



NEIGHBOUR

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NEIGHBOUR

2018/2019

ANNUAL REPORT

n2ncentre.com

PRESIDENT & EXECUTIVE DIRECTOR'S REPORT

The 2017/2018 year was one of uninterrupted growth for Neighbour to Neighbour Centre as we continue to lead our community towards an improved quality of life. We have celebrated many achievements across our various departments over the past year.

We celebrated our first year anniversary at the Hamilton Community Food Centre. Throughout the year staff and volunteers have been busy creating and implementing programs to increase food access, food skills and support programs to help individuals and families find the resources they require. In the last year we served 7,336 healthy meals, provided 156 food skills sessions, held over 120 community action sessions and had 700 individuals/families visit the Advocacy Office looking for assistance.

In addition, the Good Food Markets provided affordable produce to over 2,000 shoppers on Saturday mornings. The Hamilton Community Garden Network, comprised of 90 Garden locations around the City, assisted with 25 garden consultations, \$5,600 of resources and 11 garden workshops.

Our Emergency Food department had over 14,000 visits to its foodbank and raised and distributed over 867,000 pounds (over \$2.1 million) to those in need. Thirty-four percent of the pounds raised focused on fresh produce, meat and dairy, an 8% increase over last year. Our Foodbank Home Delivery program provided 425 deliveries to 70 families registered in the last year for this service.

Our Family Services continues to be the portal to many of the services offered at Neighbour

to Neighbour Centre. This year we were able to help 170 new Canadian families with their settlement needs including the translation of documents, help with finding a physician or dentist and linking people to language and employment supports. We helped 650 households apply for the Ontario Electricity Support Credit to reduce the cost of their electricity bill and referred over 3,000 people to find much needed services through our Community Counselling program.

The Christmas store serviced over 1,500 families this year providing meals for Christmas day and toys for children 10 and under.

As part of our Jack Parent Reading Program, 121 volunteers logged 6,078 hours providing literacy support to 242 students in 14 schools across Hamilton Mountain. The program, celebrating its 15th year has helped over 2,500 students boost their comprehension and confidence on Hamilton Mountain since 2004. Our Math Success Program continues to build students' math skills, proficiency and self-confidence as they transition into high school. In its second year of operation, Math Success volunteers spent 328 hours helping 21 area students gain confidence in their math skills.

This year has been incredibly rewarding for us here at Neighbour to Neighbour Centre as we witness the growth and importance of our programs and locations. Thank you to our incredible staff, amazing volunteers, donors and community partners who ensure Neighbour to Neighbour Centre continues to think of and act on new ways to help those in need around the City of Hamilton.

KATHERINE LIVINGSTONE
Board President
Neighbour to Neighbour

DENISE ARKELL
Executive Director
Neighbour to Neighbour



EMERGENCY FOOD

FOOD BANK

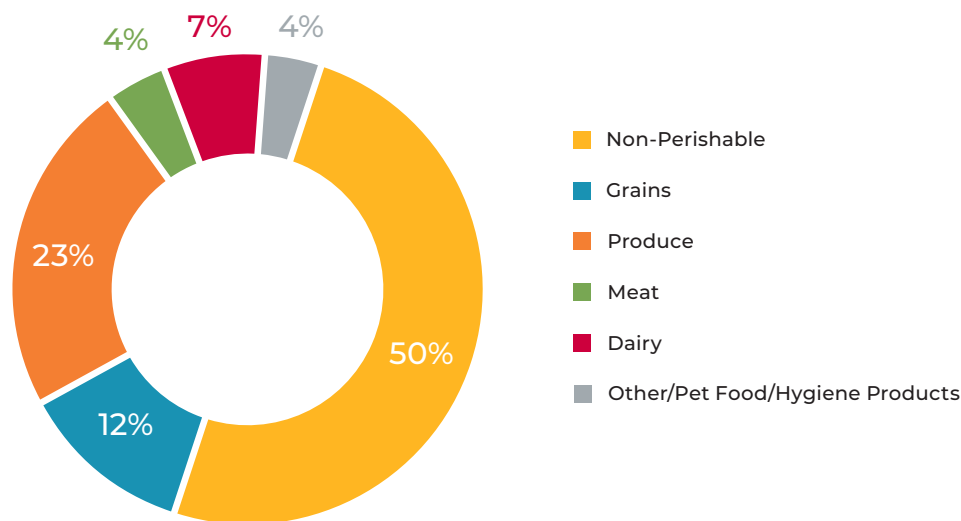
Every month, our food bank meets the immediate emergency needs of 1,200 families who are in crisis by providing 7 days worth of essential food – fruits and vegetables, meat, dairy, bread and essential non-perishable items. We offer a welcoming grocery store environment for our guests to browse and shop for much needed foods at no cost.

HOME DELIVERIES

N2N's Home Delivery Program is a crucial lifeline for people in poverty who are housebound due to critical illness. In 2017, we made over 400 deliveries of emergency food programs to very grateful neighbours who otherwise would go without.

In 2017, we raised and distributed 868,000 lbs. of food (\$2,000,000 worth) for our neighbours in need in the food bank and the community food centre. 34% of the food offered to our clients focuses on produce, meat and dairy. The Community Food Centre raised an additional 5,000 lbs. of food for program participants.

TYPES OF FOOD RAISED



CLIENT PRIMARY SOURCES OF INCOME (2017-2018)

- Ontario Works recipients – (1,312) 15%
- Ontario Disability Support Program – (946) 11%
- Working families – (781) 9%

FOOD BANK ACCESS

N2N is the only multi-service agency serving all of Hamilton Mountain, including Upper Stoney Creek. Over the past 30 years, N2N has assisted over 23,000 families with their emergency food needs. In 2017-2018, N2N helped 3,500 families each month with their emergency food supplies.



CLIENT IMPACT

"I simply want to say thank you. I can't thank you enough for this Christmas delivery. I'm so grateful, I'm grateful to tears. Please thank the people who packed my boxes this year. I'm beyond expressing it in the appropriate words. God Bless you all over there for your help and to those who help. Merry Christmas, Happy Hanukkah or however you celebrate the holidays."

"My husband left us just before Christmas, I had nothing for my children. A friend brought me to N2N and I left with loads. If it hadn't been for N2N, we would have nothing. The children loved everything."

"I was just laid off — thank God for N2N."





2017 IMPACT SUMMARY

The Hamilton Community Food Centre offers food access, food skills and education and engagement programs in a dignified and welcoming space that brings the community together to grow, cook, share, and advocate for good food.

This Impact Summary provides a snapshot of our 2017 program data, as well as the results from our 2017 Annual Program Survey. The survey was conducted as an in-person interview with 74 adult participants from across all our programs and helps us to better understand program outcomes in the areas of healthy food access, knowledge, skills and behaviours, social inclusion and civic engagement.

FOOD ACCESS PROGRAMS

Seniors' Wellness Morning and Breakfast
Global Roots Lunch
Family Dinner
Good Food Market and Café

After School Program
Intercultural Community Kitchen
Middle Eastern Community Kitchen
Cooking on a Budget
Welcome Baby

EDUCATION AND ENGAGEMENT PROGRAMS

Community Action Training
Community Advocacy Office
Growing Together Social Justice Club
Women's Circle
Social Justice Campaigns and Events

INCREASING ACCESS TO HEALTHY FOOD



7,336

HEALTHY MEALS SERVED AND SENT HOME

"I found quality of food is very healthy, and very tasty. Very good! A lot of vegetables! That's what we needed. The Community Chef creates such beautiful, creative, delicious food."



80% OF PEOPLE SURVEYED SAY THE HAMILTON CFC PROVIDES AN IMPORTANT SOURCE OF HEALTHY FOOD

BUILDING FOOD SKILLS



156

FOOD SKILLS SESSIONS OFFERED



80% OF PEOPLE SAY THEY'VE MADE HEALTHY CHANGES TO THEIR DIETS



88% OF COMMUNITY KITCHENS PARTICIPANTS SAY THEY'VE GAINED NEW KNOWLEDGE AND SKILLS



IMPROVING PHYSICAL AND MENTAL HEALTH

Our programs support community members to develop the skills and knowledge they need to make changes that can contribute to lasting improvements in their health.

After one year:

66%

OF PEOPLE SURVEYED SAY OUR PROGRAMS HAVE CONTRIBUTED TO POSITIVE CHANGES IN THEIR PHYSICAL HEALTH

61%

OF PEOPLE SURVEYED SAY OUR PROGRAMS HAVE CONTRIBUTED TO POSITIVE CHANGES IN THEIR MENTAL HEALTH

INCREASING SOCIAL SUPPORT ACCESS & COMMUNITY ENGAGEMENT



725

COMMUNITY MEMBER VISITS TO ADVOCACY OFFICE FOR SUPPORT



OF PEOPLE WHO USED THE ADVOCACY OFFICE SAY THEIR VISIT HELPED THEM RESOLVE ISSUES THEY WERE FACING



OF PEOPLE FEEL THEY BELONG TO A COMMUNITY HERE



123

COMMUNITY ACTION SESSIONS HELD



OF PEOPLE SURVEYED SAY THEY'VE MADE A NEW FRIEND AT THE CFC



3,355

VOLUNTEER HOURS CONTRIBUTED

"Before I was isolated. Now I come here and have a lot of friends. I get to discuss, talk, and learn with others."

"Interacting with different people from different cultures makes you think differently."

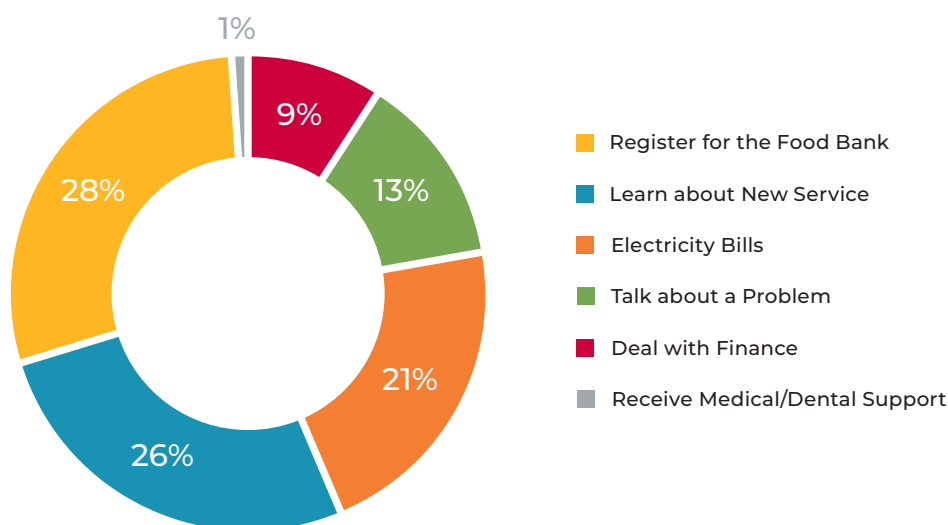


FAMILY SERVICES

COMMUNITY COUNSELLING

Community Counsellors are trained volunteers who are available for support and assistance during Food Bank hours. There are currently 12 active volunteers speaking 10 languages. This year, Counsellors had **over 3,000 contacts** with people seeking assistance and referrals. **620 of these were new people** who had never been to N2N before. Over **8,000 referrals** to services were made!

THE COUNSELLOR HELPED ME TO:



MIDDLE EAST OUTREACH

Assisting newcomers with settlement needs including translating documents, finding a family doctor, dental services, and linking people to language and employment supports. This year, our Outreach worker had **1,000 meetings** with people, including **170 new families** who had never been to N2N before. Thanks to Green Shield Canada for supporting this great work!

HELP WITH ELECTRICITY BILLS

This year, **650 households** applied for the Ontario Electricity Support Credit to reduce the monthly cost of their electricity bill. An additional **125 households** received emergency financial assistance to pay their Alectra bill in 2017.

CHRISTMAS PROGRAM

In December, **1,600 families** shopped for holiday groceries at no cost, helping **4,500 individuals**. Items available during this time of year included grocery gift cards, meat, milk, eggs and fresh produce. An estimated 70+ pounds of food were provided to each recipient. Volunteer drivers delivered Christmas packages of groceries and gifts to **60 homes** for those unable to attend services in person for health reasons.

At the **Christmas Toy Store**, families received gifts and stocking stuffers for **1,175 children** age 10 and under.

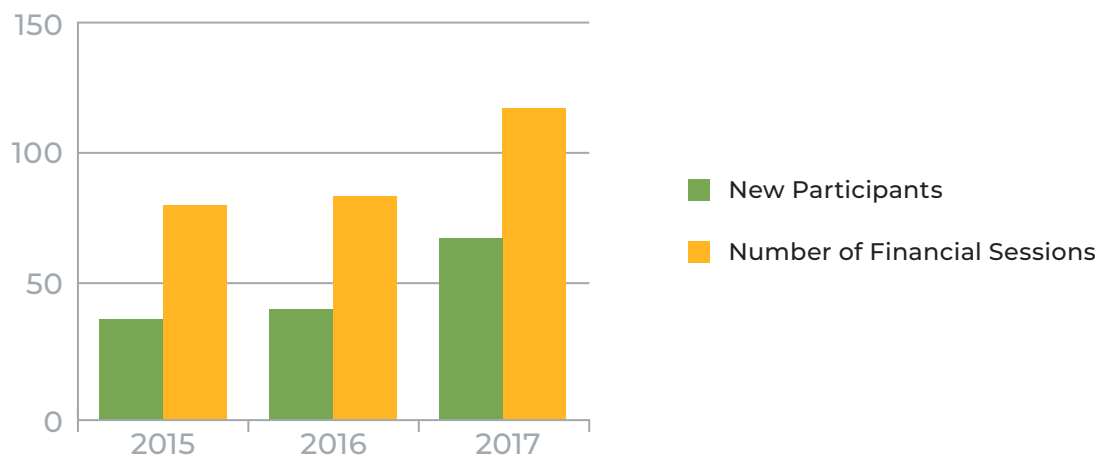


“At first, I felt uncomfortable to talk with a stranger about money, but she put me right at ease. Together, we went over what I was spending versus what I was making each month. No wonder I was so stressed, I was spending almost \$200 more than I was making each month! It was going nowhere but down. We looked at ways that I could save money and these things really made a difference!! Just knowing little tricks for saving on my grocery bill and on my cable made a huge difference!! I no longer feel like I’m sinking, I’m actually saving a bit each month and I plan to take a vacation next year! I started to make a bit more income as I had some free time, and met someone who pays me a bit extra to clean her place once a week. The extra income has really made me feel like I have some breathing room! Meeting with the Counsellor gave me strategies for tracking my expenses and income so that I feel that I have control over my finances. It really feels like a success! Thanks so much to N2N for giving me the tools to succeed!

- Sheela, Financial Counselling participant

FINANCIAL COUNSELLING

Family Services offers free financial counselling for anyone looking to improve their financial situation. Financial Counsellors can help with debt management, budgeting and financial goal setting. This year, Money Matters counsellors had **120 sessions with 70 people**. Thanks to the Sisters of St. Joseph for supporting this program!



THANKS TO OUR PARTNERS!

- Neighbour to Neighbour Centre continues to host the Dental Health bus, a mobile dental clinic, each Wednesday.
- Local dentist, Dr. Laslo Szoke, continues to work with N2N offering free dental hygiene appointments for N2N clients.
- Interval House is on-site weekly to meet with women needing support.
- Employment Ontario counsellors are on-site weekly to meet with anyone looking for work. Thanks to Goodwill, Mohawk College and VPI!
- Church of the Resurrection offers Women’s Space programming every Thursday morning at 435 Mohawk Road West.



Match the decimal to the fraction

EDUCATION DEPARTMENT

JACK PARENT READING PROGRAM

GOALS OF THE READING TUTOR PROGRAM

- To improve the reading skills of children in Grades 1-3 who are reading below grade level and who are under-resourced
- To increase a child's self-confidence through one-on-one support in comprehension and decoding skills
- To foster a love of reading, an appreciation of literature and provide positive role models

READING PROGRAM OUTCOMES

- 98% of the students showed improvement in their reading skills
- 82% of teachers and parents reported an increase in their student's self-confidence
- 85% of the students felt "happy" when they were reading with their tutor
- 227 students reported data for May 2017

READING PROGRAM	2004	2015	2016	2017	TOTAL
STUDENTS	15	250	228	242	2,573
VOLUNTEERS	3	114	120	121	1,274
HOURS	229	6,138	6,290	6,078	67,087
SCHOOLS	1	14	14	14	14

READING PROGRAM FEEDBACK

I learned that reading is a skill that you need for everything, like instructions when driving and a test. – Student

The volunteers' dedication to our students is much appreciated. The time they spend with them each week greatly increases their reading ability, comprehension and confidence. – Teacher

My child's reading has improved significantly in a short period of time. They can now read independently and understand what they are reading and retell the story. – Parent

Students developed the art of not only reading words but paying attention to punctuation so that the story made sense to them. – Tutor



\$7,500 provides the funds to support an entire school program for one year.

2017 VOLUNTEERS	RETURNING VOLUNTEERS
121	95
NEW RECRUITS	RETENTION RATE
26	79%

MATH SUCCESS PROGRAM

GOALS OF THE MATH SUCCESS PROGRAM

- Improve math skills, build proficiency and self-confidence
- Acquire knowledge to support students' successful transition into high school
- Build relationships to help create "social capital" or "support systems"
- Take part in mentorship and counselling that will help participants set goals and build aspirations for potential career paths

MATH PROGRAM	2016	2017	TOTAL
STUDENTS	31	21	52
VOLUNTEERS	17	17	34
HOURS	290	328	618
SCHOOLS	2	2	2

MATH PROGRAM OUTCOMES

- 81% of the students indicated feeling confident in their math skills at the end of the program
- 35% average increase in students' math skills throughout the duration of the program
- 16 students reported data for May 2017

2017 VOLUNTEERS	RETURNING VOLUNTEERS
13	4
NEW RECRUITS	RETENTION RATE
13	24%

READING PROGRAM FEEDBACK

They had a chance to ask questions about math that they were afraid to ask in class. They got encouragement from peers & tutors which allowed them to reach their full potential. – Tutor

The math program helped me a lot. When I start a new unit at school I already know how to start the unit. – Student

Thank you so much for helping my child. Their grades have improved and their confidence is up as well. – Parent

I think this program prepares students for grade 9 math. Specifically, it helps build fundamentals and reviews concepts that students can expect to see in high school. – Tutor



VOLUNTEER HIGHLIGHTS

Around 700 volunteers devoted over 30,500 hours at Neighbour to Neighbour Centre in 2017/18 – that's the equivalent of 16 full-time positions! On a weekly basis, almost 500 regularly scheduled volunteers delivered services, putting the neighbourliness in our centre's programs. Here are a few volunteers that contributed to N2N's work this year.



Meet **Eileen and Joe Riley**, married 62 years. For about 20 of those, they have been involved with N2N contributing a combined 1500 hours of their time! They became connected to N2N through Eileen's brother, Reg Michor, a long-time N2N champion. While still working full-time, Eileen and Joe began volunteering as drivers, picking up boxes of food and toy donations from businesses across Hamilton mountain. When she retired, Eileen joined the food bank team and a short time later, Joe took on a warehouse role. When asked about memories that stand out, they remember with a hearty laugh the years that the Christmas Program took place in the downstairs hallway of the 28 Athens site, where they provided food and toys to a few hundred families. Eileen and Joe have inspired friends to join them as volunteers and, in turn, have expanded their social circle by making new friends at N2N Centre.



Abdul Bin Othman joined the N2N team as a Resource Counsellor in 2005. He has dedicated much of his life to social work and currently works at a local addictions centre. Abdul has a warmth and smile that make people feel welcome and also speaks Arabic and Swahili. For several years, Abdul has organized large donations of halal meat for N2N, collecting money from the community and arranging for bulk purchases. Abdul has promised N2N that he will never retire!



Tariq Mirza started out volunteering in the warehouse at N2N. Since taking the training in 2006, he has been volunteering weekly as a Resource Counsellor. Tariq has a great skill in all things technical and computer-related, having been an electrician and instruments mechanic. Tariq helps out with the electricity programs as well as counselling those who come in for assistance. Tariq has lived in Pakistan and Saudi Arabia and speaks Urdu and Punjabi. He is here every Tuesday afternoon. Stop by and say hello!

BOARD & STAFF MEMBERS

N2N STAFF

Denise Arkell, Executive Director
Linda Jagodich, Manager, Administrative Services
Shane Faraway, Communications and Events Coordinator
Clare Wagner, Director of Community Food Centre
Charlotte Redekop-Young, Manager of Emergency Food Services
Krista D'Aoust, Director of Family Services
Deban Brunette, Director of Educational Programs
Marija Kupina, Coordinator of Volunteers

N2N BOARD OF DIRECTORS

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Tom Goldie, Past President
Steve Kartonchik, Vice President
Jim Rankin, Secretary
Denise Provencher, Treasurer
Ralph Button, Director
Peter Wehmeyer, Director
Dan Holstein, Director
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Yohana Otite, Director
Marlene Atlas, Director
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28 Athens Street
Hamilton, ON L9C 3K9

Phone: 905 574 1334

Fax: 905 574 1688

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