



• SOUTH HOUSE •

ANNUAL REPORT 2020

• NORTH HOUSE •

• BURNABY NEIGHBOURHOOD HOUSE •
IS A CHARITABLE NON-PROFIT ORGANIZATION.

WE ARE A VOLUNTEER DRIVEN COMMUNITY-FUNDED AGENCY
WITH A UNIQUE FOCUS ON NEIGHBOURS SUPPORTING NEIGHBOURS.





Chair's message 2019-2020

In April 1996, a committed group of visionaries took on the task of addressing the numerous socioeconomic needs of their growing Burnaby community. From grassroots beginnings, the Burnaby Neighborhood House, (BNH) has grown to become an award-winning not-for-profit organization and a cornerstone of support for thousands of area residents.

Today, with the help of countless volunteers, generous donors, community supporters, and eager program participants, BNH thrives under the leadership of many of the same people who founded the original South Burnaby Neighbourhood House over 20 years ago.

Over the past 6 years, I have personally witnessed the profound benefit of BNH programming, and I want to ensure that we continue to expand our positive impact on the growing Burnaby community. To this end, I want to thank everyone who has participated in BNH programs because a majority of our House's current revenues come from user fees, grants, donations, benefactors, government and our fundraising efforts. We appreciate the many partnerships with other not-for-profit organizations and local businesses who believe passionately in BNH and continue to work with us. Without funding and partnerships, we would not be able to offer the wide variety of programs currently available, nor support other worthwhile community endeavours like Rotary Coats for Kids. Further, I want to recognize the City of Burnaby for being a true ally in our common goals of making Burnaby better for all.

With each year, we see new and unexpected challenges, but certainly nothing could have prepared us for dealing with a worldwide healthcare crisis. Covid-19 has undeniably affected the delivery of in-person services and programming offered by the BNH, while at the same time, increasing the need for community connection and resources for those affected financially by the pandemic.

To uphold our mission of service in the community, BNH responded with unwavering resilience and adaptability, implementing new initiatives to provide essential support to residents, within the safety protocols required to keep everyone safe. This report highlights our responses as we dealt with the community emergency.

As we adapt to what has come to be known as the 'new normal', BNH is assessing additional ways to strengthen the community through programs and services, and innovative ways of nurturing the need for emotional connectivity, particularly for seniors and other isolated persons.

We are neighbours, helping neighbours with programs that reach every age group - from Family Drop-in, School Age Childcare, Youth Leadership, Therapeutic Activation Program for Seniors to individualized support for newcomers - we are meeting the diverse and ever-changing needs of Burnaby residents. And above all else, our priority is to maintain the BNH as an environment where community members can come together in an inclusive, safe and comfortable space to share, learn, grow and have fun.

On behalf of everyone at BNH, I welcome and invite every member of our community to participate and contribute to the BNH in any way you can. The BNH represents the heart of the Burnaby community, and we can be proud of all that BNH has accomplished. Together, we are building a legacy for Burnaby and beyond.

Sincerely,

Antonio Simoes

Antonio Simoes
BNH Board Chair



Highlights of 2020

Burnaby Neighbourhood House experienced its most difficult year in 24 years as we navigated a world health crisis with so much uncertainty before us. Despite the challenging times that March 14th presented, staff and volunteers responded and Burnaby Neighbourhood House rose to the occasion ensuring that the most vulnerable neighbours in our community could count on us.

During the first half of the year, both Neighbourhood Houses were vibrant with community programs and services. Burnaby City wide services included our 9 daycare centres, 3 preschools and Community Hall. During the crisis, both Neighbourhood Houses and 2 of the 9 school age care centres remained open to provide essential service support. Through the summer months, we quickly adapted and learned a new way of delivering programs and supports. We are extremely grateful for the outpouring of community support and funding from all level of governments that ensured our financial sustainability as we responded to the emergency.

Many people benefited from the Programs and Services in 2019-2020

- Contacts that participants had with staff and volunteers - 153,249
- Adults - 6,206
- Children and Youth - 2,087
- Volunteer Hours - 14,722
- Volunteers - 463

Highlights

- The North House Art Crawl and fundraiser engaged a volunteer committee who gave well over 550 volunteer hours to make it a success. The event highlighted that connecting community through art works, with over 625 neighbours registering.
- The Annual Diamond Ball Gala once again sells out with a full house of business leaders and supporters in attendance.



- North House's Senior Women's group recycled over 5000 plastic bags by crocheting them into bedrolls and donating them for distribution to the homeless individuals in Burnaby.
- South House Community-led programs, such as the Rumble Hall Open Mic, Tax Clinics and English conversation classes saw over 2500 visits.
- 61 families were connected to the Farmers Market Discount Coupon Program, allowing each family to take home over \$300 of local, nutritious food from our Burnaby Farmers Market.
- North House worked with community partners to engage 48 SFU students as volunteer tutors who worked with 89 Grade 3-7 students experiencing difficulties in math.

- A new Youth Employment program, funded by Employment and Social Development (ESDC) helped 33 participants access work-based training and support that led to employment in fields such as accounting, data analysis and childcare.
- Volunteers and staff in our digital literacy program helped 1220 community members who needed support to learn crucial computer skills.
- Friendship Clubs, free after school programs targeted at children requiring extra support, helped 78 children improve social skills, make new friends and learn new skills in a safe, welcoming program in 5 schools.

- We were pleased to launch our new IRCC funded Settlement and Integration program and hire a new team who provided direct support in first languages to 162 newcomers through 298 services. The team reported that 52% of clients were Refugees; 33% Economic Migrants; 14% Family class, followed by Migrant workers. The top language groups were: Farsi/Dari, Arabic, Cantonese/Mandarin, Spanish, Filipino, Luganda, Kurdish and Bengali.

Stepping up

BNH RESPONDS TO THE EMERGENCY

- Volunteers and staff in our digital literacy program helped an additional 1333 people improve their digital access, supporting community members to remain connected during this difficult time.
- Over 1,860 shopping trips were made by volunteers, delivering groceries, over 100 prepared meals, and over 40 foodbank packages per week. These dedicated volunteers were a caring neighbours during a very isolating time for seniors and enabled BNH to provide ongoing information and referrals to seniors needing extra support.
- BNH partnered with GVFB and the UWLM to coordinate 8 different community food hubs to bring free, nutritious food to over 3600 Burnaby community members each week.
- BNH Outreach Workers continued to work with vulnerable families to bring much needed resources; over 409 Parents and 1078 children benefitted from home food drop offs and supports in the community.
- BNH staff and volunteers helped combat isolation by providing many programs virtually such as Family Drop ins; Mother Goose; Seniors conversation circle; community kitchen; newcomer youth circle; Spanish family drop in; yoga; crafts and much more.



Board & Committees

Finance

Shyam Sandhu - Committee Chair & Board Member
 Alfred Romann - Board Member
 Antonio Simoes - Board Member
 Antonia Beck - BNH Staff

Strategic Directions

Ted Wiens - Committee Chair & Board Member
 Kevin Rakhra - Board Member
 Alfred Romann - Board Member
 Jonathan Chan - Board Member
 Antonia Beck - BNH Staff

Fundraising

Jennifer Lyle - Committee Chair & Board Member
 Kathryn Yamamoto - Board Member
 Nadia Di Spirito - Board Member
 Sue Montabello - Board Member
 Antonia Beck - BNH Staff
 Jennifer Ng - BNH Staff

- **Antonio Simoes** - Board Chair
- **Ted Wiens** - Vice Chair & Strategic Directions Chair
- **Shyam Sandhu** - Treasurer & Finance Chair
- **Colette Babinszki** - Policy & Personnel Chair
- **Sue Montabello** - Secretary
- **Jennifer Lyle** - Fundraising Chair
- **Kevin Rakhra** - Board Member
- **Nadia Di Spirito** - North House Chair
- **Alfred Romann** - Board Member
- **Kathryn Yamamoto** - Board Member
- **Jonathan Chan** - Board Member

North House Steering

Nadia Di Spirito - Committee Chair & Board Member
 Susan Montabello - Board Member
 Simone Brandl - BNH Staff
 Grant Withers - Volunteer
 Doug Soon - Volunteer

Personnel & Policy

Colette Babinszki - Committee Chair & Board Member
 Kathryn Yamamoto - Board Member
 Sara Shaw - BNH Staff
 Antonia Beck - BNH Staff
 Parisa Pajouhesh - Volunteer

Our mission is to make neighbourhoods better places to live.



Financial Report 2019 - 2020

Statement of Financial Position Monday, August 31, 2020

Assets:

Current

Cash	891,618
Short term investments	227,431
Accounts Receivable	118,124
Prepaid Expenses	16,364
Total Current Assets	1,253,537

Capital Assets-Net (see note below) 1,118,179

Total Assets 2,371,716

Liabilities & Net Assets:

Current

Accounts Payable and Accrued Liabilities	259,795
Deposits	57,220
Deferred Operating Contributions	810,729
Total Current Liabilities	1,127,744

Deferred Capital Contributions 324,578

Total Liabilities 1,452,322

Net Assets

Unrestricted	125,792
Net Assets Invested in Capital Assets	793,602
Total Net Assets	919,394
Total Liabilities & Net Assets	2,371,716

*Administration Recovery & Allocations are reported as a reduction of expenses on financial statements.

The total purchase of capital assets during the year was **\$18,470**.

Revenues:

Program Fees	1,256,344
Grant Income	429,260
Provincial Government	803,875
Gaming Revenue	115,850
Federal Government	698,656
City of Burnaby	75,474
Fundraising	83,041
Donations	142,523
Other	82,247
Total	3,687,270

Expenses:

Program Wages & Benefits	2,245,794
Program Expenses	899,744
Administration & Operations	731,156
Total	3,876,694
less Administrative recovery and allocations	-447,419
Total	3,429,275

Revenues over Expenses: 257,995

A detailed copy of the audited financial statements as prepared by Rolfe, Benson LLP Chartered Accountants is available upon request.

Funders 2019 - 2020

We gratefully acknowledge these funders for their support to programs and services:

Alexandra Foundation	JTI Macdonald
BC Gaming and Enforcement Branch	Metropolis at Metrotown
BC Housing	Metrotown Mazda
Belford Properties	Ministry for Children and Family Development
BlueShore Financial	Mulberry PARC
Breakfast Club of Canada	Nicola Wealth Private Giving Foundation
Burnaby Heights Association	Parkland Refinery (B.C.) Ltd.
Burnaby Rotary Club	PrimelImage Technologies
Canada Helps	Rise Up Business Coaching
Canaussie Bakery Ltd.	Rotary Club of Burnaby Metrotown
CCFC - Good Food Access Fund	Second Harvest - Food Rescue
Chamber of Commerce Group Insurance Plan	StreetSide Developments
City of Burnaby	TD Bank
Edith Lando Charitable Foundation	The Beedie Foundation
Employment and Social Development Canada	The Province Empty Stocking Fund
Ethiopian Community Association of B.C.	The Starbucks Foundation
G&F Financial Group	Trans Mountain Corporation
Gateway Casinos & Entertainment Ltd.	United Way of Lower Mainland
Health Age Canada	Vancity
IG Wealth Management	Vancity Community Foundation
Intracorp	Wesgroup

In-Kind Contributions:

Burnaby NOW
Fapara Holdings Ltd. Minuteman Press Burnaby
Firefighters Banquet & Conference Centre
Vancouver Valley Professional Bartending and Event Planning

South House

4460 Beresford St.
Burnaby, BC V5H 0B8
Phone: (604) 431-0400
info@burnabynh.ca



North House

4908 Hastings St.
Burnaby, BC V5B 1P6
Phone: (604) 294-5444
northinfo@burnabynh.ca

CONNECT

ENGAGE

BELONG

www.burnabynh.ca