

Helping People | Changing Lives | 2012



2012 Annual Report

The
LIGHTHOUSE
Helping People | Changing Lives

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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.

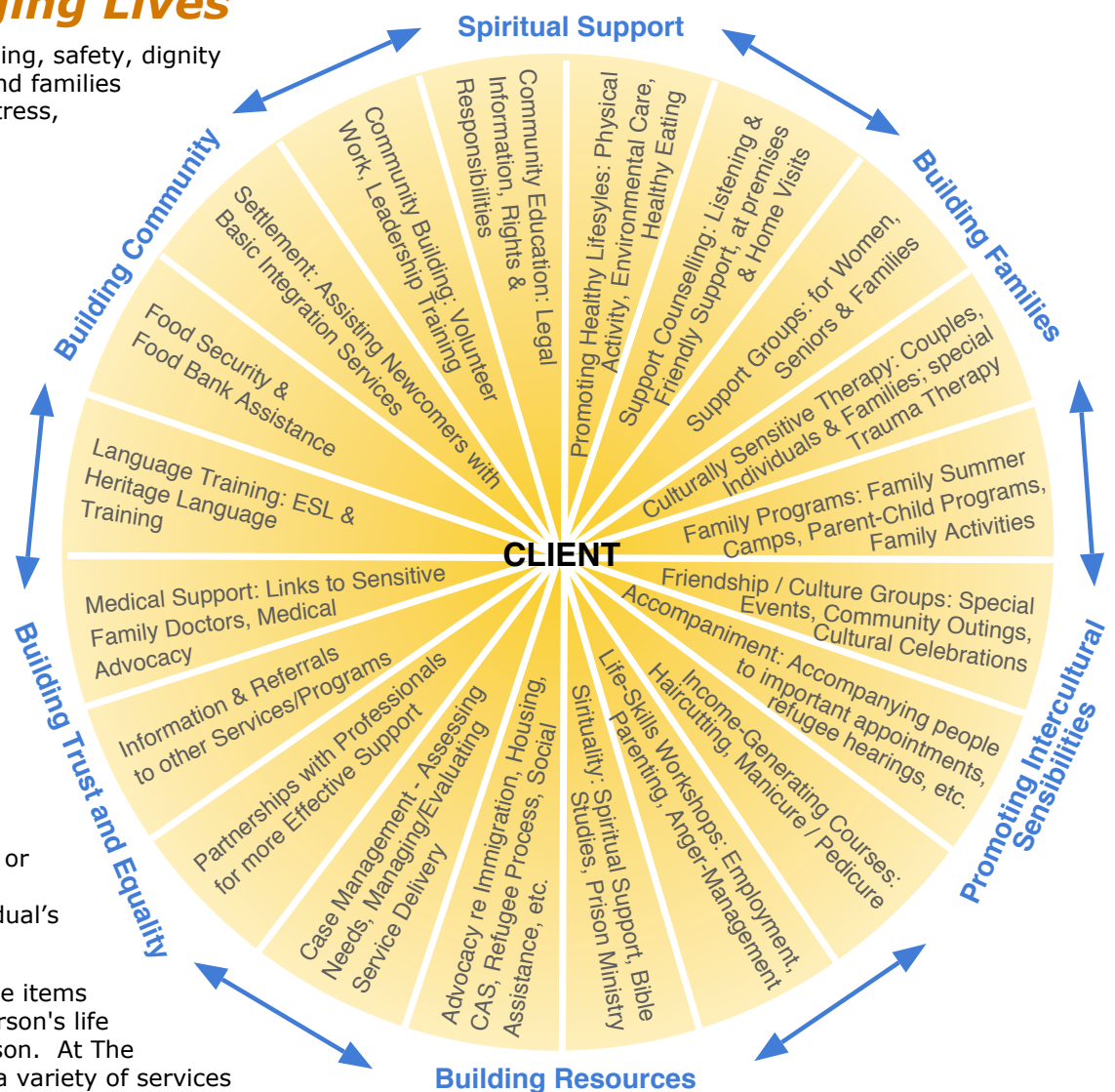
VISION - Changing Lives

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

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 *full-some* sense of wellbeing. We focus on the immediate needs of our clients, and we also work proactively to empower our clients by enabling 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 items 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 address as many of these "spokes" as possible, recognizing that all the "spokes" are relevant to the physical, social and emotional wellbeing of our clients. We do it while facilitating the building of trust and equality, promoting intercultural sensibilities, building resources, providing spiritual support, building healthy families and building community.



Holistic Wheel for Support and Wellbeing

MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS AND THE EXECUTIVE DIRECTOR

Dear Friends,

Reflecting on 2012, there were many exciting activities taking place at The Lighthouse. Here are some of the highlights:

- Hired two part-time staff;
- Received two grants to hire summer students;
- Provided food every week for 521 clients;
- Provided English as Second Language to 89 students;
- Hosted three summer camps for children and their parents;
- Graduated 27 women from our manicure and pedicure program; and
- Exceeded our phone-a-thon goal by raising more than \$50,000.

There are many programs going on each week at The Lighthouse. To effectively run these programs, volunteers play an important role. In 2012, we had almost 200 volunteers! These volunteers, whether individuals or groups, helped with planning our programs, sorting food, stuffing envelopes, washing walls, painting, and much more. Without these volunteers, our staff would not be able to offer the same quality and quantity of programs we were able to offer this past year. We were pleased to be able to celebrate a number of our volunteers and their work at The Lighthouse in two editions of our 2012 newsletter. We are thankful for everyone who offers their time, skills, resources and ideas throughout the year. Everyone has something they can contribute; call us if you are interested in joining the team!

2012 also brought some changes. To better reflect the work of The Lighthouse, we changed our legal name to "The Lighthouse Christian Social Services." Along with the name change, we adopted a vision statement to provide the Board and staff with clearer direction: *We seek to establish and maintain well-being, safety, dignity and community for individuals and families affected by*

poverty, migration stress, injustice and violence.

This past year we were also faced with the challenge of reduced funding for The Lighthouse. To ensure this challenge is not repeated in 2013, the Board and Fundraising Committee began looking at new and more diverse fundraising approaches and strategies. One of these is a benefit concert hosted by Leendert Kooij in October at Hebron CRC in Whitby. We hope to see you there!

The Board and staff want to thank you for being part of The Lighthouse in 2012. We need your prayers and your financial support as we walk alongside the poor, the immigrant, the newcomer and the refugee, providing them with assistance and sharing the good news of the Gospel.

We praise the Lord for his goodness in 2012 and pray for his continued blessing in 2013.

Sincerely,



Jeanette Romkema,
Chair of the Board



Rob Datema,
Executive Director

Hispanic Manicure & Pedicure Class - Graduation, 2012

The Manicure/Pedicure and Nail Decoration Course teaches participants a marketable skill that can facilitate their financial independence or assist in financially supporting their households. Participants - usually refugee or immigrant women - also experience community and friendship in this program.



On July 3rd, participants who successfully completed the course enjoyed a graduation ceremony (pictured to the left and below). As one of the participants was a member of *Grupo Siempre Feliz* (literally translated "Always Happy Group"), a group of senior Latin American women and men who regularly meet and practice folkloric dances, the graduating class was treated to a colourful and vibrant exhibit of traditional dances, adding to the festivity of the day.



Chinese New Year Celebration

Seasonal Events / Celebrations

At The Lighthouse, we welcome opportunities to meet together, eat together and pray together. Seasonal and cultural holidays are always times for celebration and feasting, and are effective in fostering a sense of community for those who are often isolated due to socio-economic, language or cultural barriers.

In 2012, celebrations were organized for the Chinese New Year, Easter, Thanksgiving and Christmas. It is always a privilege for The Lighthouse staff and volunteers to participate in these activities, as they provide exposure to the ways in which other cultures celebrate both the traditional North American holidays and their own cultural holidays. Moreover, the Christian holidays provide an opportunity for The Lighthouse staff and volunteers to share their faith in a culturally sensitive and celebratory atmosphere.



Hispanic Christmas Program



Vietnamese Women's Group - Thanksgiving



Family and Children's Summer Camps

Immigrant and refugee families often experience disconnection, anxiety, sadness and stress upon arriving in Canada and during the years that follow. The Hispanic, Vietnamese and Chinese programs each offer summer family/children's camps which seek to alleviate these factors by offering an atmosphere of play, fun and recreation.

The summer camps foster enjoyment, hope, family cohesion, improved communication skills and opportunities to meet others.

Art Therapy

Sometime, when words are insufficient to express the emotions and fears of refugees and others who have come to Canada under difficult circumstances, the mediums of paint and paper can be very eloquent. Art Therapy has been incorporated in the Hispanic family summer camps for children and moms, to help children express some of their anxieties and to facilitate children's learning processes.

Art therapy is offered in conjunction with play therapy and self-help workshops for moms.



Chinese Summer Camp - July 10 - August 1



Hispanic Family Summer Camp - August 13-17



Annual Dinner & Silent Auction

On November 10, about 130 supporters of The Lighthouse joined Board and Staff at Toronto District Christian High School for our annual fundraising dinner & silent auction. Rita Wong shared high-lights from the Chinese Program, and Irene Chan (pictured above-right) shared her experience as a volunteer at the Markham location.



Neighbourhood/Community Program

At The Lighthouse, we strive to meet the needs of our registered Food Bank clients, and we celebrate our committed Food Bank volunteers and the donors who consistently ensure that sufficient food is available. We are also proud to join voices with other food bank organizations across Ontario in advocating for low-income people and in challenging governments to put into place policies that will help to end poverty.



One of the challenges of being an effective light in our neighbourhood is coming up with innovative ways of building community with those who rely on our services. In 2012, The Lighthouse's student intern, Laura, led a cooking class for Food Bank clients. The sense of community that resulted from the sharing of cooking techniques and the resulting meals was quite remarkable. It was also a wonderful opportunity for clients to get to know some of our staff and volunteers, and for staff and volunteers to get to know and appreciate our clients. The richness of the conversations among staff, volunteers and clients over the resulting meal was truly a blessing!

Hispanic Program

Our experience at The Lighthouse has been that change and wellbeing are most likely to be effected in the context of, and with the support of, community. For that reason, community events, such as the Hispanic Family Camp, are promoted each year. During the evaluation period of the 2012 Hispanic Family Camp, a woman shared: "Because of all the suffering I have gone through, I had to go to therapy for some time. Having spent this week here, I feel that I have benefitted so much, it is as though I had been to therapy for more than six months." Similarly, while celebrating birthdays among the haircutting class participants, a participant shared the following: "I have been so lonely in this country for so long and cried many times when I had a birthday. Since I met this group, I feel that I am not alone anymore. This is my happiest birthday."

A significant number of Hispanic people continue to come to Canada as refugees. Over the years, The Lighthouse has been effective in providing the essential support and advocacy refugees need. One newcomer involved in the refugee determination process shared: "The way you work here at this centre is very different than others. I have never felt that people cared for me and my family as I feel you all do."



Vietnamese Program

For many years, The Lighthouse has fulfilled its calling to be an agent of healing and reconciliation. In 2012, the Vietnamese Women's Support Group organized a party to celebrate a member of the group who would be returning to school after having gone through great difficulties in her life. After having received support from The Lighthouse (going back to 2009) to cope with her depression and family issues, she was able to regain strength and was motivated to do something meaningful.

While many take for granted their freedom, there are people who are grieving in the darkness of correctional institutions for the consequences of their actions. In 2012, the Bible Study for Vietnamese inmates celebrated the profession of faith by 15 Vietnamese inmates who made the decision to surrender their lives to Jesus Christ. One of these inmates (held at Toronto West Detention Centre) recently confided the following: "My life was a mess. I had been back and forth [to jail for juvenile delinquents] several times. I met you at this jail when I was 18, and you helped me to know about Jesus Christ, who has led me to put my faith in Him. Since then, I see my life has changed a lot... I was 'ku-ku' [crazy and explosive], but now I can experience joy and peace in my mind... Today, I have been a little anxious about the upcoming [court proceeding], but I really felt a joy in me when I heard the guard called me out for your Bible Study. I thank you for visiting me here..."



Chinese Program

In establishing community for The Lighthouse's clients, not only do we provide community events among members of the same ethnic background, but we also provide educational workshops and programs that help clients better integrate into Canadian culture and become part of a larger Canadian community.

The ESL Program continues to be of great interest and assistance to Chinese-speaking newcomers. There is an enormous sense of accomplishment and independence that comes from learning even simple words and phrases in English. Said one ESL class participant: "I can communicate with "gas-meter man" using my limited English, and I am proud of it."

The cooking class for women is also quite popular. Not only does it afford social interaction for women who tend to be isolated due to language and cultural barriers, but it also teaches a practical skill. Said one 2012 class participant: "The class enriches my life and helps me gain knowledge about food and cooking techniques that help my family to eat healthy."

2012 Facts, Figures & Finances

Program/Service

Clients/Participants

NEIGHBOURHOOD/COMMUNITY PROGRAM

Food Bank Program	521	(5,880 food hampers/parcels distributed)
Income Tax Clinic	252	

HISPANIC PROGRAM

Counselling	70	(30 regular clients, including 15 families)
Special Support & Advocacy	16	(9 families with refugee determination process, 7 other)
Summer Family Camp	64	(21 families)
Immigration Workshops	33	(3 workshops in 2012, 30-35 participants)
Leadership Training & Development	12	(9 graduated)
Craft Program for Women	10	
Hispanic Seniors Program	35	
Hair Cutting Course/Practicum	8	(graduates from 2011 class participating in full year practicum)
Manicure/Pedicure & Nail Decoration Course	27	

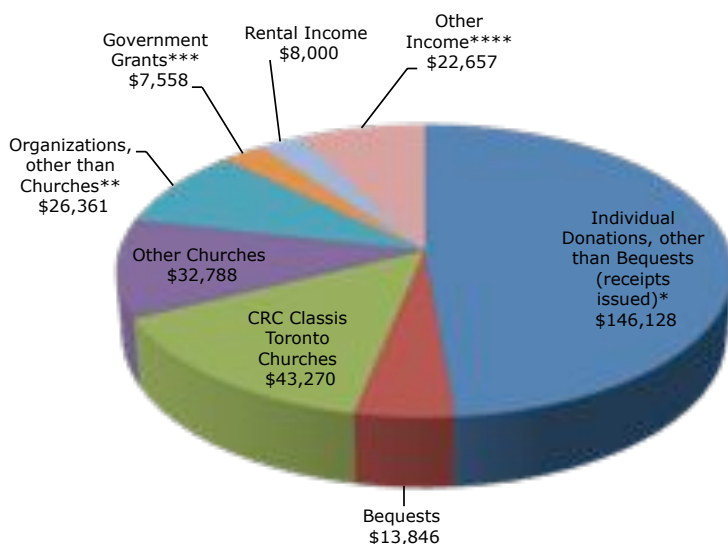
VIETNAMESE PROGRAM

Counselling	50	(includes 21 individuals and 10 families)
Women's Support Group	17	(weekly meetings)
Prison Ministry/Visitation	115	(2-5 inmates per week, and small group Bible study)
Family Summer Camp	42	(27 children, 15 adults/parents)
Parents' Support Group	10	(monthly meetings)

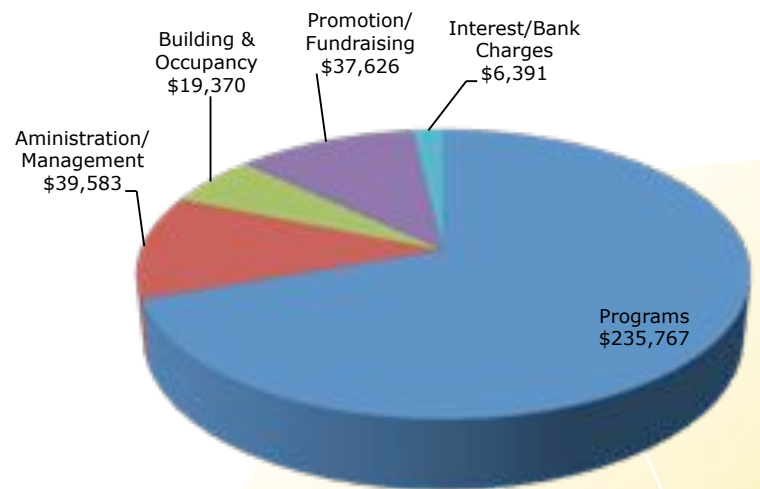
CHINESE PROGRAM

Settlement Counselling	57	
Community Education Workshops	70	(3 workshops offered in 2012)
ESL Program	89	(Beginner, Intermediate and Advanced Classes)
Adult Computer Training Program	6	
Community Baking & Cooking Class	55	
Dancercise Class	48	
Special Events/Celebrations	180	(Chinese New Year, Christmas Celebrations, etc)
Educational Outings	70	
Children's Summer Camp	35	

Revenue: \$300,608



Expenditures: \$338,737



* Includes Phone-A-Thon funds raised (\$54,665) and donations from Annual Dinner (\$15,075)

** Includes Ride for Refuge funds raised (\$9,680)

*** Government Grants to hire 2 summer students

**** Includes Silent Auction proceeds (\$6,870) and income from newsletter advertising (\$2,700)

Looking Ahead



Board/Staff Visioning Meeting, 2013

In reflecting on our many success stories of 2012, we have much to celebrate and give thanks for. Nonetheless, our Board and staff recognize that there is still much that needs to be done.

2013 sees the creation of two new committees: an Operations Team and a Strategic Planning Team. They have been given mandates that will assist The Lighthouse in evaluating its programs, services and processes, and in planning for the future.

Having verbalized our Vision Statement in 2012, we now seek to identify and verbalize our Core Values. The Core Values will inform our stakeholders of the alignment of their values with ours, and will give direction in developing a strategic plan for the next 5 years.

We look forward to the launch of our new website and incorporating social media as a means of improving communica-

tions with our clients, volunteers and supporters.

We know that there will be challenges ahead as we endeavour to establish and build on these initiatives. After more than 40 years of service, we feel fully prepared to advance this organization to its full potential and to the Glory of God. The coming year will be an exciting one for us!



STAFF

Rob Datema
(Executive Director)

Rita Wong
(Chinese Counsellor and
Program Coordinator)

Samia Saad
(Hispanic Counsellor and
Program Coordinator)

Thuy Tran
(Vietnamese Counsellor and
Program Coordinator)

Janet Elliott
(Food Bank Coordinator/Administrator)

Tiffany Kwok
(Admin. Support Assistant)

Madeley Perez
(Hispanic Admin. Assistant)

BOARD

Jeanette Romkema (Chair)

Jane Moore (Vice-Chair)

Jessica Miedema (Secretary)

Alex Chan (Treasurer)

Roger Visser

Adrian Helleman

John Aukema

Gerry Steggerda

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 securely online at www.canadahelps.org. *Canada Helps* offers the ability to give anonymously through credit card or internet payments. Online gifts are receipted instantly by *Canada Helps* by email.

Giving through pre-authorized remittance (PAR) helps to ensure that The Lighthouse has a reliable and steady source of revenue and to help plan more effectively for the future.

Cheques payable to The Lighthouse can be mailed or delivered to the address indicated below.

Receipts in respect of donations in any calendar year are

issued on or prior to the last day of February in the immediately following calendar year (except donations through *Canada Helps*).

Fundraising initiatives for 2013 include the May Phone-A-Thon, a bike-a-thon in partnership with Ride for Refuge in October, a benefit concert in partnership with Leendert Kooij in October (at Hebron CRC in Whitby) and our annual Dinner & Silent Auction in November. Stay tuned for more information to come!

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!



The
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Helping People | Changing Lives

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