

# Annual Report 2016



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/>.

**Front cover image:** Chinese Summer Camp

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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
- Join the Board of Directors
- Join our 50th Anniversary Planning Team!

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

Dear Friends and Supporters,

Looking back is vital to moving forward with wisdom and a clear plan. We are pleased to present our 2016 Annual Report and share our journey from the past year. Within the report you will see faces and stories who come through the doors of The Lighthouse. They are God's children, just like you and me.

In these pages you will see how your compassion provides the tools and encouragement our neighbours and friends need to rebuild their lives through The Lighthouse. Your compassion helps us "let your light shine before others, that they may see your good deeds and praise your Father in heaven." (Matthew 5:16)

Through the work we do with immigrants, newcomers, refugees and low-income people, we see God's powerful hand at work. We are a witness to God's love among the people who are hungry, homeless, vulnerable and hurting. Here is some of this amazing work:

- Provided service to over 9664 individuals, with the help of 271 volunteers.
- Provided three (3) summer camps for over 125 children, with the help of four (4) summer students.
- Approved starting a satellite office in North York for the Vietnamese ministry beginning in April 2017.
- Celebrated Rita Wong's 35 years of work at The Lighthouse, and approved her retirement with sadness.
- Mentored three (3) intern students from colleges and universities about Social Work, for one semester each.
- Received four (4) grants – Home Depot, Community Action Fund, Canada Summer Jobs (x2) – totaling over \$19,000.
- Formed a Task Force to help The Lighthouse Board and Staff learn whether there is a need to develop a ministry for the Arabic community.
- Formed a Committee to begin planning for the 50 Year Anniversary Celebrations in 2018—oh what a celebration that will be!

In this report you'll see stories of men, women and children who seek assistance from The Lighthouse – the people we counseled, people who came for food and services, and individuals who came for special celebrations and programs.

Thank you again for your generosity, love and compassion for this work.



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  
Juan Rojo - Secretary  
Marieke Vandekolk  
Roger Visser

# Enhancing Skills and Resources



183

Graduates from courses, workshops and training programs



19

Graduates from Leadership Training & Development program



## Counselling and Advocacy



90

People received consultation and advocacy services



115

People received counselling services



6556

People accessed our Food Bank service



## Strengthening Families



192

Adults and children participated in Summer Camps



774

People participated in special events and celebrations



## Providing Services



349

People benefited from the annual income tax clinic



248

People received clothing

## The People Running the Programs

5

Full time staff

3

Part time staff

256

Volunteers



# Stories of Change

"The Lighthouse's food bank, though small in size, is big in respect, hospitality, quality food and warm hearts. We address the very real need of hunger in our neighbourhood, while being a source of information and referral to our clients. Our clients build community within our walls and connect us to the neighbourhood around us, allowing The Lighthouse to understand and meet our clients' needs in a real and direct way. The Lighthouse's food bank is also a place for development and growth, where we share our resources with those in need to improve our clients' sense of wellbeing. Our generous supporters and donors enable The Lighthouse to demonstrate God's love to our community."

- Tiffany Kwok, Neighbourhood Program Coordinator

"I started coming to The Lighthouse for food because I had lost my job and could not afford basic necessities for me and my family. Each week when I come to The Lighthouse, I feel welcomed, connected, and part of a community. I love spending time with friends I've made at The Lighthouse."

- Lisa, Neighbourhood Ladies Group

"I thank The Lighthouse for sending Thuy to the Toronto South Detention Centre to visit us every Wednesday. I feel empowered to change my life now."

- Participant, Vietnamese Prison Ministry

"As a student intern at The Lighthouse, I had a great experience with the ESL program as part of the Chinese ministry. At first I thought I would help Rita out and be a conversational aid to the students. Unexpectedly I was then asked to lead a class. . . . I loved this challenge and opportunity because it allowed me to practice speaking in front of people in a non-intimidating setting. This opportunity has also given me a chance to learn about the Chinese culture. . . . Teaching ESL during my time at The Lighthouse has been a very rewarding experience."

- Jelle Koersen, Intern

**NOTE:** At the end of 2016, The Lighthouse had an outstanding mortgage obligation of \$100,000 and continues to work diligently in financing its operations.

## Testimonial

"In 2016 we celebrated the 18th anniversary of the Hispanic Seniors' Program at The Lighthouse. "Mi Casa" (Spanish for "My Home") is the name some Spanish-speaking seniors gave to this friendship group which we saw as our home away from home. Mi Casa started as a program to help our feelings of isolation and I cannot express all the support that this beautiful group has given me over the years. With tears in my eyes I remember all the moments of happiness and sadness we have shared together. We are like a family—sharing in everything. When I come to The Lighthouse I feel important; I am loved and feel like I belong. Mi Casa has become a pillar in my life, as well as that of my husband and son."

- Irma Duque, volunteer in the Hispanic Seniors' Program

## 2016 Finances

Total Revenue for 2016 - \$374,454	
Individual donors	\$124,849
Grants	\$6,863
Fundraising events	\$95,148
Grants/contributions from CRC Classis Toronto churches	\$59,892
Grants/gifts from other churches	\$14,966
Gifts from organizations	\$31,630
Grants from the Canadian government	\$18,755
Rental income	\$8,400
Other income (e.g. from other sources where no charitable receipt is issued)	\$13,951

Total Expenses for 2016 - \$379,678	
Programs	\$262,058
Building and occupancy costs	\$14,071
Administration and management	\$58,721
Promotion and fundraising	\$33,994
Interest and bank charges	\$10,834

## 2016 Facts & Figures

Program/Service	Number of People Reached/Served		
<b>Neighbourhood Programs</b>			
	2016	2015	
Food Bank	599	552	6556 total individuals served
Income Tax Clinic	349	291	
Volunteers	151		Includes school group visits
Neighbourhood Ladies Group	12		
Special Events	82		Food bank Christmas lunch
<b>Hispanic Programs</b>			
Counselling	70	78	Includes 28 cases involving individuals and family members
Consultation & Advocacy	90	70	Includes one time or ongoing consulting and advocacy
Summer Family Camp	68	73	20 families
Immigration Workshops	24	27	3 times in the year
Leadership Training & Development	19 + 12 kids	22 + 19 kids	6 full days in classroom training and a practicum. Students receive a certificate. Includes a special program for participant's children
Hispanic Seniors Program	25	25	Ongoing every week from April to December
Haircutting Course	14	23	Ongoing every week for 10 months. Students receive certificate
Manicure/Pedicure & Nail Decoration Course	10	17	Ongoing every week for 9 months. Students receive certificate
Acrylic Nails, Gel Nails and Make-up Workshops	30	34	3 different workshops, 3 days each in the month of July. Students receive certificate
Special Events/Celebrations	400	350	One time celebrations (Christmas; Thanksgiving; Mother's Day; Father's Day; Women's Day; Course Graduation; Volunteer Appreciation Lunch; Senior's Ann.)
Other Educational Workshops	30	50	Three different workshops
Volunteers	33	36	Ongoing as well as one time volunteers
<b>Vietnamese Programs</b>			
Counselling	45	59	27 cases
Women's Support Group	12	10	Weekly for 20 sessions
Prison Ministry	394	380	38 sessions at Toronto South Detention Centre
Family Summer Camp	37	59	15 families (15 adults, 18 children) 17 volunteers
Parents' Support Group	6	5	7 sessions once a month
Healthy Cooking for Kids	16	9	10 children, 6 volunteers
Special Events Celebrations – Christmas	36	51	30 participants, 6 volunteers
Special Events Celebrations – Lunar New Year	21	10	
9 Women's Catering Group	9	11	Service rendered to 168 customers
Music Program (Pilot)	3		3 students on a weekly basis (Started October 2016)
Volunteers	27		
<b>Chinese Programs</b>			
Settlement Counselling	42	35	Markham and Scarborough
Community Education Workshops	75	85	Markham and Scarborough
English as a Second Language Classes (ESL)	80	92	Scarborough
Community Baking & Cooking Class	75	74	Markham and Scarborough
Dancerise Class	80	72	Markham and Scarborough
Special Events/Celebrations	235	665	New Year's Easter Thanksgiving Christmas
Educational Outings	50	107	
Children's Summer Camp	87	95	Children 65 volunteers 22 Scarborough
Women's Craft Class		9	Scarborough
Evangelical Lunch	420	370	Six times
Volunteers	45	61	

# Our Goals 2017

2016 was a good year at The Lighthouse, and 2017 holds much promise of change and growth! Increasingly we are working to strengthen our programming and services, and refugees have surfaced as a deep need in our country. We will continue to address the needs of refugees with our holistic model for healing and wellness, as well as focus more intentionally on "refugee sponsoring churches." We want to help you be the best you can be, to ensure healthy and helpful resettlement for the tens of thousands of people finding Canada their new home. Below are our 2017 goals:

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

- Prepare income tax returns for refugees
- Develop a workshop for welcoming our Muslim neighbours
- Offer a refugee handbook for sponsoring churches

## **We will improve our infrastructure to increase our impact.**

- Revise and strengthen our Board and staff policy manuals
- Develop a clinical policy manual
- Develop a partnership framework
- Evaluate current staffing model

## **We will expand and strengthen our programs and services.**

- Expand Vietnamese Ministry with a new satellite office
- Complete Arabic Ministry exploration and determine if we will start a new ministry
- Complete evaluation of Chinese Ministry
- Develop structured approach to monitoring and reporting
- Recruit new volunteers

## **We will raise the profile of refugees, newcomers and marginalized groups by participating in multiple and diverse tables of influence and will be recognized as experts in these areas.**

- Develop a plan to increase this sort of involvement
- Ongoing participation on committees, Boards, and networks
- Develop plan for strengthening website and social media

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

- Develop & execute a robust 2017 fundraising plan
- Submit at least six grant proposals
- Develop a plan for working with large donors and other revenue sources
- Nurture relationships with donor churches

## 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). 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](mailto:rob@lighthousecentre.ca) for more information.



1008 Bathurst Street, Toronto, ON M5R 3G7  
T. 416 535 6262 | F. 416 535 3293 | [www.lighthousecentre.ca](http://www.lighthousecentre.ca)  
BN 13036 3740 RR0001

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