

2021 ANNUAL REPORT

celebrating 25 years



Burnaby Neighbourhood House is a community driven and community funded agency located on the unceded territories of the Tsleil-Waututh (səlilwətaʔt), Kwikwetlem (kwikwəʔləm), Squamish (Skwxwú7mesh Úxwumixw) and Musqueam (xʷməθkʷəy̓əm) nations with a unique focus on neighbours supporting neighbours.



Chair's Message

When five Burnaby residents came together in April 1996 to register "South Burnaby Neighbourhood House", they hoped of achieving a modest goal - build community connections to improve the local area. Could they ever have imagined that their grassroots endeavor would have such profound impact on the lives of countless families, no less during the most challenging years in recent memory? In our 25th year, we faced unexpected obstacles but also, welcomed surprising opportunities.

Literally, overnight, a virus of mysterious origins shuttered most programs offered by the Burnaby Neighbourhood House: daycares closed; seniors' programs interrupted; group functions halted. Covid-19 tested our sanity and resiliency. Now, more than ever, our focus on 'neighbours supporting neighbours' required us to revisit the needs of the community.



In the pandemic pivot, the first monumental task was the creation of the Burnaby Food Hubs. With funding from United Way, food hampers, store vouchers, and grocery delivery were offered to isolated seniors, low-income individuals, and disadvantaged families as they coped with food insecurity. I cannot convey enough the enormity of the effort that was required. BNH staff and dedicated volunteers launched and maintain a program that has been transformative for hundreds of Food Hub users.

Still, during the darkest times, it was as important to feed the soul. We made every effort to keep seniors and families connected through various online programs, safe community outreach, and by providing resources to help the residents of Burnaby remain strong and optimistic. To this end, during a time of unprecedented challenges, Burnaby Neighbourhood House recognized that growth would be our surest way to meet the needs of our ever-growing city.

Earlier this year, Burnaby Neighbourhood House announced that Burnaby Community Services, Burnaby Meals on Wheels and Burnaby Seniors Outreach Society would fall under the BNH umbrella, with Antonia Beck as CEO of all the societies, including BNH. This tight affiliation allows for improved integration of programs and projects, and a more effective way to meet the demands of our community.

Those unfamiliar with Burnaby Community Services will certainly know the Burnaby Christmas Bureau, which annually provides new toys to children from low-income homes. Additionally, Burnaby Community Services offers services to support those experiencing homelessness and other marginalized individuals and families. Burnaby Meals on Wheels provides access to nutritious, local and affordable food to those unable to meet their dietary needs, while Burnaby Seniors Outreach Society aims to support the emotional well-being of seniors to keep our aging citizens vital and engaged. By providing closely coordinated services and benefits, Burnaby Neighbourhood House has expanded its scope and capacity to make a difference.

Meanwhile, we continue to provide quality daycare and preschool programs and have three additional daycare buildings coming on-stream, in partnership with the Burnaby School District and the City of Burnaby. We maintain our commitment to settlement support for immigrant newcomers and refugees in our city, with referrals to In-House Programs and Resources for all age groups to make the transition to life in Canada as comfortable as possible.

There has never been a time more important than now for you to get involved and give your support to the Burnaby Neighbourhood House. I am excited at what BNH has achieved over the past 25 years, and I celebrate everyone who has made this possible. On behalf of the Board, we cannot express enough our deep gratitude to the many supporters - those who give selflessly of their time, and those who offer the generous financial support that allow us to keep our doors open. Burnaby Neighbourhood House is our house, and we have good reason to be proud.

Sincerely,



Antonio Simoes
BNH Board Chair



Highlights of 2020 - 2021

Burnaby Neighbourhood House was very proud to celebrate our 25th Silver Anniversary with our friends at a virtual event during Neighbourhood House Week, held in May. During this past year, we continued to work within our City to deliver a hybrid of virtual and in person programs and services that supported our most vulnerable neighbours. Despite the health pandemic which presented many restrictions and challenges, our staff and volunteer teams stepped up and delivered community programs and supports that facilitated connections, engagement and belonging. You will see from the following highlights that the past year was very busy and BNH continued to experience growth and many successes as we responded to and addressed many local needs. We were pleased to be able to reopen all of our 9 daycare centres and 3 preschools with safety protocols in place and that both Houses were able to keep our doors open by offering in person by appointment support. We are extremely grateful for the community support and funding from all levels of governments that ensured our financial sustainability over the year.

Many people benefited from the Programs and Services in 2020 - 2021

- Contacts that participants had with staff and volunteers - 192,693
- Adults - 4,517
- Children and Youth - 5,003
- Volunteer Hours - 17,439
- Volunteers - 546

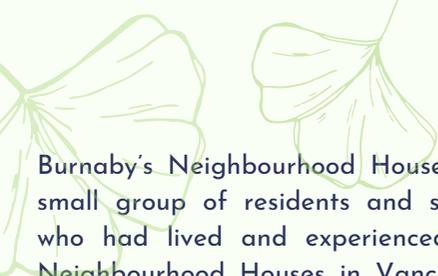
HIGHLIGHTS

- "Stride Art Festival" was a 2-week hybrid event (in person and virtual) that reminded us that the arts paired with a vibrant community spirit continue to connect North Burnaby. The North House Art Committee donated well over 600 hours with 1,907 individuals participating in workshops, art exhibitions and community art installations from January 13 - 30th, 2021.
- 175 frail seniors received over 5,200 freshly prepared meals to help them make sure that they are able to meet their nutritional needs.
- BNH underwent an organizational process this past year to become the umbrella organization for a family of not for profits which include Burnaby Community Services, Burnaby Meals on Wheels, and Burnaby Seniors Outreach Society. This coming together has resulted in increased capacity to offer a seamless delivery of services to our community.
- Throughout the year, neighbours continued to call and come by BNH to get support and information; 12,777 residents were helped in both the South the North Houses. Additionally, 9,088 of these individuals were referred to other community resources and services.



- 42 youth participated in the Youth Employment program; graduates are working in a variety of fulfilling positions, including Accounting, Library Information, Childcare and Data Analytics.
- 546 dedicated community members volunteered over 17,430 hours, supporting programs like seniors grocery shopping, translation and interpretation, food banks, digital literacy and a wide range of other programs and services.
- On Earth Day 2021, North House partnered with Burnaby SD41 and the Heights Neighbourhood Association and organized a community cleanup along the North Corridor of Burnaby. Over 1,182 neighbours came out that day to clean up the trash in their own community.
- Community volunteers facilitated many free virtual and outdoor community led events and programming, such as Qi Gong, Yoga for adults, family yoga, Senior Lunches in the Park, Community BBQ's, as well as art and cooking workshops. 1,298 adults and 1,869 children attended these programs.
- We hosted a nostalgic 25th Anniversary Car Rally fundraiser offering an entertaining, COVID safe day of driving navigation and challenges for teams of businesses and community members.
- 3 Youth Employment participants are now employed in our School Aged Childcare and Preschool programs and 6 high school students were employed in summer child care through the Canada Summer Jobs program.
- Friendship Clubs, free after school programs targeted at children requiring extra support, helped 116 children improve social skills, make new friends and learn new skills in a safe, welcoming program in 5 schools.
- BNH hosted Family Fun in the Parks at three different Burnaby parks during the warmer weather and were attended by 68 parents and 84 children.
- Settlement and Integration program has launched its second year, and addressing complex migration and immigration issues by providing key services in first languages/cultural relevance - including information and orientation sessions, access to key resources, and engagement opportunities for new immigrants and refugees in their new communities.
- Over 960 newly arrived immigrants/refugees received 1,200 direct settlement services, and an estimated 2,000 newcomers received additional general support by BNH. These newcomers were comprised of: Economic class (44%), Refugees (34%), Family class (14%), and others (8%).
- Newcomers helped by BNH Settlement Case workers came from the following countries of origin: China, Philippines, Iraq, Syria, Vietnam, Peru, Palestine, Iran, Afghanistan, Colombia, Ethiopia, Chile, Peru, Egypt, Eritrea, Jordan, Libya, Mexico and stateless immigrants.
- Food Hubs provided emergency food support to over 18,871 adults, youth and children; the Community Kitchens team helped support these families and children by providing 12,000 recipe/cooking fact sheets each month.
- Both virtually and in person, Family Place provided support to 231 families who made 5,744 visits to the program. We also were able to add a language specific program for Spanish speaking families.
- The Community Adult Literacy program supported 68 volunteers to provide 69 Learners with help gaining essential reading, writing and numeracy skills.
- Family Outreach workers helped 1,278 parents to gain access to essential services, find information and build support networks.





BURNABY NEIGHBOURHOOD HOUSE

celebrating 25 years

Burnaby's Neighbourhood House started with a small group of residents and service providers who had lived and experienced the magic of Neighbourhood Houses in Vancouver and knew they could do the same for Burnaby. It was people like Crissy George and Gabe Maio who were working as service providers in Burnaby who were part of initiating a Neighbourhood House.

Community building and connection was the foundation and connecting with local neighbours and service providers in South Burnaby who shared the vision became the strength.

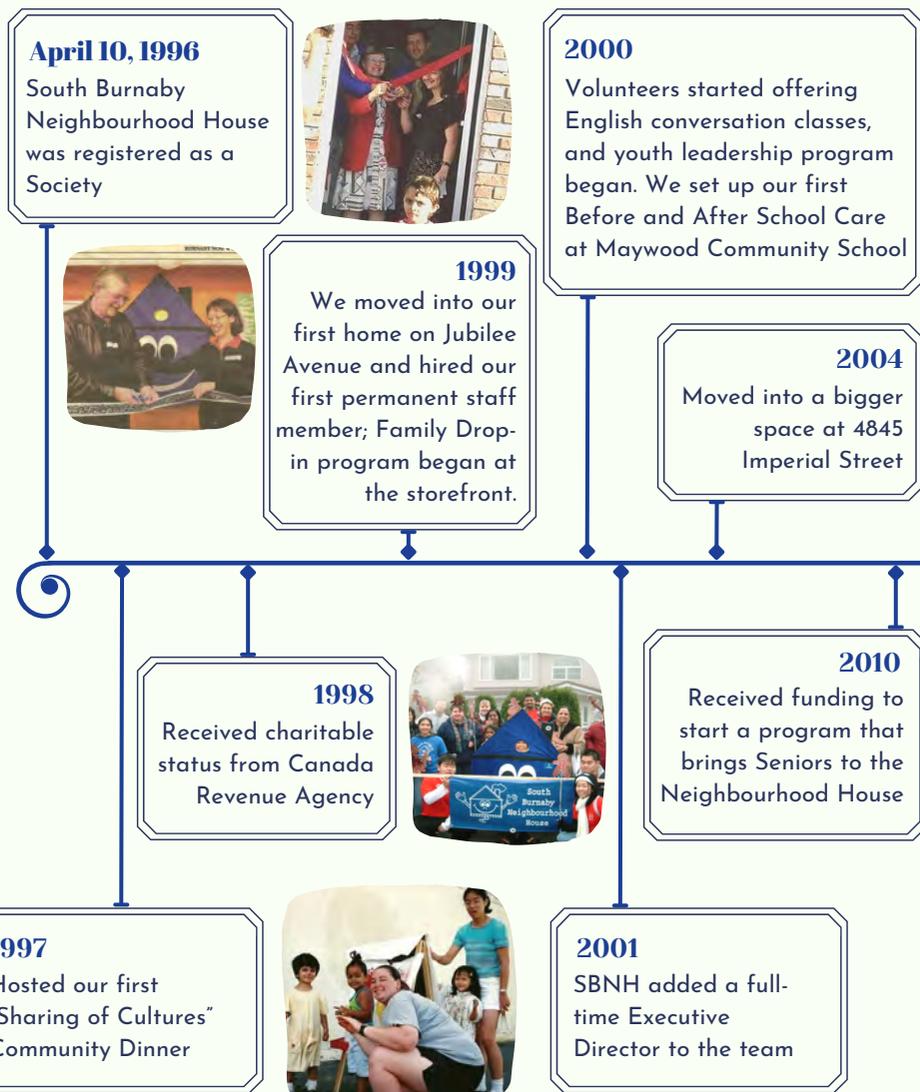
This 25 year journey has gone by quickly and so many community builders, both volunteers and staff, have a little piece of themselves left as their legacy in the Houses that they helped build.

So many times in those early years we as residents could have given up -but we had a dream and together we were strong. Not only did we not give up -we made sure that we became stronger and we made sure the Neighbourhood House magic would be spread throughout the City.

25 years is truly something to be proud of and we look forward to continuing our pathway forward for many years to come.

Sincerely,

Antonia Beck
Chief Executive Officer



1996 - PRESENT TIMELINE

2012

BNH opened Preschool Programs at Clinton and Marlborough Schools



2020

BNH receives federal funding to deliver settlement and integration services; BNH responds to the health pandemic emergency with new food hubs and outreach to isolated seniors along with digital literacy support



2013

BNH operates Before and After School Care at 9 centres throughout Burnaby



2014

Our South Burnaby office moved into its forever home at 4460 Beresford. BNH North House was established on Hastings Street



2017

BNH received federal funding to expand Digital Literacy Program

2019

BNH received federal funding to offer Youth Employment Services



**OUR MISSION IS TO MAKE
NEIGHBOURHOODS BETTER
PLACES TO LIVE.**
NEIGHBOURHOOD HOUSE

COMMUNITY BUILDERS FROM 1996 TO PRESENT

Remembering community builders who with passion and perseverance built and continue to build the Burnaby Neighbourhood House.



Crissy George



Ernie Kashima



Pictured above from L-R: Ava Turner, Antonia Beck, Gladys Brundrett, Dan Chapman, Harminder Sanghera, Harman Pandher, Lila Caldera, Shelley Mills.



Edmonds Santa Claus Parade in 2004



The opening of BNH North House in 2014

HONOURING THE BOARD CHAIRS, WHO HAD VISION, COMMITMENT, AND MOVED US FORWARD...

1996 to 1997 - Carol Ann Marley
1997 to 2000 - Antonia Beck
2001 to 2002 - Paul MacDonell
2003 to 2005 - Shelley Mills
2006 to 2012 - Ava Turner
2013 to 2015 - Sue Cheung
2016 to 2019 - Ernie Kashima
2020 to Present - Antonio Simoes



...AND THE MANY BOARD MEMBERS WHO HELPED ALONG THE WAY.

Alfred Romann
Ariba Dalal
Artie Chumpol
Audrey McDonell
Augustus Cruickshank
Barbara August
Blair Fryer
Branka Vlastic
Cheryl Reesor
Chris Gordon
Cindy Dyal
Colette Babinszki
Dan Chapman
Darcy Suehn

Dave Fairhall
David Barnes
Dekker Fraser
Diana Klejne
Dina Tabuzo
Edel Toner-Rogala
Eman Elmasri
Evan Allegretto
Gladys Brundrett
Grace Hyun
Harman Pandher
Harminder Sanghera
Herman Quon
Jaco Noteboom

Janice Ho
Jas Parmar
Jennifer Short
Jennifer Lyle
Jeremias Hernandez
Jonathan Chan
Kathryn Yamamoto
Kathy Louie
Kevin Rakhra
Larry Sargeant
Lenka Markova
Lila Caldera
Lisa Thompson
Lorie Murraine

Maddy Greenlay
Mary Huitson
Nadia Di Spirito
Rajinder Pandher
Ronaldo Carcellar
Ronnie Bahia
Sanan Hassan
Shyam Sandhu
Sue Montabello
Surrinder Singh
Tarunjeet Bhatia
Ted Wiens
Zoya Nari



Board of Directors

Antonio Simoes - Board Chair
Ted Wiens - Vice Chair & Strategic Directions Chair
Shyam Sandhu - Treasurer & Finance Chair
Sue Montabello - Secretary
Colette Babinszki - Policy & Personnel Chair
Jennifer Lyle - Fundraising Chair

Kevin Rakhra - Board Member
Nadia Di Spirito - North House Steering Chair
Alfred Romann - Board Member
Kathryn Yamamoto - Board Member
Jonathan Chan - Board Member
Ronnie Bahia - Board Member

Board Committees

Finance

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

North House Steering

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

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
Colette Babinszki - Board Member
Antonia Beck - BNH Staff
Jennifer Ng - BNH Staff

Personnel & Policy

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

Financial Report 2020 - 2021

Statement of Financial Position 31 August 2021

ASSETS:

Current

Cash.....	619,265
Short term investments.....	252,325
Accounts receivable.....	100,227
Prepaid expenses.....	32,281
Total Current Assets.....	1,004,098

Tangible capital assets (see note below).....1,068,583

Total Assets.....2,072,681

LIABILITIES AND NET ASSETS:

Current

Accounts payable and accrued liabilities.....	247,201
Federal government remittance payable.....	15,454
Deposits.....	81,029
Deferred operating contributions.....	572,098
Total Current Liabilities.....	915,782

Deferred capital contributions.....294,004

Total Liabilities.....1,209,786

NET ASSETS

Unrestricted.....	88,316
Invested in tangible capital assets.....	774,579
Total Net Assets.....	862,895
Total Liabilities and Net Assets.....	2,072,681

The total purchase of capital assets during the year was \$2,056.

Statement of Operations For the year ended 31 August 2021

REVENUES:

Current

Grant income.....	2,567,132
Program fees.....	1,432,911
Gaming revenue.....	109,103
Other.....	73,483
Donations.....	69,963
Fundraising.....	55,625
In-kind donations.....	21,578
House merchandise.....	1,725

Total.....4,331,520

EXPENSES:

Current

Program wages and benefits.....	2,914,491
Program expenses.....	1,242,631
Administration and operations.....	773,521

Total.....4,930,643

less: Administrative recovery and allocation*542,624

Total.....4,388,019

Revenues over expenses for the year: (56,499)

*Administration recovery and allocations are reported as a reduction of expenses on financial statements.

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

2020-2021

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

Alexandra Foundation
Andrew & Colette Babinszki
BC Gaming & Enforcement Branch
BC Housing
BC Technology of Learning Society
BGH Community Fund
BlueShore Financial
BOSA Properties
Canaussie Bakers Ltd.
Chambers of Commerce Group Insurance Plan
City of Burnaby
Decoda Literacy Foundation
Desert Streams Life Church
Edith Lando Charitable Foundation
Employment Social Development Canada
Food Banks Canada
G&F Financial Group
Gardenworks
Human Resources Development Canada
Ian & Ruth Zwiers
Intracorp
Innovation, Science and Economic Development Canada
Investors Group
IOUE Local 115
Ironworkers Local 97
Jeevan Singh Saini
Metropolis at Metrotown
Metrotown Mazda
Ministry for Advanced Education and Labour Market Development
Ministry for Children and Family Development
Mulberry PARC
Parkland Corporation
PNG Enterprise Foundation
PrimelImage Technologies
RBC Royal Bank
Rotary Club of Burnaby
Rotary Club of Burnaby Metrotown
StreetSide Developments
Taylor Taliesin Foundation
TD Bank
The Beedie Foundation
The Province Empty Stocking Fund
Trans Mountain Canada Inc.
United Way of Lower Mainland
Vancity
Vancity Community Foundation
Wesgroup

In-kind contributions

Burnaby NOW
Fapara Holdings
Minuteman Press Burnaby
Metropolis at Metrotown

South House:

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Phone: 604-431-0400
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North House:

4908 Hastings Street
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