



NEIGHBOUR
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NEIGHBOUR

2016/2017

ANNUAL REPORT

n2ncentre.com

PRESIDENT & EXECUTIVE DIRECTOR'S REPORT

The 2016 / 2017 year was a dynamic one in which Neighbour to Neighbour Centre continued to lead its community to an improved quality of life by offering both established programs and by advancing new ones that address arising needs.

We took key steps this year toward enhancing our operations:

- Redefined Neighbour to Neighbour Centre's mission, vision, and values for a growing and changing community.
- Expanded the number of tutors and reach of the educational support services.
- Opened the Hamilton Community Food Centre, a facility whereby the community can access and advocate for fresh, healthy food.
- Opened mobile farmers' markets.

For us, it has been incredibly rewarding to witness Neighbour to Neighbour Centre's evolution year after year. We began as a small food bank and have grown into a multi-service agency that makes a measurable difference in so many people's lives in a variety of ways. From helping families get a healthy meal on the table to tutoring students in math and English, to assisting people with paying their hydro bills, Neighbour to Neighbour Centre has developed a comprehensive roster of programming that responds to the challenges Hamilton families face.

Of course, none of what we do would be possible without the hard work of an enthusiastic and committed group of our Board of Directors, dedicated staff, volunteers, generous donors and community partners. Especially in launching our new Hamilton Community Food Centre, a major undertaking, we were astonished by the community's response, both in terms of financial support and volunteer mobilization. Neighbour to Neighbour Centre is grateful to ArcelorMittal Dofasco, the City of Hamilton, the Ontario Trillium Foundation and hundreds of donors who helped our vision become a reality..

With our new Hamilton Community Food Centre up and running, we look forward to more opportunities to tackle food insecurity and to create an increasing number of prevention-based programs that focus on educating, informing and empowering our community.

It will be hard to match such an extraordinary year, but we know with the backing of our committed and caring Board of Directors, donors, staff, volunteers and community partners, many great things are yet to come.

KATHERINE LIVINGSTONE
Board President
Neighbour to Neighbour

DENISE ARKELL
Executive Director
Neighbour to Neighbour

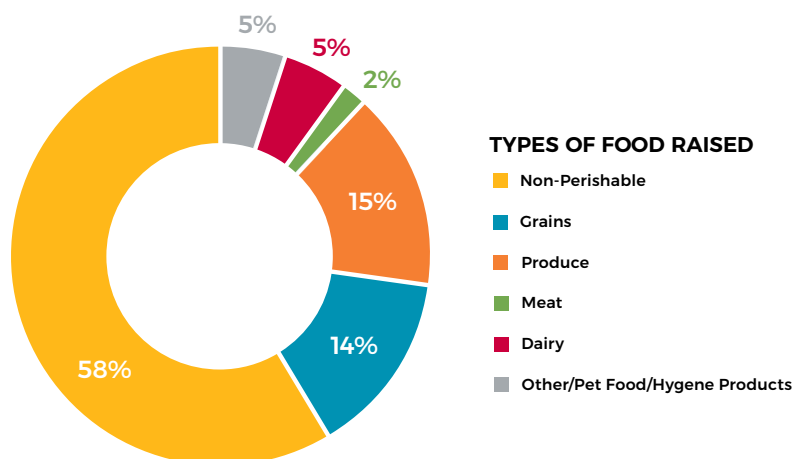


EMERGENCY FOOD

Did you know the various emergency food programs offered by Neighbour to Neighbour Centre help individuals and families in the community, not only when they need it the most, but gives them the ongoing education and resources to access good food?

FOOD BANK

Every month, our food bank serves more than 1,200 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 2016, we raised and distributed 754,554 lbs. (\$1,886,385 worth) of food for our neighbours in need.



Last year, 62 volunteers gave over 772 hours running our community food programs.

PRIMARY SOURCES OF INCOME (2016-2017)

- Ontario Works recipients - (1,125) 31%
- Ontario Disability Support Program - (902) 28%
- Working poor - (608) 19%



HOME DELIVERIES

N2N's Home Delivery Program is a crucial lifeline for people in poverty who are housebound due to critical illness. In 2016, we made 425 deliveries of emergency food program to very grateful neighbours who otherwise would go without.



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 20,059 families with their emergency food needs. In 2016-2017, N2N helped 3,282 families with their emergency food supplies.



FAMILY SERVICES

Did you know the various Family Services programs offer supports and services to help our clients find the assistance they need?

COMMUNITY COUNSELLING

Community Counsellors are trained volunteers who are available for support and assistance during Food Bank open hours. Currently 14 volunteers, who speak 10 languages, are actively assisting clients and guiding them to the proper resources. This year, counsellors met with people from 842 new households seeking help. 3640 contacts were made overall, and over 7000 referrals to services were made.

MIDDLE EAST OUTREACH

Our Middle East Outreach worker assists newcomers with settlement needs such as finding furniture and household items, securing a family doctor and getting the necessary language and employment supports. This year, the Outreach worker met with 260 families.

HELP WITH RISING ELECTRICITY COSTS

To date, Neighbour to Neighbour Centre has assisted 952 households in applying to receive the Ontario Electricity Support Credit. We also distributed funds through the Low-Income Energy Assistance program, helping 361 homes with emergency funds to pay their increasing electricity bills and avoid disconnection.

MONEY MATTERS

Family Services offers free financial counselling for anyone looking to improve their financial management skills. Financial counsellors can help with debt management, budgeting and financial goal-setting. This year, Money Matters counsellors had 86 sessions with 39 people.

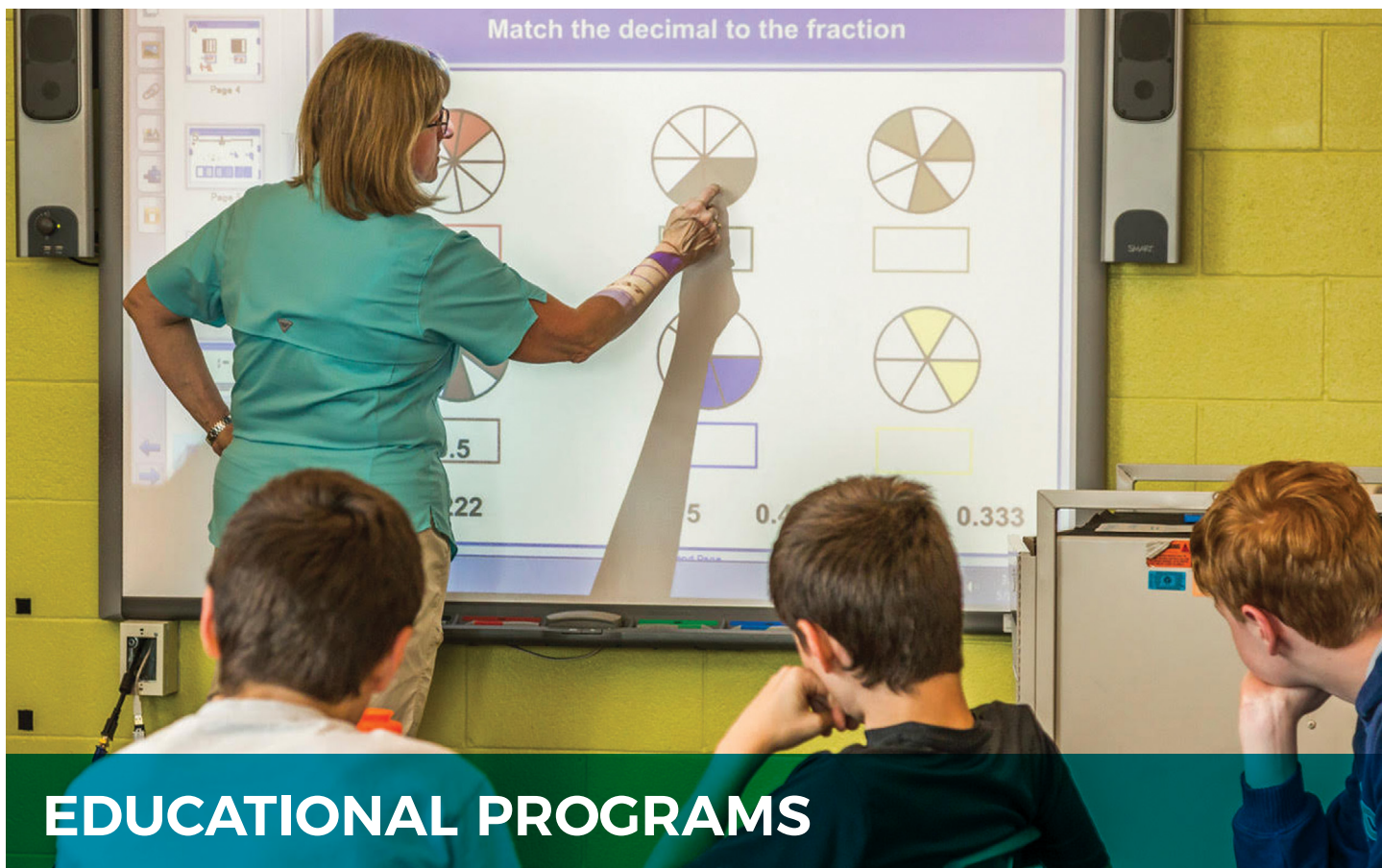
CHRISTMAS PROGRAM

In December, 1673 families shopped for holiday groceries at no cost, which helped almost 4000 individuals. Items available during this time of year include: grocery gift cards, meat, milk, eggs and fresh produce. An estimated 70+ pounds of food was provided to each recipient.

THANKS TO OUR SERVICE PARTNERS

- Neighbour to Neighbour Centre continues to host the Dental Health Bus, a mobile dental clinic, each Wednesday.
- This year, Neighbour to Neighbour forged a new partnership with a local dentist, Dr. Szoke, who is able to offer free dental hygiene appointments for N2N clients.
- Interval House is on-site weekly to offer support to women.
- Employment Ontario counsellors are on-site weekly to meet with anyone looking for work.
- Church of the Resurrection offers Women's Space programming every Thursday morning at 435 Mohawk Road West.

Last year, 25 volunteers gave over 2656 hours running these programs.



EDUCATIONAL PROGRAMS

Did you know that Neighbour to Neighbour Centre math and reading tutors meet one-on-one with kids at local schools, giving them a better chance at long-lasting academic success?

READING PROGRAM PARTNERED 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
- Lincoln Alexander

JACK PARENT READING TUTOR PROGRAM

The Jack Parent Reading Tutor Program makes a tremendous impact on our community and has been doing so since September of 2003. To date, approximately 2500 students have benefited from working with tutors twice a week during school. Children who could get left behind or fall through the cracks are given the opportunity to work with dedicated volunteers who provide one-on-one reading support.

Last year, 145 volunteers gave over 6033 hours running our educational support programs.



READING PROGRAM GOALS

- Improve the reading skills of children in grades one to three who are reading below grade level and are under-resourced.
- Increase self-confidence through one-on-one support in comprehension and decoding skills.
- Foster a love of reading, an appreciation of literature and provide positive role models.

READING PROGRAM OUTCOMES

- 99.5% of the students showed improvement in their reading skills since admission into the program.
- 85% of teachers and parents reported an increase in their student's/child's self-confidence.
- 91% of the students surveyed reported they liked reading "a lot."

READING PROGRAM	2004	2016/2017
SCHOOLS	2	14
STUDENTS	15	228
VOLUNTEERS	3	120

MATH SUCCESS PROGRAM

The Neighbour to Neighbour Math Success Program, launched in February 2016, is an initiative funded by the Hamilton Community Foundation - ABACUS Grant.

Utilizing JUMP Math Essentials, the program provides students from Westview and Annunciation of Our Lord schools in grades seven and eight with math instruction and tutors.

MATH PROGRAM GOALS

To provide students with the opportunity to:

- Improve their math skills, build proficiency and self-confidence.
- Build relationships to help create "social capital" or "support systems."
- Participate in mentorship and counselling that will help them set goals and aspire to build fitting career paths.

MATH PROGRAM	FEB 2016	MARCH 2017
SCHOOLS	2	2
STUDENTS	20	20
VOLUNTEERS	18	18

MATH PROGRAM OUTCOMES

- Students showed a 28% increase in their math skills from the start of program.
- 85% of students reported they made new friendships in the program.
- 80% of students reported that the ideas and information provided in the program will help them make decisions regarding future academic or career paths.

COMMUNITY FOOD CENTRE



“So grateful that this is happening. I feel like I finally belong.” - Community Action Training Participant

This year we transformed 6,000 square feet at 310 Limeridge Rd West from an empty space into our warm, welcoming Community Food Centre (CFC).

We consulted with over 700 community members and partners of all ages and backgrounds to ensure the CFC is guided by community need and interest. We heard that people were isolated, with many resources focused downtown. Our neighbours sought support for wellness and social connection. Seniors, young people, and newcomers were groups seeking space to get involved. Partners looked to us as leaders for community food justice and education.

To meet these community expectations in our new space, our team grew to welcome 5 coordinators and many volunteers. The team speaks 8+ languages, and represents our community through their lived experiences, work and education.

OPENING OUR DOORS

In January, we hosted our first Open House with over 400 community members. The energy was overwhelmingly positive. It was clear the community was ready and eager for this space to grow, cook, share, and advocate for good food and social justice.

As of March 2017, we directly engaged 1,150 Hamiltonians with responsive programs for everyone in the community. Highlights included:

- 92 garden locations supported across the City engaging 1,500+ plot holders through the Hamilton Community Garden Network.
- 658 Seniors accessed produce at Affordable Good Food Markets led by 34 senior volunteers.
- 9 Community members graduated from Community Action Training to become advocates for their communities.
- 732 healthy meals were shared with our diverse community.
- 35 People engaged at basic income consultation with community members, anti-poverty activists and public health officials.





VOLUNTEER HIGHLIGHTS

Did you know that over 660 individuals volunteered at Neighbour to Neighbour last year, donating almost 30,500 hours? That's the equivalent of 16 full-time staff positions.

New volunteer opportunities this year meant that community members got more involved than ever. More than 450 regularly scheduled volunteers delivered services and programs, donating almost 27,000 hours of their time. It's our volunteers – counsellors and tutors; in the warehouse and food bank; at the bookstore and in the gardens, at drop-in meals and after-school programs; at food-collecting events and fundraisers; board and committee members – that put the neighbourliness in Neighbour to Neighbour Centre.



June Pearce is the longest-serving volunteer at N2N; this autumn marks 26 years of her commitment and dedication. June responded to a call for volunteers made at her church in 1991, and has been at N2N ever since. She gives the best of herself, and she gives without hesitation because she loves people – that's June's way. Over the years, she's volunteered more than 4500 hours in our free-grocery store food bank, at the Christmas Program, during many food-raisers, and as a literacy tutor. June has also volunteered with the Girl Guide organization for 40 years! Living the example of people helping people and activating others to do the same – is there a better demonstration of lifetime achievement and leadership than that?

"People begin to shine when you show them dignity and respect – and that's wonderful." - June Pearce



By the time he entered grade 9, Alex Gardiner had already accumulated the 40 community involvement hours required for high school graduation. When he began volunteering at N2N in grade 10, you could find him sorting donations in the warehouse. These days he's everywhere – serving shoppers in the food bank, tutoring in the Math Success program, promoting and unloading Stuff the Bus food drives, at the annual Christmas Program, and at the Coldest Night of the Year fundraiser. One of the centre's youngest volunteers, Alex has given over 1000 hours to our work. When he's not volunteering, Alex is at his co-op placement where he's earning his Level One Cooking Basics. In the future, he plans to become a Red Seal chef, and we wish him every success!

"I love the look of excitement on people's faces when the food bank has an item they need." - Alex Gardiner

DONOR SPOTLIGHT



After months of anticipation Neighbour to Neighbour Centre was thrilled to receive the news that our new Community Food Centre was selected by ArcelorMittal Dofasco's Corporate Community Investment Fund for a project grant.

ArcelorMittal Dofasco and its employees have been a partner of Neighbour to Neighbour since the beginning and one thing is certain, we wouldn't be where we are today without their support and involvement. Each investment made by both the company and its employees has enabled us to make positive differences for all of our clients.

In recognition of all of the support we have received over the years from both the ArcelorMittal Dofasco Corporate Community Investment Fund and its Employee Donations Fund, we have named the Community Dining Room within the new Hamilton Community Food Centre in their honour.

Neighbour to Neighbour Centre wishes to extend our heartfelt gratitude for their continued financial and volunteer support. ArcelorMittal Dofasco and its employees continue to truly exemplify their company's motto of "Our Product is Steel. Our Strength is People."

2016 GOLF WITH YOUR NEIGHBOUR



2016 marked the 19th year of Neighbour to Neighbour's Annual Golf Classic and was the most successful tournament yet - raising an astonishing \$86,910 dollars! This fun-filled golf tournament was held on Thursday, August 11, 2016 at the beautiful Beverly Golf & Country Club. The tournament sold out (as it does every year) and 147 golfers took part. As one golfer explained, "I have been coming to this golf tournament since it began because I believe strongly in the great work that Neighbour to

Neighbour does." Neighbour to Neighbour wishes to give a special shout-out to our title sponsor for the last 5 years, Jim and Sheila Drury of The Keg Steakhouse and Bar. We also wish to extend our gratitude to all of the participants, sponsors, auction donors and friends for making this the most successful tournament to date. Your support went a long way in helping the people in need in our community.

BOARD & STAFF MEMBERS

N2N STAFF

Denise Arkell, Executive Director
Linda Jagodich, Manager, Administrative Services
Rachel O'Reilly, Development and Communications Manager
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

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Tom Goldie, Past President
Steve Kartonchik, Vice President
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Yohana Otite, Director
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