



ANNUAL REPORT 2014-2015

MESSAGE FROM THE CHAIRPERSON

Greetings!

A friend recently asked me, “How do you stay so energized and committed to volunteer for LUSO?”

I thought about my life nine years ago when I discovered the outstanding people who were soon to become my LUSO family. Like all of us, I had a hectic, busy life. I was a single parent raising a young daughter on my own. Suddenly I was meeting neighbours with even tougher challenges. If I could, I thought, why not lend a hand?

Little did I know how profoundly my own life would be changed forever.

Soon I was captivated, and still am, by the young people who were discovering their potential.

Every day I was, and am, moved by the families whose struggles are lessened as they find the tools they need to prosper.

I was motivated, and still am, by the devoted staff and volunteers, who, often against some pretty strong odds, stay true to the mission of transforming our community into a place where everyone feels included, feels safe, feels productive.

Yes, there is still pain out there. Newcomers feel isolated. Children face bullies in their school yard. New families struggle to make ends meet. People of all ages cope with discrimination and hate. Their pain haunts me. I believe everyone should have the opportunities and the joys I have had as a Canadian and as a member of this community.

So I stay on an unwavering path, empowered with the knowledge that I am never alone on the journey.

I am surrounded by fellow Board members who have spent this last year, and many before, with their hearts in support of LUSO. I salute you! You turn the vision into compassion for everyone, into action for those who need it, into energy and innovation to meet the evolving needs in our community.

“One of the marvelous things about community is that it enables us to welcome and help people in a way we couldn't as individuals. When we pool our strength and share the work and responsibility, we can welcome many people, even those in deep distress, and perhaps help them find self-confidence and inner healing.” — Jean Vanier, *Community And Growth*

I am privileged to work with an executive director and an outstanding staff who are, quite simply, trailblazers!

And we, in turn, are all inspired by our community partners, volunteers, donors and friends! We are humbled by your commitment to empowering the families we serve and by your many contributions to make this organization all that it represents in our community.

Thanks to you, LUSO will always be a beacon leading the way to the best that life can be.

And so, with renewed passion and excitement for the possibilities ahead, onward!



Chair, LUSO Board of Directors

MESSAGE FROM THE EXECUTIVE DIRECTOR

This year we will celebrate 35 years of service to the community. It's been an amazing journey and we have a lot to celebrate and to be thankful for.

Our journey started in the basement of Crouch Library, with no paid staff and a budget of \$10,000. Thirty five years later we have 17 staff and a much larger budget. Though the journey has not been without it's challenges along the way, one fact remains, we are as committed to the community today as we were 35 years ago. Our core population might have changed, but our core values, vision and desire to support those that are most vulnerable in our community is still at the heart of who we are and what we do.

It is with the tremendous support of our funders, community partners, donors, staff and Board of Directors that we are able to accomplish all that we do. The commitment, dedication and passion of those that I am privileged to work with each day is still amazing to me. As I reflect on the amazing human beings that I have had the opportunity to meet and work with over the past 21 years I realize how lucky I have been. Each one of those individuals has contributed to who I am as an individual and as a leader and have provided me with inspiration to continue to do this work.

I have also learned a lot from our clients and volunteers over the years. Their determination and resiliency despite hardships and obstacles is a constant reminder of the need to be compassionate, empathetic and to treat people with dignity and respect.

As I think about the years ahead I am excited and hopeful. I am not naive, I know there are going to be challenges and frustrations along the way, there will be times where I might question "why am I still doing this"? But at the end of the day, I know that LUSO makes a difference in the community. I know that LUSO makes a difference in the lives of many children, youth and families and that is what keeps me excited and hopeful.

To the amazing LUSO staff team, **Thank You** for all that you do each day to make our community a better place. To our funders and partners, **Thank You** for continuing to trust in us. And to the Board of Directors, **Thank You** for your commitment and dedication to LUSO and our mission.

With gratitude, Elisabete Rodrigues

LUSO receiving Union Gas Leadership Grant



LUSO staff members at AGM 2014



CHILDREN, YOUTH AND FAMILIES

Programs support individuals and families with Basic Needs and help develop leadership skills, improve literacy skills, increase personal development and help community members feel empowered and engaged
We accomplish this through.....

Basic Needs & Community Support Program:

- Baby Food and Diaper Bank, Clothing Cupboard, Health Access Vouchers, Food Cupboard, Operation of NE Food Depot, March Break & Summer Breakfast Program, Community Portable, Community Portable– support, advocacy, information and referrals

Literacy Based Programs:

- Books & Breakfast, Fast Track Homework Support, Family Math, Literacy Booster Clubs, Shared Beginnings- Family Literacy Program, Community Events

Youth Support Programs:

- Youth leadership programs (Y.O.L.O), Homework Support, Arts based and Cooking program as well as a variety of community events that have encouraged youth volunteerism and leadership development

BASIC NEEDS & COMMUNITY SUPPORT

SUPPORT & SOLUTIONS

During 2014-2015, **612 unique individuals** have accessed support either through the Community portable and/or the NE Food Depot.

- 193 unique families have used the emergency basic needs cupboard
- 44 families accessed the cupboard 110 times. In total, 828 diapers, 42 cans of formula, 84 jars of baby food were distributed to families in need
- Clothing cupboard was accessed 523 times
- 74 unique individuals received hygiene items
- 39 unique individuals obtained school items
- 86 unique individuals obtained household items
- 43 individuals received \$5 milk vouchers
- 37 families received 57 Health Access vouchers for assistance with over the counter medication, vitamins etc.
- 33 families received Mission Store vouchers for assistance with clothing, furniture, and household items
- 120 pairs of winter boots were distributed to 76 families through GenNext – Give Cold Feet the Boot initiative
- Newcomer families account for 35% of the individuals accessing the community portable for support

BREAKFAST PROGRAM

- Provided nutritious breakfast to children, youth and families during March Break and Summer residing in NE area, in particular those living in Boullee and Huron Housing complex and surrounding area
- Served 1,760 breakfasts in total to 177 unique individuals during the summer of 2014
- During March Break, 50 unique children accessed the program for an average of 10 children per day
- The May Court Club of London have supported the Breakfast program for the past 5 years and have made it possible to provide healthy and nutritious breakfasts to the most vulnerable children in the community.



CHILDREN, YOUTH AND FAMILIES

NORTHEAST FOOD DEPOT

- LUSO is responsible for managing the NE Food Depot on a monthly basis which is held at Salvation at Hillcrest Community Church
- 253 unique individuals received support at the NE Food Depot, representing 67 families and 97 individuals
- 17 volunteers assisted with Food Depot, contributing a total of 77 volunteer hours

SKILL DEVELOPMENT SESSIONS

- With support of Basic Needs program, a community resident facilitated two sessions on Couponing and Price Matching. In total, 30 families participated. Families developed knowledge and skills, and community resident developed her confidence and leadership skills

"I wanted to thank you for connecting me with Branch Supervisor at the library and for the wonderful opportunity to share my knowledge with others-it is through LUSO that I developed my skills and confidence. I really did enjoy it and would be more than honoured to do more workshops with LUSO"

- Culture-licious was a 6 week cooking program for youth and seniors. The program socially engaged two generations together to cook a variety of cultural dishes. 6 youth and 6 seniors participated in the program
- Food Families– In partnership with the Child and Youth Network, LUSO helped support the Food Families pilot program in NE London. The Food Families model focuses on building resident capacity and resilience, increasing buying power as well as families' knowledge, skills and confidence around food. The model is resident-driven and families learn, share and rely on each other and build social connections with other residents and organizations in the community. In total, 12 low income families participated in the pilot and developed knowledge of healthy eating, couponing, price matching as well as developed social and interpersonal skills.

COMMUNITY EVENTS

- Events such as Family Nights, Family BBQ's provide support to community members and help raise awareness of programs and services available in the community. In total, LUSO supported 6 events with other community partners, reaching 1,200 community residents

LITERACY BASED PROGRAMMING

BOOKS & BREAKFAST

- This program is a community-based family literacy project delivered in conjunction with the Basic Needs and Community Support team to provide summer breakfasts and support literacy development and engage residents of the Boulton and Huron housing complexes as well as the surrounding North East community of London.
- This drop-in program was delivered in partnership with The London Public Library and Frontier College with the help of many community volunteers.
- Over the 22 sessions, the program connected the community with special guests from the Gen Next Pop Up Volunteering, the Youth Peace Team, Let's Talk Science, The Dynamic Dozen, Fresh FM, Bob FM, London Public Library- Read Around the Block, London Fire Department, Children's Museum, Childreach and London Serve Youth Team. Participants ranged from 0-17 years of age.
- Families represented: Sudan, Bhutan, Nepal, Ethiopia, Afghanistan, Colombia, Peru, Vietnam, India, Venezuela, Cambodia, the Caribbean and Canada

CHILDREN, YOUTH AND FAMILIES

FAST TRACK TUTORING

- One on one tutoring support for children in grades 1-8 offered at Beacock Public Library.
- Funded through the City of London-Children Services Fund
- 69 sessions of the program supported 16 different students in grades 1-8
- Over 976 hours of support from 44 different volunteers

LITERACY BOOSTER CLUBS

- Literacy support for three schools: Lord Elgin P.S, Northbrae P.S and Sir John A MacDonald P.S for children in grades 1-3 located at their school, two afternoons a week for 1-1.25 hours each time.
- Funded by Ontario Focused Intervention Partnership through the Thames Valley District School Board.
- 68 different students participated in the Literacy Booster Club.
- 211 sessions of Literacy Booster Club were delivered.
- 1 volunteer provided over 8 hours of support and 11 placement students assisted with program delivery and implementation.

SHARED BEGINNINGS FAMILY LITERACY

- 48 sessions delivered at Beacock Public Library, and 40 sessions delivered at The Family Centre Carling Thames
- The program served 373 unique individuals with 2,978 participant contacts—with 1,017 adults and 1,708 children
- Participant countries of origin included; Canada, Laos, Egypt, Taiwan, China, Congo, Iraq, Colombia, India, the Caribbean, Ghana, Ireland, USA, Vietnam, Nepal, and Bhutan
- 9 volunteers gave 208 hours of support to the program and 12 placement students assisted with program delivery and implementation.

FAMILY MATH

- Participated in Family Math Canada Facilitator training in order to offer The Family Math program in elementary schools in the Northeast community- Each session engaged families with children in Grades 2-5 in culturally diverse math based activities that promote developing positive attitudes towards math, giving parents the opportunity to learn more about the math that their children do in the classroom and how they can support those concepts in positive and fun ways as a family at home.
- Each session had 10 trained Family Math youth leaders who facilitated games and activities with families.
- Facilitated Family Math Program at Sir John A MacDonald P.S. serving 8 families and at Blessed Sacrament Catholic School serving 9 families funded through The Child and Youth Network
- Facilitated Family Math Program at F.D. Roosevelt P.S. serving 9 families funded by the Thames Valley District School Board

KIDZONE

- A drop in Literacy program hosted at Beacock Branch Library featuring crafts, physical literacy games and activities for children 4-12 years of age
- 6 sessions of the program were held, serving 10 families
- 2 placement students assisted with program delivery and implementation.

CHILDREN, YOUTH AND FAMILIES

LITERACY IN MOTION

- Hosted 4 Pop up Family Literacy events at four locations in the Northeast London
- Events were held at:
 - ♦ Knollwood Park Public School: 42 participants
 - ♦ Wells Park: 50 participants
 - ♦ Lord Elgin Public School: 144 participants
 - ♦ Beacock Branch Library: 197 participants
- Events were planned, promoted and facilitated by trained youth leaders who were paid stipends to facilitate the various activities
- Youth leaders planned and facilitated various physical literacy activities as well as a healthy snack for families.
- Community partners such as: London Children's Museum, London Public Library, London Fire Department, The Family Centre Carling Thames, Corus Entertainment, Childreach, The Dynamic Dozen and Let's Talk Science were engaged to facilitate themed and interactive skill learning activities at each event.

FAMILY LITERACY DAY 2015

- More than 150 participants attended our 10th annual Northeast celebration of National Family Literacy Day themed "Frozen Literacy Fun!"
- 16 community organizations and groups come out to join us in celebrating the day with 19 activity stations! Including: Volunteer Ya! and games delivered by the YMCA of Western Ontario, Childreach, London Public Library, Merrymount Children's Services, ACFO- London French Daycare, London Fire and Police, Boys and Girls Club of London, Fitness Matters, and Northeast London Community Engagement, to name a few included a wonderful Frozen musical by the Youth Impact group!
- A big thanks to our generous donors: Prizes included donations from the London Knights, East Park, Fleetway, UCMAS Education Corporation, The YMCA and Goodwill and Adventures on Wonderland.

OTHER HIGHLIGHTS

- Member of the Literacy Priority Group for London's Child and Youth Network
- Participated in a presentation of the Literacy Kit initiative of the Child and Youth Network to students, teachers and families at Sir John A MacDonald- Kits geared to children in Kindergarten.
- Participated in the launch of the 2000 Words to Grow campaign – Continuing to promote the importance of engaging our children in oral language to families we serve.
- Facilitated a partnered workshop with Library Settlement worker for Newcomer parents on Reading the Provincial Report Card in Canada serving 10 families in November 2014
- Participated in 3 Read Around the Block Pop Up Literacy Events with the London Public Library in the Northeast community of London.
- Agency participation of Kid's First Day Celebration at the Family Centre Carling Thames, the citywide celebration of children and families hosted 20 participants for literacy activities



CHILDREN, YOUTH AND FAMILIES

YOUTH SUPPORT PROGRAMS

Programs and supports are geared for youth age 11-17 residing in Northeast London. These services are intended to support and accomplish several outcomes including; Relationships and Inclusion, Youth Leadership, Education: personal and professional skill development, Pre-employment skills, & Health and Wellness. Through various youth programs and initiatives, 215 unique youth received supported.

CULTURE.LICIOUS COOKING

- This intergenerational cooking program allowed seniors and youth to cook together while learning about these cultural dishes and customs
- Youth developed new relationships with peers and seniors while enhancing life skills
- This 6 week program supported 6 individual youth, and offered 12 hours of unique 1:1 support
- Partnered with the LUSO Basic Needs program and Salvation Army-Hillcrest Community Church
- Youth Comments included: *"I've started working better with other people," "I've learned more recipes to cook at home."*

LET'S GET COOKIN'

- This after school cooking program allowed students (grade 7 & 8) to learn basic cooking skills while understanding the importance of healthy eating
- Youth learned to prepare and cook a variety of recipes while enhancing food literacy
- This 10 week program supported 10 individual youth, and offered 20 hours of support
- Facilitated at Evelyn Harrison Elementary School in North East community
- Youth comments included: *"I now spend so much more fun time cooking with my family," "I have learned more communication and teamwork skills."*

ART PROGRAM

- This community based art program is designed to offer youth age 11-17 a space to work on their individual art projects, as well as being exposed to a number of creative art forms
- Youth are taught a number of different techniques through hands-on experience, building their artistic experience while interacting with peers that share their passion
- This program operated for 48 weeks, serving 120 youth participants, and offered 96 hours of support
- 2 staff, 2 placement students, and 8 youth participant volunteers assisted with program delivery
- Partnered with New School of Colour and facilitated at Beacock Library
- Youth comments included; *"Gave me more time to be creative and social as well as try new things."*

Y.O.L.O.- YOUTH ORGANIZING LEADERSHIP OPPORTUNITIES

- Youth leadership team that consists of 20 individual youth age 13-20
- These young leaders reside in Northeast and Argyle communities and work collaborative to advise, promote, support, and plan activities for youth in London
- Weekly meetings have been operating for 26 weeks, offering these youth 52 hours of mentored support
- Participated in a number of youth engagement activities and events (i.e. Seniors Dinner, Optimist Club presentation, United Way grant writing, etc.)
- Contributed a combined 342 hours of community support driven towards the youth population
- Works in partnership with LUSO Community Services, MLHU, CYN, and Family Centres
- Youth Comments included; *"We feel like a family, it is like my second home when I am with this group."*

CHILDREN, YOUTH AND FAMILIES

HOMEWORK SUPPORT

- This afterschool homework help program allowed students (grade 6, 7, & 8) to access support in completing their school work (i.e. projects, assignments, presentations, etc.)
- This program operated for 26 weeks, serving 12 individual youth, and offered 52 hours of support to students of Blessed Sacrament Catholic school in North East community
- 1 staff, 3 volunteers, and 2 placement students assisted with the program delivery
- Youth comments included; *"I made new friends and have better strategies to complete my homework."*

YOUTH IMPACT

- This performing arts based program is designed to offer youth a safe space to express themselves creatively; while collaborating, teaching, and learning new skills alongside their peers
- This program operated for 50 weeks, serving 83 youth participants, and offered 146 hours of support
- Youth comments included; *"I have more confidence in myself and being aware of my talents."*

SUMMER SPORTS

- This summer program allowed youth age 11+ to engage in a number of different recreational sports (i.e. soccer, basketball, etc.)
- Encouraged social inclusion while supporting relationship building among peers
- This 8 week program serving 20 individual youth and offered 16 hours of support

FINANCIAL LITERACY WORKSHOP

- Organized and implemented a community workshop for newcomer youth involved in the YMAP program to learn and build skills in Financial Literacy
- Explored topics such as money management, budgeting, financial goals, and saving/spending habits
- Workshop was 2 hours in duration and served 22 unique youth participants
- Youth comments included; *"I learned the importance of making financial goals and making a budget."*

YOUTH LEADERSHIP

- One of the main focuses of the youth program is to assist young people in developing confidence and leadership in many areas of their lives. There have been 17 unique youth who have acted as participant volunteers in many of LUSO youth programs. Most of these youth range between the ages of 14-20 years old.
- These youth have supported programs such as; Art, Youth Impact, and Family Literacy Day
- These young leaders contributed a combined 234 hours of community support

COMMUNITY EVENTS & INITIATIVES

LUSO's NE Youth Support Worker supported a variety of community events (i.e. Northeast National Youth Week Celebration, Pillar Change the World Campaign, LIHC STEP Skiing program, Family Literacy Day, Family Nights, etc.) The NE Youth Support worker also attended quarterly meetings for Northeast Youth Service Providers to discuss the service area and opportunities for collaboration within the community. The Youth Support worker also took part in the development of the Youth Strategic Plan for the Argyle and Carling-Thames Family Centres as well as a Metric Design Jam for the Child and Youth Network-Youth Framework.



EDUCATION AND OUTREACH

Programs help support groups, individuals, schools and communities deal with issues of racism, discrimination, bias and hate activity.

Programs help build knowledge and capacity within community.

We Accomplish this through....

ANTI-HATE & ANTI-BIAS PROGRAM

The Anti-Hate and Anti-Bias Program addresses hate and discrimination using a holistic, client-centered approach to service development and delivery. More specifically, the program provides advocacy services, public education programs, referral services, training programs (for community groups, service providers, and businesses), and offers community events. These supports and services, when taken in concert with one another, offer both reactive and proactive options for addressing hate-motivated activity, bias, and discrimination in the community. Key activities within the Program include:

PRESENTATIONS, INFORMATION SESSIONS & WORKSHOPS

Developed in consultation with groups that make requests for service and focus on the following themes:

- Hate crime and hate/bias activity
- Strategies for responding to hate and bias activity
- Strategies for reducing/eliminating hate and bias activity
- Resources, supports and services related to hate and bias issues

Throughout 2014-2015

- 36 Thirty-six (36) presentations reaching 1,015 unique individuals have covered topics including, but not limited to Dealing with Discrimination, Disability Awareness, Understanding Different Members of Society, Challenging Homophobia, Mental Health Stigma and Rights, Responsibilities and Youth Leadership. Participants engage in facilitated discussions on how to address hate activity, and effectively deal with it.
- Attended and supported 10 events, reaching approximately 2,500 unique individuals. During these events, the Program Coordinator distributed information about the Hate Helpline, including magnets as well as information pads in various languages, upcoming events, and other resources to approximately 1,300 people.

E-BULLETIN

A monthly newsletter that includes information about important faith, cultural, and awareness days; local diversity-related events; and theme-specific information. This includes, but is not limited to, hate crime statistics, racism, the benefits of diversity, tips for being effective allies, etc.

- A total of 12 editions of the E-Bulletin were produced and distributed
- E-Bulletin subscriber list currently includes 175 individuals and agencies, many of which forward to colleagues, friends and personal contacts

COMMUNITY EVENTS

Events attended were organized as or in support of initiatives that target hate and bias in the community.

Events include the TVDSB annual GSA Conference, King's Cultural Festival, and YMCA Multiculturalism Festival.

1,000 Acts of Kindness Challenge

- The 1,000 Acts of Kindness Challenge 2014 invited City of London families and individuals, schools, businesses and organizations to perform at least 1,000 acts of kindness throughout the month of October. The theme of "Kindness Connects!" challenged participants to connect through kindness. The goal of the Challenge is to end hate in our community by spreading kindness instead. **75,310 acts of kindness were registered** on the campaign website (www.1000acts.ca) with participation from over 50 schools, 15 organizations and countless businesses and individuals!

EDUCATION AND OUTREACH

HATE HELPLINE

- A confidential and voluntarily-anonymous service that provides support in the form of information and referrals to individuals who have been targeted by hate or bias activity, or who have witnessed hate or bias activity.
- Provided 246 days (1968 hours) of crisis line coverage.
- Callers were given numbers and/or contact information for local/provincial services, supports and programs thereby increasing their awareness of local resources and increasing access to these services.
- Calls are tracked using a recording tool for anonymous tracking of statistics of hate related incidents in London, documenting time related to each call, number of referrals, etc.
- Over 10 callers received referrals to community agencies/support programs, or information about dealing with hate related activity

PARTNERSHIPS & COLLABORATION

- Integrated approach/response to hate and bias issues developed through collaborative initiatives organized by the London and Area Rainbow Network (formerly the HBT -*Homophobia, Biphobia and Transphobia*- Working Group) consisting of members and community partners hosting meetings and supports for sharing resources and experiences.
- Provided support to 4 city wide events: TVDSB Gay Straight Alliance Conference (April 23), Who's Joe? (May 1), Community Cup (August 11), King's Culture Festival (February 7).
- Member of London Race Relations Advisory Committee (including the Education subcommittee, and the Awards and Recognition Subcommittee), and the London and Area Rainbow Network.

OUTREACH & PROMOTION

- Increased community capacity to report hate and bias activity achieved through the following methods:
- Ongoing distribution of resources that include posters, magnets and brochures related to the Anti-Hate and Anti-Bias Program and the Hate Helpline.
- Education, advocacy and outreach services offered through program presentations and workshops
- Highlighting events and resources in the City of London that provide a platform for an increased appreciation for diversity and respect for inclusion through monthly E-Bulletin distributions and personal attendance.

MULTICULTURAL OUTREACH PROGRAM

The program consists of primarily facilitating workshops and presentations on racial bullying, cultural conflict, race relations and cultural awareness. The unique client numbers were calculated through participants attending the session for the first time although schools, community groups and organizations may have multiple visits with the same participants.

Community presentations have also been made to larger groups that commemorate significant days such as March 21 "The International Day for the Elimination of Racial Discrimination", The London Police Services Values, Influences and Peers Program (VIP) for approximately 3, 247 grade 6 students, Be A Champ Day at the Budweiser Gardens for approximately 8000 Thames Valley District School Board (TVDSB) students, and Black History Month Assembly's

Workshops and Presentations:

- **20,832** individuals served
- **2,951** unique individuals benefitted from classroom presentations/workshops
- **17,543** individuals participated in school assemblies
- **158 unique** individuals from private schools participated in workshop sessions
- **180 unique** individuals from community organizations participated in sessions
- **40** schools were served in London
- **4** schools were served in the County
- **262** workshops/presentations were facilitated in the classroom, assemblies, conferences and community

EDUCATION AND OUTREACH

VIDEO CONTEST

"Stop Racism! I Am The Answer" . To commemorate March 21st, the International Day for the Elimination of Racial Discrimination, LUSO hosts a yearly video contest to engage students and community in taking an active role to help stop racism. The Video contest is supported by the Thames Valley District School Board, London District Catholic School Board, United Way of London & Middlesex and sponsored by Unifor Local 27, that generously provides \$5,000 in prize money for winning schools.

The Videos were judged by members of the Contest Steering Committee which included:

- Dani Bartlett Unifor Local 27
- Kevin Stout Unifor Local 27
- Mandi Fields, CTV Community Relations Coordinator
- Steve Mavers, Museum London Curator of Education
- Adamm Liley, Fanshawe College's Coordinator/Professor Advanced Film Making Contemporary Media.
- Matt Brickman, Faculty/Technologist Film and TV.
- Elisabete Rodrigues, LUSO Executive Director
- Christine Wilde, LUSO Board Chairperson

230 finalists and their families were present at Museum London to be Celebrate March 21st and for the announcement of the video contest Winners.

In the Elementary School Category the winners included:

First Place: Northdale Central Public School

Runners Up:

- St. Joseph's Catholic Elementary School
- St. Michael's Catholic Elementary School
- St. Patrick's Catholic Elementary School

In the Secondary School Category the winners included:

First Place : Sir Wilfrid Laurier Secondary School

Runner Up:

- Arthur Voaden Secondary School

A special thank you to the Director of Marketing Blackburn Radio Classic Rock 98-1 that created an audio commercial that aired the week of the celebration on the radio as well as on TVDSB and LDCSB websites. And to the various groups or individuals that performed at the event: Youth Impact, Kevin Clements, Helen Hibbert, and guest speaker Mbaka Wadham.

The Program Coordinator is a member of the following committees and acts as a resource:

1. Safe Schools Committee (TVDSB), (LDCSB)
2. Culture for Learning Advisory Committee (TVDSB)
3. London Black History Coordinating Committee (LBHCC)
4. The Pledge Committee to End Bullying
5. Coaching Boys into Men





NEWCOMER AND IMMIGRANT SERVICES

Programs help support the integration of newcomers and immigrants in our community and create inclusive and welcoming communities .

We accomplish this through.....

LIBRARY SETTLEMENT & SCHOOL SETTLEMENT PROGRAM

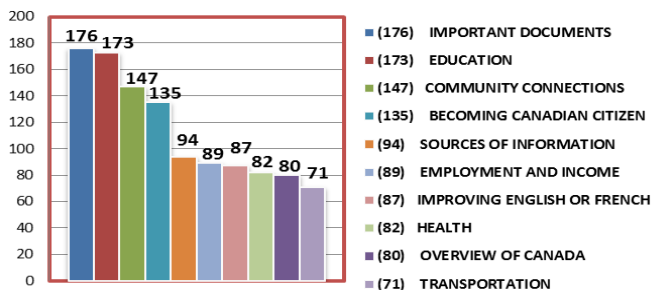
The Library Settlement Program is in partnership with the London Public Library, in particular Beacock Branch Library. The Beacock Branch hosted 1 full time and 1 part time Settlement workers. The Settlement Workers in Schools program is a partnership with the Thames Valley District School Board and the London District Catholic School Board. LUSO has 5 school Settlement workers assigned to 18 different schools. In addition, to the library and both schools boards, the London Cross Cultural Learner Centre and the South London Neighbourhood Resource Centre are also partners in the delivery of this service for the City of London. Each agency has an area of the city they are responsible to provide service to.

During the fiscal year, the Library Settlement program and Settlements Workers in Schools program served **1135 unique** clients through 1,970 sessions at various locations. Of the 1,135 clients, 58% were female and 42% were male.

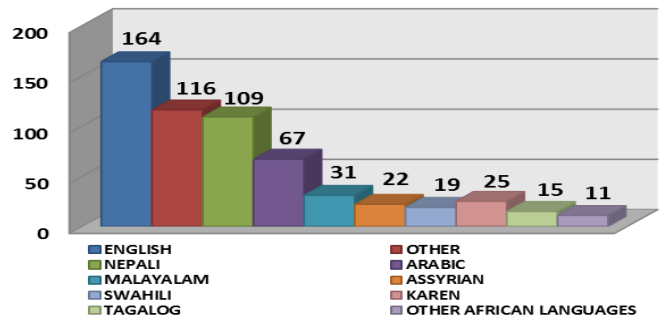
Locations included:

- Beacock Library - (LSP year round service)
- Schools of TVDSB and LDCSB - (18 points of service, plus itinerant schools - SWIS school year service)
- East Branch Library - (SWIS school summer break service)
- Stoney Creek Library - (SWIS school summer break service)

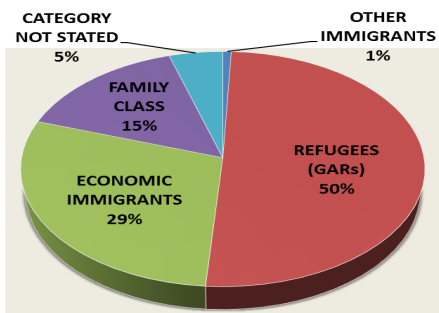
TOP TEN AREAS OF SERVICE



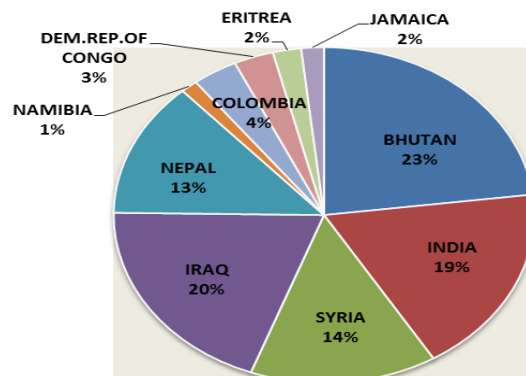
TOP TEN LANGUAGES



IMMIGRATION STATUS OF CLIENTS



TOP TEN COUNTRIES OF ORIGIN



NEWCOMER AND IMMIGRANT SERVICES

NEWCOMER ORIENTATION WEEK (NOW)

August 2014 marked the 4th summer the partner agencies were able to offer the **Newcomer Orientation Week (NOW) program** to newcomer youth in the community. NOW is an important component of the Settlement Workers in Schools (SWIS) program. The NOW Program aims to help newcomer students become familiar with their high school environment through various activities which are specifically designed to orient and guide them through the secondary school experience.

For the 2014 NOW program, 21 newcomer high school students received leadership training and gained the necessary skills to support other newcomer students with their transition to high school. Training was conducted over a 4 day period.

The NOW program was delivered over a 3 day period and 51 newcomer youth participated in the program. Over the three days participants gained confidence and knowledge to allow their entry into high school to be successful. Most importantly, the youth made new friends and felt more comfortable with this transition in their lives.



NEWCOMER AND IMMIGRANT SERVICES

NEWCOMER SETTLEMENT PROGRAM

The **Newcomer Settlement Program** supports individuals/families that have come to Canada as immigrants, refugees, or as temporary residents by providing orientation, advocacy, up to date and accurate information, and referrals. The program delivers one on one settlement services as well as workshops and information sessions on issues such as social assistance, health care, education, housing, basic legal information, immigration and community programs and services. **In 2014-2015:**

- 214 unique clients received one-on-one settlement services (includes first time and returning clients from previous years).
- Families and individuals were served through 279 one-on-one client visits, 200 telephone calls, and 69 emails.
- 53 individuals benefitted from 6 workshops on topics such as Ontario Works, LUSO's settlement services and programs in General and Changes to immigration.
- Client profile by gender: 60% women and 40% men
- Client profile by immigration status: 6.9% were Refugee Claimants, 41% were Permanent Residents (Family Class, Economic Class, and Convention Refugees), 28.3% were Canadian Citizens and 23.8% were in the "Other" category (Temporary Resident such as Study/Work Permit or Visitors Visa).
- Key issues for clients included immigration, social assistance, employment, CRA, legal matters and health related issues.
- Clients from different countries were served. The top 10 countries where clients originated included: Colombia, Bhutan, Mexico, Iraq, India, Guatemala, Yemen, Somalia Syria, and China.

EMPLOYMENT SUPPORT PROGRAM

The **Employment Program** provides support to Ontario Works recipients to enhance their employability skills. The program primarily supports internationally trained professionals and international trades-people, regardless of their status. We provided assistance to our clients with all aspects of employment such employment counselling and planning; employment community networking of public and private agencies. We also support our clients with: job search techniques; resume and cover letter writing; interview skills development, document assessment; translations services; understanding of Canadian Workplace Culture; and Canadian and local labour market information.

In 2014-2015:

- 60 unique clients were served through the program
- 21 new referrals were received from Ontario Works
- 20 Initial employment Action Plans and 5 Final Employment Action Plans developed
- 17 were referred to LUSO's settlement program for settlement issues/needs
- 6 clients gained meaningful employment
- 5 clients were referred to other employment agencies for Employment Placement
- 18 clients successfully transitioned to other programs and to upgrade studies
- Countries represented by clients included: Colombia, Honduras, Afghanistan, Syria and Iraq. The most common first languages spoken in addition to English included Spanish and Arabic.
- This year LUSO continued to partner with WIL Employment Connections, Mentorship, Job Match, Access Centre, London Employment Help Centre, and Pathways

"What I appreciated most about working with LUSO was their ability to understand my need to increase my confidence with job searching" —program client



OTHER HIGHLIGHTS....

Community Awards

In 2014, LUSO implemented Community Awards as a way to honor and recognize an organization, group or individual that made a significant impact and difference on LUSO's ability to deliver a program and/or service.

LUSO was pleased to recognize the **Beacock Branch Library** as a recipient. Beacock Library has been a tremendous supporter of LUSO by providing space for a variety of programs for over 10 years. In addition, Beacock has partnered with LUSO for the delivery of the Library Settlement Program since 2009.

LUSO was also pleased to recognize **Unifor Local 27** for their outstanding support and financial contribution to LUSO's Video Contest. Unifor Local 27 provided \$5,000 in prize money for winning schools. They have financially supported the contest for three years, but more importantly Unifor supports the message of the contest to Stop Racism!



Beacock Branch Library



Unifor Local 27

We are grateful for the many donations that we receive to support our community portable and support families and individuals with basic needs.



Food donation by TD Employees



Diapers & Clothes-Nursing students-Western



Gloves collected by London Police Services

MAJOR FUNDERS

Citizenship and Immigration Canada

United Way London and Middlesex

City of London

Ministry of Citizenship, Immigration and International Trade

Thames Valley District School Board (OFIP-Ontario Focused Intervention Partnership)

OTHER FUNDERS

Employment and Social Development Canada

The May Court Club of London

London Community Foundation

London Lambeth Rotary Club

EVENT SPONSORS

Deloitte

LIBRO Financial Group

Selectpath Benefits & Financial

Cornerstone Construction

London Police Association

Lunick & Company

Storage Mart

Dr. Andrew Guzi

Trojan Technologies

Hyde Park Rotary Club

Better Financial

***THANK YOU to all of our community partners,
supporters, collaborators and volunteers that
helped us accomplish our goals and fulfill our mission in 2014-2015.
We really are grateful for all of our partnerships.***

BOARD OF DIRECTORS

Christine Wilde, Chairperson
Sophear Net, Vice-Chair
Tiffany Foris, Treasurer
Kasha McEwen-Doan, Secretary
Heather Barclay
Gina La Force
Anne-Marie Sanchez (until Nov. 2014)

Joel Amos Obermueller
Janneth Mayorga
Janet Porchak
Jay Zhang
Jennifer Hryniw
Fatima Haq
Shirley Shen (until Dec. 2014)

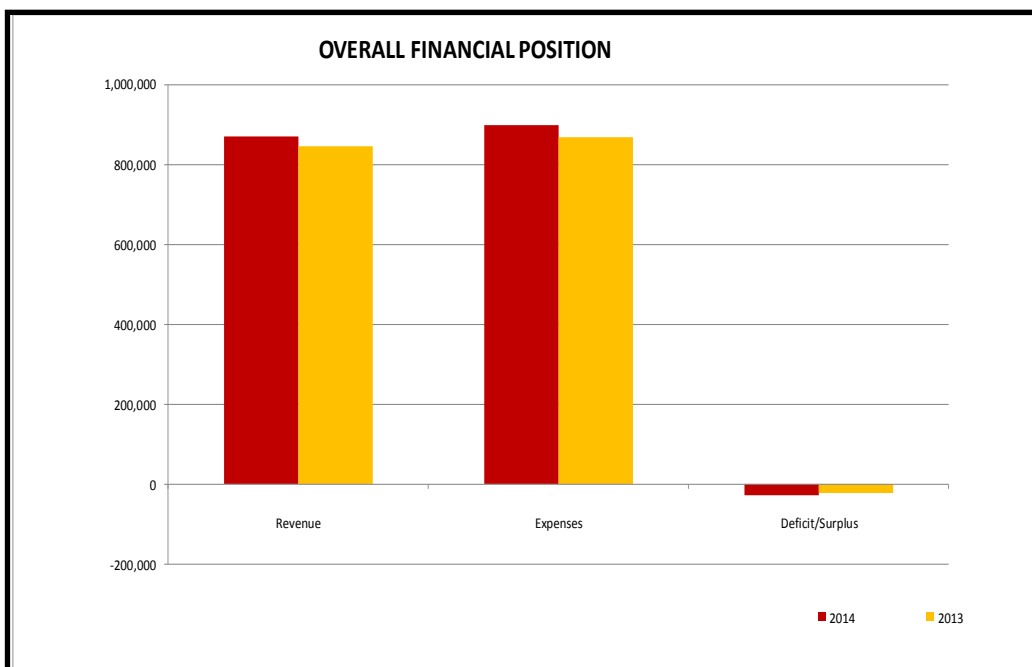
2014-2015 LUSO TEAM (at March 31st)

Lorena Arauz
Samantha Arrindell
Mai Ashour
Ruqaiia Al-Rubaii
Dunia Hamou
Leroy Hibbert

Dalma Merino
Kathy Milczarek
Meghan Nagy
Hind Omer
Alejandra Pegg
Fanny Rosas

Questyn Rodriguez
Elisabete Rodrigues
Claudia Sossa
Meagan Warwick
Mary Yanful
Katerina Hertman (maternity leave)

FINANCIAL SUMMARY



AUDITOR: LUNICK & COMPANY. FULL AUDITED STATEMENTS AVAILABLE UPON REQUEST



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