



LUSO

COMMUNITY SERVICES

WORKING TOGETHER FOR A BETTER TOMORROW

2021-2022 ANNUAL IMPACT REPORT

BOARD OF DIRECTORS



**KASHA
MCEWEN-DOAN**
CHAIRPERSON



**RYAN
PARSONS**
VICE CHAIR



**TYLER
GILLESPIE**
TREASURER



**ALICIA
LAWRANCE**
SECRETARY



**MICHELLE
ASHBEE**
DIRECTOR



**LAURA
LEQUAY**
DIRECTOR



**HALA ABU
LUGHOD**
DIRECTOR



FATIMA HAQ
DIRECTOR



**CHRISTINE
WILDE**
PAST CHAIR

MESSAGE FROM THE BOARD CHAIR

The Fall can be an amazing time of year; it's a beginning in so many ways that it seems appropriate to review the past year and see how we did so we can continue to move forward with purpose. To say that I am so proud of the work this organization has done in the last year would be an understatement. I am surrounded by fellow Board members who have spent this last year, and many before, with their hearts and minds focused on support of LUSO. With compassion for everyone, action to help those in need, and innovation, their energy carried us as we continued to strive to meet the evolving needs of the community. I know each member of the Board feels blessed to be contributing to the goal of a more inclusive London community.

This is the goal we keep in mind with everything we do. We have had some challenges over the last couple years, but it has taught us how to be more resilient and how to better prepare for the future. As a Board we have really been focusing on strengthening what we do well and refining any area we think could be advanced. To accomplish this, we are continuing our Strategic Planning process and we hope that will put us in a better position to respond to community needs for the next 3-5 years. There will be some hard decisions to be made in the future, but the benefits of the community are always at the forefront of our decision making.

With the goals we have for the future, we will look to the community to help and become our partners to ensure our board members represent all voices which need to be heard. LUSO is an organization that has been in existence for over 40 years and, with the communities support, it will be around for many more. People sometimes think the only way to make a big impact is to do big things, but looking at the faces of our clients and hearing their stories, I am reminded that it is often the smallest acts that make the biggest impact in someone's life. Reminding a person that they are not alone, that they can do it, that they are loved and valued, will always make the world a better place.

It is easy to forget to celebrate our successes and to say "we are just doing our job or our part" but I really want to thank each and every person one who helps to make LUSO amazing. I know the work being done is leaving the world in a better place today than where it was found yesterday. It only takes one person to make a change and these days LUSO is becoming a village!

KASHA MCEWEN-DOAN
BOARD CHAIRPERSON

LUSO STAFF TEAM



The LUSO Staff team provides a variety of programs and services with a holistic approach to serving our community. Our programs support children, youth and families of culturally diverse backgrounds.

The LUSO team is quite diverse, representing 20 different countries and speaking over 20 different languages

The LUSO staff team are committed and dedicated to making Northeast London a better community for all.

MESSAGE FROM THE EXECUTIVE DIRECTOR

Each year, the Annual Report and Annual General Meeting provides me with an opportunity to reflect on the past year; our successes and challenges as a team, new opportunities that arose, the new partnerships developed and our overall impact in the community.

At the start of the 2021-2022 fiscal year, we started to plan for the end of the pandemic, but as we quickly found out, we would still have to continue to navigate the impacts of the pandemic for most of the year. We had to continue adapting our services and programming to meet the needs of the community. We had to continue to navigate in-person and virtual programming. We had to continue to adapt operations to meet public health requirements. Overall, our staff team had to remain flexible and adaptable, and that they did.

We were tremendously lucky to have a team that understood the importance of community based work and could adapt quickly to changing circumstances. That is the strength of a Neighbourhood Resource Centre- to be able to respond to community needs and deliver services in a variety of formats to ensure effectiveness and impact- and the past several years has certainly proven that to be true.

We were fortunate to be working with funders that were supportive, flexible and also understood the need to continuously adapt even if that meant not quite delivering a program or service as initially outlined in a funding application. We were fortunate to have community partners that continued to work collaboratively with us, to make sure that those most impacted by the pandemic were supported. And finally, we were very fortunate to have the financial commitment of many donors, companies, service clubs that helped us meet the increased needs in the community, especially as it pertained to food security. Throughout all the unknowns, we continued to uphold our values, mission and vision. As we navigated our way to a "new normal", we embraced the lessons learned over the past few years to better our organization, our team and the services we provided to the community.

The 2022-2023 year started with a new adventure for LUSO as the lead agency of the Family Centre Argyle. This was an opportunity to expand our reach, our services and overall footprint within the northeast community. We are excited at what the future holds as we embrace this new challenge and opportunity to support children, youth and families within the Argyle area, and have the opportunity to collaborate with new and diverse partners.

A special thank you to the LUSO staff team that continued to persevered throughout this past year, when they themselves had to deal with impacts of Covid within their personal lives. To the Board of Directors, who did not waiver in their commitment to the organization as they too continued to navigate the impacts of Covid within their employment and personal lives. LUSO is truly blessed to have a great team that continues to strive to be the best it can be.

ELISABETE RODRIGUES
EXECUTIVE DIRECTOR

YEAR AT A GLANCE

April

Multicultural Outreach program video Contest Winners announced. Submissions all the way from Huron-Perth School Board.

October

Tashira Centeno becomes the first recipient of the Gabi Schotter Red Cardinal Award. Award presented by Gabi two children.

May

LUSO launched a new program 'HERd Zine League' which will be funded by Canadian Women's Foundation for 4 years.

November

Leroy Hibbert, LUSO's multicultural outreach program coordinator receives The Pillar Community Innovation award for leadership.

June

71 pairs of footwear donated to our Basic Needs division by London Police Services and Sergeant Anthea Fordyce.

December

A generous donation made to LUSO from Churchyard Bees and member of St. Aidan's Anglican Church of London

July

Canada day spent reflecting on impact of atrocities committed against Indigenous victims and survivors of Canada's Residential Schools.

January

LUSO received a generous donation of \$2,500 from CLAC as part of their union building communities program.

August

As part of our Earth Day celebrations, our youth volunteers helped clean up our adopted park - The Northeast Park.

February

Our Basic Needs division along with their newest partnership London Food Bank launched their very first pop-up market in Argyle Neighbourhood.

September

Our newcomer women's program took a trip to the Fanshawe Pioneer Village to learn about local history of London and Middlesex.

March

Girls wellness program celebrated IWD by joining together in wearing their traditional cultural clothing. Celebrated being a woman!

YEAR AT A GLANCE

April



May



June



July



August



September



October



November



December



January



February



March



CHILDREN, YOUTH AND FAMILIES

Basic Needs & Community Support

Our Basic Needs program provides support, information, and referrals to residents in Northeast London. Residents can receive support with items such as clothing, food, baby food, and diapers. The Basic Needs Program is often a gateway to connecting residents to vital community programs and services

3,596 Breakfasts served (Summer & March Break) to

295 Unique Children

1,153 Unique clients representing

360 Households

3,987 Unique residents accessed Basic Needs

116 Families received food support through Harvest Bucks

28 Volunteers contributed to **1,178** hours



CHILDREN, YOUTH AND FAMILIES

Literacy Based Programming

Our Literacy programs incorporate a variety of activities for families and children up to the age of 12. These programs aim to engage both children and their families in developing literacy and numeracy skills in a safe, fun and supportive environment.

- 529** Children & youth increased literacy & numeracy skills
- 1,261** Young people who have resources & support to foster success in education
- 19** Literacy events held, reaching **293** adults **23** youth
- 287** unique families
- 2,152** Literacy kits distributed
- 18** Prism Art sessions held **82** unique children attended
- 18** Family Prism Art sessions held **77** adults **111** children
- 68** Shared Beginnings sessions held **57** unique adults **85** unique children



CHILDREN, YOUTH AND FAMILIES

Northeast Youth Support Program

The NE Youth program provides meaningful opportunities for young people between the age of 11-19 to develop important skills and become more engaged in their community.

- 1,226** Hours contributed to the community from youth
- 108** Unique youth volunteers used to support youth programming
- 444** Youth participated in **7** different weekly programs
- 28** Unique youth in leadership programs (YOLO)
- 22** Events/ activities organized by YOLO
- 885** Total volunteer hours contributed by YOLO
- 261** Youth/residents engaged in activities



EDUCATION AND OUTREACH

Multicultural Outreach Program

The Multicultural Outreach Program aims to target audience of all ages, with that the program hosts an annual video contest to commemorate the International Day for the Elimination of Racial Discrimination. The contest provides an opportunity for students to come together to deliver powerful anti-racism messages in an artistic format.

17,845	Individuals served in total
2,847	Individuals received classroom workshops
14,230	Individuals participated in school assemblies
768	Individuals participated from community organizations
45	Schools were served in London
29	Schools were served in the county
192	Workshops /presentation were facilitated in the classroom, assemblies and conferences



EDUCATION AND OUTREACH

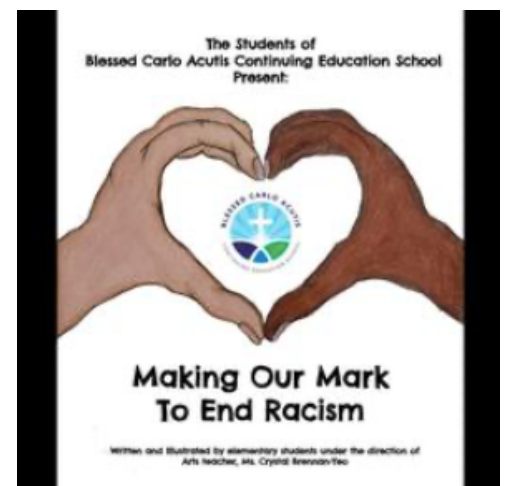
Steve Mavers Award

To commemorate the International Day to End Racial Discrimination on March 21st, we held our annual celebration to announce the winners of LUSO's Video Contest. The theme was Make Your Mark to End Racism.

This year, we implemented the Steve Mavers award in honour of our long standing advisory committee member and friend of 20 years that passed away in April 2021.

The Steve Mavers award, is a special and prestigious award and the recipients needed to reflect the values that Steve embodied as an individual and in his daily work- commitment to inclusivity, community building and lifelong learning.

We were so pleased to award Blessed Carlo Acutis Continuing Education School the award, not only because it aligned so well with the values that Steve held but also that the resource they created will continue to provide opportunity for dialogue and learning for years to come, and represented the theme of the contest "make your mark to end racism" to its truest form.



EDUCATION AND OUTREACH

Cultural Awareness & Sensitivity Program

The Cultural Awareness & Sensitivity program works directly with housing representatives to develop awareness of newcomer communities; capacity to work with various cultural groups and provide training. The program is responsive to the newcomer demographics in London.

The program has developed tools and resources for 3 different cultural groups: Syrian newcomers, Latin American communities (Colombia, El Salvador, Honduras, and Venezuela); and Nepalese Speaking/Bhutanese Refugees.

- 29** New individuals at **17** unique housing corporations/ associations participated in program
- 31** Housing representatives received cultural sensitivity training
- 25** Housing corporations were engaged, and **43** housing representatives supported
- 4** Checklist tools developed in English, Arabic, Spanish, French & Mandarin
- 177** Checklist tools distributed to **9** unique housing companies



NEWCOMER AND IMMIGRANT SERVICES

Community Connections

Community Connections activities are geared to those holding permanent residency status in Canada. The programs offer an array of opportunities to build skills to assist newcomers adjust to life in Canada. Programming includes conversation circles, family events, cultural activities, and leadership development. This program supports both youth and adults in the Northeast area.

2,872 Services provided to Permanent Residents in Northeast London

293 Unique adults supported

164 Unique children (0-14) supported

173 Unique youth (15-24) supported

124 Unique seniors (65+) supported

189 Unique families participated in programs and events



NEWCOMER AND IMMIGRANT SERVICES

Library Settlement Partnership

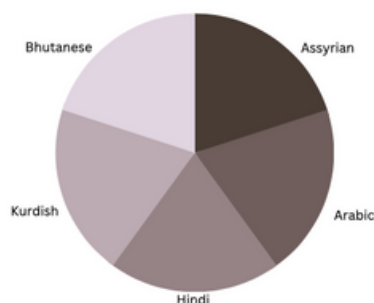
Library Settlement Workers provide information and referrals to newcomers in one-on-one and group settings on issues pertaining to settlement and integration into the community. The program connects newcomers to community programs and services. LSP is in partnership with the London Public Library, and work together to provide settlement aid to those in search of it,

2,225 Unique newcomers assisted through blended format - virtually & in-person at Beacock Library

Top five languages spoken by Clients - **Assyrian, Arabic, Hindi, Kurdish & Bhutanese**

27 Group information sessions delivered

Majority of clients who accessed LSP services were **Permanent Resident**, followed by **Canadian Citizen, Refugee Claimant** & lastly **visitors** to Canada



Top 5 languages spoke by clients



NEWCOMER AND IMMIGRANT SERVICES

Settlement Counselling- (Federally funded)

Settlement counselling provides support to permanent residents with immediate settlement needs such as, healthcare, housing, employment, immigration, and much more.

Settlement counsellors provide newcomers to London with tailored support advocacy, integration related issues, referrals, and any and all other aspects of challenges that may be faced by newcomers.

299 Unique clients served

Top five languages spoken by clients - **Arabic, Bhutanese, Nepali, Assyrian & Urdu**

150 Needs & Assets Assessment Referral Services

1,303 Information & orientation sessions provided



NEWCOMER AND IMMIGRANT SERVICES

Settlement Counselling- (Provincially Funded)

Settlement counselling provides support to newcomers of all statuses in Canada with immediate settlement needs such as, healthcare, housing, employment, immigration, and much more.

Settlement counsellors provide newcomers to London with tailored support advocacy, integration related issues, referrals, and any and all other aspects of challenges that may be faced by newcomers.

268 Unique clients served

Top five languages spoken by Clients - **Nepali, Arabic, Kinyarwanda, Spanish & Farsi**

252 One-on-one services provided

431 One-on-one services provided by phone

128 One-on-one services provided by virtual platforms

Top countries of origin accessing NSP - **Nepal, Sudan, Syria, Afghanistan & India**



NEWCOMER AND IMMIGRANT SERVICES

Settlement Workers in Schools (SWIS)

Our Settlement Workers in Schools (SWIS) are strategically placed in both elementary and secondary schools within northeast London. The SWIS team is a partnership between the Thames Valley District School Board and the London District Catholic School Board.

SWIS Workers help facilitate the integration of newcomer students and their families into the Canadian school system and more importantly our community.

2,069 Unique clients served

Top five languages spoken by clients - [Arabic](#), [Spanish](#), [Korean](#), [Tagalog](#) & [Swahili](#)

251 Needs & Assets Assessment Referral Services

4,513 Information & orientation sessions held



VOLUNTEER ENGAGEMENT

Volunteers are a vital part of our organization and help shape our community.

Many of our programs rely heavily on the support of our dedicated volunteers, and always positively impact the lives of children, youth and families while enhancing their own professional skill set.

1,390 Hours contributed to the community from youth

28 Volunteers contributed to **1,178** hours to Basic Needs division

114 Unique youth volunteers used to support youth programming

13 Different activities/ events supported by volunteers

268 Unique residents engaged in activities



COMMUNITY SERVICE AWARD

CONGRATULATIONS our amazing volunteer
Faheam Jarjour and
Valleyview Mennonite Church who were both the recipients of our LUSO Community Service Award.

Faheam has and continues to volunteer countless of hours during the summer to make sure we have a successful community garden. He was a great teacher and mentor to those learning about garden, constantly providing knowledge, guidance and support to all participants and the LUSO staff.

Valleyview Mennonite Church has been a long time supporter of LUSO, and in particular our Basic Needs & Community Support program. Throughout the pandemic, and reopening of our community Mary (photographed receiving the award) along with several other volunteers supported out in-person Food Depot and always ensured that our community member felt loved and acknowledged.

Recipients receive a one-of-a-kind framed poster created by a young person to commemorate March 21st-which is the International Day to End Racial Discrimination. Nowadays, we host a video contest- but it used to be a poster contest and we have 100's of beautiful pieces that we have continued to use for our awards.



COMMUNITY SUPPORT & ENGAGEMENT

Thanks to our wonderful and generous supporters we are able to grow and reach new capacities each year. Our community engaged proved more important than ever following the COVID-19 pandemic.

With that being said, we are grateful for the connections made, and the community activities and events we were able to hold.

7 New partnerships

5 Community capacity & engagement activities reaching

218 residents

617 Unique youth/residents engaged in ALL community engagement activities



THE GABI SCHOTTER RED CARDINAL AWARD

Congratulations to Tashira Centeno, who was awarded the Gabi Schotter Red Cardinal Award at our Annual General meeting on October 6, 2021. Tashira was the first recipient of the award created to honor our beloved friend and colleague that passed away in January 2021 after battling pancreatic cancer.

The Gabi Schotter Red Cardinal Award recognizes a young person between the ages of 14-24 that has demonstrated positive community action while overcoming their own personal obstacles. The recipient exemplifies strength, courage, determination and leadership- key characteristics in Gabi.

We were honored to have Gabi's children, Jukka and Lilly recognize Tashira with this award.

Tashira received \$500 and a stained glass red cardinal.



CORE FUNDERS

IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA

CITY OF LONDON

UNITED WAY ELGIN MIDDLESEX

MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES
(CITIZENSHIP & IMMIGRATION DIVISION)

CANADIAN WOMEN'S FOUNDATION

Thank
You

A huge thank you goes out to our key funders. Their valuable contribution is what allows LUSO Community Services along with its staff to continue helping those most vulnerable in our community.

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Ministry of
Children, Community and Social Services



London
CANADA



CANADIAN
WOMEN'S
FOUNDATION



United Way
Elgin Middlesex

OTHER FINANCIAL SUPPORTERS

SERVICE CANADA

UNIFOR LOCAL 27

LONDON COMMUNITY FOUNDATION

START.CA

MAY COURT CLUB OF LONDON

ONTARIO TRILLIUM FOUNDATION -
RESILIENCY GRANT

SIFTON FOUNDATION

TOM AND JOANNE COWAN
FOUNDATION

GOVERNMENT OF CANADA (COVID
GRANTS - ADMINISTERED THROUGH
UWEM)

LONDON COMMUNITY FOUNDATION -
MACDONALD-PIERCE FOUNDATION

ONTARIO STUDENT NUTRITION
PROGRAM, LONDON

TED ROGERS COMMUNITY GRANT

ST. AIDAN'S ANGLICAN CHURCH

MIDDLESEX LONDON HEALTH UNIT
(HARVEST BUCKS)

SECOND HARVEST & FOOD RESCUE (COVID EMERGENCY FUND - THE SPROTT
FOUNDATION)

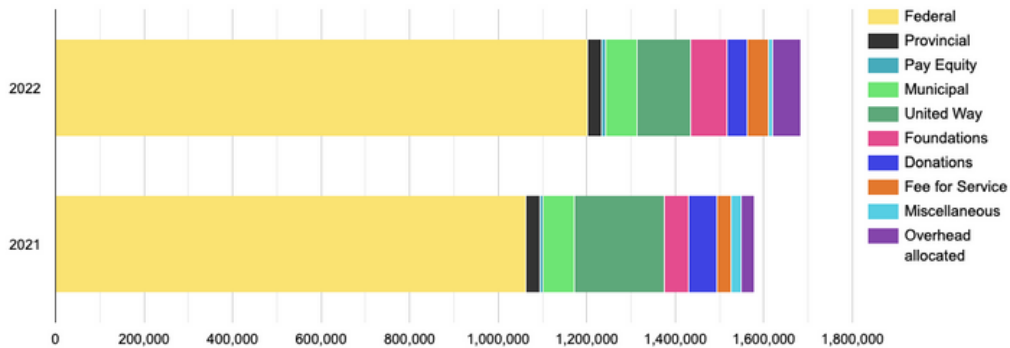


Thank
You

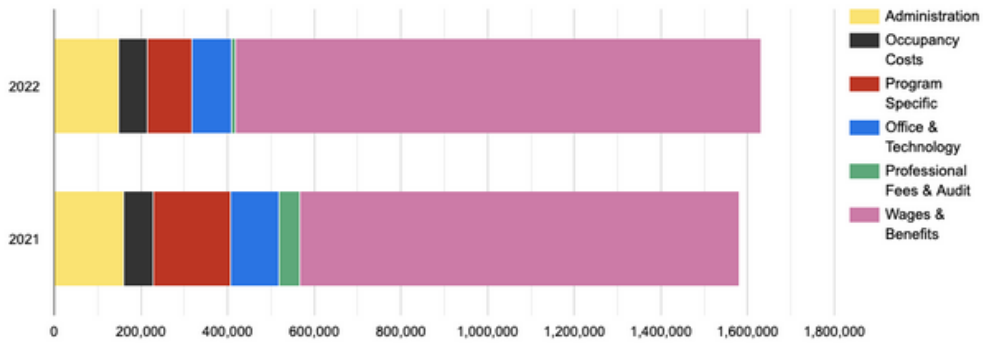
We'd also like to acknowledge and thank other financial supporters that play an integral role in our continued growth and success.

ANNUAL FINANCIAL POSITION

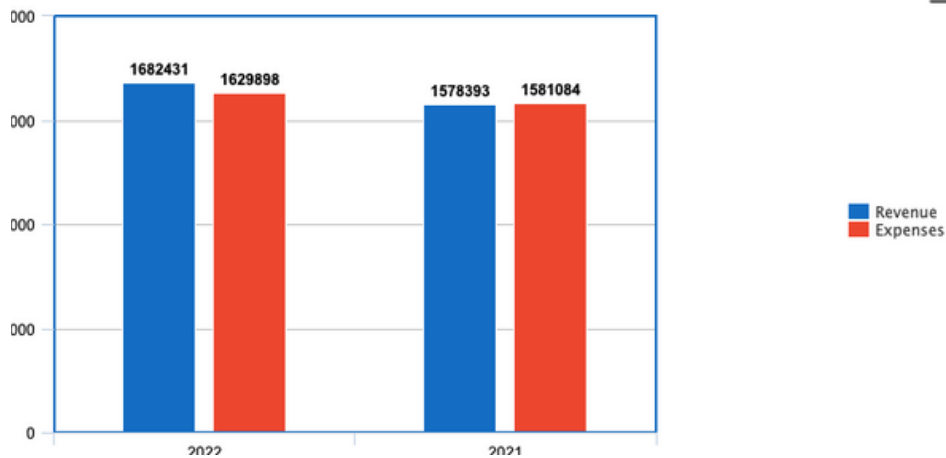
Revenue



Expenses



Overall Financial Position





LUSO is a multicultural neighbourhood resource Centre dedicated to promoting inclusiveness, well-being, and prosperity in the London community. We provide a variety of programs and services with a holistic approach to serving our community. Our programs support children, youth, and families of culturally diverse backgrounds.

Our organization relies on community donations to support various programs including keeping our basic needs community cupboard stocked with non-perishable food items for families.

Please contact us to learn how YOU can make a difference.

☎ 519-452-1466

✉ info@lusocentre.org

🐦 📷 luso_london

📘 lusocommunityservices