

Annual Impact Report

2022-2023



LUSO
COMMUNITY SERVICES

LUSO Community Services is situated on the traditional lands of the Anishinaabek, Haudenosaunee, Lūnaapéewak and Attawandaron.

Today, the City of London is currently home to many First Nations, Metis and Inuit people. We honour and respect the history, languages and culture of the diverse Indigenous people who call this territory home.

As representatives of LUSO Community Services we are grateful to have the opportunity to work and live in this territory. We commit to a continued journey of listening, learning, and building relationships.



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MCEWEN-DOAN**
CHAIRPERSON



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FATIMA HAQ
DIRECTOR



**CHRISTINE
WILDE**
PAST CHAIR

Board of Directors

Preparing for the Annual General Meeting is one of my favorite times in the LUSO calendar as it is an opportunity for me to look back at the impact, milestones, and triumphs of the year. This past year when visiting some of our programs, I was amazed at how deeply connected the staff are to the individuals and families we support. I often get emotional as our yearly review allows me to not only see the impact we have on a daily basis, but to see the bigger picture of how LUSO is positively impacting the community. As an organization we are consistently working hard to address the gaps in our community and deliver high quality programs and services and provide opportunities to connect people to each other. I know I have said this before, but taking time to review the year, really does inspire me to do everything I can to support LUSO's mission.

On behalf of the Board, I am happy to share that we have spent the past year completing our Strategic plan which will continue to guide the work of the Board of Directors and the LUSO team. Ensuring key aspects of the plan are implemented will remain the focus of the Board over the next few years. LUSO's Strategic plan focuses on 3 main priorities: excellence in leadership and organizational structure; inspiring community connections and engagement; and diversifying and expanding our revenue streams. As part of this work, we have also refreshed LUSO's mission, vision, and values and I am pleased to share them with you. Over the coming months, our materials will be updated to reflect these changes.

Vision

A community where everyone feels a sense of belonging, acceptance, and value.

Mission

Fostering inclusiveness and wellbeing through the delivery of compassionate, responsive programs and services for individuals experiencing adversity.

Values

- We value the diversity and voices of people who shape our community.
- We respect the inherent dignity of every person with whom we connect.
- We inspire action and commitment towards the community we serve.
- We deliver programs and services in a collaborative, coordinated and accountable manner.
- We are creative, innovative and strive for excellence in everything we do.

These are not just words, but they are at the heart of what LUSO does every day. This is what makes LUSO's programs and services impactful in the community, and so many of you continue to be our partners, volunteers and staff members. We thank you for supporting LUSO and being on this journey with us year after year.

Kasha McEwen-Doan, Chairperson



Message from the Board Chair



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.

LUSO Staff Team

Our world post pandemic has changed significantly. It continues to change and evolve, and organizations like LUSO have to be reflective to meet the increasing needs of the community, and those that are most vulnerable. The pandemic taught us to be flexible, adaptable, creative and most importantly to assess priorities on an operational level. As an organization, we have been committed to continuous assessment and evaluation to ensure that our programs and services have the greatest impact in the community.

This past year, we have taken time to create a Strategic Plan that will guide our work and operations for the next 3 years. We know that the "status quo" isn't enough to deal with the adversity individuals face, the discrimination that still occurs in our community; and the poverty that continues to impact so many individuals on a daily basis. Though the pandemic is over, as a neighbourhood resource centre our greatest strength is our ability to be responsive and to work with so many amazing community partners to maximize resources.

As we move forward we will continue to provide programs and services that reflect our core values of compassion, respect, empathy, dignity and inclusion. We will continue to seek out new opportunities for partnerships that align with LUSO's values, and we will continue to work ethically to be good stewards of the funds entrusted to us.

It is with excitement that we venture into the next few years. We have experienced exponential growth in the last 7-8 years, and have outgrown our current facilities requiring us to begin the journey to find LUSO's next home. As we begin this next chapter, we look forward to working collaboratively with current partners and embrace the new partnerships to come.

A special thank you to the LUSO staff team that continued to provide high quality programs and services throughout the year. To the Board of Directors, who did not waiver in their commitment to the organization and continued to give their time and expertise. And finally, to our funders who continued to believe in us and support our work in the community.

With gratitude,

Elisabete Rodrigues

Executive Director



Message from Executive Director

On **April** 1st 2022, LUSO Community Services became the lead agency at Family Centre Argyle. This partnership led to a variety of opportunities for both organizations as more programs were brought to the Argyle area.



In **May**, a donation was made to our Emergency Food Cupboard at the portable from the London Police Services. LPS has been a long-time committed donor and we're grateful for their help throughout the years.



In **June**, our garden lot at Ed Blake Park began to be planted by our youth and Newcomer adults. This was such an awesome activity as many youth had very little experience with gardening which allowed the adults to step in and show them the basics.



In **July**, Youth, Community Connections & Literacy staff joined together to hold a Summer Fun Fair event. This was the first large event held by the team since COVID, and it was a huge success with over 200 people in attendance.



In **August**, Newcomer Youth Support workers joined together to host LUSO's very first Annual Soccer Tournament. This event was another huge success, and it allowed clients to continue feeling comfortable with big events.



In **September**, Miss Teenage London, Paisley Chantler, made a generous donation of \$1,500 to LUSO Community Services. This amount will go towards helping LUSO enhance its services to the Northeast London Community.



Year at a Glance

In **October**, LUSO held the first in-person Annual General Meeting, Haunted House & Fall Fest and LSP Day at Beacock Library. These events were all the first in-person events since COVID, which was exciting!



In **November**, Leroy Hibbert accepted a generous donation of \$10,000 from St. Aidan's Anglican Church of London. We're so grateful for this donation as it will go towards enhancing LUSO services.



In **December**, our team saw a huge increase in program attendance with holiday themed events, trips, and programs. This month, our Emergency Food Cupboard also received donations from the London Police Services and Fanshawe College.



In **January**, we had the pleasure of partnering with Growing Chefs to bring youth in the Northeast community the opportunity to learn how to make Empanadas from professional chefs. This was an awesome opportunity for the youth!



In **February**, Leroy Hibbert, our Multicultural Outreach Coordinator attended and spoke at The Black History Month Opening Ceremony held at Museum London. This was a great opportunity to be able to bring awareness to our community.



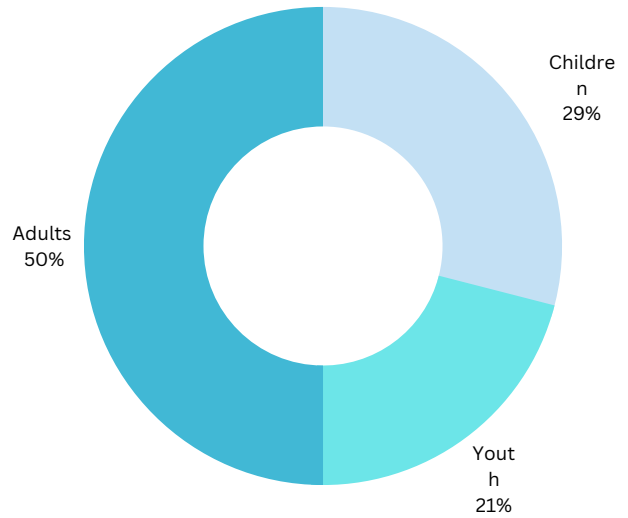
In **March**, we celebrated International Women's Day with the first in-person event since 2019. The event was very successful with 100 people in attendance. We also celebrated the Day for Elimination of Discrimination with our Video contest at Museum London with over 300 people attending the event.



Lastly, our Executive Director, Elisabete Rodrigues accepted the Queen Jubilee Award on behalf on LUSO.



Unique Individuals Served	
Children	5,088
Youth	3,696
Adults	8,866
Total	17,650



200+
**Corporate Support
 & Volunteers**

4,464
**Volunteer
 Hours**

8,229
**Meals
 Served**

825
**Group Sessions/
 One-off Events**

Impact: By The Numbers

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.

3,116 Meals distributed through breakfast program, hampers, community meals

1,286 Unique clients accessed our Emergency Food Cupboard at the Portable

1,239 Unique clients accessed the Mobile Food Bank

1,729 Meals served to **245** unique children at breakfast program

477 Good Food Boxes distributed to **12** schools

15 Pop-up markets hosted, supporting **409** unique families and representing **1,611** unique individuals

Collaborated with **17** unique community partners for pop-up markets

225 Families received support through Harvest Bucks

84 Volunteers supported Basic Needs programming, dedicating **746** volunteer hours



Children, Youth & 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.

Shared Beginnings: 55 sessions held at Beacock and Stoney Creek Libraries with a total of **240** unique children, **185** unique adults with **90** of those being newcomers, totalling to **425** unique participants that were supported in the program.

Art Based Literacy Programming: 38 sessions held with a total of **91** unique children, **20** unique adults with **44** of those being newcomers, totalling **111** unique participants that were supported in the program.

Science, Math & Cooking Based Literacy Programming: 20 sessions held with a total of **108** unique children, **31** unique adults with **52** of those being newcomers, totalling **139** unique participants that were supported in the program.

Family Literacy Events: 8 sessions held with a total of **308** unique children, **195** unique adults with **123** of those being newcomers, totalling **503** unique participants that were supported in the program.



Children, Youth & Families

Northeast Youth Support Program

The Northeast 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.

Programs focus on four key areas: Relationships & Inclusion, Leadership & Community Engagement, Education & Skill Building and Healthy Eating & Physical Activity.

1,240 Hours contributed to the community from youth

123 Unique youth volunteers used to support programming

556 Youth participants in **13** different weekly programs

17 Unique youth in leadership programs

22 Events/activities organized by YOLO

413 Volunteer hours contributed by YOLO



Children, Youth & Families

Senior Programming

The Senior's Program provides weekly meetings for seniors in Northeast London, with fun and exciting activities, trips and events. This program allows for seniors to connect with one another in their community while providing them with meaningful experiences.

2,765 Meals delivered to Seniors

395 Meal recipients

157 Unique Seniors received meals

142 Produce hampers delivered to Seniors

34 Programming sessions held

376 Program participants

54 Unique Seniors participated in programs



Children, Youth & Families

D.A.M.E.S Program

D.A.M.E.S stands for Daughters and Mothers Experiencing Success and this program was specifically designed to help mothers and daughters connect on a deeper level through various activities, and help build or enhance their relationship.

108 Unique participants (**68** mothers and **40** daughters)

32 Total sessions offered over Summer and Fall of 2022 and Winter of 2023

9 Topics discussed (Self Care & Wellness, Building confidence, Self-esteem, Effective Communication; Community Safety; Housing-Rights & Responsibilities, Mindfulness, Healthy Eating Habits, and Financial Literacy)



Children, Youth & Families

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.

20,290 Unique individuals served

4,096 Unique individuals received classroom workshops

15,922 Unique individuals participated in school assemblies

272 Unique individuals participated from different community organizations

30 Unique schools served in London

22 Unique schools served in the County

271 Workshops/presentations were facilitated in the classroom, assemblies and conferences



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 **Voices that can Stop Racism**.

We implemented the Steve Mavers award in 2022 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 need to reflect the values that Steve embodied as an individual and in his daily work - commitment to inclusivity, community building and lifelong learning. The receipt of the award receives a \$1,000 prize.

We were so pleased to present **St. Anne's Catholic Secondary School** the award, not only because it aligned so well with the values that Steve held. But also because the resource they created will continue to provide an opportunity for dialogue and learning for years to come.



Cultural Awareness & Sensitivity Program

The Cultural Awareness & Sensitivity program works directly with housing representatives to develop awareness of newcomer communities. The program responds to the newcomer demographics in London and 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.

218 Individuals at **132** unique housing corporation/associations participated in programs

351 Housing representatives received cultural sensitivity training

122 Housing corporation were engaged and **264** housing representative supported

4 New checklist tools developed; Fire and Safety, Moisture and Mold, Common Areas, and Pest Control in different languages; Arabic, English, French, Mandarin, and Spanish

1,101 Checklist tools distributed and a total of **2,398** program tools distributed to **122** unique housing corporations



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.

242 Unique clients attended Family, Adult and Youth programming

112 New families accessed Community Connections Programming

1,291 Individuals participated in **286** group sessions

44 One-on-one sessions held with Newcomer Youth



Library Settlement Partnership

Library Settlement Workers provide information & referrals to newcomers in one-on-one and group settings on issues pertaining to settlement and integration into the community.

LSP is in partnership with the London Public Library, and work together to provide settlement aid to those in search of it. LUSO provides LSP services at three library branches- Beacock, Stoney Creek and Masonville.

1,553 Unique clients

4,480 Information & orientation sessions held

1,151 Needs assessments conducted

17 Group sessions held, serving **202** unique clients

Top Client Languages: **Arabic, Kurdish, Chinese, Korean, Hindi**



Newcomer & 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 with tailored support advocacy, integration related issues, referrals, and any and all other aspects of challenges that may be faced by newcomers.

758 Unique clients served

345 New families sought support

3,389 Information & orientation sessions provided

691 Needs assessments provided

Top Client Languages: **Arabic, Nepali, Urdu, Spanish and Hindi**



Newcomer & 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 with tailored support advocacy, integration related issues, referrals, and any and all other aspects of challenges that may be faced by newcomers. We had the opportunity to extend our settlement services to the Pond Mills area through a partnership with Glen Cairn Community Resource Centre.

348 Unique clients supported

73 New families

675 Information & orientation services provided

113 Needs assessments conducted

10 Group sessions delivered

Top Client languages: **Spanish, Arabic, Kurdish, Farsi and Korean**



Newcomer & 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. SWIS 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. LUSO is responsible to deliver the SWIS program in the Northeast cluster and supports 28 schools in the area.

1,550 Unique Clients

5,695 Information & orientation sessions

763 Needs assessments completed

86 Group sessions held, serving **528** clients

Top Client Languages: **Spanish, Arabic, Tagalog, Ukrainian, Korean, Portuguese, Mandarin, Dari, Rohingya and Tigrinya**



Newcomer & Immigrant Services

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.

1,990 Hours contributed

16 Volunteer contributed to **75** hours to Basic Needs division

95 Unique volunteers

21 Activities/one-off events supported by volunteers

1,496 Unique residents engaged in activities



On April 1st, 2022 LUSO Community Services became the lead agency at Family Centre Argyle. This new partnership allowed an array of opportunities to be created for our community, through allowing programming and other events to be brought to the Argyle area. Family Centre Argyle has also held various programs and events the past year to further support the Argyle area.

1,009 Hours of EarlyON Program

2,011 Unique Participants at EarlyON programming

8,263 Total participants served through EarlyON programming

13 Community events hosted

2,466 Participants at events

24 Community partner organizations Hosted programs

51 Community partner programs held by partner organizations

414 Community partner program sessions held

5,069 participants at community partner programs



Congratulations to **Church of St. Jude** and **Start.ca** who were both the recipients of our LUSO Community Service Award.

Church of St. Jude has and continues to share their space with us throughout the year. Their space has been used for many different programs, events and one-off Basic Needs' Pop-up Markets.

Start.ca has been a long time supporter of LUSO, and in particular our Education & Outreach program. Leroy Hibbert, our Multicultural Outreach Coordinator has worked directly with Start.ca through various projects.

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.



2022 LUSO Community Service Award Winners

Congratulations to **Rebecca Ventura**, who was awarded the Gabi Schotter Red Cardinal Award at our Annual General meeting on October 6, 2022. Rebecca was the second recipient of the award created to honour 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 honoured to have Gabi's son, Jukka recognize Rebecca with this award at our Annual General Meeting.

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



The Gabi Schotter Red Cardinal Award

Immigration, Refugees and Citizenship Canada

City of London

United Way Elgin Middlesex

Ministry of Labour, Immigration, Training & Skills Development

Canadian Women's Foundation

A huge thank you goes out to our key funders. Their valuable contribution allows LUSO Community Services the ability to continue helping those most vulnerable in our community.



Core Funders

Service Canada

(Employment and Social Development
Canada)

Helpage Canada

(Senior's Can Grant)

London Community Foundation

May Court Club of London

**Middlesex London Health Unit
(Harvest Bucks)**

Tom & Joanne Cowan

UNIFOR Local 27

Start.ca

Ontario Trillium Foundation

St. Aidan's Anglican Church

Ted Rogers Community Grant

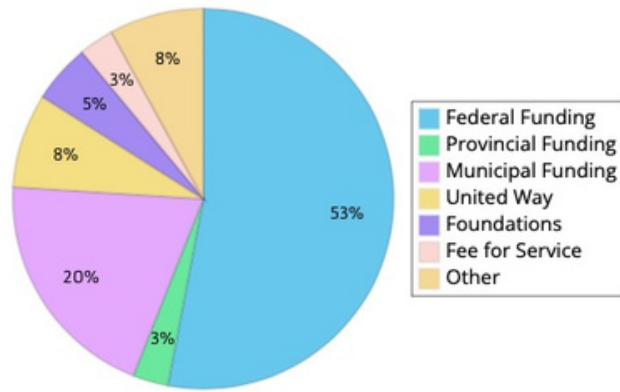
Second Harvest & Food Rescue



Other Financial Supporters

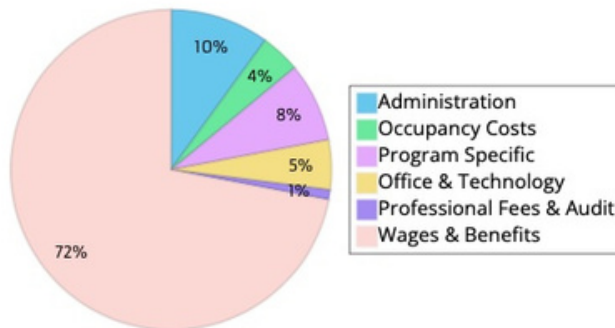
Revenue

April 2022 - March 2023



Expenses

April 2022 - March 2023



***FULL FINANCIAL AUDITED STATEMENT AVAILABLE UPON REQUEST



Annual Financial Position

Partnerships were some of the most important aspects of navigating through 2022-2023 and the reopening of our community following the pandemic.

We are truly thankful to each and every partnership and those who collaborated with us to ensure we can successfully and safely continue to provide significant programs and services to those most in need.



Thank you to our Community Partners

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



LUSO Community Services



LUSO

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