



**Annual Report  
2010/2011**



*"Help is just a neighbour away"*

[www.n2ncentre.com](http://www.n2ncentre.com)

28 Athens Street, Hamilton, ON L9C 3K9  
Phone: 905-574-1334 Fax: 905-574-1688

Vision Statement: Leading poverty prevention in our neighbourhood.

Mission Statement: To alleviate and prevent poverty by supporting our neighbours at risk on Hamilton Mountain.

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**BOARD & STAFF**  
**APRIL 1, 2010 – MARCH 31, 2011**

**2010/2011 BOARD OF DIRECTORS**

Marlene Atlas	President
Glen Watts	Immediate Past-President
Ed Brink	Treasurer
Brenda Ness	Secretary
Jim Rankin	Director
Kyle Watts	Director
Trish Colton	Director
Sam Febbraro	Director
Jack Robertson	Director

**STAFF**

Denise Arkell	Executive Director
Wendy Hayes	Administrative Supervisor
Deban Brunette	Educational Program Co-Ordinator
Sara Collyer	Operation Manager
Claire Richard	Secretary/Reception *
Carol Ann Stewart	Secretary/Reception*
Lee Anne Bodo	Secretary/Reception*/Bookstore Co-Ordinator
Krista D'Aoust	Director of Family Services Interim
Harold Paul	Driver *
Evon Greger	Warehouse Co-Ordinator *
Mary Millar	Volunteer Co-Ordinator *
Carl Erickson	Building Custodian Interim
	* Part Time Staff

# NEIGHBOUR TO NEIGHBOUR CENTRE (HAMILTON)

## ANNUAL GENERAL MEETING

### AGENDA

1. Call to order
2. Minutes of the Annual General Meeting held June 18<sup>th</sup>, 2010
3. President's Report and Executive Director Overview
4. Treasurer's Report and Financial Statements for the Fiscal Period ending March 31<sup>st</sup>, 2011
5. Appointment of Auditor
6. Nominating Report
7. Ratification of the Acts and Deeds of the Board of Directors for the year 2010-2011
8. Other Business

**NEIGHBOUR TO NEIGHBOUR CENTRE**  
**MINUTES OF ANNUAL GENERAL MEETING**

**PLACE:** NEIGHBOUR TO NEIGHBOUR CENTRE (HAMILTON)  
**DATE:** June 18<sup>th</sup>, 2010

**IN ATTENDANCE:** Marlene Atlas (President); Anne Flanagan; Reg Michor; Glen Watts (Immediate President); Trish Colton; Brenda Ness (Secretary); Jack Robertson; Bob Stephens; Sara Collyer; Rene Tunney; Carol Ferber; Rose Mallais; Denise Arkell (Executive Director); Snezana Jevtic; Brian Everest; Marilyn Chalupka; Sam Febbraro; Deban Brunette

**REGRETS:** Ed Brink (Treasurer); Kyle Watts; Jim Rankin

**CALL TO ORDER:** Marlene Atlas, President called the meeting to order.

**APPROVAL OF MINUTES:** The minutes of June 19, 2009 Annual General Meeting were read and accepted.

**MOTION:** That the minutes of the June 19, 2009 Annual General Meeting be accepted.

**JACK ROBERTSON/SAM FEBBRARO**

**CARRIED**

**PRESIDENT'S REPORT**

Marlene Atlas presented the following:

- Members, staff, volunteers and friends; as President, I am honoured to report on the year's activities at Neighbour to Neighbour Centre (Hamilton) in 2009/2010.
- Thanks to the staff and volunteers at Neighbour to Neighbour, not only do we continue to provide our excellent programs and services to our neighbours, but this year we have gone on to do more, and we have done it better.
- We have enjoyed an 'interesting' year, with some joyful ups, and difficult downs. The year began with a new set of strategic directions and operational plans. To accomplish these plans, we reorganized our committees, and added a new Marketing and Communications group. Through the work of these committees we have seen much of our operational plan accomplished. Fund Development has come up with new events and sponsors, including our first Annual Bar Challenge. Capital Committee has dealt with the major space issues faced by the food bank/warehouse, and has organized outside space for the overflow. Marketing and Communications has produced our new logo, new marketing materials, and helped Neighbour to Neighbour achieve greater visibility in Hamilton. You are going to be hearing greater detail about each Committee's accomplishments a bit later.
- Food and related donations, particularly for Christmas hampers, have increased this year. Our food bank served an average of 1,084 families each month, an increase of 16% over last year. 874 families participated in our Christmas Hamper program. Successful lobbying resulted in the City of Hamilton recognizing the need for food banks, and has contributed \$45,000 toward our food bank overhead. In the coming year, staff is exploring new food access programs, including urban farming, community gardens, canning and preserving, as ways to improve our clients' access to food.

**PRESIDENT'S  
REPORT cont'd**

- In preparing these words, I looked at some previous President's addresses, and came across 'Tim Woods' at the 2004 Annual Meeting. He noted "our tutoring program has achieved tremendous success with 14 youngsters in Grades 1 & 2. Our pilot program will be expanded." You were right Tim! This year, our Education Department again provided the tutoring program. This year, 118 tutors worked one-on-one with 216 students in Grades 1 through 3 at 10 local schools. But that's not all. In addition, with funding from the school board, a pilot after-school homework help program was started in one school this year. This program helps children in Grades 1 through 6 with their homework, including reading, writing, math and science, and 20 volunteers worked with 37 students. With our after-school program not only are we teaching literacy, we have expanded to more subjects, and more grade levels. Next year we hope to have additional funding from the Hamilton Wentworth District School Board in order to expand this very successful program to help students in more schools. I hope the President in 2016 can look back at these remarks and be able to talk about how much further Neighbour to Neighbour has come!
- Another new program for us this year was "Home with a Heart", which helped single parents with everything from cooking healthy meals using inexpensive foods to child rearing tips and healthy lifestyles. We plan to hold this program again in the coming year, and are seeking funding for a "train the trainer" program, to enable us to expand into multiple sites and thereby become accessible to more single parents in our neighbourhood.
- The bookstore was reorganized and revamped with a new computerized inventory system and cash register, and prices are being brought into line with those of other used bookstores.
- I am always amazed at the energy and resourcefulness of our staff and volunteers. I am proud to report that this year we had 325 volunteers helping at Neighbour to Neighbour.
- Some of the decisions that affected us this year were initially negative, but we turned them into successes. In August, we learned that funding for our Resource Counselling program had not been renewed. After a series of meetings with our aldermen and members of the Hamilton Emergency Services Committee, the City granted interim funding. Since that time, the Resource Counselling budget has become a line item on the City of Hamilton's annual budget, thus stabilizing this funding.
- We had many successes this year, but not everything was positive. Last year, Glen Watts reported "one of the challenges this year will be maintaining our Employment Ontario status as the Ministry of Training, Colleges and Universities restructures Employment Services. Given our proximity to Mohawk College, this could very well be a challenge". Indeed, it has been. In January, we received the news that MTCU was cutting funding for our Employment Services program. Since then, we have worked along a 3-pronged path to get funding for the program. We have tried to get MTCU to change its mind, worked with our MPPs to find alternative sources of funding, and worked on partnerships with other employment service providers whose funding was continued. As of this date, we continue to work to regain funding for this program. Going forward, we need help from all our stakeholders. Please take a moment to call or e-mail your MPP and let him or her know what Neighbour to Neighbour's Employment Services means to you.
- Notwithstanding the provincial government's funding cuts, the community has been exceptionally generous this year. The Borthwick Golf Tournament Committee has selected us as a funding recipient. A board member of the Weston Foundation sent us a major unsolicited donation. Between fundraising and foodraising, we brought in \$2.7 million. Our supporters have stood by us despite the recession. They understand the important programs and services that we provide.

**PRESIDENT'S  
REPORT cont'd**

- Looking forward, we may well be in for another interesting year. In the upcoming months we will do an environmental scan in preparation for a review of our strategic directions and operational plan. In future we may need to be looking at a different set of strategic directions. But we will do what needs to be done, and continue to offer wonderful programs and services in our neighbourhood.
- I would like to take this opportunity to thank Denise Arkell, our Executive Director, for her energy, enthusiasm, and sense of humor. I also want to extend a huge thank you to our staff, all of whom go above and beyond the call of duty every day to better serve our clients. Every one of them is constantly thinking about ways to do more for our clients, and to do it better. As for our volunteers, Neighbour to Neighbour could never do what it does, or be what it is, without you. You are the gas in the engine. And to everyone here today, thank you for your commitment and support.

**TREASURER'S  
REPORT**

**Audited Statement for the Fiscal Period ending March 31, 2009, presented by  
Sam Febbraro for Ed Brink, Treasurer**

(Please refer to Page 11 of Annual Report for Treasurer's Report.)

- Total assets increased to \$866,959, which represents a 12% increase
- Cash is the main reason with an increase of \$158,000
- One very important highlight for this past fiscal year; the mortgage was paid off and we are now debt free
- Operating revenues increased 10% - be a marginal increase but should be commented on due to the tough year
- Excess of revenue over expenditures for this past fiscal year was \$66,702
- Increase in general funding and donations
- Received \$50,000 from Weston Foundation
- An analysis will be done on this funding to see if this was from the 'general public'

**MOTION:**

**That the balance sheet as of March 31, 2010 and the statement of revenue, expenditures and fund balances for the twelve month period then ended, together with the auditor's report therein, be approved and adopted.**

**GLEN WATTS/JACK ROBERTSON**  
Appointment of Auditor:

**CARRIED**

**MOTION:**

**To give the Board the discretion to approve an auditor to be appointed by the Board of Directors during the year.**

**GLEN WATTS/BRENDA NESS**

**CARRIED**

**Nominating Report:**

Board Slate for 2010-2012

<b>1<sup>st</sup> Term</b>	<b>Term</b>
Kyle Watts	2009-2011
Trish Colton	2009-2011
Brenda Ness	2009-2011
Sam Febbraro	2009-2011
Jack Robertson	2009-2011

<b>3<sup>rd</sup> Term</b>	<b>Term</b>
Marlene Atlas	2010-2012
Ed Brink	2010-2012
Jim Rankin	2009-2011
Glen Watts	2009-2011 Immediate Past President

**MOTION:** That the report of the Nominating Committee be adopted and that the slate herein named, be elected to the Board of Directors of the Neighbour to Neighbour Centre (Hamilton).

**SAM FEBBRARO/TRISH COLTON** **CARRIED**

**MOTION:** To ratify the acts and deeds of the Board of Directors for the year 2009/2010

**GLEN WATTS/BRENDA NESS** **CARRIED**

**COMMITTEE &  
STAFF REPORTS**

- As per attached 2009-2010 Annual Report

Marlene advises that there will be a short Board Meeting following the AGM. Could all members please go to the Boardroom and the remainder of individuals stay and enjoy the refreshments.

**Adjournment:**

**MOTION:** That the Annual General Meeting be adjourned.

**JACK ROBERTSON/TRISH COLTON** **CARRIED**

## PRESIDENT'S REPORT FISCAL 2010/2011

It's true - time really does fly; it feels like it was just a few weeks ago that we were here for the 24th Annual General Meeting.

Today, at our 25th Annual General Meeting we can reflect on an interesting and eventful year. You all know that we started on a down note with the loss of our employment services. This made us go back to our planning process, to determine how and what we needed to change going forward.

In September, a group of staff, the Board, and representatives of each of our partners, friends and supporters met to conduct an environmental scan. The goal was to identify the needs of those living in poverty on the Mountain, and determine any changes of which we needed to be aware. Anyone who attended will tell you that this was an amazing success. Everyone actively contributed and worked hard to give us their best thoughts. We had active participation, cooperation and thoughtful delivery of fresh ideas for Neighbour to Neighbour and our clients.

Following the environmental scan, we moved to strategic planning, where we updated and clarified our mission, and modified our strategic directions to better address issues identified in the environmental scan. Subsequently staff met and developed operational plans, and the Board prepared its own plan, all of which feed into our overall strategy.

Key to this strategy is our vision, "Leading Poverty Prevention in our Neighbourhood". And over the course of this year, we have been doing just that, by doing more for our clients, and doing it better.

In the Food Access area, we have grown our community and victory gardens both in terms of volunteers and funding. In addition, we are looking at acquiring more warehouse space that will make food storage more efficient and permit less wastage. Capital Committee is working on this issue today!

In Tutoring, by September we will be in 12 Mountain schools (up from 10). We are also embarking on a "train the trainer" program that will allow schools to train volunteers so that their students can reap the benefits of this incredible program.

Resource counsellors have improved their services by being updated through the year by various agencies on the Mountain.

You will get reports from our committees, but I want to tell you that each of them is active and busy, and each could use more members, so please speak to the chairs if you are interested!

Now I'd like to leave off the past year, and look to the coming one. Key to our strategic planning for the future is the relatively recent concept of the neighbourhood hub. The Hamilton Foundation has identified several neighbourhoods with high levels of poverty that would benefit from community development. These identified areas qualify for funding from the City and the Foundation for neighbourhood groups that develop and provide solutions to their own issues. Up to May of this year, all of these identified hub areas have been below the mountain. Most recently, the Foundation in conjunction with the City of Hamilton has identified the neighbourhood between Garth and Upper Gage, Fennell and the Linc, as the first area on the Mountain for implementation of the City's Neighbourhood Development Strategy, and a "hub" area. The goal of the Neighbourhood Development Strategy is to have a team of community development workers engage residents and key stakeholders in neighbourhood planning. Those residents and key stakeholders will identify priority projects for the neighbourhood, and funding will be made available, possibly from several levels of government. Obviously this identified area fits our location exactly, and covers many of our clients. We are meeting with City staff and Hamilton Foundation decision makers to ensure that they understand our role in this neighbourhood. The neighbourhood groups that develop must obtain funds through a charitable organization, and we are positioning Neighbour to Neighbour as an important charitable stakeholder.

Going forward, we intend to continue working with the City and the Hamilton Foundation as the Mountain hub develops. We will also continue to work with our existing partners, and explore new partnerships, whether at our location or elsewhere in our neighbourhood, to better serve our clients. Some of the partnerships we are exploring include after school and homework programs for children, having an Ontario Works worker and pre-employment training, and possibly distance education on site. Off site, we are looking into multiple access points for food, expansion of the tutoring program through a “train the trainer” program, and expansion of our sole parents program, also through a “train the trainer” series. We plan to do more for our clients, and we will do it better.

Before concluding, I would like to express thanks. First, I'd like to thank the staff for their undying enthusiasm for Neighbour to Neighbour and our mission, vision and values. I tell everyone who will listen about this,- how you can meet with any of them in the halls here and they will undoubtedly have an idea to share, or a success story, or a new plan. This is a very precious attitude in a work place, and I encourage all of you to keep it up!

Over 600 volunteers deliver programs and services here at Neighbour to Neighbour Centre. I meet just a few, but I would like to thank all of them. From those on the front lines with clients, to those working on committees to keep Neighbour to Neighbour Centre on track through planning, finances and capital, thank you. Many thanks also to our very hard working board members, who this year took on many projects as individuals, and helped to further our goals and clarify our corporate governance structure.

A particular thank you must be made to Glen Watts, who this year spearheaded our 25<sup>th</sup> anniversary committee. This was a massive undertaking, both because we had to sell a lot of tickets, and because it involved so many different people and goals. Thanks Glen, and everyone please – ask him about upcoming plans!

Last, and most importantly, I'd like to thank Denise Arkell, who is tireless in her work for this agency. Through ups and downs, setbacks and successes, she has remained cheerful and positive, inspiring staff to do the same. As always, it's been such a pleasure working with you!

And thank you all for being here, and taking the time to update yourselves on the events and future plans at Neighbour to Neighbour Centre (Hamilton).

Marlene Atlas  
President

**TREASURER'S REPORT  
FISCAL 2010/2011**

As we look back on the past year from a financial perspective, we see that the Neighbour to Neighbour Centre (Hamilton) has achieved a number of positive results. Due to the exceptional work of our staff and our many volunteers, the financial donations to the Centre have increased over the prior year, the special events fundraising has increased during the year, and the number of funding sources has also been on the rise. All of these have contributed to the Centre's strong March 31, 2011 financial statements.

During the year, the Centre's financial policies were extensively reviewed and updated to ensure that the financial policies and controls continue to be of the highest standard. It was also during this year that it was decided to move our banking relationship in order to achieve greater financial opportunities and flexibility. This change has already proven to be very positive.

From a capital perspective, the Capital Committee has continued to investigate alternatives for food storage. As our programs and food bank needs have continued to grow, so too have the number of off-site storage units that we have occupied. As a temporary solution, these off-site storage units have proven to be acceptable, but they are not a long-term solution. Recognizing this, the Board has asked the Capital Committee to look for more permanent warehouse space for food storage. This has been and will continue to be a major focus for the Capital Committee in the next fiscal year.

With the continued efforts of our staff, volunteers and donors, we again look forward to this upcoming year and working together to realize our goal of growing, developing and expanding our programs in order to better meet the needs of those in our neighbourhood.

Ed Brink,  
Treasurer

**NOMINATING REPORT  
BOARD SLATE 2010-2012**

<b>1st Term</b>	<b>Began Board</b>	<b>Term</b>
Theresa McLaughlin	2011	2011-2013
Tom Goldie	2011	2011-2013
Kathy Dewling	2011	2011-2013
<b>2nd Term</b>		
Kyle Watts	2009	2011-2013
Brenda Ness	2009	2011-2013
Sam Febbraro	2009	2011-2013
<b>3rd Term</b>		
Marlene Atlas	2006	2010-2012
Ed Brink	2004	2010-2012
Jim Rankin	2005	2011-2013
Glen Watts	2003	2011-2013

## **MARKETING COMMITTEE REPORT FISCAL 2010/2011**

Albanese Branding & Communications has been involved with Neighbour to Neighbour Centre since August 2009, providing Marketing advice and direction on a voluntary basis through to the end of 2010. At the start of 2011 Albanese Branding was officially retained as the Centre's marketing agency of record. Since then we have contributed over 260 hours of strategic marketing and design to further brand Neighbour to Neighbour Centre as the top charity on the Hamilton Mountain.

Beginning in January 2011 Albanese Branding has organized and participated in weekly meetings with the Centre's staff and volunteers to facilitate and promote the Centre's marketing and communication objectives, fundraisers and events. A 2011 Marketing Calendar was prepared and continues to be updated to keep us all on task. We convened a meeting with Terry Cook of the Hamilton Community Foundation (Feb 17) to lobby the Centre's position as a Hamilton Mountain hub. We also solidified a Community Partnership Agreement with The Hamilton Spectator (April), providing the Centre with two free half-page articles in the paper's Community Partnership section (on September 21 and November 9).

Over the past year, Albanese Branding has further rebranded Neighbour to Neighbour Centre by providing the creative input for several professional marketing materials including:

1. Golf With Your Neighbour Tournament – Teaser, Registration Package, Sponsor Package
2. 25th Anniversary “Jump & Jive” Dinner/Dance – Ticket, Invitation, Table Signs, Donor Acknowledgement Banners, Event Map, Event Program, Spec Ads x 3 (two free placements)
3. Mountain Pub Challenge Posters (x9)
4. Corporate Brochure with donation/volunteer flap
5. Certificate of Achievement
6. Certificate of Appreciation
7. Spring & Summer Food Drive Posters
8. Volunteer Week Ads (x2)
9. Event “Thank You” Banner

We are currently working on a set of NEIGHBOUR TO NEIGHBOUR CENTRE service-area logos (one for each department) to be used on the retractable banners and department-specific collaterals to further brand the unique service-delivery focus of Neighbour to Neighbour Centre (food, family, education). The Golf Tournament will require additional design support (tee signs, event program, table cards, sponsor signage) as will the Sock Hop & Bowl fundraiser, the Vintner's Dinner and Ambassador's Program.

The rebranding of the Tutoring Program to “Kids Can Succeed” requires continued promotion of the programs' volunteer requirements, a parent brochure, volunteer recruitment ads and a marketing/recruitment video. We are also working on the design of an outdoor food scale banner concept (“Fill the Bag”) for a fall deadline. A new website layout with a content management system will be initiated at the end of the year.

In addition to the aforementioned, Albanese Branding offered strategic planning and consultation that we feel will continue to help Neighbour to Neighbour Centre grow on their path to self-sufficiency.

Albanese Branding & Communications would like to thank the Board, staff and volunteers for helping support our initiatives.

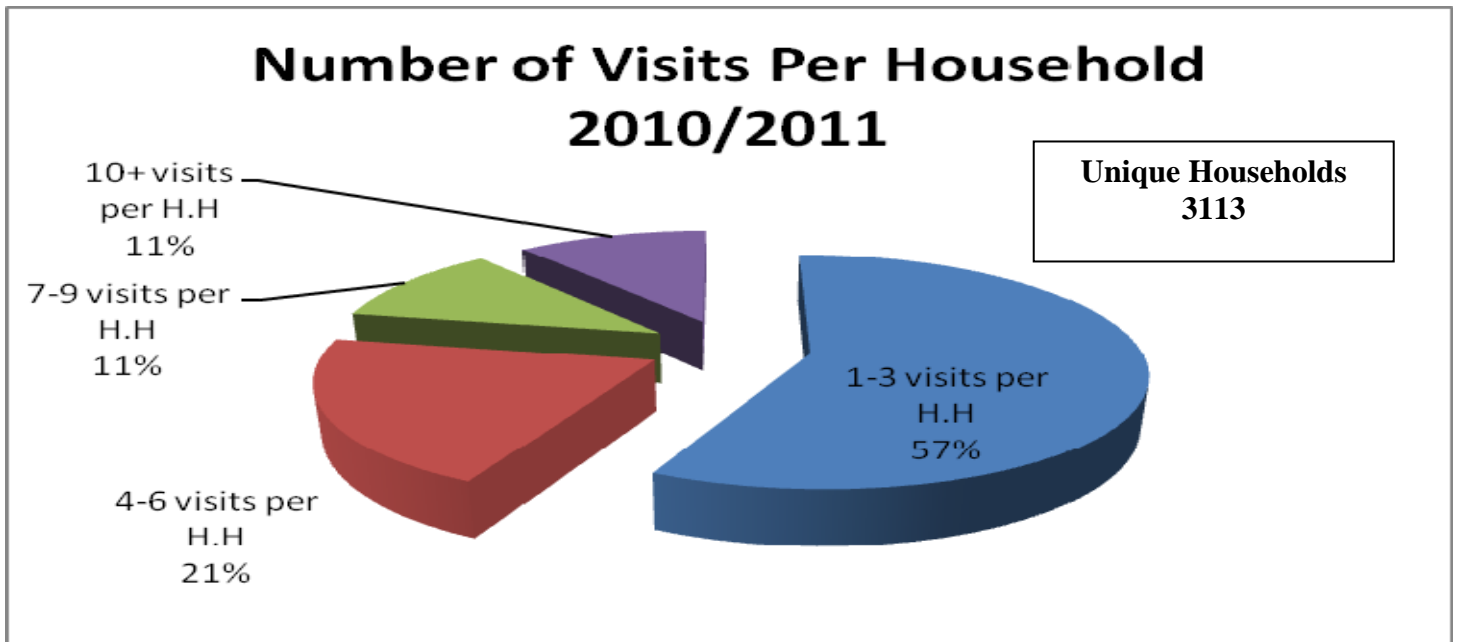
Respectfully submitted,  
Jim Albanese / Judy Boswell  
Albanese Branding & Communications

**FOOD ACCESS SERVICES REPORT  
FISCAL 2010/2011**

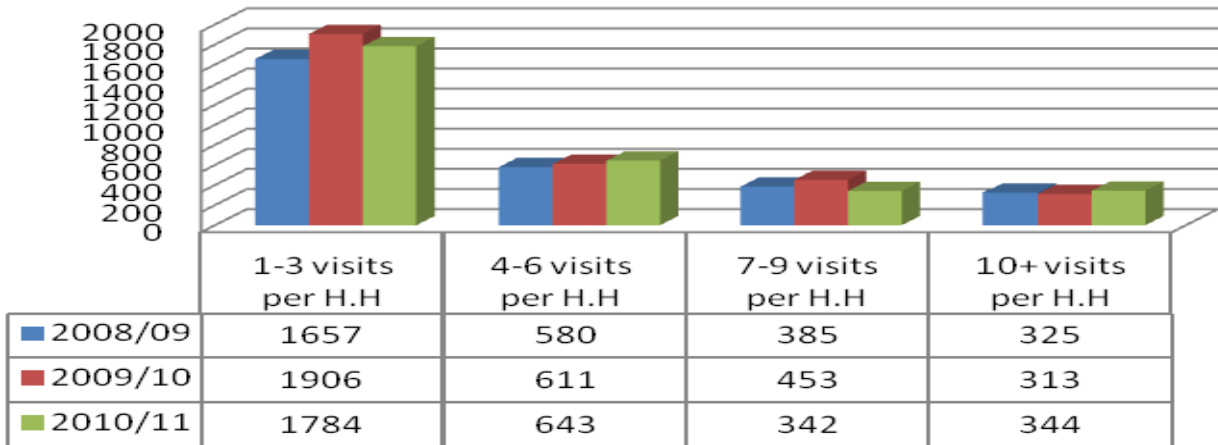
**FOODBANK CLIENT VISITS**

This year in the foodbank although we saw a slight decline, we still have not returned to pre recession numbers. Neighbour to Neighbours success can be seen in the number of times our families use us. The majority of our clients use us 1-3 visits a year.

	2008/2009	2009/2010	2010/2011
Pounds In-Foodshare	234,698	278,217	305,890
Pounds In- Neighbour to Neighbour	504,434	504,379	485,702
<b>TOTAL</b>	<b>739,132</b>	<b>782,596</b>	<b>791,592</b>
Pounds in Value-Foodshare (\$ 1.75)	\$410,722	\$486,880	\$535,308
Pounds in Value-Neighbour to Neighbour (\$ 2.50)	\$1,261,085	\$1,260,948	\$1,214,255
<b>TOTAL</b>	<b>\$1,671,807</b>	<b>\$1,747,827</b>	<b>\$1,749,563</b>
Average Monthly Use	935	1084	1049
Total New Registrations	859	1013	860
Total Registrations since 1986 opening	16,047	17,060	17,710
Total Households Served Annually	2,947	3,283	3,113
Total Units of Service	11,216	13,012	12,584
Family Meals	100,944	117,108	113,256
Individual Meals ( average 3 people per family)	302,832	351,324	339,768



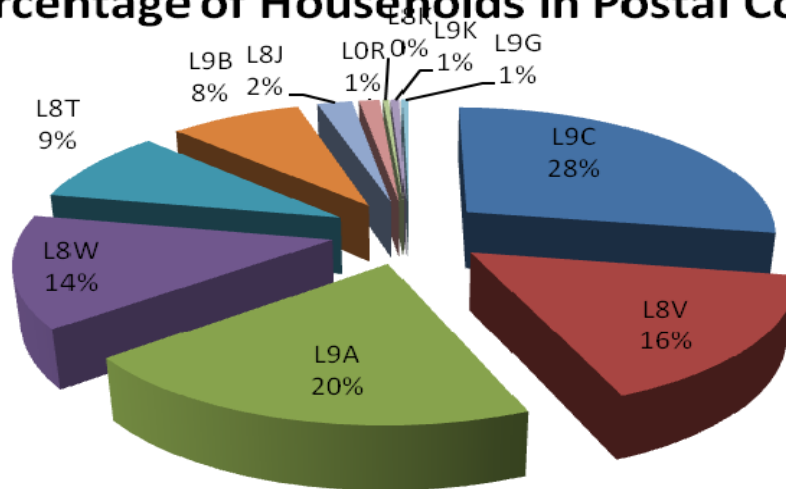
## Number of Visits Per Household



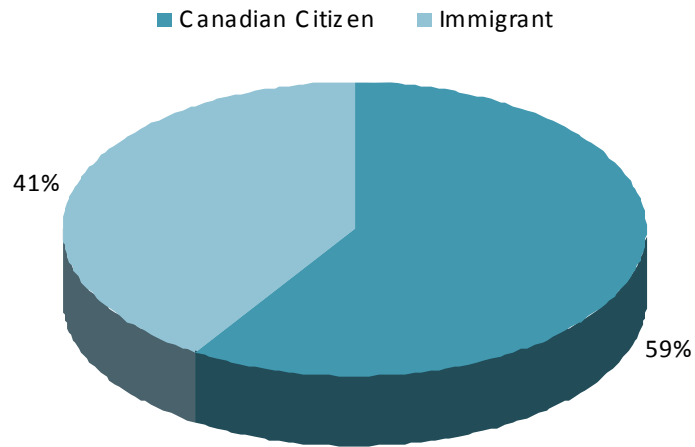
## New Clients



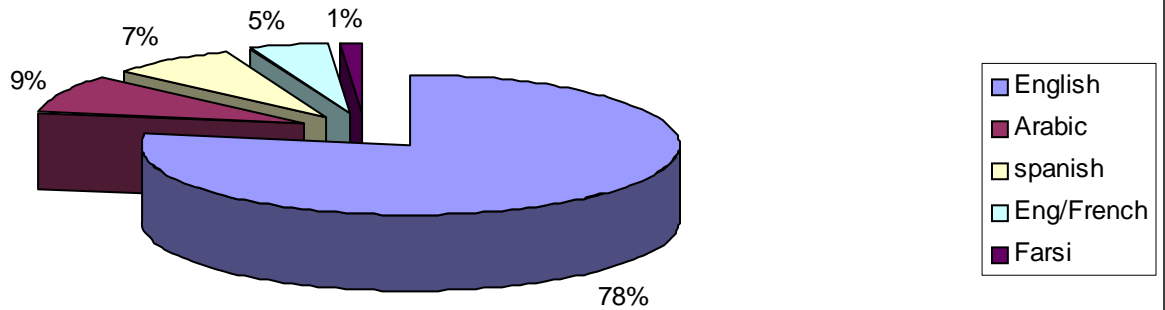
## Percentage of Households in Postal Codes



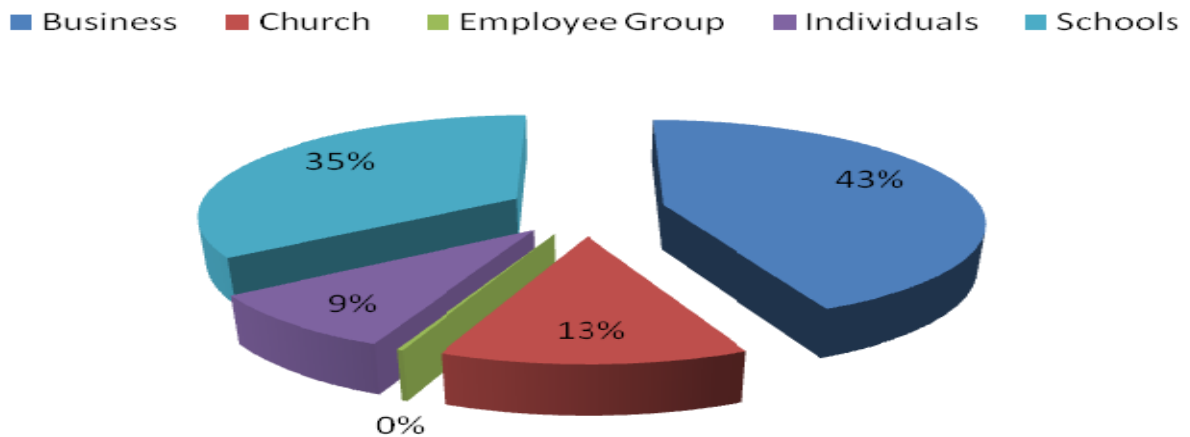
## Immigration Status by Households 2010/11



## Top Five Languages Spoken



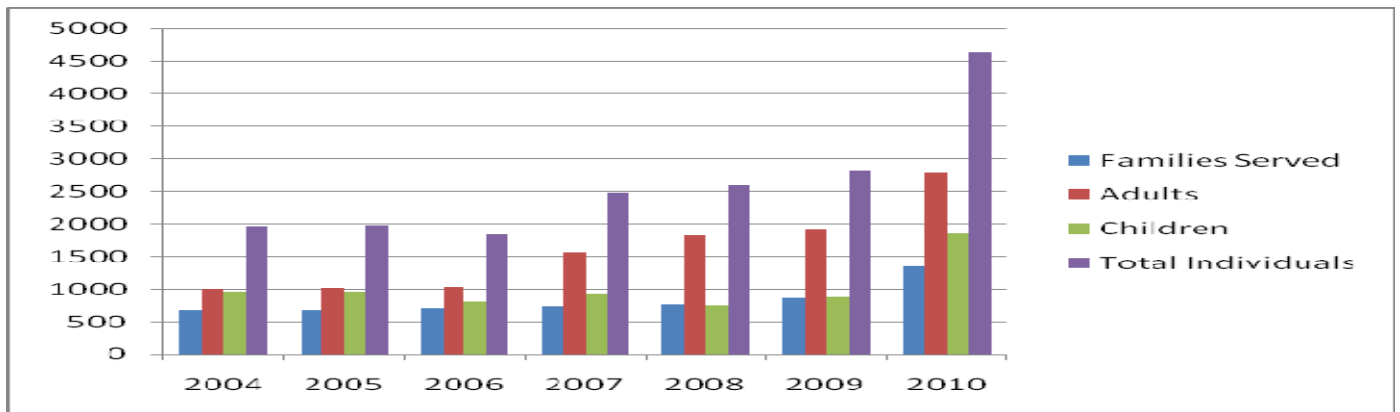
## Our Top Food Raisers By Type



## CHRISTMAS PROGRAM

The Christmas Hamper Program ran from December 13<sup>th</sup> to the 18<sup>th</sup> in 2010. This year was our third year at the offsite and our first year in two locations. We set up Christmas Stores at Immanuel Christian Reformed Church and Emmanuel United Church. We also extended our registration to 1500 potential Christmas Hamper spots. It was a great success thanks to our volunteers and donors. We were able to serve our clients on the East Mountain closer to their neighborhoods. We improved on our service delivery at the same time as strengthening our relationships with in our communities. We provided food for Christmas day and dinner, toys and stocking stuffers for children under 12, and a family gift.

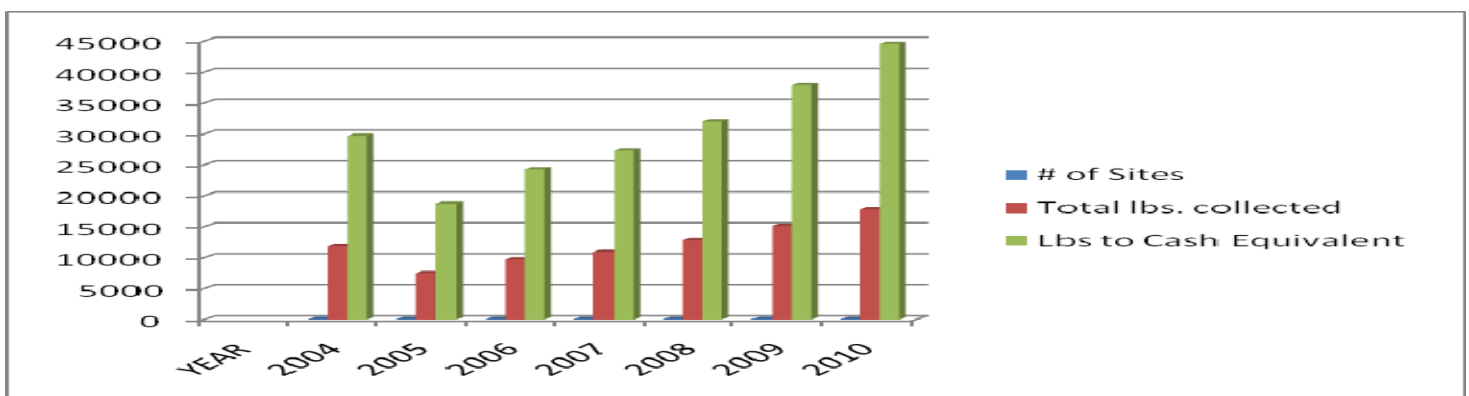
	2004	2005	2006	2007	2008	2009	2010
<b>Families Served</b>	667	673	721	743	768	874	1360
<b>Adults</b>	1000	1015	1034	1567	1832	1928	2785
<b>Children</b>	963	962	806	922	757	882	1857
<b>Total Individuals</b>	1964	1977	1840	2489	2589	2810	4642



## CHRISTMAS BOX DISTRIBUTION

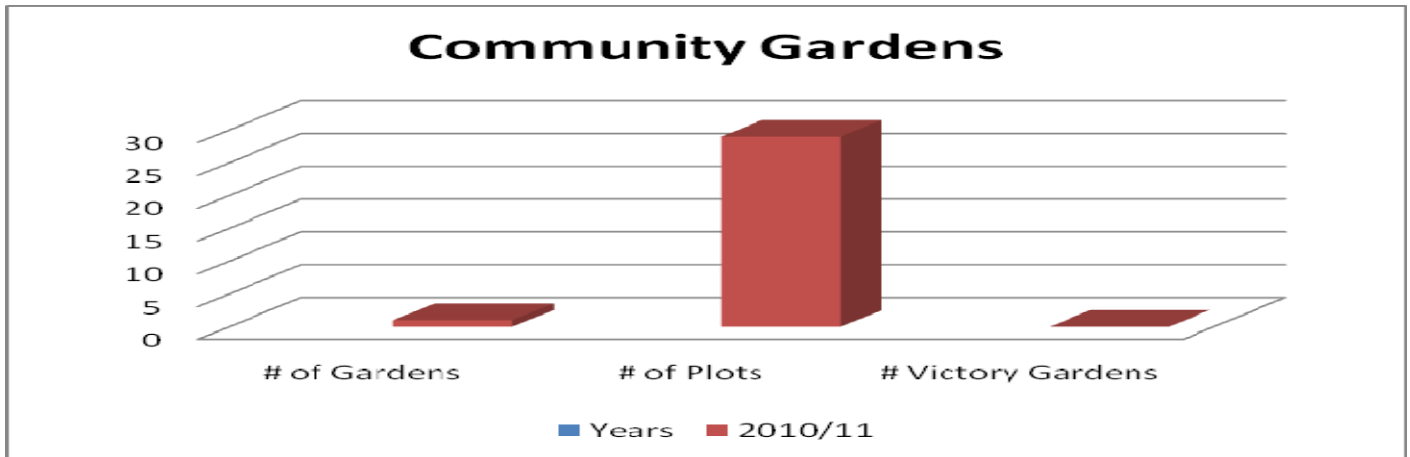
Christmas Box Food Raiser was a success yet again. For another year we increased our total pounds raised. This year Christmas Box Committee acted strategically by cutting locations that produced little and increased pounds our service to those locations that were top producers. These strategies worked by giving better service to those sites that were producing. We will implement this strategy again for the 2011 /2012 year.

YEAR	2004	2005	2006	2007	2008	2009	2010
# of Sites	88	73	77	81	81	87	73
Total lbs. collected	11,887	7,492	9,710	10,933	12,807	15,150	17,818
Lbs to Cash Equivalent	\$29,717.	\$18,730	\$24,275	\$27,332	\$32,017	\$37,875	\$44,545



## COMMUNITY GARDEN

Our Community Garden in partnership with Immanuel Christian Reformed Church is doing well and they have twenty-nine plots with twenty-nine families participating this past year. The 2010-11 year we have one Community Garden that helps our neighbour's have healthy fresh produce all summer long. With a small fee of five dollars a neighbour at risk can have a ten-foot by four-foot plot to grow their own produce.



## ANIMEALS

This was our second year of our Animeals Program. It runs separate from our food bank. In partnership with the Hamilton Burlington SPCA and IAMS pet food Neighbour to Neighbour Centre distributes dog and cat food to needy families on the Hamilton Mountain and surrounding areas. This year we have distributed 1011 emergency pet food packages this past year.

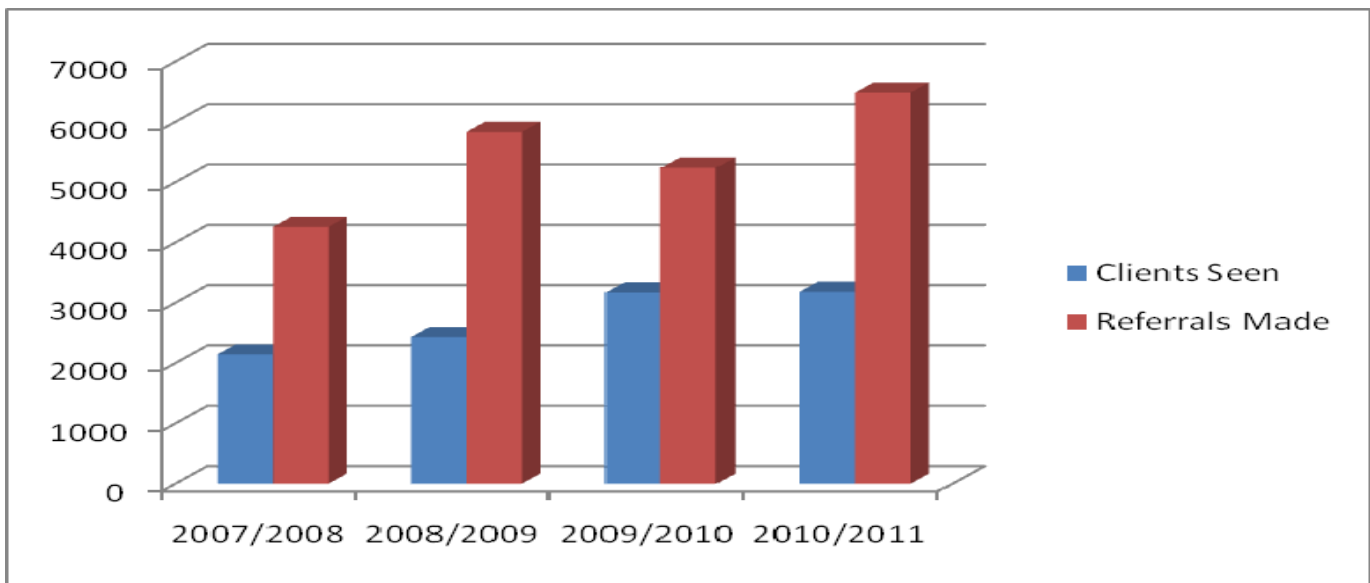
## FAMILY SERVICES REPORT FISCAL 2010/2011

### RESOURCE COUNSELLING

There are currently 25 active Resource Counsellors. These volunteers are the first stop for clients who wish to register for any internal Neighbour to Neighbour programs. They are also knowledgeable regarding outside resources and are responsible for referring clients to a number of external community services.

This year, the number of client contacts was 3182, only a slight increase in the number of contacts made last year with clients. However, there was a significant increase in the number of referrals made, from 5241 last year compared to 6485 this year. One major factor for this increase is that there were 501 more referrals made to this year's Christmas Hamper program. However, that still leaves **an increase of 743 more referrals overall**. This is likely due to an emphasis on the importance of tracking referrals and the introduction of a system whereby walk-in and phone-in requests for assistance were recorded.

	CLIENTS	REFERRALS
2007/2008	2,144	4,259
2008/2009	2,430	5,834
2009/2010	3,171	5,241
2010/2011	3,182	6,485



## VIOLENCE AGAINST WOMEN COUNSELLING (VAW)

Our partnership with Interval House in providing an on-site, weekly transitional support worker has remained an important service for women who come to our location seeking assistance. The number of women seen overall has decreased slightly.

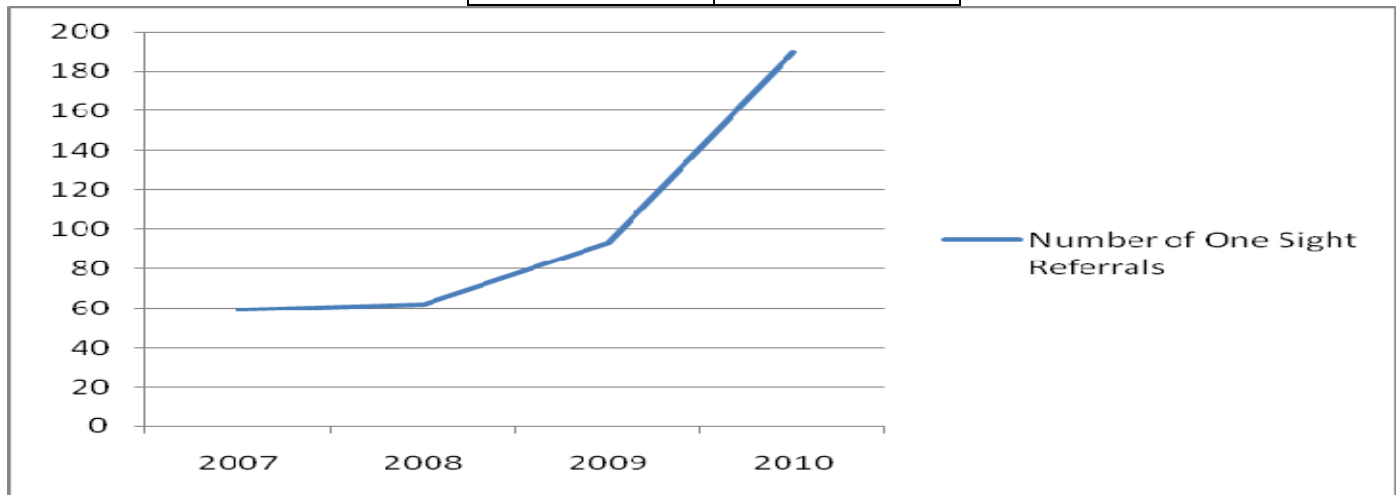
A Transitional Support Worker from Interval House is available at Neighbour to Neighbour Centre every Tuesday for one-on-one therapeutic counselling. This worker will also follow up with the women who access services here and can meet offsite to provide ongoing support.

	2009-2010	2010-2011
Total # of women seen (also phone contacts)	214	183
# of women who identify abuse	123	67
# of children	170	98
<b>Type of abuse disclosed</b>		
Physical	45	30
Emotional	49	31
Verbal	49	31
Sexual	17	8
Spiritual	18	18
Cultural	12	5
Financial	37	28

## GIFT OF SIGHT PROGRAM

In partnership with Lenscrafters Foundation, our clients are given free glasses. Clients referred into this program are those who do not qualify for prescription glasses through other benefit programs (Ontario Works/ODSP). The number of clients receiving a referral for glasses doubled this year.

2007	59
2008	62
2009	93
2010	190



## INCOME TAX CLINIC

In March and April an Income Tax Clinic is available free of charge to low income families in our community. This service is available at Neighbour to Neighbour Centre by appointment only. This year, Canada Revenue Service Volunteers processed 130 tax returns for Neighbour to Neighbour clients. 317 clients were referred for services.

<b>2008</b>	75
<b>2009</b>	121
<b>2010</b>	130

## HOME WITH A HEART/SOLE PARENTS PROGRAM

Home with a Heart is a free 12 Week Homemaking Course for Single Moms. It has run as a partnership between Neighbour to Neighbour Centre and Immanuel Christian Church. Among the topics discussed are organizing your Household, time for Mom, finances and paperwork, hobbies, cooking made easy, parenting, and career development. Clients can also earn high school credits, receive free childcare during class and bus tickets.

This year, Home with a Heart ran 2 sessions, with a total of 7 women who attended. Feedback was positive, although attendance numbers were lower than in the previous year.

This upcoming year, Neighbour to Neighbour plans to respond to the needs of Sole Parents by offering **Building Better Futures** – a project which will provide group programming for mothers and will also involve a train-the-trainer component, giving women an opportunity to learn skills in group facilitation. This project has been funded by the Status of Women Canada for the next 3 years. It is Neighbour to Neighbour's hope that by offering the skills component, women will become involved and will learn to run groups in locations across Hamilton Mountain, thereby building communities of support for Sole Parents.

## HOUSING HELP CENTRE

Housing Help Centre representative comes to our Centre once a month (every 1st Tuesday a month in the afternoon). They assist clients with filling out subsidized housing application forms, housing search, landlord tenant issues, and any other issues in regards to low-income housing. The number of clients seen has remained the same as last year.

<b>2008</b>	84
<b>2009</b>	132
<b>2010</b>	132

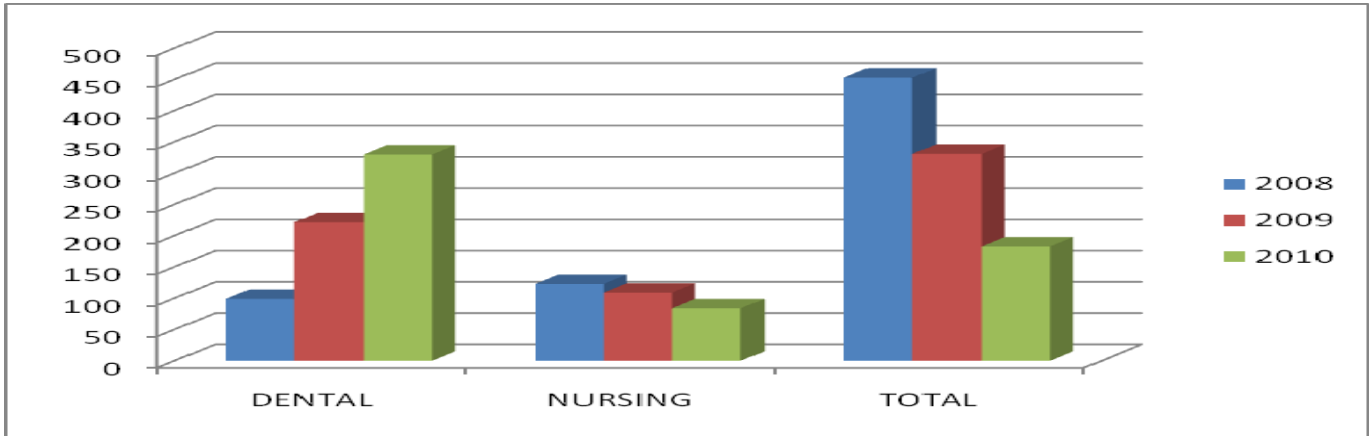
## COMMUNITY HEALTH BUS

The Community Health Bus is a Public Health service offering free health and dental services. The bus parks at the Centre each Wednesday. This year, Public Health assessed that there was a much greater need for dental services and now no longer staffs the Health Bus with a Public Health Nurse.

Free dental services are provided to those in need living in Hamilton. These services include extractions, fillings, antibiotics, immunization, health information counselling and referral to services. Dental staff are still able to offer the nursing services of providing information and assistance with Ontario Works, sexual health information, head lice, harm reduction, healthy living and smoking cessation. Staff also continue to distribute cold weather and hot weather supplies.

A total of 453 clients were serviced on our Community Health Bus in 2010-2011 fiscal year.

	<b>DENTAL</b>	<b>NURSING</b>	<b>TOTAL</b>
<b>2008</b>	99	84	183
<b>2009</b>	222	109	331
<b>2010</b>	330	123	453

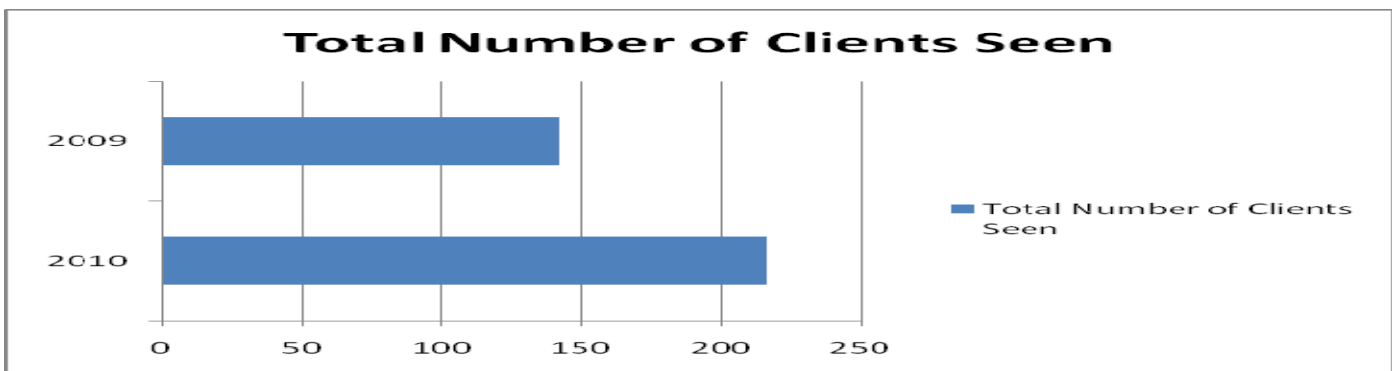


**KURDISH COMMUNITY OUTREACH**

Neighbour to Neighbour Centre started a new partnership with Stonechurch Community Health Centre (Health Sciences) in July 2009. Although funding to support this Community worker’s position has been sporadic over this past year, the service has continued to operate on a volunteer basis when necessary, through the Resource Counselling program. Thus, we have been able to offer a continuous service here each Thursday morning.

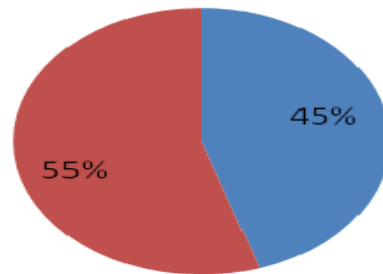
The Kurdish Community has been identified as a group with high needs because of the persecution they have endured in their countries of origin. Many come to Canada seeking refuge with physical and mental health issues as a result of their traumatic experiences. In addition, a high proportion of Kurdish refugees immigrate to Hamilton Mountain. The Kurdish Community Outreach Worker offers assistance with various settlement issues such as: basic needs, health, education, advocacy, literacy, and employment.

Our Kurdish worker is also able to meet with other newcomers that are Arabic-speaking for similar support (Assyrian, Iraqi, Turkish, Iranian). This year, she met with 216 newcomers. This increased from the number reported in 2009 because that number only represents 9 months of service. Of those newcomers seen, 97 were Kurdish and the remainder, (119) were from other Arabic-speaking cultures.



## Outreach Worker - Clients Seen

■ Kurdish ■ Other Arabic-Speaking Countries

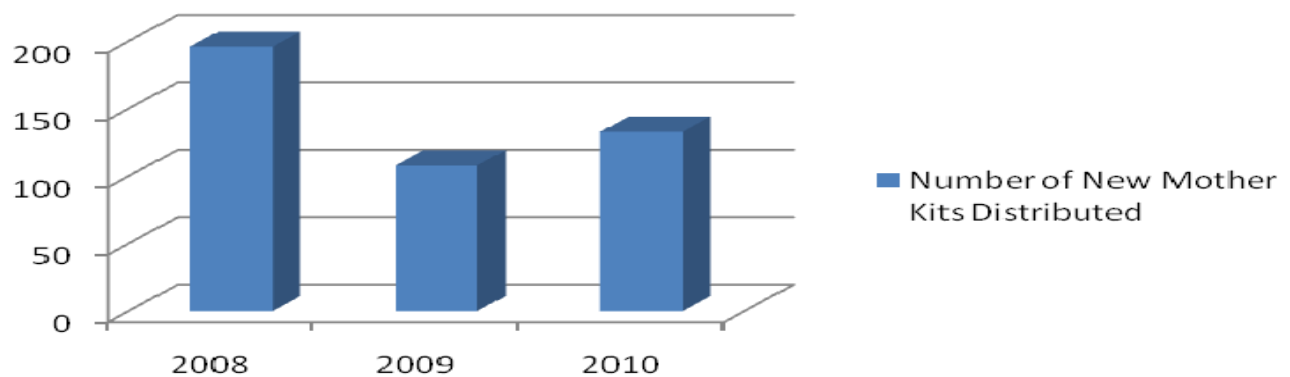


### NEW MOM STARTER KITS (LAYETTES)

New Mother Starter Kits were distributed to clients who were either soon-to-be mothers or new parents. Volunteers supplied hand knitted baby clothes, shopped for infant items and sorted and assembled the gift packages. Each gift bag contains diapers, baby clothes, toiletries and a hand-knitted blanket.

2008	196
2009	108
2010	133

### Number of New Mother Kits Distributed



## EDUCATIONAL SERVICES TUTORING REPORT FISCAL 2010/2011

In our eighth year, the Neighbour to Neighbour Reading Tutor Program continues to support under-resourced students in Grades 1-3. The goals of the program are:

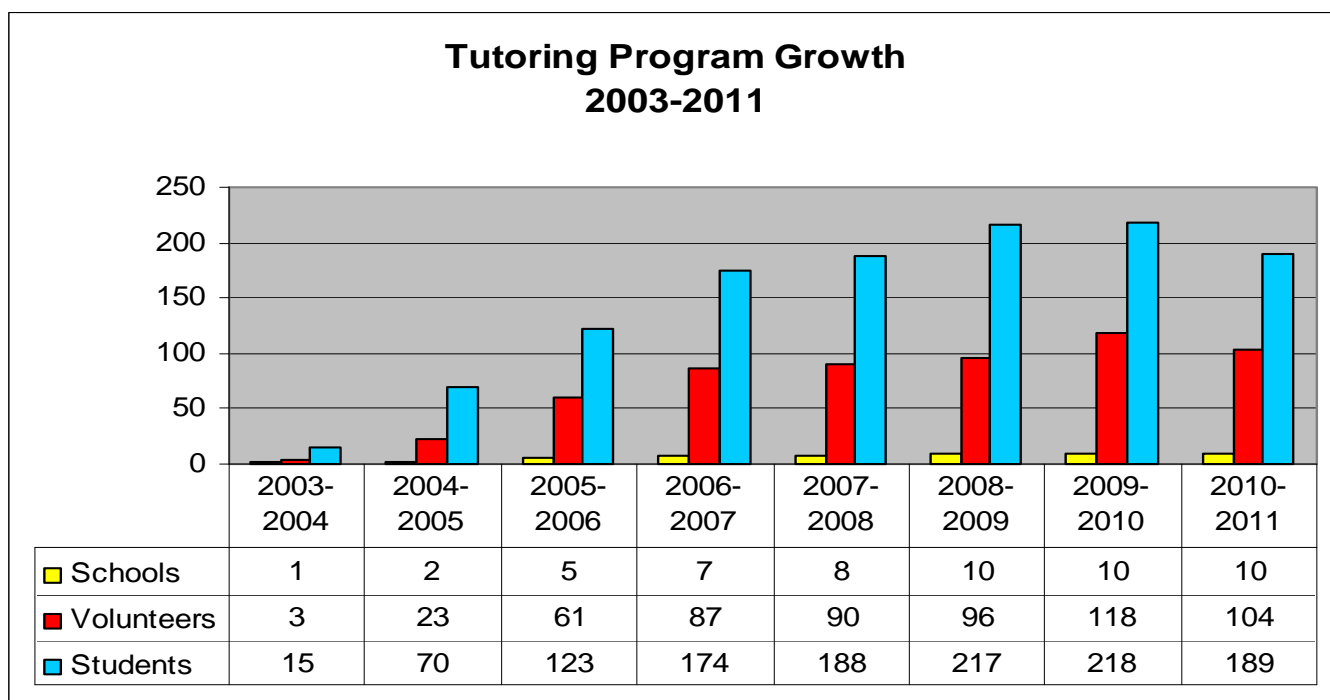
- To improve the reading skills of children in Grades 1-3, who are reading below grade level and are under-resourced.
- To increase a child's self-confidence through one-on-one support in comprehension and decoding skills.
- To foster a love of reading, an appreciation of literature and provide positive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

During the 2010-2011 school year we partnered with ten schools: R.A. Riddell, George L. Armstrong, Eastmount Park, Helen Detwiler, Westwood, St. Michael, Chedoke, Our Lady of Lourdes, Regina Mundi and St. Margaret Mary. We utilized the services of 104 volunteers and provided 189 students with literacy support. Actual numbers of volunteers and students is lower than last year due to restrictions in programming however, tutors took extra shifts to ensure that students were serviced two to three times a week. In June, we purchased licensing for an on-line leveled book program. Always looking to improve program content, match curriculum and navigate challenges, our Project Consultants created workshops that incorporated the new-leveled books and provided additional tools for our tutors to use with the students. In addition, we had conversations with two schools for future consideration, and piloted a train-the-trainer model that we hope to be able to share next year. The final report will be available August 2011.

Thank you to our funders who recognize the importance of engaging children in reading.

- The Halo Foundation, our founding funder, for their vision and unwavering commitment
- The East Mountain Pub Challenge for their creativity in engaging community
- David's Learning Fund for understanding the challenges that students face
- Walker-Hill for recognizing the need for reading support and mentorship

A very special thank you to our volunteers, who generously share their time and talents because they believe that  
Kids Can Succeed



## VOLUNTEER MANAGEMENT REPORT FISCAL 2010/2011

In the 2010/2011 fiscal year, approximately 500 volunteers contributed significantly to the operations of Neighbour to Neighbour, volunteering over 31,000 hours.

Special thanks to the many volunteers who helped with special events such as the 25th Anniversary Swing Party, Golf Tournaments, Bowl-a-thon, Baseball Tournament, Badminton Tournament, Volleyball Tournament, Vintners Dinner, and the many presentations that were given throughout the year to schools, churches and other organizations.

For the third consecutive year, Neighbour to Neighbour was invited to participate in the Santa Claus Parade, in which 25 volunteers participated.

### VOLUNTEER HOURS

VOLUNTEER HOURS	#Volunteers	2010/2011	#Volunteers	2009/2010	2008/2009	2007/2008
Warehouse	98	9751	65	9797	9398	8154
Foodbank	54	5326	50	5700	4890	4607
Tutoring	109	5521	118	5789	4856	4339
Resource Counselling	31	2498	24	2795	2636	3318
Bookstore	23	3064	27	3098	2474	2454
Christmas Hamper	124	2741	107	2255	1778	1600
Christmas Box Program	9	51	18	95	144	226
Layette	3	145	3	343	152	207
Job Finding Club	1	60	1	250	N/A	N/A
After School Academic Support Program	14	159	16	195	N/A	N/A
Board, Committee & Special Events	43	1700	N/A	1314	2210	1576
<b>TOTAL</b>	<b>509</b>	<b>31,016</b>	<b>429</b>	<b>31,631</b>	<b>28,538</b>	<b>26,529</b>

### STUDENT VOLUNTEERING

Many students, both secondary and post-secondary, chose Neighbour to Neighbour as the organization that best fits their needs in terms of internships and community service hours.

A co-op student from the Mohawk College Social Work Program completed 400 volunteer hours in our Resource Counselling Program, while another student provided 100 hours in Family Services. Six students from the Mohawk College Police Foundation course and Trios volunteered in the Warehouse.

Two students from Katimivak each spent 3 months, a total of 610 hours, assisting in every department and were a great help to Neighbour to Neighbour Centre.

Students from St. Thomas More Catholic Secondary School, Mohawk College, McMaster University, Calvin Christian School, and Highland Secondary School participated in preparing for the Christmas Hamper Program, filling approximately 1800 Christmas stocking stuffer bags and 1200 bags of knitted mittens, hats and scarves. Girl Guide Leaders from Hamilton Mountain packaged and distributed goodie bags for our Singles/Seniors Day. Volunteers were also helpful in the packing and storing of toys in January.

### CORPORATE VOLUNTEERING

There were also a number of corporations that helped with the Christmas Hamper this year, as part of their corporate social responsibility: First Ontario Credit Union, Crowne Records Management Systems, State Farm Insurance, Karen Van Loven & Associates, Hamilton Mountain Community Policing, Hamilton Wild Cats Australian Football League, The Investors Group, Mitchell & Abbott Insurance Brokers, Body & Sol Spa, Atria Networks LP, City of Hamilton Ontario Works Immigration Section, City of Hamilton Refuse Disposal Section, Brown and Associates, McMaster Student Resident Advisors and Price Waterhouse.

## VOLUNTEER APPRECIATION EVENTS

Two volunteer appreciation events were held this year: Christmas Potluck Dinner and Volunteer Week.

Over 150 volunteers and staff enjoyed the Christmas Volunteer Pot Luck Party in December. This event was held at the Ukrainian Catholic Church of the Resurrection (Upper Wentworth). The new location for this dinner was very well received, and the good food, door prizes, and a “carol sing along” made for an evening filled with Christmas cheer.

During Volunteer Week this year, lunch was served daily to our volunteers. We had a lively turnout on each of the days, totaling about 130 volunteers, who enjoyed the door prizes and meeting other volunteers from different areas in the Centre.

## VOLUNTEER RECOGNITION

The following volunteers received pins in 2011 for years of service at Neighbour to Neighbour Centre

### 25 Year

Sister Aloysia Fischer

### 20 Year

June Pearce

### 15 Year

Betty Bibby

Toni Forsyth

Reg Michor

### 10 Year

Charlie Restivo

Charles Beal

Diane Wilson

Kathy Dewling

### 5 Year

Sue Banks  
Ken Cundy  
Edith Carlton  
Teresa Bertozzi

Linda Huizingh  
Cliff McCrory  
Kevin Petker  
Doris Clusiau

David Carson  
Brenda Sinclair  
Mara Alksnis  
Ann Fenner

Muhammed Mirza  
Zane Borys  
Lynda Avolio  
Jim Ormond

To date, Neighbour to Neighbour has presented our Volunteer with years-of-service pins for their dedication:

5 year pins	138
10 year pins	43
15 year pins	19
20 year pins	2
25 year pin	1

Octavian Dragan was one of five Hometown Hero Award recipients, selected at random by Volunteer Hamilton to represent all recipients at its Builder's Breakfast in April. Jan Bondy-Chorney was also nominated. Also in April, the following volunteers received the **Ontario Volunteer Service Award** from the Ontario Ministry of Citizenship and Immigration in recognition for their continuous years of service at Neighbour to Neighbour Centre.

Andrew Dedo	Karen Elliot	Mary Hudon
Daniel Romero	Patricia Donald	Remo Del Col

In the past ten years, 55 Neighbour to Neighbour volunteers have received this very distinguished award. Neighbour to Neighbour is very fortunate to have so many dedicated volunteers who make such a difference in the success of our organization.

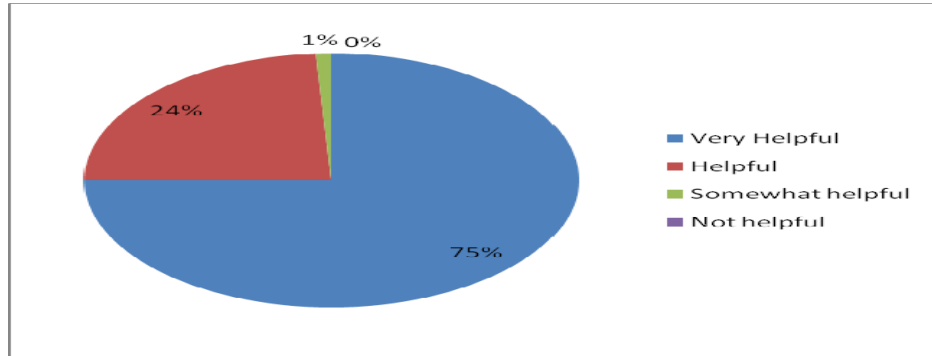
Marija Kupina,  
Centre Administrator

## RESOURCE COUNSELLING EVALUATIONS

57 surveys were collected from clients between October 2010 and February 2011. These responses represent a sample of 4% of the clients seen by Resource Counsellors during that time period.

Questions asked were in efforts to gage satisfaction with services and areas where we could improve.

The overwhelming majority of clients said they were happy with the contact they had with Resource Counsellors. Below indicates the responses with respect to the RC's helpfulness:



What did you find most helpful?

- The Services Discussed 37%
- Treatment by Staff 21%
- Explanations and Help Received 21%
- The resources available 9%
- No answer 1%

Some comments were:

- The people here are very kind and understanding.
- I feel I'm treated with respect and that time is spent helping me understand things.
- Everything is clearly explained
- I was given all the information I needed.

In regard to improving our services, we asked, "What other information, help or support would you like from the Resource Counseling Program?" The most common responses were:

- Finding work that's available/Jobs
- Assistance with Transit costs
- More local housing information
- Help with moving costs
- Healthier snacks for kids in waiting room
- Information about volunteering
- Help for newcomers

## STRATEGIES TO ADDRESS IMPROVEMENTS TO SERVICE:

- **Partner with Employment Services:** Neighbour to Neighbour has developed a partnership with Employment Services on Hamilton Mountain, to provide on-site service here once each week. Clients can meet with an employment counselor for assessment, to register for workshops and to improve their resume and search for employment. Goodwill, VPI and Mohawk Employment Services will have staff here on a weekly rotating basis.

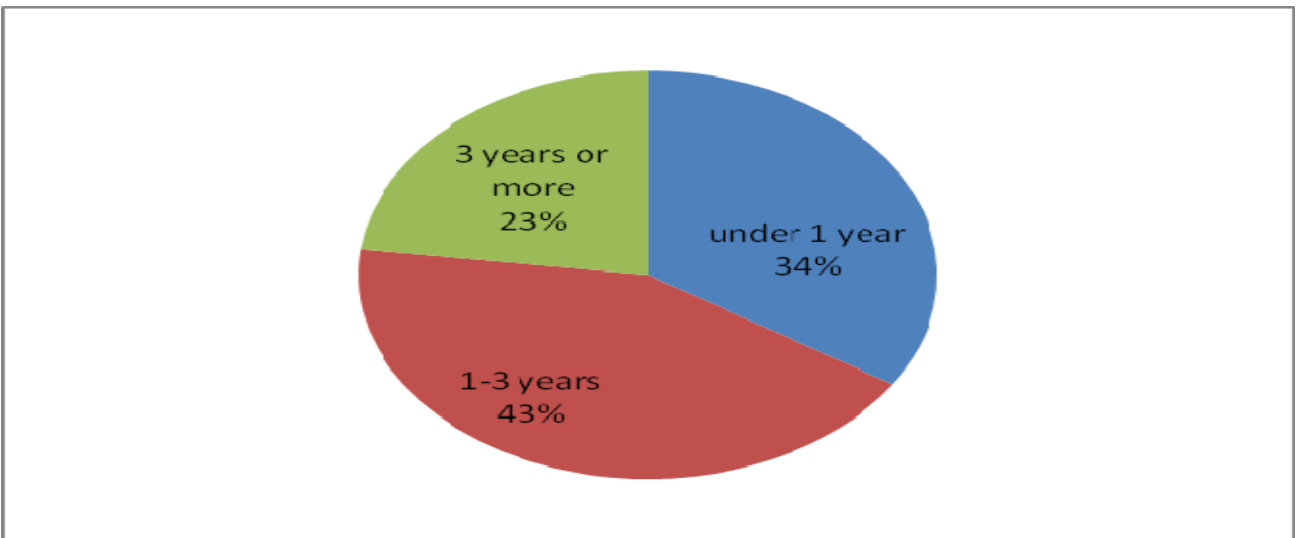
### Areas that we will follow-up on:

1. We can contact HSR to inquire about extending bus transfers so that those using the foodbank can use one bus ticket for getting here and returning home. (They are currently valid for one hour only)
2. Neighbour to Neighbour can explore the option of having Housing Help available more often than once each month. Neighbour to Neighbour will be seeking funding to expand settlement support services.
3. We currently have the Kurdish Outreach Worker who deals with a wide variety of settlement issues and would like to include other newcomer groups.

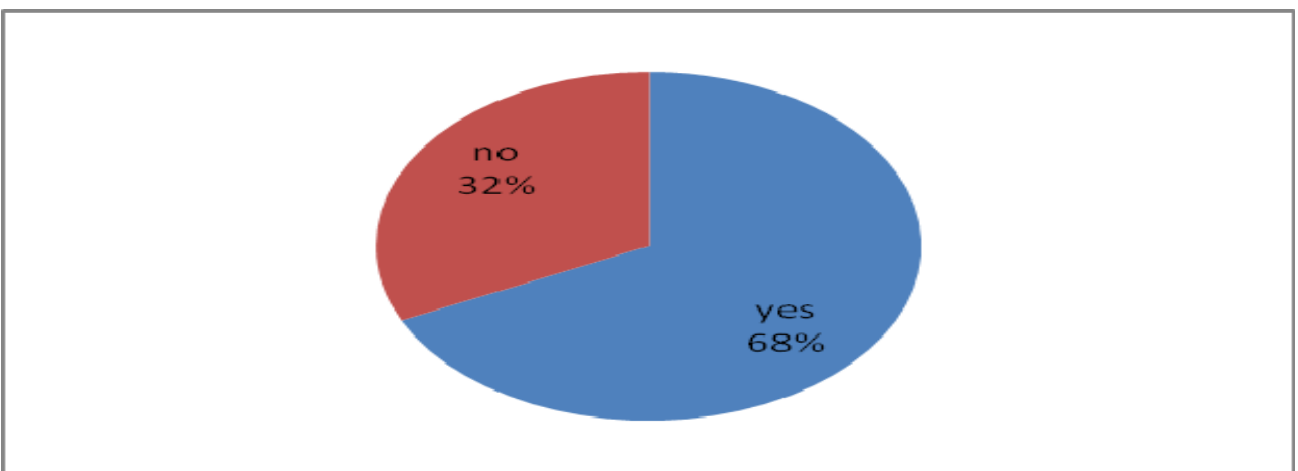
## FOOD BANK CLIENT FEEDBACK 2010

230 surveys were collected overall between the months October 2010 – January 2011. This sample represents 7% of the unique families/individuals seen overall at the Foodbank in 2010.

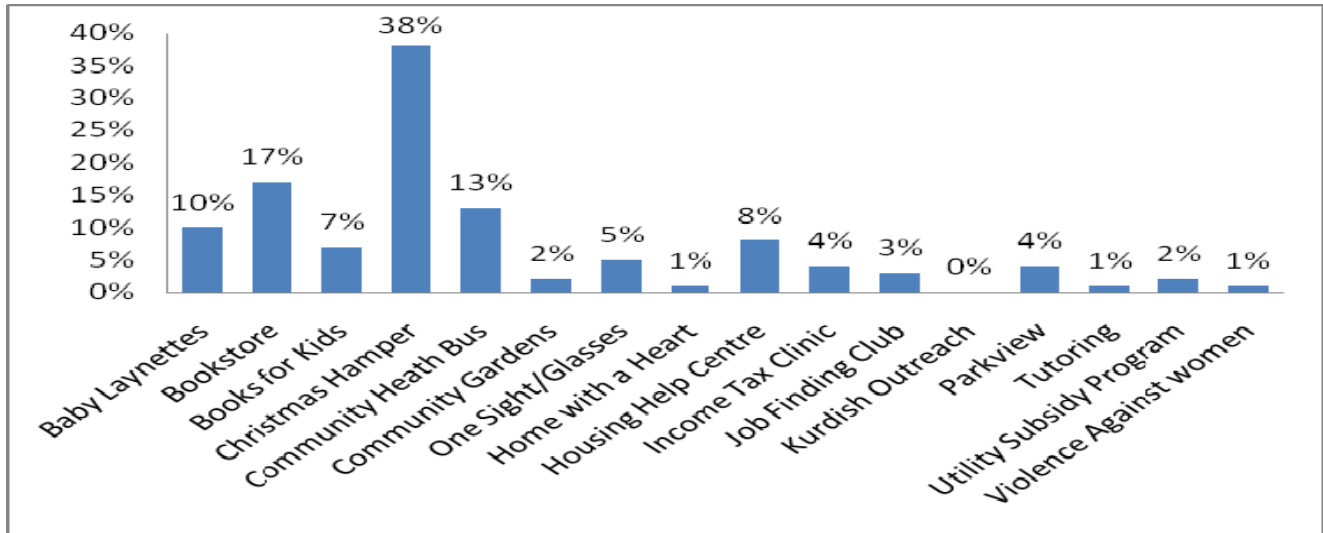
1. How long have you been using the Neighbour to Neighbour Centre food bank?



2. Are you aware of all the services that Neighbour to Neighbour Centre has to offer?



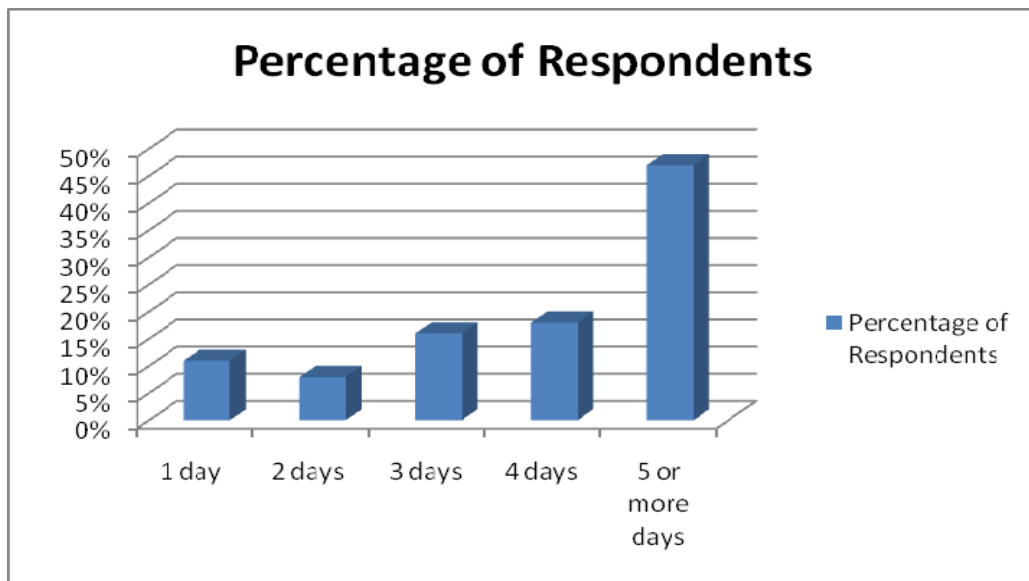
3. Which of the following services did you use?



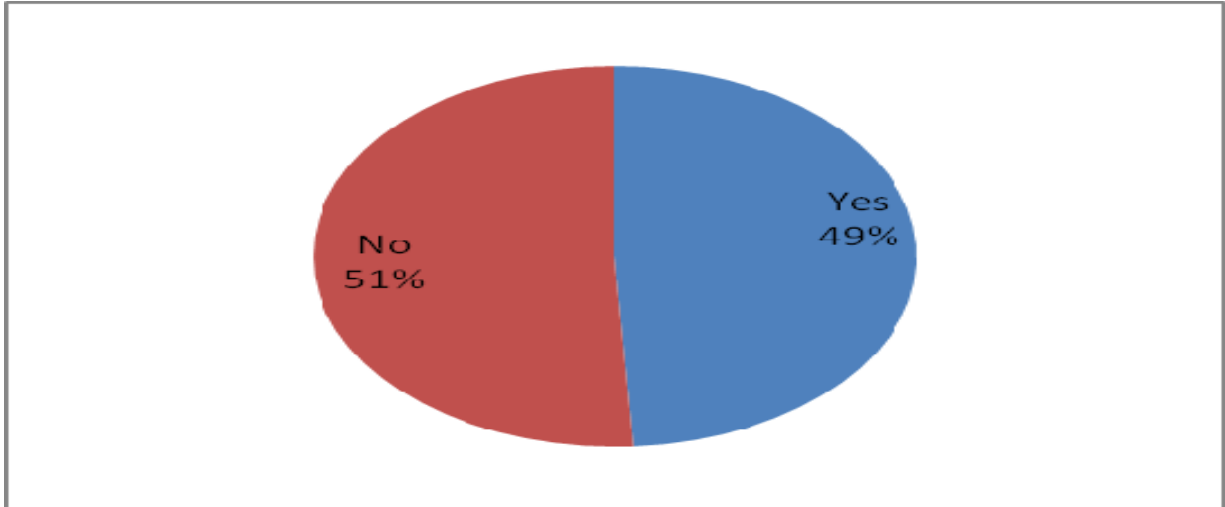
4. Are there any new services that you would like to see offered here?

- Tutor/Study programs for ESL (2 responses)
- Peer Counseling (one to one)
- Job bank Services (employment)
- Freecycle.org-promote site on bulletin boards
- Budget counseling
- Drawing, Painting, poetry, music lessons
- Money support/loans
- Outreach for children with afflictions (sickness)
- Programs for children
- Learning how to save on Gas/Hydro procedures
- Legal help

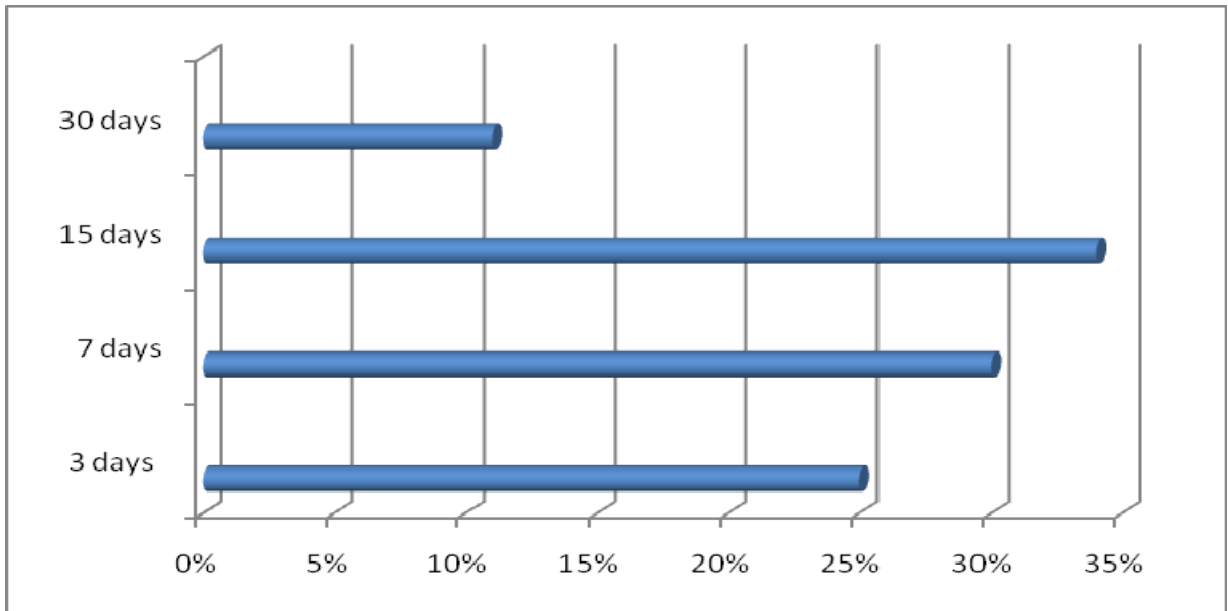
5. On average, how many days does the food you receive here last? (228 of the survey respondents answered this question.)



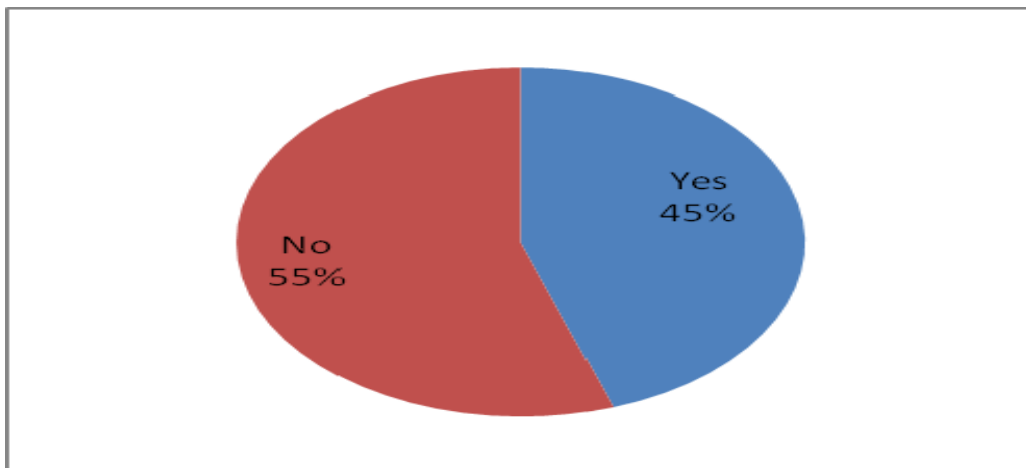
6. Is the amount of food you receive at Neighbour to Neighbour Centre sufficient?



7. How many days of emergency food do you require in a month? (186 of the surveys responded to this question)



8. Do you visit any other food banks in the city?



9. Do you have any special dietary needs (or illnesses) that affect what you can eat? 53% of the surveys responded that they did have special dietary needs. Of those who responded, here are the most common ailments/dietary needs described :

#1	Diabetes	41%
#2	Lactose intolerant	16%
#3	Vegetarian	13%
	Halal	8% *
	Peanut allergy	7%
	Other	15% **

\* It is estimated that once Arabic language feedback is completed, this number may be higher.

\*\* The other category included celiac disease, sodium (allergy?), IBS/Crohns, juvenile dermatomyositis, heart disease, egg allergy, lupus, high blood pressure, cholesterol, anemia, cancer, osteopenia.

10. Additional Comments:

- Milk and Dairy are also needed.
- More fresh fruit and vegetables (5 comments)
- More meat
- More hygiene products.
- I would like to see soy products available if possible.
- This is a really great place for people.
- I am very grateful for your help/thank you for your help and commitment (12)
- Longer hours would be better
- On all occasions I have attended N2N, I have been made to feel very welcome.
- Front desk clerk is the most courteous/People who work here are friendly (33).
- Points aren't sufficient; singles get enough to last maybe a week.
- Christmas hamper was excellent!