often seniors themselves!)



## Chair yoga

Safe gentle yoga class for seniors (Adjusted to be COVID safe - now online)



## Birthday Celebrants

Delivery of a cupcake, card, and small gift to seniors celebrating a birthday that month. The project is facilitated by two senior volunteers who received NSG Grant for this project.



Over 2000 Valentines were delivered to Seniors on Valentine's Day

Valentines were distributed to seniors living in LTC, hospices, hospitals, and assisted living facilities on Valentine's Day - During February, we collected handmade valentines made by local community members, organizations and schools and delivered them to the seniors.



“

*A BIG thank you from my heart  
I checked my mail box yesterday and found an awesome surprise  
in it.*

*I received a beautiful touching heartwarming package of big love  
in a small red envelope.*

*The words were very uplifting and much needed. The effort  
invested to compile the group work to send these little gifts of  
cards and encouraging words will always be appreciated.*

*I will never forget this Valentine's day which was followed by my  
birthday, so that package came on time. I never had a Valentine  
greeting like and I think I will not have one like this again. This  
was so unique and truly made me happy. I have been trying for  
months to find a moment of joy and thanks to your team that I  
had it yesterday.*

*- Nadia*

”

# URGENT EATS PROGRAM

## COVID RESPONSE PROGRAM

The Urgent East program began on April 1st, 2020 soon after the COVID pandemic was declared; and thus were obligated to close the neighbourhood house. This closure meant that our weekly subsidized lunches targeting seniors and other vulnerable participants in the community would have to be cancelled. These lunches benefitted our MPNH participants in two ways firstly, they provide a nutritionally well-balanced meal at a very reasonable price; secondly, they provided an opportunity for seniors and others to socialize and develop friendships and community.

**The program has provided over 75,000 snacks and meals to seniors and other vulnerable participants in the community**

When seniors were asked to self-isolate, we felt we needed to step up and provide a variety of supports which included phone calls, check-ins and meal delivery. The program has provided over 75,000 snacks and meals. The meals were provided at no charge as we wanted to make this program as low-barrier as possible. This program is continuing until the end of the summer of 2021.

The food supports that we receive from the Greater Vancouver Food Bank, Food Runners, Soup Sisters, Rumpus Room and the financial support of the United Way and Community Food Centers Canada, and of course, our group of volunteers were integral to the success of the program. These programs allowed us to ensure that 240 active participants are getting nutritional and social support on a regular and committed basis.





# FAMILY RESOURCE PROGRAMS





# FAMILY RESOURCE PROGRAMS

Our Family Resource programs demonstrated tremendous strength and resilience this year. Faced with many obstacles and restrictions, the wonderful FRP team led by the Family Resource Program Coordinator, Carmen Contreras was able to pivot and flex to meet the needs of the families within the MPNH community. With community input and collaboration with our partners, we managed to offer weekly virtual and high-bred programming to keep connecting and supporting our wonderful families over this extremely unusual and stressful year.

**120 families in the MPNH community were served through our programs**



**Weekly Family Drop-in Program using Zoom for families with children under five years old. Parents and children engage in play-based activities**



**Bi-Monthly Latinamerican Families Drop-in were organized**



**Supported 20 families through farmer's market coupons**



**Monthly connection points with Male Caregiver's group**



**At-home delivery to over 100 families for food and household supplies during lock-down and quarantine phases**



**Delivered culturally specific opportunities and supports for over 25 Indigenous Families through food delivery, one-to-one resource and referral**





*Although I can't wait until the day we can all be together singing in the same room and sharing a meal together with our children climbing all over us, I am grateful for the MPNH team to keep the program going over zoom – it helped me stay in touch and not feel so alone.*

*- Karine*





# CHILDCARE PROGRAMS





# CHILDCARE PROGRAMS

The Childcare programs stepped in a tremendous way this past year! April 2020 was not only the start of a new fiscal year but the start of emergency childcare designed to support families of first responders and essential workers. This was all new and uncharted territory for our teams. However, our amazing childcare teams bonded together and worked non-stop to get programs ready to safely meet the needs of the families who were on the front lines of battling the pandemic while maintaining our mission to provide high-quality emergent and responsive programming.

Due to the challenges of navigating through the pandemic, we have regrettably put a pause on the Preschool Program and Kid's Peak After School Age program for Kindergarten and Grade One children this year. It is our goal to have both those programs up and operating again in the summer of 2021!

**Provided childcare programs to 86 families and 97 children  
with all the safety precautions in place**



**Staff met regularly to create developmentally appropriate programming to meet the health and safety needs outlined by the Public Health Officer**



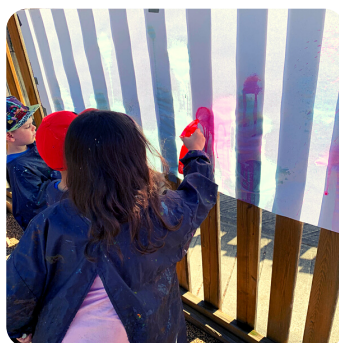
**Childcare staff attended virtual workshops on children mental health and trauma-informed practice**



**School Age programs provided virtual supports to children attending our programs who were engaged in on-line lessons during school hours.**



**Provided childcare programs to over 40 families of front-line workers and first responders**





*We want to thank you so much for the wonderful opportunities you all give the children to be active, laugh, and play. The Covid precautions have been barely an inconvenience I think – seems like everyone adjusted really well! So thank you. □*

*– N. and A.*

*Your communication and professionalism has been fantastic this year! It gives us a lot of comfort knowing that our kids are well looked after and still having fun. Thanks to your teams efforts this year to keep things as normal as possible for the kids.*

*– I. B.*





# YOUTH & YOUNG ADULTS





# YOUTH & YOUNG ADULTS

The Youth Team at MPNH worked with youth and young adults, ages 13-24, to remain connected to peers and community, and support them with their social-emotional wellbeing and life skills development during the pandemic. It has been no easy feat-the challenges of young people have been amplified during this time of social isolation and lack of community connection opportunities. The Youth Team was able to provide community programs and supports for youth and young people online and in-person, under strict adherence to provincial health orders.

**100 Youth were supported with their social-emotional well being during the pandemic**



**36 Youth Wellness Workshops, which provided mental health-related information and resources to youth and young adults and featured connections with school, health and community-based counsellors**



**24 newcomer youth wellness sessions, focusing on physical literacy, movement, and exercise**



**4 staff trainings on mental health to build our mental health literacy and capacity to support youth with mental health needs and referrals**



**12 virtual monthly youth-led cooking sessions, in which youth cook a meal, share instructions and recipes with their peers, and share a meal together every month over Zoom**



**200 hampers delivered to seniors in the neighbourhood by our youth volunteers**



**3 high schools, including Gladstone, Eric Hamber and Tupper outreach to via Zoom/Teams afterschool and in-class programming for students**



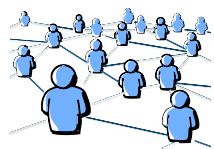
# YOUTH & YOUNG ADULTS



Youth remained connected to the community throughout the pandemic and increased their awareness of community issues via their participation in Neighbourhood Small Grant.



A youth leader and participant at MPNH and in the community applied for an NSG grant twice to support isolated seniors whose mental health was worsened due to the isolation set on by the pandemic. They distributed over 300 care packages and wrote letters to seniors living independently in supportive or subsidized housing.



Youth cultivated connections with youth and youth worker staff across the city as they participated in wellness programs when in-person programming allowed, cultivating connections with youth worker staff employed at Community Centres as MPNH Youth Team started a summer in-person program in collaboration with Mount Pleasant Community Centre.



Youth with ASD strengthened their connections with each other as we continued our MCFD Special Needs-funded program for youth living as Asperger's syndrome. When in person programming allowed, youth connected to peers and to community resources as programming staff took youth participants to community centres, and other neighbourhood houses, as well as exploring parks.



# YOUTH MENTAL HEALTH

## COVID RESPONSE PROGRAM

Covid-19 has without a doubt exacerbated the mental health needs of our community members and especially, our youth and young people. Prior to Covid-19, youth and young adults were already facing a tremendous amount of pressure when it comes to transitioning into independent living, increased living and educational costs, and finding meaningful and sustainable employment in the context of rapid climate change and economic instability. The pandemic has increased feelings of stress, anxiety, loneliness, and uncertainty for our youth and young people. From remote learning to the lack of community spaces, young people have felt the loss of friendships, opportunities, and coming-of-age life experiences.

Responding urgently to this need, MPNH launched the Young Minds Initiative in August 2020 to combat the isolation and stress experienced by young people. Working with community partners and local health agencies, MPNH delivered 40+ wellness workshops online and in-person, which allowed MPNH staff to provide mental health resources and connection opportunities to over 100 youth and young adults across 3 local high schools, and young adults from newcomer, indigenous, racialized, LGBTQ2S+ communities.

The impact has been deeply felt, with youth, young people, and their caregivers expressing the need for continued youth mental health-focused supports, be it psycho-educational workshops or wellness-promoting activities that support peer-to-peer connections and life skills development. MPNH is committed to youth mental health services and supports and has recently developed partnerships with local universities and counselling agencies to be a community on-site provider of youth mental health counselling.





*I did not know what anxiety meant because in my language we call it something else. Because of these workshops, I now know how to explain when I am feeling nervous or anxious and ask for help.*

*- Nour, Youth Participant*

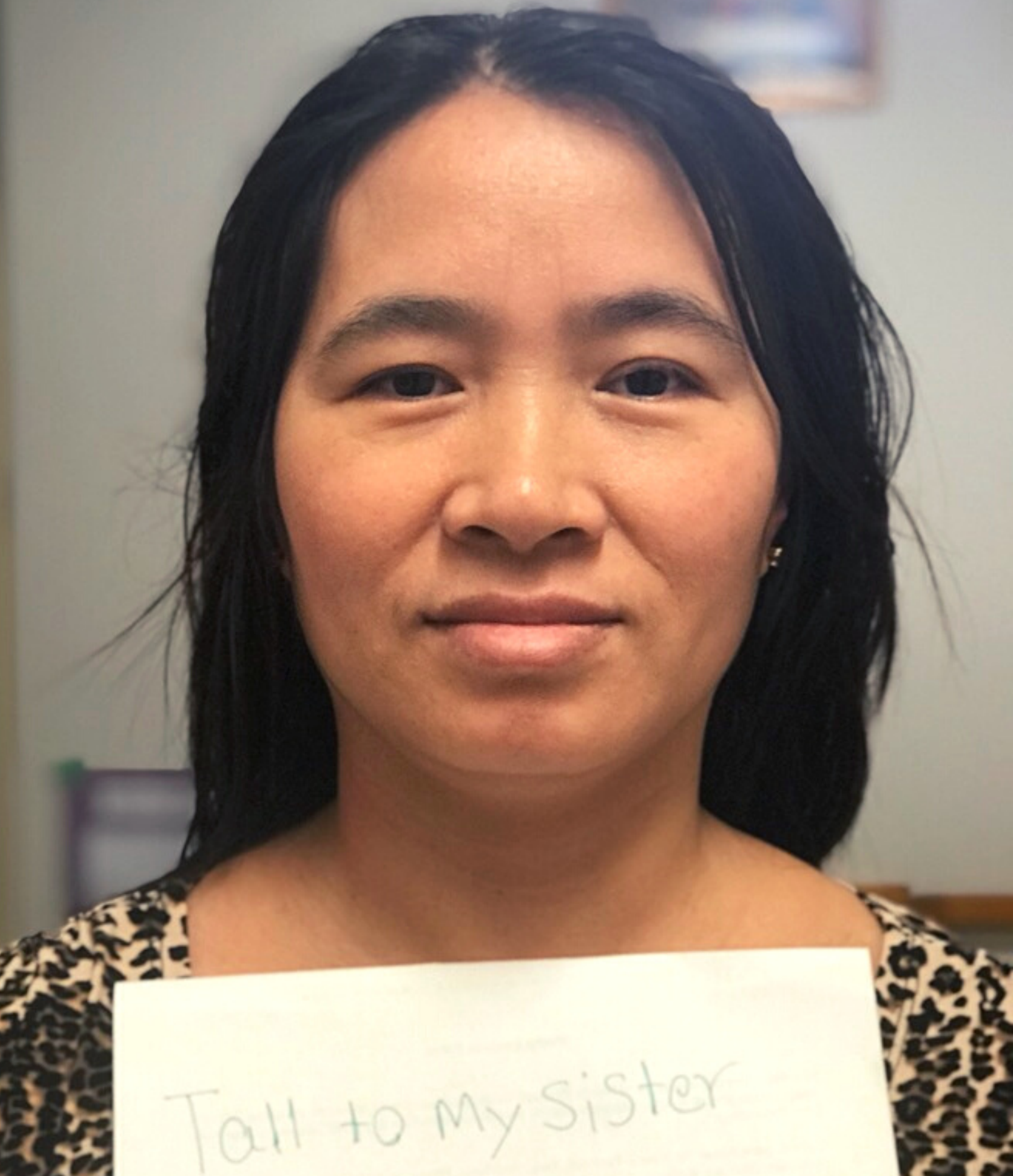
*I feel better when I volunteer. Being part of this program and having the chance to help others out, like isolated seniors in Covid-19, brought me a lot of joy and purpose.*

*- Mohamad, Youth Participant*





## NEWCOMERS SERVICES



Tall to my Sister

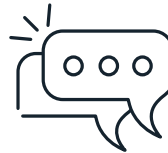
# NEWCOMERS SERVICES

These programs and activities help newcomers foster the skills and know-how to successfully engage and participate in their community. We provide settlement services for newcomers during their initial settlement in British Columbia and empowers families to become independent in Canada. We operate from a strengths-based perspective, facilitating opportunities for newcomers to share their skills, stories, and resiliencies, and to be part of a wider community. Services are available in English, Cantonese, Mandarin, Arabic, Vietnamese, Spanish and Wolof.

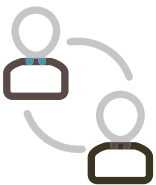
**We served 400 newcomers and helped them to foster their skills and engage in the community through this program**



**12 virtual multicultural cooking club sessions where community volunteers led and shared receipts from different cultures with participants who cook along.**



**6 virtual dialogue circles and discussions focusing on topics of diversity, anti-racism, Indigenous history, cultural intelligence with over 150 participants from diverse backgrounds**



**6 men's group sessions focusing on topics related to Covid-19, which supported newcomer men to deal with issues and concerns around family, parenting, work and community connections.**



**2 Community Leadership Learning Circle series and 2 Impact Mentorship series. Women in Motion & Impact Mentorship Program has helped 56 individual women in building their own small businesses .**



**Weekly Spanish speaking women support group sessions**  
**Weekly Arabic-speaking women support group sessions**  
**Weekly Cantonese/Mandarin-speaking support group sessions**



**'My Tween and Me' Parenting Program was co-delivered by the VSB Settlement Worker in School program and our MPNH Family Settlement Counsellor. My Tween and Me is a parenting program intended to strengthen the confidence of parents to positively influence the lives of their school-aged children in order to prevent high-risk behaviours.**



# NEWCOMERS SERVICES



24 Newcomer Youth Leadership sessions in-person and online, which culminated in a community hamper delivery of over 200 packages to seniors in the neighbourhood



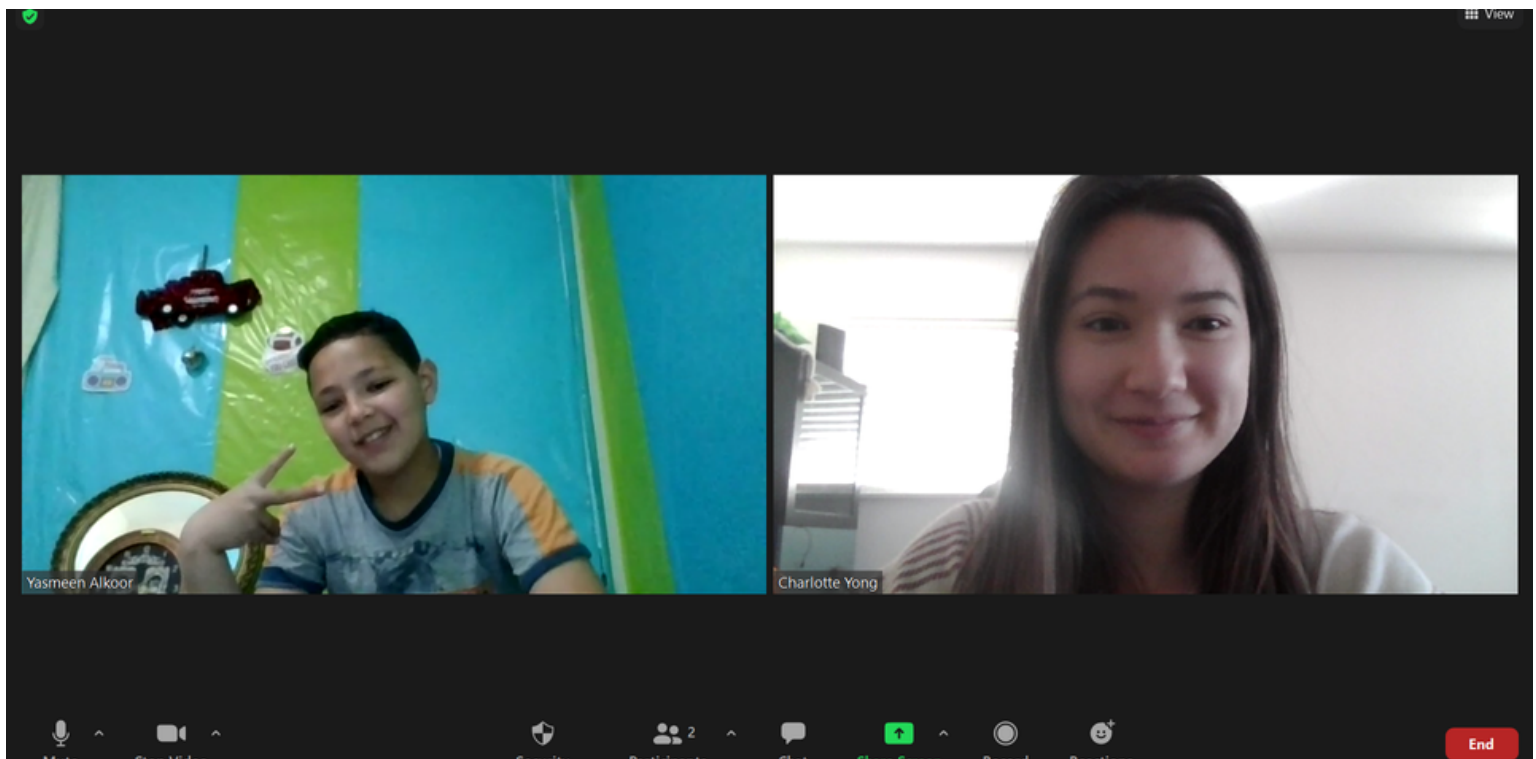
24 newcomer wellness sessions, which connected youth to wellness-promoting activities in outdoor spaces and parks



2 citizenship classes delivered online, with over 40 participants. Participants then proceeded to take the test after the class, all passed.



Weekly Virtual English Conversation Circles for both beginners, intermediate and advanced users



“

*MPNH always motivated me in my personal development. They taught me, trusted me and believed in me*

*- Maria*

”



# EMPLOYMENT SERVICES

The Employment Support for Newcomers program offers settlement and integration services to support the social and economic integration of newcomers who are not eligible to receive immigrant support services under the federally funded program. This program focuses on the needs of temporary residents who are working in B.C. and have the intent to stay, as well as naturalized citizens who are working to be more fully engaged in the labour market.

**67 people, who were served in this program including temporary foreign workers, naturalized citizens, international students, etc.**



This year we more than doubled our participants, this increase is due to the current COVID-19 situation, mainly because a higher number of people are looking for work and the use of video conferencing allows for more flexibility in fulfilling the needs of the participants. Therefore the program was more efficient in managing time and resources with an increased ability to set a higher number of meetings with participants and groups.

# LITERACY PROGRAM





# LITERACY PROGRAM

In the Family Literacy Outreach program, we match immigrants and refugee mothers with a trained volunteer who tutor them one to one to help them build on their English language skills and other literacies. Tutors also help women find community resources and programs that will strengthen their families as they integrate into their new Canadian culture. (eg: how to access eye and dental care, libraries). We supported 40 families which included 110 children, with tutors contributing over 1100 volunteer hours! We are the ONLY not-for-profit in Vancouver connecting a volunteer tutor to work one to one with this newcomer vulnerable population.

## HOMEWORK CLUB

Homework Club was created when we saw a need for elementary and high school students from immigrant families who needed literacy and math support as they transitioned into school.

We partnered with Frontier College to bring in trained tutors who helped support 15 newcomer students with a strength-based literacy program, contributing over 400 volunteer hours.

## IPALS

This year's IPALS (Immigrant Parents As Literacy Support) Program is delivered virtually. We used very creative ways to engage participants and families such as bilingual videos, social media groups/ online support platform, and live sessions.

- 15 Families attended virtual IPALS program
- 8 virtual sessions were conducted



# DIGITAL LITERACY

## COVID RESPONSE PROGRAM

Digital literacy support was identified as a major need for the populations we serve during the pandemic. Through the Digital Literacy Project funded by the ECSF grant, we strived to address the urgent digital literacy needs of our most vulnerable and marginalized community members by developing and providing individual and group sessions on a variety types of computer skills and knowledge in different languages.

**We have organized 25 workshops, and provided  
over 120 1-1 tutoring sessions  
to over 250 participants**

The program supported participants to navigate information, strengthen capacity to access government benefits and services, support their children at school, and reduce social isolation. The 1-1 support gave participants the opportunity to practice and work on the digital literacy skills they would like to enhance with a volunteer. Participants felt safe, comfortable and easy to learn in their own pace in these need-based, individualized 1-1 sessions. They acquired the skills and confidence to access other virtual programs MPNH and other community organizations offered.



## Tech 2 Enable

Tech 2 Enable is an MPNH campaign aimed to collect laptop and desktop computers for our Digital Literacy participants. Our goal was to ensure that the low-income and/or isolated families & seniors have the resources they need to connect with their loved ones and are able to apply the skills and knowledge they have acquired in our program.

**We have collected and distributed 60 computers, laptops and tablets through the drive**





*Before IPALS, sometimes I was overwhelmed.  
After IPALS I have a guide on how to teach my  
child. I am happy with the course.*

*- Leyli*



# INDIGENOUS GATHERINGS & CULTURAL SHARING





# INDIGENOUS GATHERINGS & CULTURAL SHARING

Covid-19 has shifted the priorities and focuses of the 'Resurfacing History Project' for the year of 2020. In response to the needs of the Indigenous participants and families, we have offered additional one on one support to families and individuals who need more in depth support.

We continue providing emergency support services to our Indigenous families during the pandemic especially with intense 1-1 support, digital literacy, food security, family support and additional help to young children, school age children and youth. We have facilitated small group gatherings outdoors in summer 2020, and small in person group sessions in a safe way. Emergency response has become the top task for our MPNH staff team.

We have been constantly adjusting the program delivery model according to the changes in Covid-19 situations and protocols. Our priority is to ensure that we protect the health and well-being of our highly vulnerable Indigenous families and individuals.



**Weekly phone or virtual check-ins with Indigenous community members and Resurfacing History Project participants to provide 1-1 emergency support in response to COVID-19**



**Meal delivery and pick up program for Indigenous participants**



**Over 10 digital devices (computers and tablets) given away to Indigenous families and individuals**



**Emergency readiness kits distributed**



**7 Virtual talking circles were organized to provide social and emotional support to families**



**Beading circles sessions via Zoom have provided a safe space where community members could share and exchange their different techniques while providing emotional support for one another**



# VOLUNTEERS





# VOLUNTEERS

When the COVID-19 pandemic hit, many of our volunteering activities, which were centered on engagement and in-person at MPNH, were impacted. We pivoted from in-person volunteering roles to activities primarily online and in the community.

**We engaged over 150 volunteers. Volunteers contributed 5357 volunteer hours in this fiscal year**

New programs in the Seniors Outreach Strategy (SOS) were direct responses to COVID-19. Volunteer roles included grocery shopping, social phone calls, peer counselling, medical transportation and yard work services for isolated seniors in the community.

Another response to COVID-19 is our Emergency Meals Program, which is primarily volunteer-driven. In accordance with COVID-19 safety precautions, we continue to have a limited number of strong volunteers come to MPNH weekly to prepare and package meals to be delivered (also by volunteers and staff) in the community. Our Digital Literacy Project was very much needed in the pandemic as well. Volunteers help tutor participants through workshops or 1-to-1 support, learning about how to navigate the internet, email and video calls.



Existing programs, such as Family Literacy Outreach (FLO), Food Fit, Choose to Move, Cooking Clubs and our English Conversation Clubs all pivoted online and are now taking place virtually.

Overall, our Volunteer Program remains strong, despite the challenges of the past year.

“

*I started volunteering at MPNH at a time when I was unable to work, but I still wanted to be productive. Volunteering has kept me sane throughout Covid-19. It has also inspired me to change my career path and start my own private ESL tutoring business. When I first joined MPNH as a volunteer, I was genuinely doing it to give back without expecting anything in return – but now I can honestly say I still volunteer because it has been as beneficial to me as it has for my students. My students are so grateful and always thank me, and every time I tell them that I am grateful for them too, their trust, the times we spend together. Thank you to the volunteers & staff at MPNH and the students for giving me such a fulfilling experience.*

*- Nella, Tutor in the Family Literacy Outreach program*

”



# FINANCIAL STATEMENT

## MOUNT PLEASANT NEIGHBOURHOOD HOUSE STATEMENT OF FINANCIAL POSITION (UNAUDITED) as at March 31, 2021

	2021	2020
<b>Assets</b>		
Current assets		
Cash and short-term investments	\$ 1,040,484	\$ 559,489
Restricted cash (note 2)	97,875	100,682
Accounts receivable	114,082	158,011
Prepaid expenses and other assets	5,599	5,683
	<b>1,258,040</b>	823,865
Restricted cash	-	-
Property and equipment	128,786	131,780
	<b>1,386,826</b>	955,645
<b>Liabilities</b>		
Current liabilities		
Accounts payable and accrued liabilities	78,186	65,395
Deferred contributions (note 1)	763,345	569,199
	<b>841,531</b>	634,594
Deferred contributions for property and equipment	110,908	116,987
Replacement reserve	-	-
	<b>952,439</b>	751,581
<b>Net assets</b>		
Invested in property and equipment	17,878	14,793
Internally restricted (note 3)	200,000	-
Unrestricted	216,509	189,271
	<b>434,387</b>	204,064
	<b>\$ 1,386,826</b>	\$ 955,645

# FINANCIAL STATEMENT

## MOUNT PLEASANT NEIGHBOURHOOD HOUSE STATEMENT OF OPERATIONS (UNAUDITED) Year ended March 31, 2021

<b>Revenue</b>	<b>2021</b>	<b>2020</b>
Federal Government	\$ 824,438	\$ 688,208
Province of BC	576,088	414,421
United Way	375,356	203,132
Earned Income	296,190	769,815
Other Contributions and Miscellaneous	230,106	397,808
City of Vancouver	211,742	211,132
Gaming	96,500	90,700
Donations and Fundraising	58,733	78,622
Interest & Investment Income	26,633	14,382
	<b>2,695,786</b>	<b>2,868,220</b>
<b>Expenses</b>		
Salaries and Benefits	2,041,056	2,125,968
Purchased Services & Subcontracts	213,655	215,662
Program, Food & Transportation	111,470	239,453
Building Occupancy	73,424	80,630
Office Expenses	45,204	38,555
Other Expenses	34,137	32,877
	<b>2,518,946</b>	<b>2,733,145</b>
Excess / (deficit) of revenue over expenses from operations	176,840	135,075
Amortization of deferred property and equipment contributions	6,079	7,316
Amortization of property and equipment	(16,554)	(15,037)
Unrealized gain (loss) on investments	63,958	(21,501)
<b>Excess / (deficit) of revenue over expenses</b>	<b>\$ 230,323</b>	<b>\$ 105,853</b>



# FINANCIAL STATEMENT

**Mount Pleasant Neighbourhood House  
Notes to Unaudited Financial Statements  
Year ended March 31, 2021**

1. 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.
2. Restricted cash as at March 31, 2021 represents the balance in the Gaming bank account. This includes the gaming grant of \$96,500 received in December 2020 to be spent in fiscal 2021-22.



Mount Pleasant  
Neighbourhood House