

ANNUAL REPORT

2015/2016

NEIGHBOUR
n2n
NEIGHBOUR
— CENTRE —



n2ncentre.com
Help is just a neighbour away

President & Executive Director's Report

The 2015/2016 year was full of growth. The Board and Staff at Neighbour to Neighbour Centre reflected on past successes and moved boldly towards a new future. As we welcomed a few new staff, we also said farewell to some who were much loved around the Centre. Neighbour to Neighbour Centre has always been a place of innovation and leadership in the community and this is the reason our future brings with it the promise of transformation. Coming this winter is the much anticipated arrival of the new Hamilton Community Food Centre.

The growth at Neighbour to Neighbour Centre has been made possible by a cast of thousands which include: volunteers, staff, donors and community partners. We are humbled by the generosity of so many people and organizations that have allowed Neighbour to Neighbour Centre to serve our neighbours at risk on Hamilton Mountain. This Centre was built on the fundamental principal of helping our community. What started as a small food bank has now evolved into a multi-service agency that serves all of Hamilton Mountain.

Over the past year, Neighbour to Neighbour Centre took on new initiatives which included: the pilot of our new Math Tutoring Program to assist students in grades 7 and 8; a designation to administer the Ontario Electricity Support Program (OESP) for residents on the mountain, and the development of Mobile Fresh Garden Markets that distributed \$28,125 worth of fresh, locally grown vegetables to CityHousing residents.

Everyone connected with Neighbour to Neighbour Centre is a constant source of inspiration. A special thank you must be given to our Board of Directors, donors, staff, volunteers and community partners. Your contribution has allowed us to help so many families in need in our community.



Tom Goldie

Board President
Neighbour to Neighbour



Denise Arkell

Executive Director
Neighbour to Neighbour

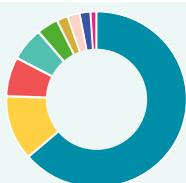


28 Athens Street, Hamilton

DID YOU KNOW the various Community Food Programs offered by Neighbour to Neighbour Centre help individuals and families in the community when they need it the most? Last year, 370 volunteers gave over 12,000 hours running our community food programs.

Food Bank

Every month, at our two foodbank locations (Athens Street & Stoney Creek), we see more than 1150 families who live with poverty and need our help. We offer a welcoming grocery store environment for our guests to browse and shop for much-needed foods at no cost. In 2015, we raised and distributed **790,457 lbs. (\$1,976,143 worth)** of food for our neighbours in need.



Types of Foods Raised

| | |
|---------------------|----------------|
| Non perishables 63% | Dried foods 2% |
| Grains/bakery 12% | Dairy 2% |
| Pet food 7% | Other 2% |
| Gardens 6% | Meat/Eggs 1% |
| Produce 4% | |

Mobile Markets

Donations of fresh locally grown produce from our garden partners topped **36,628 lbs.** in 2015, allowing us to offer delicious fresh vegetables without limit during the growing season, supplying **15** Mobile Free Garden Markets at CityHousing sites across Hamilton Mountain.

Edible Education Network

2015/16 saw N2N branch out and partner with the Edible Education Network to complete the 'Tastebuds Edible Education Guide' as a one stop shop for teachers connecting to food and garden education.

Over **16** schools and **1,700** students connected to food education programming through the guide. In addition, **48** teachers attended two Edible Education information sessions and food literacy workshops to develop food literacy skills in Hamilton teachers.

Community Kitchens

In the last year, we offered 38 drop-in kitchen programs with great success. A total of **114** Participants challenged themselves to learn about affordable healthy eating, cooking skills, new foods and all met new friends in a safe social environment, building a network of support for themselves.

"I learned how easy it is to cook healthy. It gave me confidence to cook more at home. – Kitchen Program Participant"

Community Gardens

Through the Hamilton Community Garden Network, N2N provides support for **88** Community Gardens across Hamilton. We maintain the garden directory, offer guides and consultation for garden hosts and provide opportunities to learn and connect through networking. Through the HCGN, we hosted **5** garden workshops and engaged **611** students supported by **1328** volunteer hours. In addition, we provided **30** families utilizing our food bank with plots to grow their own food.



"Growing up in Guyana my father always had a huge diversity and quantity of food plants growing in and around the house. Here at my home in Hamilton I have become my father's caregiver. I don't have a lot of time or enough room for a big garden of my own, but through my garden plot at Neighbour 2 Neighbour I was able to connect back with my childhood, my heritage and my father. – Community Garden Participant"

Christmas Program

This Christmas, **1500** families in need, made up of **4400** individuals, shopped for the holidays at no cost.

This program provides families a little extra help during the often stressful Christmas season by offering them grocery store gifts cards, toiletries, and 65+ pounds of food including milk, eggs, meat, and fresh vegetables.

1300 kids, age 12 and under, received gifts and stocking stuffers at the **Christmas Toy Store**. **282** volunteers gave **2331** hours to make the program possible.

Home Delivery

Our Home Delivery Program is a crucial lifeline for people in poverty who are housebound due to critical illness or injury. In 2015, we made **379** deliveries of emergency groceries to very grateful neighbours who otherwise would go without.



DID YOU KNOW that Neighbour to Neighbour's Family Services offers a variety of supports and services to help our clients find the assistance they need? Last year, 26 volunteers gave 1963 hours to this program.

Help with Utility Bills

In November 2015, Neighbour to Neighbour Centre was designated as an intake agency to help administer the Ontario Electricity Support Program (OESP). To date, we have assisted **588** households in applying for this credit. We also continue to offer emergency support to eligible households struggling to pay overdue heat and hydro bills. We helped **249** families this year that were facing disconnection.

Dental Health Bus

The Dental Health bus is a mobile dental clinic through Public Health providing free services to low income residents of Hamilton at Neighbour to Neighbour Centre. This year, the Dental bus saw over **400** patients.



Employment Supports

Neighbour to Neighbour Centre hosts Employment Ontario counsellors once a week offering Employment Supports to those looking for work. No appointment is necessary. This year, counsellors met with **54** new clients.

Money Matters

Financial Counsellors are available to meet with anyone looking to improve their financial situation. Counsellors can help with debt management, budgeting, and financial goal-setting. This year, thanks to a grant from the Congregation of the Sisters of St. Joseph's Canada, Money Matters Counsellors had **83** sessions with **34** new clients.

Community Counselling

The Community Counselling Program has 20 active volunteer Counsellors, speaking 9 different languages, who are trained to offer support, referrals and information to serve anyone coming through our doors for help. This year, Counsellors met with **917** new people, **2905** sessions altogether, making **6329** referrals to in-house and community supports.



The volunteers always make me feel welcome, like they have time for me. They usually can point me in the direction of where I can find more help and even just listening to my problems makes me feel better.

Middle East Outreach

Our Middle East Outreach worker assists newcomers with settlement needs including finding furniture and household items, finding a family doctor, and linking people to language and employment supports. This year, the Outreach worker met with **284** families.

For Women

Women's Space – is a weekly drop-in program for women. Each week, women come together for healthy snacks and refreshments and discuss topics of interest.

In some way it feels like my family is here. I don't know many people in Hamilton, sometimes I feel lonely, but I make a point to come to the women's space each week because I know it makes me feel good. There are even a few of the ladies who we get together with outside of group, and call each other to chat. It feels nice. – Women's Space Participant

Guest sessions included:

Financial literacy, interviewing skills, running a home business, Black History Month awareness, fitness, nutrition, and holistic health on a budget.

Violence Against Women Counselling

Through a partnership with Interval House, Neighbour to Neighbour Centre offers Transitional Support weekly on Tuesday mornings in the Food Bank Counselling space. This past year, the worker had **210** meetings with women.

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Educational Support

DID YOU KNOW that Neighbour to Neighbour Centre helps children and their families by providing educational supports in local schools? Last year, 114 volunteers provided 6318 hours of tutoring to kids in this community.

Jack Parent Tutoring Program Schools

- R.A. Riddell
- G.L. Armstrong
- Westwood
- St. Michael
- Chedoke School
- Our Lady of the Lourdes
- St. Margaret Mary
- Helen Detwiler
- Richard Beasley
- C.B. Stirling
- St. Marguerite d' Youville
- Huntington Park
- Highview
- Sacred Heart of Jesus

I learned how to read. I didn't know how to read and then something hit me. – Student

Math Success Program

The Neighbour to Neighbour Math Success Program, a new initiative funded by the ABACUS Grant at Hamilton Community Foundation, began in February 2016.

Utilizing JUMP Math Essentials it helps students in grades 7 & 8 from Westview and Annunciation of Our Lord Schools.

The goals of this program are to provide students with the opportunity to:

- Improve their math skills, build proficiency and self-confidence
- Acquire knowledge to support their 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

Jack Parent Tutoring Program

Over the past thirteen years, the 'Jack Parent Tutoring Program' has had a tremendous impact upon teachers, parents and students. Children who were lagging behind in their reading not only improved their skills, but **85%** actually grew to like reading. For a small percentage of children who did not progress with the support from N2N, the program provided excellent diagnostic information which helped to identify students who needed more intense interventions.





Equally impressive is that the 'Jack Parent Tutoring Program' was made possible through the passion, dedication and commitment of **499** volunteers. Over the past thirteen years, they have filled **1152** tutoring positions in fourteen schools.

Goals of the Tutoring Program

- To improve the reading skills of children in grades 1-3 who are reading below grade level and 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

Above Average Outcomes

- **95%** of the students showed improvement in their reading skills since admission into the program
- **86%** of the teachers and parents reported an increase in their student's/child's self confidence
- **85%** of the students surveyed reported they liked reading "a lot"

| | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016* |
|---|------|------|------|------|------|------|------|------|------|------|-------|
|  Students | 123 | 174 | 188 | 217 | 218 | 201 | 208 | 216 | 223 | 250 | 231 |
|  Volunteers | 61 | 87 | 90 | 96 | 118 | 105 | 104 | 110 | 121 | 114 | 120 |
|  Hours | 4375 | 4409 | 4573 | 4807 | 5920 | 5847 | 6087 | 5313 | 5503 | 6138 | 6311 |
|  Partnered Schools | 5 | 7 | 8 | 10 | 10 | 10 | 12 | 12 | 14 | 14 | 14 |

* June Projection

Our son now asks to read at night. I see great improvement in his reading, sounding out words and improved self- confidence. Thank you! – Parent

Phone: 905 574 1334 Fax: 905 574 1688

Volunteer Highlight

DID YOU KNOW that over 700 individuals volunteered at Neighbour to Neighbour last year, donating almost 26,000 hours? That's the equivalent of 17 full-time staff positions!

Our services are delivered by more than 300 regularly scheduled volunteers who contribute 22,000 hours to Neighbour to Neighbour every year. Whether it is working in our food bank or community gardens, as counsellors or tutors, in the bookstore or warehouse, at Bingo or on events, our legion of devoted volunteers allows us to accomplish the impossible every day. To all of our volunteers, who give the very best of themselves so that we can provide services to our community, we thank you!

Our used book store, N2N Books, turns 20 this year, and one of our volunteers has been busy penning its' history. Meet Keith Glaze.

He's pretty straight-up when he says he probably gets more out of volunteering at Neighbour to Neighbour Centre than what he gives. "It's true", says Keith, who's been involved since February 2015, "being allowed to volunteer weekly in the bookstore has given me so much!"

For one thing, it serves as an avenue for expressing his sense of community. For another, Keith happily reports that his creativity

has resurfaced. Inspired by the achievements of the bookstore, he is currently capturing the two decades of history of the purely volunteer-run and donation-driven social enterprise. He credits the leadership of Margaret Firth, Marilyn Chalupka, Kathy Pipe, Betty Bibby and Gary Gibson, and the commitment of many volunteers over the years for making the award-winning bookstore what it is today.

How did Keith come to Neighbour to Neighbour Centre in the first place? As a newcomer to Hamilton in 2001, he began to notice many municipal and socio-economic problems that were compounded by poverty. In 2014, he applied to volunteer at Neighbour to Neighbour and was thrilled when an opportunity opened up in the area he felt he could best contribute, at N2N Books. In his year with us, he's observed that Neighbour to Neighbour Centre is like home: a caring and purposeful place... and fun. "We're all in this together," he says not only of the Neighbour to Neighbour community, a microcosm of Hamilton as he sees it, but the global community. "One by one, we can each make a difference."

“We’re all in this together! One by one, we can each make a difference. – Keith Glaze”



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Donor Spotlight

DID YOU KNOW that you can make a planned gift, at any age, to help ensure the stability of neighbour to neighbour for years to come? Call us today to find out how!

WE ♥ OUR DONORS!

Unintentionally, but not surprisingly, Brian and Beverley Everest have been building a legacy for themselves and their family. Brian and Beverley have been giving to and volunteering with Neighbour to Neighbour for over 20 years.

Brian met Beverley through a friend who set them up on a blind date. 3 children, 5 grandchildren and 60 years later, Brian and Beverley continue to be role models in their community and their family.

Brian's exposure to Neighbour to Neighbour came at a time when he was growing increasingly concerned about the conditions that people who had little were dealing with in the community. Through a mutual friend, Brian met Ed Hollingham, who was then N2N's Board President and asked Brian to get involved, which he did without a moment's hesitation. Brian and Beverley both knew that if they wanted change, they had to work for it.

Brian spent the next 20 years working with N2N in various capacities: Board President, committee volunteer, event participant and faithful monthly donor. Beverley became close to the cause as well, volunteering with the Christmas Program. Their dedication to Neighbour to Neighbour started to rub off on their family, with their children taking it upon themselves to raise

funds during special occasions. Granddaughter Evelyn even asked for food and cash donations instead of birthday gifts one year.

Beverley beautifully summed up their enthusiasm:

“It's a very rewarding experience for both of us to help others and give back to the community. If you want to live in a healthy community, there is no better way than having someone in the family work hard at it, setting an example for the generations to come. It's so important to have a role model in your children's lives that invests in the community they live in. – Beverley Everest”

Thank you Brian and Beverley, for being an inspiration to those around you and for your loyal and continued support!



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Marlene M. Atlas, *Past President*

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Linda Jagodich, *Manager of Administrative Services*

Deban Brunette, *Manager of Educational Programs*

Krista D'Aoust, *Director of Family Services*

Clare Wagner, *Manager of Community Food*

Marija Kupina, *Coordinator of Volunteers*

Mary Palka, *Director of Development*

Mark Raymond, *Manager of Food Services*

Rachel O'Reilly, *Communications and Special Events Coordinator*

Event Highlight

2016 Coldest Night of the Year

2016 marked the third year that Neighbour to Neighbour participated in 'Coldest Night of the Year', a national event that takes place in more than 81 cities across the country. This wonderful winter walkathon raised more than **\$60,000** for the hungry, homeless and hurting on Hamilton Mountain. There were more than **260** people from all walks of life who walked on Saturday, February 20 for Neighbour to Neighbour Centre. Special thanks to the more than **60** volunteers who worked on this event to help make it the success it was! A big shout out to all of our sponsors!



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