

Annual Report 2017



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.

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/>.

Front cover image: Neighborhood Ministry

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Ways to Get Involved

- Join a 50th anniversary event!
- Get a team together to help do repairs at The Lighthouse
- Organize your own fundraising event
- Find out how to be a Lighthouse Keeper
- Invite someone from The Lighthouse to talk about a ministry
- Organize a food drive for the food bank
- Invite someone to facilitate a workshop
- Organize a group visit to a LH program or seasonal event
- Join the Board of Directors

Message from the Chair of the Board and the Executive Director

Dear Friends and Supporters,

In 2017, the ministry of The Lighthouse continued to flourish with God's Grace. In one thing we are certain: we are called to walk alongside refugees, newcomers and low-income individuals. We shared love, information, community, services, a listening ear, resources, and so much more.

Our vision "Helping People Changing Lives" allows The Lighthouse to make an impact on lives and communities. In 2017, The Lighthouse impacted the lives of 8,335 individuals and the ripple effect is immense.

We are a witness to God's love among those who are hungry, hurting and homeless. We are community to those who are lonely, lost, and looking for love. Here is some of this amazing work:

- Provided food to over 5,400 individuals who came to the Food Bank.
- Offered meals to over 1,500 people through a variety of innovative programs.
- Provided volunteer and service opportunities to three high schools and two youth groups.
- Partnered with the Colombian Embassy to provide life-skills workshops to 30 women.
- Partnered with the Blue Team from the University of Toronto in providing five volunteers to assist with our Food Bank and other programming.
- Offered counselling to over 110 individuals who are experiencing trauma.
- Provided leadership training to 23 women who used the skills they learned by volunteering in other programs.
- Served hot meals on Tuesdays and Wednesdays for food bank clients.
- Provided meals and support to women involved in a monthly "Ladies Lunch".
- Provided bible study and counselling to men in prison (a 19 year ministry!).

In the pages of this Annual Report, you will see stories of men, women and children who have sought assistance from The Lighthouse. This is made possible by you and your support!

Thank you again for your generosity, love and compassion for this work. Together, we continue to make a difference – 50 years and counting!



Jeanette Romkema
Chair of the Board

A handwritten signature in blue ink, appearing to read "Jeanette Romkema".



Rob Datema
Executive Director

A handwritten signature in blue ink, appearing to read "Rob Datema".

Our Board of Directors:

Adrian Helleman
Ed Boekee
Fadi Sharaiha
Harley Dekker - Treasurer
Juan Rojo - Secretary
Marieke Vandekolk
Roger Visser
Theody Corton

Enhancing Skills and Resources



97

Graduates from courses, workshops and training programs



23

Graduates from Leadership Training & Development program



Counselling and Advocacy



80

People received consultation and advocacy services



117

People received counselling services



5401

People accessed our Food Bank service



Strengthening Families



106

Adults and children participated in summer camps



419

People participated in special events and celebrations



Providing Services



376

People benefited from the annual income tax clinic



130

People received clothing

The People Running the Programs

5

Full time staff

3

Part time staff

222

Volunteers



Stories of Change

"The Lighthouse as a space for work placements has been integral to students' success in the culinary program at George Brown College. We need places like The Lighthouse to help support students who are faced with a broad scope of challenges. We need employers and community leaders who are willing to step outside the box and get creative when it comes to engaging our students in their work. Two former students have thrived at The Lighthouse and have been given the opportunity to put their newly acquired skills to work."

- Teresa Doell, Job Coach/Job Developer from George Brown

"We're thankful for this opportunity to volunteer through The Lighthouse. A lot of our members find it difficult to transition into society and community after being diagnosed with Aphasia. It really helps that our members are able to find ways to give to others by serving here at The Lighthouse. It's been a really great way to slowly get them back into community and it really boosts self-confidence."

- Fátima Cabral, Aphasia Volunteer Supervisor

"The Lighthouse has helped expand my awareness of how a community centre works and what really goes into running a program well. I also feel that my placement here at The Lighthouse has been eye-opening. Working here has helped dispel a lot the stigma you hear about those who use a food bank or meal program."

- Neamin Haileab, placement student

"As a new placement student I was nervous about starting at the Lighthouse and I was not sure what to expect at my workplace. However, I was surprised by how welcoming staff and volunteers were! So far I've really enjoyed working with clients in the food bank and my placement has been a great learning experience."

- Suzy Laz, placement student

NOTE: At the end of 2017, The Lighthouse had an outstanding mortgage obligation of \$100,000 and continues to work diligently in financing its operations.

Testimonial

"The Lighthouse treats me like family... [It] has helped me furnish my apartment and has purchased things for me that I didn't realize I needed. The Lighthouse came into my life and offered me and my daughters unexpected, amazing assistance. My wish for my daughters is that they grow up to be happy and kind to others, as The Lighthouse has treated me."

- Client, Income Tax Clinic

2017 Finances

Total Revenue for 2017 - \$364,368	
Individual donors	\$127,099
Grants	\$500
Fundraising events	\$101,004
Grants/contributions from CRC Classis Toronto churches	\$46,000
Grants/gifts from other churches	\$17,114
Gifts from organizations	\$44,230
Grants from the Canadian government	\$8,325
Rental income	\$8,400
Other income (e.g. from other sources where no charitable receipt is issued)	\$11,696

Total Expenses for 2017 - \$332,157	
Programs	\$210,124
Building and occupancy costs	\$21,843
Administration and management	\$56,447
Promotion and fundraising	\$31,868
Interest and bank charges	\$11,875

2017 Facts & Figures

Program/Service	Number of People Reached/Served		
Neighbourhood Programs	2017	2016	
Food Bank	538	599	5,401 total individuals served In 2017 strict boundaries were implemented to ensure that local households were receiving enough food. Outlier clients were referred to their local food banks.
Income Tax Clinic	376	349	
Volunteers	180	151	Includes school group visits
Neighbourhood Ladies Group	10	12	
Special Events	92	82	Food bank Christmas lunch
Meal Program (Pilot)	700		Started in August in collaboration with George Brown Augmented Education Program
Summer Drop in Program (Pilot)	8		Majority of participants included children with behavioural, physical and mental disabilities
Hispanic Programs			
Counselling	72	70	Includes 27 cases involving individuals and family members
Consultation & Advocacy	80	90	Includes one-time or ongoing consulting and advocacy
Summer Family Camp	90	68	20 families
Immigration Workshops	60	24	3 times in the year
Leadership Training & Development	23 + 12 kids	19 + 12 kids	6 full days in classroom training and a practicum. Students receive a certificate. Includes a special program for participant's children
Hispanic Seniors and Intergenerational Program	35	25	Ongoing every week from April to December
Haircutting Course	15	14	Ongoing every week for 10 months. Students receive certificate
Manicure/Pedicure & Nail Decoration Course	23	10	Ongoing every week for 9 months. Students receive certificate
Acrylic Nails, Gel Nails and Make-up Workshops	24	30	3 different workshops, 3 days each in the month of July. Students receive certificate
Special Events/Celebrations	400	400	One time celebrations (Christmas; Thanksgiving; Mother's Day; Father's Day; Women's Day; Course Graduation; Volunteer Appreciation Lunch; Senior's Birthdays and Anniversaries)
Other Educational Workshops	25	30	1 workshop
Volunteers	33	33	Ongoing as well as one-time volunteers
Vietnamese Programs			
Counselling	45	45	20 cases; 10 for Therapeutic Consultation. Includes clients from North York office
Women's Support Group	8	12	Once a month for 10 months
Prison Ministry	404	394	Toronto South Detention Centre
Family Summer Camp	21	37	10 children; 11 parents; 9 volunteers
Parents' Support Group		6	7 session once a month
Healthy Cooking for Kids		16	
Special Events Celebrations – Christmas	15	36	
Special Events Celebrations – Lunar New Year	19	21	
9 Women's Catering	228	9	A fledgling catering service that a group of Vietnamese women offer to community groups and churches
Music Program (Pilot)	2	3	2 students on a weekly basis (started October 2016)
Volunteers	9	27	

A Peek into 2018

This is a year to pause and reflect on 50 years of God's faithfulness! We have had 50 years of strong programs, purposeful ministry, thoughtful services, helpful resources, caring staff, committed volunteers, supportive community members, generous donors, prayerful members, visionary founders and leaders, as well as loving clients, families, and churches. The Lighthouse have been so blessed.

2018 is a year to pause and be grateful. It is also a year to reflect and reassess who The Lighthouse should be and what its ministry should be in the world for the next 50 years! Below are our goals in this regard:

Our History

- We will celebrate 50 years of God's faithfulness – this is a year of remembering and being grateful!

Our Vision

- We will create a new 3-year strategic plan
- We will re-envision The Lighthouse, its ministries and mission

Our Supporters

- We will revitalize our relationships with our supporters, networks and partners

Our Programs

- We will clearly state how we will monitor and evaluate all our programs
- We will strengthen our data collecting tools, processes and methods
- We will better communicate our impact on individual lives and families

Our Leadership

- We will strengthen and adjust our leadership to reflect our new mission and strategic plan

Please pray for clarity and wisdom as we pause to re-envision this important ministry.

"We have had 50 years of programming, services, resources, support, community-building and the sharing of God's love to thousands of individuals in need. This is a ministry of great purpose, importance and impact. I'm excited about what the next 50 years will look like and how God will work with and through us!" (Board member)

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. 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). This 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 for more information.



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