

# Annual Report 2015



Changing Lives With YOUR Care and Support



## Our Mission

# Helping People

As a multi-cultural Christian outreach and community centre, The Lighthouse demonstrates God's love by offering unconditional hospitality, by sharing our resources and by helping people in need.

We offer an atmosphere of respect, dignity and security in order to address spiritual, emotional and physical needs, all in the name of our Lord Jesus Christ.

## Our Vision

# Changing Lives

To establish and maintain well-being, safety, dignity and community for individuals and families affected by poverty, migration stress, injustice and violence.

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## Our Holistic Approach

The Lighthouse engages those we serve in a holistic manner and in a culturally sensitive way. We recognize the importance of addressing physical, emotional, social and spiritual needs in order for our clients to realize a sense of wellbeing. We focus on the immediate needs of our clients, and we also work proactively to empower our clients by offering life-learning skills. We recognize the factors that contribute to an individual's current circumstances and prospective future, such as social conditions, personal history, family dynamics, access or barriers to community supports, cultural traditions and the individual's own hopes, goals and dreams.

Like the spokes on a wheel, these factors represent different areas in a person's life that contribute to the whole person. At The Lighthouse, we have developed a variety of services and programs, which seek to strengthen as many of these "spokes" as possible, recognizing that all are relevant to the physical, social and emotional wellbeing of our clients. A more detailed version of our Holistic Wheel for Support and Wellbeing can be viewed at <http://lighthousecentre.ca/what-we-do/>.

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## Ways to Get Involved

- Invite someone from The Lighthouse (LH) to talk about refugee justice
- Organize a food drive for the food bank
- Find out how to be a Lighthouse Keeper
- Organize your own fundraising event
- Invite someone to facilitate a workshop
- Get a team together to help do repairs at The Lighthouse
- Organize a group visit to a LH program or event

# Message from the Chair of the Board and the Executive Director

Dear Friends and Supporters,

Reflecting back on 2015, The Lighthouse has much to be grateful for. We continue to walk alongside neighbours, refugees, immigrants and newcomers offering them rich and diverse programs and services, as well as healing and community. This report offers signs of hope, stories of change, and evidence of community-building. Below are a few highlights:

- Developed and implemented a 2016-2018 Strategic Plan (see back page).
- Engaged 275 volunteers in leadership and support roles for all four of our ministries.
- Served over 5,350 food hampers in the neighbourhood, through the generous donation of individuals, churches, and organizations.
- Provided certificates to 50 women who graduated from Leadership Training, Haircutting and Manicure/Pedicure courses.
- Received a \$5,000 grant from KPMG for leadership training.
- Received donations of two new laptops and two new desktops.
- Assisted 290+ people with their income tax forms through our Income Tax Clinics.
- Organized three summer camps for 120 children and their families.
- Hosted five successful fundraising events: Coldest Night of the Year Walk, Phone-a-thon, Ride for Refugee Bicycle Ride, Annual Dinner, and a Benefit Concert.
- Hired two summer students through the Canada Summer Jobs Program.
- Conducted research on the situation of refugees in Ontario to inform our three-year strategic plan.
- Hosted three student interns from local colleges and universities.
- Hired a new part time administrative assistant for the Vietnamese ministry.

Indeed, we are blessed! With this also comes challenge, and 2015 showed an operating deficit in our finances. However, we remain hopeful and trust God, with your help, that 2016 will be a year full of promise and optimism. See "2016-18 Strategic Plan" of this report, for our future plans to ensure success in 2016.

**The Board and staff want to thank you** for being part of The Lighthouse in 2015. We need your ongoing prayers and financial support as we walk alongside neighbours, the poor, the immigrant, the newcomer, and the refugee providing them with assistance and sharing the good news of the Gospel.



Jeanette Romkema  
Chair of the Board

A handwritten signature in blue ink, appearing to be 'J Romkema'.



Rob Datema  
Executive Director

A handwritten signature in blue ink, appearing to be 'Rob Datema'.

## Our Board of Directors:

Adrian Helleman  
Daisy Wai  
Fadi Sharaiha  
Harley Dekker - Treasurer  
Jane Moore - Vice-Chair  
Juan Rojo - Secretary  
Marieke Vandekolk  
Roger Visser





## Enhancing Skills and Resources

A key element of social justice is the promotion of institutions that enable people to lead a fulfilling life and be active contributors to their community. A shortage of resources can impede the ability of individuals to realize their potential within their community.

### Hispanic Manicure/Pedicure Course Graduation 2015



## Advocating for Stability and Security

Fleeing one's country and living as a refugee in another country, is an extremely difficult and stressful experience. Obtaining refugee status in Canada has become increasingly difficult for those seeking refuge from human rights violations, persecution and violence in their native lands. In addition, the need for financial security quickly follows the need for physical safety and security.



### Food Bank Christmas Lunch 2015



# Strengthening Families

In 2015, various family/children programs were provided in Spanish, Vietnamese and Chinese, affording opportunities for parents and children to learn and engage each other through a variety of interactive activities. Through art and play therapy, parents bond with their children while improving trust and communication.

## Chinese Summer Camps 2015



# Fostering Community

Recognizing that well-being is facilitated through positive relationships, The Lighthouse has established and oversees various ongoing and special programs that foster a sense of community, particularly for those new to Canada. One program of great importance to newcomers is the ESL program offered at various locations. Learning key language skills while forming new friendships can be crucial in adapting to a new country.



## Vietnamese Christmas Celebration 2015



# Stories of Change

"I have been coming to ESL classes for four years. For our age it is hard to remember things. ESL class helps me because I can go shopping and take the bus much easier. We are so lucky we have this class. I thank everyone that helps me."

- Client of Chinese Program (ESL class)

"The Lighthouse has been such a blessing to me and my family. I came because I needed help with my immigration situation after being deceived by a lawyer and a consultant. My husband and I got really good counselling, advice, tools for work, and a connection to a reliable lawyer. I am now a volunteer. I never knew the importance of giving back to the community and teaching my children the same. I love the seniors [in the Hispanic Seniors Group] and they have taught me so much about life and sharing. The Lighthouse is like a home to me and I know that most volunteers and clients feel the same way. My young daughter is excited every time we come to The Lighthouse. We love this place."

- Client of Hispanic Program (refugee advocacy services)

"I have to say I feel privileged and honoured that God placed [The Lighthouse] on my path. I honestly don't deserve your time but I am grateful. I am gradually learning and growing, and I pray it remains so in Jesus' name. Sometimes I wonder how hard it is for staff at The Lighthouse and know it is not always easy; just to come share the good news with me, is a lot. It brings me great delight and hope that God loves me, and I know He blessed me to have the caring people from The Lighthouse in my life."

- Client of Vietnamese Program (counselling services)

"I have been volunteering for The Lighthouse summer camp for five years. Volunteering at The Lighthouse was a great opportunity to take care of kids at camp as well as learning to become a leader..."

- Bach Lam (summer camp volunteer)

**NOTE (2015 FINANCES):** At the end of 2015, The Lighthouse had an outstanding mortgage obligation of \$75,000 and continues to work diligently in financing its operations.

## Testimonial from a Volunteer

"As a new immigrant to Canada from Greece I did not have a job, was not comfortable with English, and was uncertain about my future. Stacey, a former food bank volunteer, referred me to The Lighthouse for assistance, and I have been coming to the food bank for the past 2 years. The Lighthouse provided me with all the help and assistance I was receiving from the food bank, and I believe it is most important to give back, regardless of a person's situation, so I started volunteering at the food bank 9 months ago. By volunteering at the food bank, I am developing leadership and communication skills in a team environment... I am now able to secure part-time employment as an aesthetician at a Parkdale salon."

Amanda  
Client and Volunteer at the Food Bank

## 2015 Finances

Total Revenue for 2015 - \$327,542	
Individual donors	\$98,209
Grants	\$5,000
Fundraising events	\$108,960
Grants/contributions from CRC Classis Toronto churches	\$46,884
Grants/gifts from other churches	\$21,460
Gifts from other organizations	\$15,078
Grants from government	\$7,866
Rental income	\$8,700
Other income (e.g. from other sources where no charitable receipt is issued)	\$15,385

Total Expenses for 2015 - \$356,385	
Programs	\$253,134
Building and occupancy costs	\$22,551
Administration and management	\$49,774
Promotion/fundraising	\$22,288
Interest and bank charges	\$8,638

## 2015 Facts & Figures

### Program/Service

### Number of People Reached/Served

2015      2014

Neighbourhood/Community Programs			
Food Bank	552	454	413 adults, 139 children, 5356 food hampers
Income Tax Clinic	291	253	
Hispanic Programs			
Counselling	78	101	Includes 30 cases involving individuals and family members
Consultation & Advocacy	70	60	
Summer Family Camp	73	71	20 families
Immigration Workshops	27	30	One time
Leadership Training & Development	22 + 19 kids	19 + 14 kids	10 day program, including a special program for kids.
Hispanic Seniors Program	25	25	Weekly from April to December
Haircutting Course	23	25	Weekly from September to July
Manicure/Pedicure & Nail Decoration Course	17	20	Weekly from September to June
Acrylic Nails, Gel Nails and Make-up Workshops	34	29	3 different workshops, 3 days each in the month of July
Special Events/Celebrations	350	353	One time celebrations (Christmas; Thanksgiving; Mother's Day; Father's Day; Women's Day; Course Graduation; Volunteer Appreciation Lunch; Senior's Anniversary)
Other Educational Workshops	50	42	Three different workshops
Volunteers	36		Ongoing as well as one time volunteers
Vietnamese Programs			
Counselling	59	48	29 counseling cases, 49 counseling clients, 10 clients for consultation cases
Women's Support Group	10	12	
Prison Ministry	380	180	46 sessions (Toronto South Detention Centre)
Family Summer Camp	59	63	25 children, 17 adults/parents, 17 volunteers
Parents' Support Group	5	6	10 sessions
Healthy Cooking for Kids	9	44	12 children, 6 adults/parents, 9 volunteers
Special Events Celebrations – Christmas	51	70	19 children, 25 adults/parents, 7 volunteers
Special Events Celebrations – Lunar New Year	10		
Catering Group	9	11	Fledgling catering business "9 Women Catering"
Chinese Programs			
Settlement Counselling	35	47	Markham and Scarborough
Community Education Workshops	85	58	Markham and Scarborough
English as a Second Language Classes (ESL)	92	103	Scarborough
Community Baking & Cooking Class	74	98	Markham and Scarborough
Dancerise Class	72	76	Markham and Scarborough
Special Events/Celebrations	665	533	New Year's 160, Easter 115, Thanksgiving 135, Christmas 235
Educational Outings	107	141	TTC tour 22, Family outing 85
Children's Summer Camp	95	67	Scarborough 70 children, 25 volunteers
Women's Craft Class	9	21	Scarborough
Evangelical Lunch	370	333	Five times
Volunteers	61		

# Strategic Plan 2016-18

2015 was a great year and we are excited about 2016! With the growing numbers and needs of refugees and newcomers in and around Toronto, The Lighthouse is strengthening and expanding its programs and services. Below are the five strategic foci for the next three years. There is much here to be excited about.

## **STRATEGY #1 | We will expand and strengthen our programs and services.**

- Increase the number of ministries
- Strengthen and grow all current ministries
- Develop more effective partnerships

## **STRATEGY #2 | We will provide our expertise to others to build their capacity to settle and welcome refugees.**

- Provide tools to churches and other groups
- Develop and implement workshops
- Provide ongoing, current information on relevant issues of refugees
- Develop new partnerships to support this work

## **STRATEGY #3 | We will increase and diversify our funding to ensure ongoing financial stability.**

- Create and execute an annual fundraising plan for donations
- Increase funding from churches
- Develop other revenue sources
- Increase revenue from grants and government streams
- Foster partnerships to support this work

## **STRATEGY #4 | We will continue to raise the profile of refugees, newcomers and marginalized groups and will be recognized as experts in these areas.**

- Actively participate in multiple and diverse tables of influence
- Recognized as experts in the field and a source of information on refugees, newcomers and other marginalized groups

## **STRATEGY #5 | We will improve our infrastructure to increase our impact.**

- Develop partnership models and criteria
- Ensure the most appropriate staffing model
- Improve our use of space
- Increase and strengthen (geographic) accessibility

## Please give generously

The Lighthouse is dependent on the generosity of caring like-minded individuals, churches and businesses to continue its programs and services.

Donations can be made online at [www.canadahelps.org](http://www.canadahelps.org). CanadaHelps offers the ability to give anonymously and securely through credit card or interact payments. Online gifts are receipted instantly by email by CanadaHelps.

Cheques payable to The Lighthouse can be mailed or delivered to the address indicated below. Consider giving through pre-authorized remittance (PAR), as a steady stream of revenue helps The Lighthouse plan more effectively for the future.\*

Consider making a bequest, establishing an endowment or otherwise including The Lighthouse in your planned giving and estate planning.\*

Receipts in respect of donations in any calendar year are issued on or prior to the last day of January in the immediately following calendar year (except donations through CanadaHelps).

It continues to be a challenge to meet the growing needs of the communities we serve. Please consider making a gift that will ensure The Lighthouse continues to help people and change lives for years to come!

\* Contact Rob Datema at [rob@lighthousecentre.ca](mailto:rob@lighthousecentre.ca) for more information.



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