

Changing Lives with YOUR Care and Support



2013

Annual Report



The
LIGHTHOUSE
Helping People | Changing Lives



Board & Staff of The Lighthouse (January, 2014)

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CORE VALUES

The guiding influence for The Lighthouse's core values is our **CHRISTIAN** faith and the desire to pattern our lives, deeds and interactions on the life, love and ministry of Jesus Christ.

We offer **LOVE** and **COMPASSION** to people of varying backgrounds, ethnicities and faiths, recognizing that we are called to "love our neighbours as ourselves", and that all people we encounter are "our neighbours". We are all created in the image of God, and are worthy of dignity and respect.

We strive for sound **STEWARDSHIP** recognizing that the world and all that is in it belong to God. We use the resources entrusted to us to maximize positive outcomes in the lives of individuals, families and communities.

We are committed to **SOCIAL JUSTICE**, advocating for those who face systemic barriers to justice and fair dealing, and seeking to empower the most vulnerable members of our society, helping them find their voices and tell their stories.

We foster **SAFETY** and **HEALING** for those impacted by oppression and violence. We facilitate the transition of individuals and families from past traumas and present challenges to future wellbeing and health.

We promote and work in **COMMUNITY**, recognizing that there is strength in numbers, and that wellbeing is facilitated through positive relationships. We pursue relationships and collaborate with faith communities and organizations that share our values, and we enable those whom we serve to become integrated and contributing members of their own communities.

We seek **RECONCILIATION** and **HOPE** in a broken world - reconciliation with past suffering, with each other, with ourselves and with God.

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.

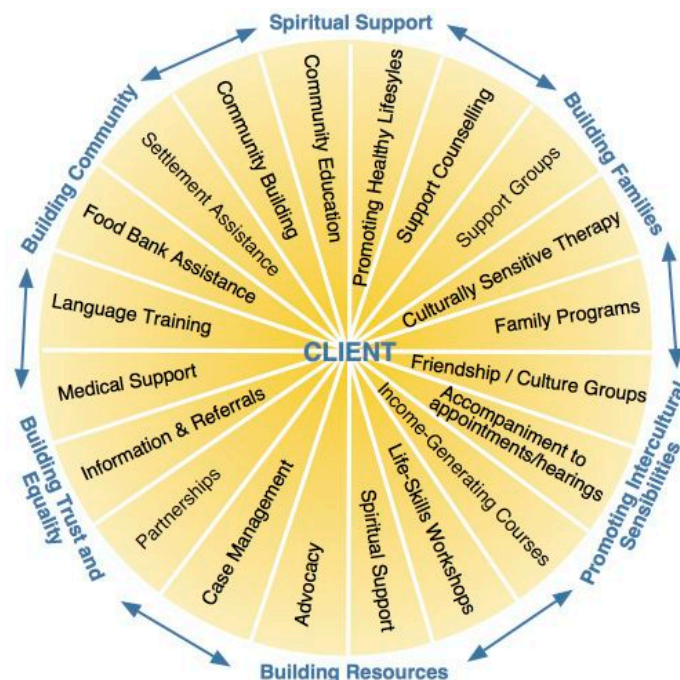
VISION - Changing Lives

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 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 address 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/>.



MESSAGE FROM THE CHAIR OF THE BOARD AND EXECUTIVE DIRECTOR

Dear Friends and Supporters,

Reflecting back on the past year, there are so many things to be thankful for at The Lighthouse! Here are some highlights from 2013:

- ◆ Started a new Vietnamese program: Healthy Cooking for Kids
- ◆ Facilitated the development of a Vietnamese catering business, to help a group of Vietnamese newcomers to supplement their family incomes
- ◆ Developed Core Values alongside our Mission and Vision statements
- ◆ Formed two new Board committees: Operations Committee and Nominating Committee
- ◆ Hosted three benefit concerts in Whitby, Georgetown, and Woodstock
- ◆ Developed a website for The Lighthouse at www.lighthousecentre.ca
- ◆ Hired one part-time staff
- ◆ Received funding from Canada Summer Jobs to hire two students instead of one
- ◆ Developed a Face Book page <https://www.facebook.com/thelighthouseontario>
- ◆ Received a Sea-to-Sea grant for \$10,000
- ◆ Raised \$28,000 at our Annual Dinner and Silent Auction Event
- ◆ Worked with an amazingly committed and active Board of Directors.

In 2013, nine Core Values were adopted for The Lighthouse. They include Love, Compassion, Stewardship, Social Justice, Safety, Healing, Community, Reconciliation and Hope – with Christian faith as the guiding focus.

Along with all these blessings, we were also financially challenged in 2013. To ensure this challenge doesn't continue, the Board and Fundraising Committee focused on developing new fundraising approaches and strategies. Some of these include creating a Large Donor Committee, working through 'Lighthouse Keepers' in churches to help communicate more effectively to our supporters, and targeting a new audience through a new fundraising event (The Coldest Night of the Year).

The Board and staff want to thank you for being part of The Lighthouse in 2013. We need your ongoing prayers and 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 2013 and pray for his continued blessing in 2014.

Blessings,



A handwritten signature in blue ink, consisting of a stylized 'J' and 'R' followed by a horizontal line.

*Jeanette Romkema,
Chair of the Board*



A handwritten signature in blue ink, appearing to read 'Rob Datema' with a stylized flourish at the end.

*Rob Datema,
Executive Director*

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.

Through regularly attended programs and support groups in 2013, including **a Seniors' Group, a Craft Group, a Women's Support Group, a Parenting Support Group, a Dancercise class, and a Community Baking and Cooking Class**, people struggling with traumas, loss of family and/or social barriers could share their stories, learn from each other, laugh/cry together and form friendships. Networks of support for individuals and families alleviate migration stress, build confidence, and improve the chances of a healthy integration into Canadian society.

In 2013, The Lighthouse had the privilege of hosting many holiday celebrations and feasts, including celebrations/feasts for Christmas, Thanksgiving and Chinese New Year.



Chinese newcomers with Rita Wong, participating in 2013 Christmas party



Hispanic Family Camp outing (above), and



FOSTERING COMMUNITY

CHANGING LIVES WITH YOU

ADVOCATING FOR STABILITY & 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.

The Lighthouse's Samia Saad has been providing **special advocacy and support services for Hispanic newcomers going through the refugee determination process**: helping clients to complete the proper documentation and tell their stories, appearing with them for tribunal hearings, assisting with translation and providing trauma counselling. Through her counsel and support, many claimants over the years have been able to validate their claims. Once secure in their legal status, they are able to contribute to their new country in meaningful ways.



Family from Mexico, who were originally granted refugee status, finally receiving permanent residency status

The need for financial security quickly follows the need for physical safety and security. This past year, The Lighthouse has been able to work creatively and innovatively with a group of Vietnamese-

Educational workshop, partnering with Women's College Hospital



Canadian women with a view to enhancing financial stability. Through the assistance of The Lighthouse's Thuy Tran, **a group of Vietnamese - Canadian women have started a small catering business**. While still a start-up enterprise, this fledgling, part-time business has already proven successful in supplementing the family incomes of these women.

Member of Catering Group



Food Bank





Vietnamese Family Camp outing (below)

Migration stress experienced by many newcomers often leads to sibling and family conflict. Various programs and workshops continue to be provided to address the effects of migration stress, including **family counselling, parental support groups, anger-management workshops and problem-solving skills-training.**

In 2013, various family/children-camp 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 play, parents could bond with their children while improving on trust and communication skills. Through art therapy (Hispanic Family Camp only), children could express anger, anxiety and their hopes for the future. Behaviour issues could also be addressed during the family camps, with the Hispanic Family Camp, in particular, focused on the development / improvement of family cohesion and cooperation.



Art Therapy session (Hispanic Family Camp)

The family events and programs also **strengthen the family faith and spiritual life.** In 2013, the summer camps (Chinese and Vietnamese in particular) included a VBS element, while seasonal community events and celebrations allowed a safe place for sharing / expressions of faith and spiritual struggles.



STRENGTHENING FAMILIES

ur CARING AND SUPPORT



Students participating in the Leadership Training and Development program



Volunteers

The 2013 **Manicure/Pedicure and Nail Painting Class**, as well as the 2013 **Haircutting Course / Practicum**, provided Hispanic newcomers with a new marketable skill. On completion of such programs, participants are eligible to apply to salons for employment, or can otherwise provide their services, in order to enhance their family income.



A key element of social justice is the **promotion of those 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.

In 2013, thanks to our partners, conscientious volunteers and food donations from supporting churches, **our Food Bank alleviated food shortages experienced by 334 adults and children.**

When clients have sufficient physical resources, they are able to give back to their communities. In 2013, **14 Hispanic newcomers completed the Leadership Training and Development program**, enhancing their potential and ability to provide leadership in, and otherwise give back to, their communities.

ENHANCING SKILLS AND RESOURCES



Manicure/Pedicure and Nail Painting class (above) and Haircutting Course / Practicum (below)



Stories of Change...

** Names may have been changed to protect clients' identities*

Alejandro is a nine year old boy who, together with his siblings and mother, are refugees who witnessed much horror and experienced many losses. He often has nightmares that his mother will be taken from him. In 2013, he received counselling from The Lighthouse, including art therapy. He is now able to sleep well, and whenever he feels afraid he tells his mom that he wants to come back to The Lighthouse, because he "feels safe there." The Lighthouse empowers children and families by fostering a sense of safety and security for those impacted by oppression and violence.

"I am forever indebted for the opportunity we had as a family to learn what it is to give by the example of the great generosity you bestowed upon us; thank you for that great lesson."

Raquel and her family have participated in The Lighthouse's programs for many years. Having fled Mexico in the wake of recurring threats against her children, culminating in the kidnapping of her son, she understands the pressing need that refugees have to find stability and security in Canada. Like many refugees, they were vulnerable to exploitation and false promises on arriving to Canada, heightening their fear and anxiety. With the assistance of The Lighthouse's special advocacy and support services, Raquel, her husband and children were finally granted refugee status, and in November of 2013 received their permanent immigration status. Secure in their legal status here in Canada, she and members of her family are enabled to give back, and have become volunteers at The Lighthouse. Raquel has said that she is "forever indebted for the opportunity [she and her family] had to learn what it is to give by the example of the great generosity [The Lighthouse] bestowed upon [them]."



Laura, front row, second from the left, with other participants in The Lighthouse's ESL Class

Laura is an 80-year-old widow who has struggled with language barriers since her emigration from China. She had been regularly attending The Lighthouse's ESL classes when she was struck by a cyclist and severely injured (broken leg). Her injury required surgery and a full year of rehabilitation, during which time she was not able to attend classes. In 2013 (almost 2 years following her accident), she was able to resume her participation in The Lighthouse's ESL course. She has appreciated the learning environment of the classes, where the instruction and lessons keep pace with each student's individual learning abilities. After 7 years of participating in various ESL courses provided by The Lighthouse, Laura feels more confident in speaking English, even if not yet fully fluent. She is able to make appointments, read letters, renew her health card, run errands, and can otherwise carry out her day-to-day activities without the language barriers she initially faced. In addition to the increased independence that came with learning English, she has benefited from the community of students and teachers formed by The Lighthouse's ESL classes, where Laura has experienced much caring, friendship and support.

Testimonials

"I hope you remain blessed by the Almighty God for the things you do for the glory of His name. I have to say that I feel privileged and honoured that God would place you on my path. I honestly don't deserve the time, but I am grateful. I am gradually learning and growing and I pray it remains so. Sometimes I wonder hard, and I am fully aware of the circumstances that you encounter on various occasions; just to come share the good news with me. It brings me great delight, and hope that God loves me; and that he blessed me to have a caring person in my life. Therefore I thank God for you, and I hope my circumstances change soon, by God's grace, so that I show my appreciation. Please continue to pray for me, and I'll keep you in my prayers as well. God bless and thank you kindly for being there." T.N.

T.N. is a prison inmate regularly visited and participating in Vietnamese Bible Study.

"When I found out my child was so sick, I could not tell anyone the pain I had inside. I could not even tell my wife because I knew she could not handle my sorrow and I had to be strong for her. Coming to counselling together has given me the opportunity to talk about my pain and to listen to my wife's pain without judgment. Because of that, we are now able to talk and to support each other." J.H.

J.H. and his wife are newcomers who regularly come to The Lighthouse for couple's counselling and participate in the Hispanic Family Camp. Their child's hospitalization has been very difficult for them.

"[This] is a place where people are looked at beyond their appearance or the presenting need. It is a place where people build community, and workers and volunteers treat [people] like human beings and not just clients. I really like working [here]."

A.D. has been a volunteer working with seniors at The Lighthouse for 3 years.

2013 Facts, Figures & Finances

Program/Service

Number of People Reached/Served

2013 (2012)

NEIGHBOURHOOD/COMMUNITY PROGRAMS

| | | | |
|-------------------|-----|-------|--|
| Food Bank Program | 334 | (521) | 4,792 food hampers/parcels distributed (5,880 in 2012) |
| Income Tax Clinic | 250 | (252) | |

HISPANIC PROGRAMS

| | | | |
|--|-------|------|--|
| Counselling | 25 | (70) | |
| Special Support & Advocacy | 60 | (16) | (includes support/advocacy for refugee determination process) |
| Summer Family Camp | 62 | (64) | 19 families registered (21 in 2012) |
| Immigration Workshops | 30 | (33) | 2 workshops in 2013 (3 in 2012) |
| Leadership Training & Development | 14 | (12) | |
| Craft Program for Women | 8 | (10) | |
| Hispanic Seniors Program | 20 | (35) | |
| Hair Cutting Course/Practicum | 15 | (8) | |
| Manicure/Pedicure & Nail Decoration Course | 18 | (27) | |
| Manicure/Pedicure Specialization Workshops | 45 | | (gel nails, acrylic nails & make-up; approx. 15 participants/workshop) |
| Special Events/Celebrations | 30-75 | | per Event (Christmas, Easter, Valentines, Mothers' Day, Women's Day) |

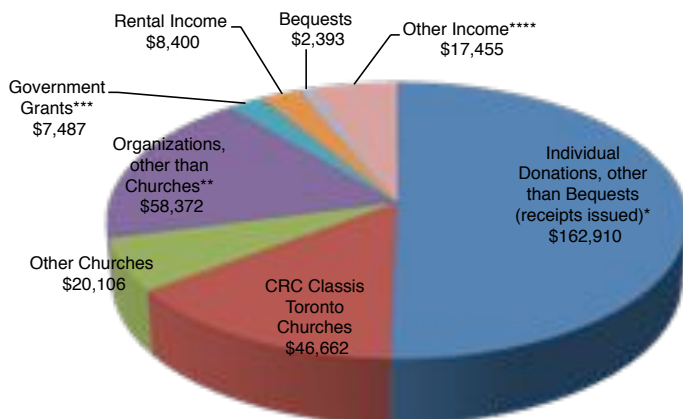
VIETNAMESE PROGRAMS

| | | | |
|--|-----|-------|---|
| Counselling | 63 | (50) | 41 cases |
| Women's Support Group | 14 | (17) | (weekly meetings) |
| Prison Ministry/Visitation | 123 | (115) | 41 visits, 2-5 attendees per week |
| Family Summer Camp | 71 | (42) | 35 children, 20 adults/parents, 16 volunteers |
| Parents' Support Group | 10 | (10) | (monthly meetings) |
| Healthy Cooking for Kids | 16 | | 10 children, 7 volunteers |
| Special Events/Celebrations - Thanksgiving | 43 | | 21 children, 10 adults/parents, 12 volunteers |
| Special Events/Celebrations - Christmas | 72 | | 30 children, 29 adults/parents, 13 volunteers |
| Catering Group | 14 | | |
| Educational Workshops | 19 | | (in partnership with Women's College Hospital - 3 guest speakers) |
| Referrals | 41 | | 26 new referrals from agencies, 15 carried forward from prior years |

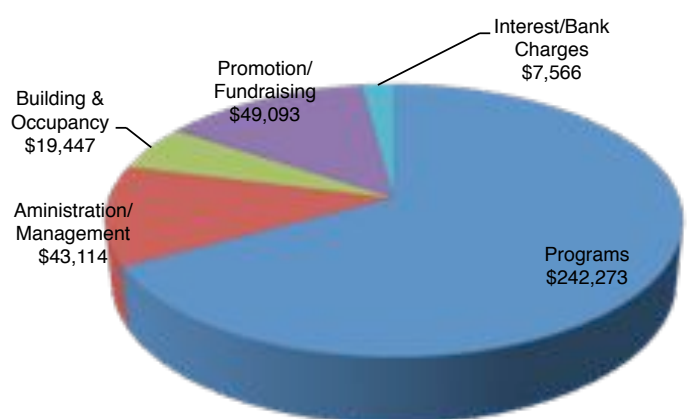
CHINESE PROGRAM

| | | | |
|----------------------------------|-----|-------|--|
| Settlement Counselling | 64 | (57) | |
| Community Education Workshops | 65 | (70) | (2 workshops offered in 2013) |
| ESL Program | 116 | (89) | (Beginner, Intermediate and Advanced Classes) |
| Adult Computer Training Program | 7 | (6) | In partnership with churches in Scarborough/Markham |
| Community Baking & Cooking Class | 73 | (55) | In partnership with churches in Scarborough/Markham |
| Dancercise Class | 79 | (48) | In partnership with churches in Scarborough/Markham |
| Special Events/Celebrations | 376 | (180) | (Chinese New Year, Christmas Celebrations, etc) |
| Educational Outings | 42 | (70) | (included TTC trips, walks through downtown Toronto) |
| Children's Summer Camp | 47 | (35) | (on final day, 78 participants, including parents) |
| Community Outreach & Lunch | 88 | | First week of each month; Bible study and sharing of faith |

Revenue: \$323,786



Expenditures: \$361,493



* Includes Phone-A-Thon receipts and donations from Annual Dinner

** Includes Ride for Refuge funds raised

*** Government Grants to hire 2 summer students

**** Includes Silent Auction proceeds and income from newsletter advertising



Board/Staff Visioning Meeting, January, 2014

2014 Plans & Goals



2013 was a great year at The Lighthouse, with stronger, more focused programs, and an engaged and active staff and Board. We continue to grow! With this comes more accountability for planning and funding. To ensure this, The Lighthouse's Board of directors has the following 2014 goals:

Develop a 3-year plan. The Lighthouse has successfully ensured that all staff, ED, Board and its committees/teams work with annual goals and work plans. These have helped ensure that we stay focused and accountable. As we approach The Lighthouse's 50th anniversary (2018), it is timely for us to examine where The Lighthouse needs to go and how. The **Strategic Planning Committee** will work with the help of external experts, Board and staff to develop a comprehensive 3-year plan.

Raise the profile of The Lighthouse. In

2013 we created an informative website, an engaging Facebook page, and a renewed Annual Report. The Communications Committee will work to develop an effective strategy for raising the profile of The Lighthouse in 2014.

Develop new communication tools. We know that supporters want to know how their resources and support is impacting lives and communities. We also know that The Lighthouse is not easily accessible to most supporters, so we need to bring it to you. To do this, the **Communications Committee** will develop one short video for use in churches, focus the annual Visioning Day on communication, and publish at least one annual issue of The Lighthouse's newsletter in Chinese, Vietnamese, and Spanish.

Ensure a full Board of Directors.

Because The Lighthouse's Board is an active/operational Board, we appreciate that "more hands make lighter work." The **Nominating Committee** has a mandate to maintain a full, diverse and effective Board comprised of individuals who share in our Vision, who possess skills necessary for effective governance, and who are representative of the communities we serve.

Develop a fundraising strategy to reach 20-40 year olds. Like many community organizations, faithful long-time supporters of The Lighthouse are aging, and we need to invite younger supporters into this exciting ministry. The **Fundraising Committee** is particularly focused on this in strategizing various fundraising events for 2014.



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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. Canada Helps offers the ability to give anonymously and securely through credit card or interact payments. Online gifts are receipted instantly by email by Canada Helps.

Cheques payable to The Lighthouse can be mailed or delivered to the address indicated above. 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 / estate planning.*

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).

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.