



**LIVE. GROW.**  
**THRIVE**

Highlands United Church  
2019 Annual Report

Presented at Highlands United Church  
Annual General Meeting  
April 5, 2020

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## Welcome to Highlands United Church 2019 Annual Report

As I write this message of welcome to the 2019 Annual Report, the world

around us is shutting down and indeed the face to face activities of Highlands United are also shutting down due to the COVID-19 Global Pandemic. Indeed even our annual meeting is in the balance at the moment.

But nonetheless, the current situation cannot touch the amazing ways in which God has led us in the past, in which the Spirit has inspired our life and work in the past, in which Christ has been our living Word, our companion and our guide. Nothing can take that away and what is in your hands is the record of that beautiful, grace-filled reality.

Memory is a wonderful thing. For us as a people of faith it has been memory of the past that has inspired heroism in the present and hope for the future. In many ways, the Bible, our history, our song heritage are all tucked away in memory, a lively resource for living faithfully and well. As you read through this report, let it feed your memory of last year. Remember how blessed we have been. Remember people whose lives, though ended in this world, continue to nourish you. Remember how when we gather, the Spirit stirs us to sing, celebrate, give and serve.

In your hands is a document that many, many people have crafted to give you a clear account of the life that has taken place through the ministry of Highlands United Church in 2019. People who have been actively engaged in the ministry of our

church have taken time to reflect, remember and record the life of this church community in the past year. Thanks to them, we have a record, and we remember.

In your hand you also have the financial record of our life in 2019 and a Budget for 2020. This is one part of our life that calls for some prayerful reflection, planning and renewed commitment. I know this is a concern for many as we seek ways to sustain the precious ministry of Highlands United far into the future. I would simply ask you to be gracious with those who have given their time and effort to managing and accounting for this part of our life. It has not been easy. I would also ask you to come together, bringing your commitment and creativity. There is a road ahead in which our life is sustained, rich and blessed. We just need to find it together.

So, as in years past, I invite you to linger over this report. Find a quiet place, get a cup of your favorite hot drink, curl up and let this report speak to you of the life God is inspiring in your community of faith. See what it stirs up for you. See if it inspires you to take a step further in to the life and work of our church. And then come to the Annual Meeting to celebrate, give thanks, and talk together about the future to which God is calling us together.

With many blessings,

Rev. Will Sparks

## Highlands United Church—Staff and Lay Leaders

<b>Staff</b>	Lead Minister, Rev. Will Sparks Minister for Community Development, Sandi Parker Minister for Seniors and Hospitality, Colleen Blair Minister for Children, Youth and Families, Allie Keir Administrator, Carol Smith Administrative Assistant, Tatina Lee Lay Worship Leader, Ken Irwin Minister Emeritus, Rev. Bob Shank						
<b>Music Ministry</b>	<table> <tbody> <tr> <td>Music Coordinator</td> <td>Geordie Roberts</td> </tr> <tr> <td>Choir Directors</td> <td>Gillian Irwin, Spirit Singers Geordie Roberts, Genesis II Bella Kershaw, God's Free Spirits Roz Hollett, Hand Bell Choir Heather Soderling, Re:Sound Chamber Choir</td> </tr> <tr> <td>Accompanists</td> <td>Geordie Roberts and Roz Hollett</td> </tr> </tbody> </table>	Music Coordinator	Geordie Roberts	Choir Directors	Gillian Irwin, Spirit Singers Geordie Roberts, Genesis II Bella Kershaw, God's Free Spirits Roz Hollett, Hand Bell Choir Heather Soderling, Re:Sound Chamber Choir	Accompanists	Geordie Roberts and Roz Hollett
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Accompanists	Geordie Roberts and Roz Hollett						
<b>Board of Trustees</b>	Bill Denault, Chair Judy Anderson, John Haley, Joan Kosick, Peter Ackhurst and Al Lill						
<b>Leadership Board</b>	Wendy McNaughton, Chair Sandra Soderling, Michael Soderling, David Keir, Craig Madill, Robin Rivers, David Wilson, Corey Hollett, Julie Hunt, Jessica Keefe. Cameron Forde, Will Sparks and Sandi Parker ex-officio						
<b>Standing Committees:</b>	<table> <tbody> <tr> <td>Finance</td> <td>Ed Hunt, Treasurer Mark Clark, Cameron Forde, Scott Hughes, Doug Margerm, Will Sparks, ex-officio</td> </tr> <tr> <td>Ministry and Personnel</td> <td>Craig Madill, Chair Diana Bomford, Betty Chapin, Ardis Nelson, Kathleen Whyte, Will Sparks, ex-officio</td> </tr> <tr> <td>Worship</td> <td>Gillian Irwin, Chair Colleen Blair, Joy Dancey, Ken Irwin, Allie Keir, Geordie Roberts, Sandi Parker, Will Sparks</td> </tr> </tbody> </table>	Finance	Ed Hunt, Treasurer Mark Clark, Cameron Forde, Scott Hughes, Doug Margerm, Will Sparks, ex-officio	Ministry and Personnel	Craig Madill, Chair Diana Bomford, Betty Chapin, Ardis Nelson, Kathleen Whyte, Will Sparks, ex-officio	Worship	Gillian Irwin, Chair Colleen Blair, Joy Dancey, Ken Irwin, Allie Keir, Geordie Roberts, Sandi Parker, Will Sparks
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<b>Pacific Mountain Region Representatives</b>	Simone Carrodus, Ardis Nelson and Hugh Creighton						

**Highlands United Church**  
**71<sup>st</sup> Annual Meeting**  
**April 5, 2020**  
**Agenda**

**1. Opening – Call to Order**

Opening Prayer: Led by Will Sparks

**2. Procedural Motions**

Approval of Agenda

*Motion: That the Agenda for the Highlands 71<sup>st</sup> Annual Meeting be approved.*

Voting by Adherents

*Motion: That all persons deemed to be present at this meeting (via conference call or Zoom) be given the right to vote on all matters arising at this meeting.*

Confirmation of Voting Methodology

*Motion: That calls for voting will be made via the moderator using the options available, including Zoom video screen recognition and audio/conference call technology.*

Approval of the Minutes of the 70<sup>th</sup> AGM, March 17, 2019

*Motion: That the Minutes for Highlands 70<sup>th</sup> Annual General Meeting be approved.*

**3. Annual Reports**

2019 Financial Report (Ed Hunt, Treasurer)

*Motion: That the 2019 Financial Report be approved*

**4. Nominating Committee Report** (Simone Carrodus, Julie Hunt, Robin Rivers, Dave Wilson)

Leadership Board Conversion of Status

*Motion: That the final (sixth) year of Michael Soderling's term on the Leadership Board be converted to an ex-officio position be approved.*

Leadership Board Confirmation of Nominees

*Motion: That the nominations of Jessica Keefe, Wendy Grant, Ardis Nelson and Wendie Reinhardt to the Leadership Board be approved*

**5. 2020 Operating Budget Report** (Ed Hunt, Finance Committee)

*Motion: That the 2020 Operating Budget be approved*

**6. Courtesies and Acknowledgements**

**7. Adjournment**

*Motion: That the Highlands United Church 71<sup>st</sup> Annual Meeting be adjourned.*

**Highlands United Church**  
**70<sup>th</sup> Annual Meeting**  
**11:15 am – 12:30 pm, March 17, 2019**  
**Minutes**

**1. Opening – Call to Order**

Chair Wendy McNaughton established that there was a quorum (i.e., 20 full members were confirmed to be present) and called the meeting to order at 11.30 am. Attendees were welcomed; the opening prayer was read together.

**2. We Remember / Memorials**

Read by Sandra Soderling. The names of 17 individuals for whom memorial services were held in 2018 were read aloud in remembrance, supported by a Power point slide for each. A further 12 individuals were named in remembrance.

**3. We Welcome / Baptisms, Weddings and New Members**

Read by Julie Hunt. Eight baptisms and four weddings were celebrated during 2018. Ten new members were added by transfer of membership.

**4. Procedural Motions**

Approval of Agenda

*Motion: That the agenda of Highlands 70<sup>th</sup> Annual Meeting be approved. Moved by Michael Soderling. Seconded by Lisa Madill. None opposed. CARRIED.*

Voting by Adherents

*Motion: That all persons present at this meeting be given the right to vote on all matters arising at the meeting. Moved by Julie Hunt. Seconded by Joy Dancey. None opposed. CARRIED.*

Approval of Minutes of Highlands 69<sup>th</sup> Annual Meeting

*Motion: That the Minutes of Highlands 69<sup>th</sup> Annual Meeting be approved. Moved by Craig Madill. Seconded by Chris Madill. None opposed. CARRIED.*

**5. 2018 Annual Reports**

Wendy thanked all who contributed to preparation of the 2018 Annual Report. Note: The Visiting Ministry report on pages 46-47 of the Annual Report should say: Submitted by Jacqueline Scott

*Motion: That the 2018 Annual Report, excluding the Highlands Financial Statements be approved. Moved by Sandra Soderling. Seconded by Dave Ball. None opposed. CARRIED.*

## 2018 Financial Report

2018 Financial Report: Scott Hughes, Finance Committee, presented the 2018 financial report with reference to pages 54 – 55 of the 2018 Annual Report. Special thanks to Carol Smith for preparing the supporting financial information.

2018 financial highlights:

Total 2018 revenue of \$704,875 is under budget of \$716,400

Total 2018 expenses of \$720,499 is marginally less than budget of \$720,600

There is an annual deficit of \$15,574, being revenue less expenses

The \$15,574 shortfall was covered by transfers from segregated funds – as approved by Leadership Board: \$4,000 from Music Fund; \$2,500 from Senior's Fund; \$9,074 from Memorials and Celebrations Fund.

Questions and comments from the floor:

Comment - Ron Watson: please provide unaudited balance sheet with the Annual Report. This request was also made last year.

Response - Noted

Question - Al Lill: where can I find information related to the segregated funds?

Response - Refer to page 55 of annual report

Question - Al Lill: what is status of build/capital reserve fund?

Response - Balance is almost zero, but there are capital contributions from local developers

Comment – Bill Dyer: general request for speakers - please reference the section(s) of the Annual Report that you are speaking to.

Approval of 2018 Financial Report:

*Motion: That the 2018 Financial Report as at December 31, 2018 be approved. Moved by Dave Boal. Seconded by Robin Rivers. None opposed. CARRIED.*

## 6. Staffing Report

Presented by Craig Madill, Chair of Ministry and Personnel Committee.

Sandi Parker is taking 3 month sabbatical for June – August 2019.



*Motion: To renew the appointment of Sandi Parker in the role of Minister of Community Development for two years ended 30 June 2020. Moved by Craig Madill. Seconded by Diana Bomford. None opposed. CARRIED.*

## 7. Nominating Committee Report

Presented by David Keir. David provided background and context for term extensions, renewals and vacancy replacements for Leadership Board appointments, in accordance with the Terms of Reference.

*Motion: That the appointments for the Leadership Board, namely Michael Soderling for an extended two year term to end in 2021, Wendy McNaughton for a one year extension to end in 2020, and Jessica Keefe for a new appointment of one year (vacancy replacement) to end in 2020 be approved. Moved by David Keir. Seconded by Bill Denault. None opposed. CARRIED.*

*Motion: That the appointment of Wendy McNaughton as Chair be approved for a renewal term to end in 2020. Moved by David Keir. Seconded by Ken Irwin. None opposed. CARRIED.*

## 9. New Business

### a) Pacific Mountain Regional Council Representative Appointments

*Motion: That the appointment of Simone Carrodus, Hugh Creighton and Ardis Nelson as representatives to the Pacific Mountain Regional Council be approved. Moved by Sandra Soderling. Seconded by Jacqueline Scott. None opposed. CARRIED.*

### b) Five Year Ministry Plan Update

Presented by Ardis Nelson. Ardis provided an overview of the plan and thanked all of the people who contributed to its development. She advised that the plan is a living document that aligns with the tagline of "Live, Grow, Thrive". Ardis facilitated a congregational exercise to discuss the objectives/ goals of the Plan.

Questions and Comments from the floor:

Comment - Bill Dyer – (1) May have been beneficial to have 2018 statistics for plan development/ refinement, including areas where participation has dropped (such as Xmas eve); (2) Surprised by low response to questionnaire. Need to be careful about drawing conclusions/inferences.

Question – Simone Carrodus - Is the work of task group ended once this Plan is approved? Will the Leadership Board be responsible to administer subsequently?

Response – Yes, the committee work is complete. It's a shared, living plan going forward.

Comment – Steve Beaton – Ministry Plan is important; Having goals/objectives visible (such as posters) is important to provide people with time to review and consider and digest and comment.

*Motion: That the 5 Year Ministry Plan be approved. Moved by Ardis Nelson. Seconded by Bill Dyer. None opposed. CARRIED.*

### **c. 2019 Operating Budget Report**

Presented by Scott Hughes, Finance Committee. Scott provided a high-level overview of the 2019 Budget. This is a deficit budget, as approved by the Leadership Board. 2019 forecast revenue is \$712,700 and forecast expenses are \$730,650. The forecast shortfall/deficit is \$17,950. Scott introduced prospective ways to address the shortfall, such as if every member increased their giving by 5%. Scott presented a slide to identify changes in the United Church funding structure for 2019, including changes to Mission and Service allocations.

Questions and Comments from the floor:

Comment – Simone Carrodus: Support and understand the rationale for Mission and Service changes. Request to recognize that national church remains starved for funding and to not be complacent.

Comment – Bill Dyer: At some point, provide details of changes in M&S funding allocations to congregation. This is an area of interest for many.

Question – Lindsay Bottomer: Will segregated funds be repaid in future?

Response – Scott Hughes: There is no specific plan for replacement. Believe this to be an appropriate use of non-designated funds. Scott provided background and context on the nature and use of these funds.

Comment – Dave Boal: segregated funds are not static.

Comment – Bob Brown: expressed concern about deficit budget. Supports the approach to address, but recognize that it's not sustainable. Recommend Leadership Board develop a plan to address.

Comment – Will Sparks: financial circumstances are reflective of broader changes. Not just specific to Highlands. Allocation and structure of funding with national changes is a complex and interesting area.

Comment – Jacqueline Scott: Request that LB provide regular updates on status of national church and how it impacts Highlands.

*Motion: That the 2019 Operating Budget be approved. Moved by Scott Hughes. Seconded by Craig Madill. None opposed. CARRIED.*

## **10. Courtesies and Acknowledgments**

Wendy extended her thanks to office and ministerial staff (Will, Sandi, Colleen, Allie, Carol and Tatina); Ardis Nelson and members of the Five Year Ministry Plan team; Scott Hughes and the Finance Committee; all Committee Chairs; and the Leadership Board. Special recognition to Carol Smith for her efforts behind the scenes to keep things running smoothly.

## **11. Adjournment:**

*Motion: That the Highlands United Church 70<sup>th</sup> Annual Meeting be adjourned. Moved by Michael Soderling. Seconded by Scott Hughes. None opposed. CARRIED.*

## Administration and Leadership

### Minister's Report

Highlands United Church cooks at a fairly high temperature. That is what I tell people when they ask me how it is going at Highlands these days. Sometimes we simmer but mostly we bubble and often we boil over with energy and activity. This is a great thing. There are lots of people actively involved. Any day of the week, if you drop by the church you will find people sorting used goods, practicing music, learning English, knitting, quilting, studying, playing, cooking, eating. There might be people of any age doing any of these things.

As I look back, two things stand out as highlights of 2019 for me. First, the Lenten theme, "Gifts of the Dark Wood" was such a rich and imaginative exploration of God's gifts of grace that come to us in places and experiences of life that we never would have chosen but find ourselves in. This was fertile time. The second was the Guatemala Discovery Trip we took in August. It brought together 20 people from age 13 to 84, and I believe it was a genuine discovery for everyone involved. I cherish the deepened relationships that it gave me and I look forward to future possible discoveries.

Two areas of ministry that have called for significant measures of my focus in 2019. Moving the five-year ministry plan goals from great ideas and visions to more developed and active plans has taken some persistence and creativity. I am grateful to Wendy McNaughton and the Leadership Board for their leadership and willingness to make this a focus of their work. As well, in consultation with the Ministry and Personnel Committee I have worked to plan a healthy transition into retirement with Carol Smith and worked to re-envision and re-structure the administration functions of our church. Running a church of this size and vitality is challenging administratively, and I have great hopes that the new structure which includes an Administrator, an Admin Assistant and a Bookkeeper will help lift what has been a heavy load for Carol and I wish her the very best in her retirement.



As I look back at the events and activities of 2019, I can see more clearly a big challenge that we face as a congregation in the coming years: creating a sustainable and vibrant future. This challenge has both financial and human elements. Revenue has been steady but not increasing as costs grow. Tasks that used to be done by volunteers are now being done by paid staff. These combined factors put us in a real challenge that we will have to face head on in 2020. Yet the adage, that challenge and opportunity are two sides of the same coin is true. I am confident that if we face the challenge honestly, openly, and without needless anxiety, we will experience the Spirit of God stirring up creativity, and renewed commitment which will change the shape of our future together. I am hopeful.

On a personal note, in late 2019 I lost my dear brother Don, to complications related to Diabetes and Addison's disease. In the midst of that devastating experience, you, my Highlands community, were gracious, loving, flexible, kind and generous. I thank you from the bottom of my heart. I am assured again that God is in the places we do not expect to find ourselves and that we can trust God's Spirit as we face uncertainty.

## **Administration and Leadership** continued...

In the midst of that loss, the words of one of the Spirit Singers anthems discovered me and they are words that really speak to me as we head into 2020. Even if we find ourselves in unexpected places, we are not alone.

Unexpected Places, by Heather Sorenson

*“Here I am in this unexpected place;  
A place I did not ask for,  
but one that’s filled with grace.  
And here I am in this room I did not plan,  
But Jesus, you are here,  
Jesus, you are grace,  
Jesus, you are with me in this unexpected place.”*

Grace and Peace,

Submitted by Rev. Will Sparks, Lead Minister

## Leadership Board



### Leadership Board Members:

Back Row: Sandra Soderling, Will Sparks,  
Michael Soderling, David Keir, Craig Madill,  
Robin Rivers, Sandi Parker,

Front Row: Dave Wilson, Corey Hollett, Wendy  
McNaughton, Julie Hunt

Over the course of the past year, much of what the Leadership Board has done relates directly to the Five-Year Ministry Plan 2019-2024 approved at our AGM in March 2019. The four key areas outlined in that document are: Beyond Ourselves, Communication, Congregational Life, and Sustaining Community. Each of these four broad categories has a goal statement to guide our work. As we reflect on the year, it is useful to consider how the work of the Leadership Board connects to these goals.

### Beyond Ourselves

Over the course of the year there were many ways in which we looked Beyond Ourselves.

The Faithfest weekend brought together many people to hear the stories of folks from outside of the Highlands Church community. This weekend

also allowed people to engage in a variety of workshops exploring diversity.

An Embracing the Spirit grant allowed us to initiate a three-year pilot project entitled United Online. With Andria Irwin as our United Online Minister, we have been able to welcome everyone into our virtual sanctuary. Clearly a wonderful way to broaden our leadership and presence in the wider community.

In April of 2019 several people from Highlands United Church joined with folks from other faith communities at the Ismaeli Jamatkhana in North Vancouver. This was in response to the shooting attacks at two mosques in New Zealand. Will Sparks, along with other faith leaders spoke to the group. There was a genuine desire to work together and to explore future multi-faith gatherings locally.

### Congregational Life

Twice a year, in May and November, Extended Leadership Board meetings are held. At these meetings the leaders of over twenty committees, or groups, come together with board members to reflect on the work being done by Highlands United Church. Hearing about the work being done across such a broad spectrum of groups allows us to engage with one another and deepen our understanding of the work being done. It gives us an opportunity to consider what has been done as well as consider what else we could be doing. This type of engagement is important to the overall well-being of Congregational Life at Highlands.

The information shared at these meetings in 2019 took a close look at how the work aligned with our goals. From the wealth of information, the board was able to identify some trends and set some more specific and short-term goals for the coming year. Individuals from the Leadership Board will be working on establishing working groups to focus on these goals.

## Administration and Leadership continued...

In the coming year we plan to explore how we can:

- become a more inclusive and welcoming congregation to a more diverse population, including members of the LGBTQ+ community (Will Sparks)
- reach out to the “missing middle” to understand their experience and spiritual needs, and respond accordingly (Julie Hunt)
- communicate more effectively by looking at our existing platforms for communication, understand their effectiveness and understand preferences of different demographic groups for accessing and receiving information (Michael Soderling)
- sustain both human and financial resources into the future (Wendy McNaughton, Sandi Parker)

### Communication

Given the multitude of ways we can communicate with others, it can be a challenge to know which ways are most effective. In 2019 we made an intentional effort to develop our livestream programming. This will continue to be a platform where we support further development. Responses to surveys, and anecdotal information, show that face to face, and person to person, interactions appear to be an important way to communicate what we do and what we care about. The new photo directory will be an aid to more personal communication. Determining how best to communicate with ourselves, as well as those in the wider community, is an area that we will continue to focus on in the coming year.

### Sustaining Community

Over the past year, the Leadership Board has looked at the health of our committees. A common theme that came up in our Extended Leadership Board meetings was the need for volunteers and planning for succession. The work of Highlands United Church relies heavily on volunteers. A focus group, under the leadership of Sandi Parker, has been exploring the topic of volunteerism and clarifying the roles of volunteers at HUC.

The work of the church is done by the people. However, there is a financial cost associated to this work. The Leadership Board has had to look carefully at the changing demographics of Highlands and the implications this has for both our human and financial resources. The Leadership Board has generated ideas for increasing our revenue for both the short and long term. A working group will be established to consider the ways in which we can continue to financially sustain our community.

We look forward to living, growing and thriving in the year ahead!

Submitted by,

Wendy McNaughton, Chair

Board Members: Corey Hollett, Julie Hunt, Jessica Keefe, David Keir, Craig Madill, Robin Rivers, Michael Soderling, Sandra Soderling, Dave Wilson with Will Sparks and Sandi Parker as ex officio

## Ministry and Personnel (M&P) Committee

Another year has elapsed, and we continue to be blessed at Highlands through thoughtful and inspiring worship, and to be supported, mentored, and served by wonderfully gifted, motivated, energetic, and effective staff. The staff embody Highlands goals to Live, Grow, and Thrive in the world.

Will Sparks, Lead Minister, and members of the M&P committee continue to invest time updating and reviewing job descriptions for the various roles that Highlands employs to ensure that they appropriately reflect the responsibilities and functions that the staff members fill as well as providing a strong framework outlining areas for career and personal development. This is linked to our goal of sustaining ministry by ensuring that we have the appropriate mix of staff to support the diverse and numerous ministries of Highlands. Will provides strong leadership, inspiring reflections, and shares his many gifts with the Highlands congregation.

Sandi continues to evolve her role as the Minister for Community Development; her organizational skills and thoughtfulness have been significant benefits to Highlands through the grant proposals and funding requests for various initiatives that she has lead. Sandi spent her three-month sabbatical in 2019 reflecting, learning, and reenergizing herself through the summer. Her role as Minister for Community Development is vital to our church and allows for other Ministry staff to remain focused and efficient as well as building and sustaining community.

Colleen Blair continues to keep our seniors active and Highlands a welcoming place through her responsibilities for the Ministry for Seniors and Hospitality. Colleen ensures that there are dedicated teams of Welcome Hosts and Greeters each week throughout the year. She organizes numerous outings, engaging speakers, and other

activities for the seniors' luncheons that occur twice monthly – these are all well attended and enjoyed.

Allie Keir is a warm and welcoming leader for children, youth and families. She supports the Sunday School teachers, Summer Camps staff and programming, as well as the twice monthly youth groups.

The Young Adult community in the congregation was supported in 2019 by Carl Steffens, helping to identify and address the needs and wants of this demographic so that they continue to feel connected to Highlands.

Andria Irwin has returned as part of the multi-year United Online initiative of the Pacific Mountain region; she is spending the majority of her time during the first year refining the Livestream offering and online ministry from Highlands. Andria is also focused on completing her MDiv through the Vancouver School of Theology.

Ken Irwin continues to provide wisdom, insights, warmth, and humour in his worship leadership and preaching duties as a Licensed Lay Worship Leader. The talented leadership of Geordie Roberts our music coordinator and accompanist provides strong linkage between the music and the message each week; Geordie also directs the Genesis Too choir made up of children and youth from the congregation aged from grade 4 to grade 12. The Spirit Singers choir is a large part of the congregation under the strong leadership of Gill Irwin. God's Free Spirits is the choir consisting of some of the youngest participants of the congregation under the leadership of Bella Kershaw. Our congregation is blessed with weekly gifts of music and song.

Carol Smith is the go-to person for all matters administrative, assisted by Tatina Lee. In addition to financial and administrative functions, Carol coordinates our building rentals and use, ensuring the numerous events and activities taking place at Highlands have the space they need. Carol is very

## Administration and Leadership continued...



often the first contact visitors to Highlands have, and her friendly welcome and efficient handling of requests represents the face of Highlands to the wider community. M&P appreciates the time and care Carol takes with the payroll functions, and consults with her on various payroll issues and interpretations. Carol will officially retire from her role at the end of the summer and work is underway to determine how the role will evolve and be fulfilled by the next administrator.

Ministry, Admin, and Music staff received a 1.9% cost of living increase effective January 1, 2020. This increase is set by the national church.

As the Human Resources overseers of our staff, M&P is aware, too, that we ask our staff to do big jobs, and we need to be mindful of the resources needed to do those jobs. The annual M&P staff appreciation evening was held again this year at the home of Kathleen Whyte, attended by staff and significant others.

The M&P Chair, Craig Madill, sits on the Leadership Board. The M&P Committee provides ongoing consultation and support to staff, oversees the staff/congregation relationship, continuing education for staff, the effectiveness of our actions towards the church mission, our five-year plan, and

the necessary consultation and liaison with other committees of the church and Pacific Mountain Region (the successor to Vancouver Burrard Presbytery).

As always, members of the committee are available as sounding boards for both Administration and Leadership congregation and staff. We are fortunate to have Kathleen Whyte on the committee; her knowledge of HR best practices and of relevant employment legislation are valuable contributions to the work of this committee. We are also fortunate to have a dedicated team including Ardis Nelson, Betty Chapin, and Diana Bomford to pursue our goal of sustaining ministry through effective and appropriate staffing. Committee minutes are available through the office.

I am grateful for the knowledge, time, and thoughtful wisdom contributed by each committee member.

Submitted by Craig Madill, Chair

Committee Members: Diana Bomford, Betty Chapin, Ardis Nelson, Kathleen Whyte



## Building Management Team

After several years of Godspace activities to upgrade, renovate and generally put Highlands United Church (HUC) on a good footing, there was a requirement to transition from the larger projects of Godspace to the ongoing infrastructure management of HUC. 2018 was a transitional year and the overall building management tasks fell to Carol Smith, the Office Administrator, and Will Sparks, Lead Minister. Betty Chapin volunteered to oversee the day to day Repair and Maintenance requirements for HUC.

At the beginning of 2019, Will proposed that HUC develop a team of volunteers to oversee the infrastructure of HUC. As a result of this initiative the Building Management Team (BMT) was formed and Janet Warren, Dave Wilson, Scott Hughes, Doug Margerm and John Haley agreed to sit on the committee. Will presided over this group for most of the year and John Haley took over as chairperson when he returned from his travels.

The overall mandate of the Building Management Team covers three broad categories:

1. Repair and Maintenance - the annual operating budget of HUC provides for the ongoing maintenance of the building and the supporting plant including but not limited to contracts for janitorial services, general repair and maintenance of existing items, landscaping requirements and snow removal etc.
2. Building and Equipment Capital Replacement – based on work completed by Alex Wood a spreadsheet was prepared that lists the majority of the capital assets of HUC and their life expectancy. The schedule projects the orderly replacement of the assets over the next 40 years. The projections integrate the effects of inflation and are intended to provide guidance to the finance committee regarding the annual cash requirement to meet the future replacement needs. The Building and



Equipment Fund (BEF) operates as a separate designated fund and receives an annual contribution from the operating fund which will accumulate over the years and be used to fund the projected replacements. In 2019 \$30,000 was transferred from the operating fund to the BEF.

3. New Projects – throughout any given year there are requests for new items which would be helpful to serve the ministry of HUC. The requests are listed and are prioritized based on whether they represent a need or a want. HUC currently has no funding for such items, so all such requests will need to be funded by special donations or through fund raising.

During 2019 the BMT met several times to:

- Develop and approve the Committee Terms of Reference
- Compile and prioritize a list of current Building projects
- Manage the major 2019 projects, which were:
  - ⇒ Refurbish the gym floors
  - ⇒ Replace/repair boards and batten of the building (siding)

## Administration and Leadership continued...

- ⇒ Courtyard painting
- ⇒ New hot water tank
- ⇒ New projection screen for the sanctuary
- ⇒ New shelving for the flea market
- ⇒ Memorial Garden Refresh
- Manage the transition to a new janitorial company
- Continue to develop the long-term planning of HUC's infrastructure
- Review the BEF spreadsheet and oversee the projects for 2020.

As noted earlier the mandate for BMT covers three broad categories one of which is to oversee the general repair and maintenance of HUC.

There is currently a critical need for a volunteer to manage this aspect of HUC's operations. HUC has been without a designated person for this position throughout 2019 resulting in undue pressure being put on the office personnel. Please consider the opportunity to provide your expertise to assist with this aspect of HUC's operations. Please contact the office to obtain the information necessary to assist with your decision.



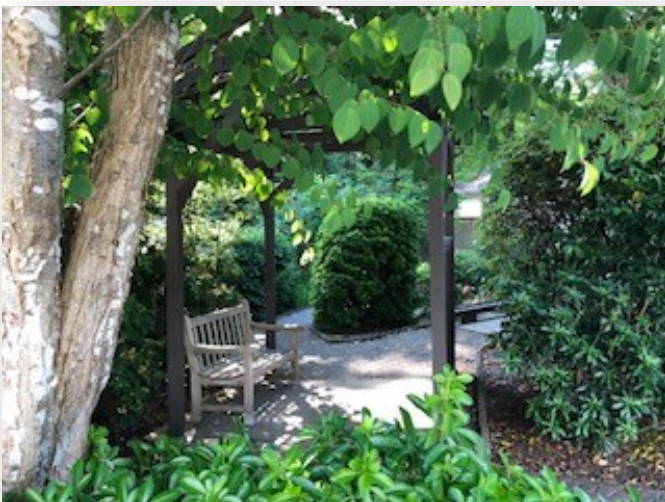
The BMT can't thank Carol Smith enough for all of the ways she has supported the work of this committee and stepped in, whenever required, to support the building needs of Highlands United Church.

HUC is also blessed with an army of folks who step up year round to complete small to large maintenance tasks (both physical and administrative). This represents a significant savings for HUC and the BMT would like to thank them for their continued contributions and dedication to the wellbeing of HUC.

The BMT also thanks Amir, who retired in early 2020, for his care and dedication to the janitorial needs of HUC over the last several years.

Lastly, thanks to the BMT committee members for their dedication and commitment to the overall managing of HUC's mission through the care of the physical platform from which our dedicated ministry staff deliver a comprehensive list of the services to HUC and the community at large.

Submitted by John B Haley, Chair  
 Committee Members: Scott Hughes, Doug Margerm, Dave Wilson, Janet Warren with Will Sparks and Carol Smith as ex officio members





## Pacific Mountain Region Report

Pacific Mountain Regional Council, the governing body of the United Church in the general area of B.C., continues to evolve. We are a part of it.

The Regional Council meets annually and this year, it will be in early May. Members of the Council include paid accountable clergy as well as our lay reps: Ardis Nelson, Hugh Creighton, and Simone Carrodus. Treena Duncan is Executive Minister of the Region.

The Region has created **LeaderShift**, programming to support church leaders in managing change and leading faithfully through challenge. LeaderShift is directed by Allison Rennie. There are three key areas of focus within LeaderShift

programming: skills-building, theological engagement, and spiritual formation. Often these are woven together in retreat-style workshops and larger conference events.

Opportunities for coaching and congregational consulting add a robust initiative for both clergy and lay people.

Go to [LeaderShiftpm.ca](http://LeaderShiftpm.ca) for more information and to register for these events.

The **Pastoral Relations Council** is charged with the responsibility for supporting, even creating, relationships between communities of faith and their clergy.

The **Communities of Faith Support Council** has been created; Simone Carrodus is one of its 11 members.

Its purpose: support the work toward the creation of healthy communities of faith and ministries, effective leadership and faithful public witness in covenant with Communities of Faith. It is developing a strategy for supporting, empowering and resourcing Communities of Faith in the Pacific Mountain Region.

There has also just been created a “Communities of Faith Approvals Working Group”, of which Simone is also a member. They will receive, review and make recommendations on approval for property transactions and for significant community of faith life events such as amalgamations and disbanding.

For the national United Church of Canada, Hugh Creighton carries on with the work of financial oversight.

Watch the Highlights for news of Pacific Mountain Region events of interest to Highlands folks. We will try to bring those notices to the Highlights!

Submitted by Simone Carrodus, Hugh Creighton, and Ardis Nelson

## Administration and Leadership continued...

<b>Membership Statistics</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Total Members	415	420	408	430	426	443	451	451	452	445
Members Removed by Transfer of Membership								2	0	0
Members Removed by Death		9	15	9	4	6	8	4	9	9
Members Added by Confirmation	13	6	0	13	0	6	4	0	9	0
Members Added by Transfer of Membership		8	3	18	0	17	12	6	1	2
Weddings	3	2	3	5	3	5	3	2	4	4
Baptisms	12	6	11	9	11	6	6	6	8	4
Memorials, Interment of Ashes and Passings	20	22	28	14	9	18	21	14	31	16

<b>Average Sunday Morning Attendance</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
<i>(Yearly average Oct-Nov)</i>	255	255	264	277	263	271	255	244	236	233

### Christmas Season Attendees

	24-Dec	24-Dec	24-Dec	25-Dec	Total
<i>New Service Times 2015:</i>	<i>Eve 4:00 pm</i>	<i>Eve 7:00 pm</i>	<i>Eve 10:00 pm</i>	<i>Day:10:00 am</i>	
<b>2015 Christmas Season</b>	355	624	120	-	1099
<b>2016 Christmas Season</b>	393	448	190	68	1099
<b>2017 Christmas Season</b>	301	358	147	265 * Pageant	1071
<b>2018 Christmas Season</b>	362	464	115		941
<b>2019 Christmas Season</b>	366	443	110		919

\* Christmas Eve fell on a Sunday in 2017—the 265 attendance is for the Christmas Pageant held on Sunday, Christmas Eve.

**Memorials and Passings**

Mary Jean Abbott

\* Mary Agnew

\* Kay Buchanan

Carla Barraclough

Clark deBoer

\* Jeannie Denault

Bernie Elliott

Nancy Kuchenthal

\* George Martin

*(passed in 2018 but not recorded in our registry last year)*

Dennis MacAree

\* Margaret Main

Young Namkung

\* Frances Read

*(passed in 2019, memorial held in 2020)*

Irene Simpson

Alix Smedman

\* Sandy Thomson

\* Glenn Valde

\* Sharon Worley

\* *United Church Members Deceased: 9*

*(Fran Read's name added to list of deceased members after initial publication of Annual Report.)*

**Interments Only**

Ted Daubert

Anne Smith

**New Members by Confirmation (0)****New Members by Transfer of Membership (2)**

- Margaret Gaven

- Ev Leskiw

\* *United Church Members New: 2*

**Baptisms (4)**

Amelia Val Cole

Jennifer Mary Aldrich

Sahar Jalalvandi

Mohamed Riahi

**Weddings (4)**

An Yan and Johnny Sun

Mary Duncan and Terence Adams

Nicholas Urbaniak and Fiona Lee

Phoebe Han and Harry Liu

## Worship and Music

The Worship Ministry Team is responsible for preparing worship services that provide opportunities to be inspired, to feel included, to be challenged and to celebrate God's presence in our lives. The Music Ministry falls under the umbrella of Worship and is included in this report.

During the liturgical year we journey through a number of seasons and themes. With each approaching season, a planning team is gathered to work with Will Sparks, to plan and develop a theme using the scripture passages, music and other available resources. Each theme is highlighted with symbols, decor, colour and flowers which help us to engage the sacred stories and bring life to the chancel and the Sanctuary.

Throughout 2019 our online ministry continued to expand with Andria Irwin in leadership. Providing opportunities for our online congregation to feel connected to the life and work of Highlands has been an important theme.

During the summer, a new projection screen was installed to improve the quality of the images and the ability to read text. During the Fall, the team began to consider the possibility of replacing the projector to make further improvement.

Since the last Ignite service in 2018, many of the folks in the congregation have felt a void in our communal worship life. The team has started to look at creating other alternative worship services to fulfill that need.

In 2019 we lost a much loved fellow worship leader,



musician and faithful friend when Jeannie Denault passed away in May. Jeannie had been involved in music and worship leadership as director or accompanist

since the 1970s, most recently as director of God's Free Spirits and an accompanist of the Spirit Singers. She was a member of the Spirit Singers for over 30 years. We will miss her forever.

Of course, reflecting on a year gone by creates a huge feeling of gratitude. It would not be possible to create the worship experiences that we have without a number of very gifted people who freely offer time and energy to this task.

Thank you to our Chancel Decorating team: Joy Dancey, Tanis van Drimmelen, Linda Davidson and Colleen Blair.

Thank you to our tech team: Doug Irwin (coordinator) Elliott Best, Noel Hollett, Corey Hollett, Aidan Roberts, Liam Roberts, Fiona Whyte, Andrew Yetman, (and Dave Wilson, who is always there when you need him).

Thank you to all our dedicated choirs and musicians:

- God's Free Spirits lead by Bella Kershaw, accompanied by Rosalind Hollett
- Genesis Too Choir lead by Geordie Roberts, accompanied by Yuka Tanaka
- Spirit Singers led by Gillian Irwin, accompanied by Geordie Roberts
- Re:Sound led by Heather Soderling
- Bell Ringers led by Rosalind Hollett

Additionally, some music "innovations" that have now become "traditions" appeared as usual in 2019 including the Family Band at Christmas, the Summer Choir in July and August, and an enhanced Re:Sound ensemble for the late service on Christmas Eve.

We continue to celebrate and give thanks for the work and passion of Geordie Roberts, our Music Coordinator.



Worship life in 2019 was full of energy, passion, history and humour. We are fortunate to be engaged by a leadership team that brings an abundance of gifts to worship throughout the year. With Will Sparks as our lead minister and Ken Irwin as Lay Worship Leader, along with many volunteers, deep and meaningful worship is developed and delivered.

Allie Keir continues to engage both children and adults with her dialogue and stories, and Sandi Parker and Colleen Blair constantly contribute from their depth of love and experience. With the leadership of that team our spirits are nourished and our hearts are filled with the love of God. We are truly blessed.

Submitted by Gillian Irwin, Chair

Worship Ministry Team: Colleen Blair, Joy Dancey, Ken Irwin, Allie Keir, Sandi Parker, Andria Irwin, Chris Madill, Geordie Roberts, Heather Soderling, Janet Warren, and Will Sparks

## Welcoming Ministry

For members and visitors alike, the Welcome Space on Sunday morning is a gathering place to receive guests and one another with the best of who we are. It is a place for sharing news, coffee, laughter and tears. In an informal way, the welcoming ministry belongs to everyone at Highlands but it is the particular focus of the Welcome Hosts and Greeters who make an intentional commitment to being the face of hospitality in this place. Through their efforts, the physical space becomes invitational in nature, drawing us into something deeper both as individuals and as a community. It is a first and vital step in the journey on which this community becomes a place of belonging and offers that deep sense of finding home.....and coming home. I am very grateful for the deeply generous and gracious spirit of hospitality that the Greeters and Welcome hosts bring to the experience of Christian community that is found here each and every Sunday morning. We can all be grateful for their gentle eyes and seeing hearts! Particular thanks to Jon Carrodus for his great work at coordinating the welcome hosts and reaching out to newcomers.

Submitted by Colleen Blair,  
Minister for Seniors and Hospitality

## Hospitality

*A Guide for Sunday Morning Greeters*



*"Hospitality is essentially an expression of love. It is a movement to include the guest in the very best of what we ourselves have received and can therefore offer. It is the act of sharing who we are as well as what we have. Thus, hospitality of heart lies beneath every hospitable act."*  
(quote from: "Small Feasts" by Marjorie Thompson)



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## Community Development

The Five Year Ministry Plan guides and informs much of the Community Development work that began (or continued) in 2019, and it will continue to direct the work and vision for 2020 and beyond. While all goals are connected with and impact community development work, it is, perhaps 'sustaining community' (through resourcing revenue and people/volunteers) and 'congregational life' (inviting people into community and deeper relationships) that emerge as key areas of focus and growth. This report will highlight some of these areas.

### Volunteerism

#### Volunteer Capacity Building

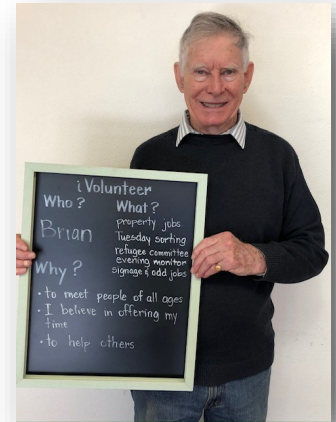


On Sat. Sept 21 a one-day workshop entitled "Connections: Listening from the Heart" was held for twelve participants including two from West Vancouver United. This workshop was a

compilation and revision of the two Volunteer workshops held in 2018. The workshop in this new format was well received and will be written up to be available as a resource for Highlands and other United Churches. In addition to being a valuable resource in its own right, the feedback and comments from workshop participants have provided direction for continuing work in supporting and training volunteers. Developed and facilitated by Susan Hogman, Cheryl Irwin, Tanis van Drimmelen and me, this

project was financially supported through ProVision funding.

Related to building volunteer capacity, is a renewed emphasis on showing appreciation for the many ways in which volunteers contribute to the work and ministry of this church. While some



programs and ministries regularly show gratitude for the work of their volunteers through emails, cards and social gatherings, there are others that sometimes slip through the 'thank you' cracks. So in an effort to be more intentional about showing our appreciation, two events were held in fall 2019. One event gathered over 60 flea market sorters (past and present) to have brunch together (prepared by staff) and to celebrate the work that has been done over ...years.

Then in mid- December the Monitors and property folk gathered for an evening social event with lots of laughter and food! Also in the Spring of 2019 at a Shelter to Home Visioning Day we celebrated and recognized the 10 years of that ministry (which, of course, involved a celebratory cake!) We will continue to explore how to recognize and celebrate our Highlands volunteers.





### - Volunteerism Focus Group

As we have been holding up and recognizing the many resources of time and talent people offer, it has become apparent that there is a need to look closely at how we recruit, train, support and appreciate volunteers, recognizing that we must be planning for both succession and growth. As the nature of volunteering has changed, it is time to revisit some of our own practices at Highlands. A short-term volunteerism focus group was created in the Fall of 2019. This group has been evaluating existing practices, experimenting with some new strategies, imagining new approaches, including creating a job description for a volunteer coordinator (a role in which I have informally been serving), and developing a volunteer handbook. A report and recommendations from this group will be presented to the Leadership Board in Spring of 2020.

### Other

#### - Mental Health Awareness and Support

Highlands offered a second 'Mental Health First Aid' in Fall of 2019 in which 12 people took part. At Highlands now we have approximately 30 people who have been trained in supporting and understanding those who are experiencing a mental health crisis. From informal conversations with those who took the program, it is apparent that this material and training is being used.

Plans for 2020 include partnering with neighbouring faith communities and the chaplaincy at Lions Gate Hospital to host a panel conversation on October 4, 2020 around mental health and mental illness in faith communities. The intent is to draw together wisdom from different faith traditions to explore what is already being done, along with recommendations and shared resources for further conversation and training in mental health awareness and support within our own communities of faith. Cheryl Irwin and I have been



### BECOME A MENTAL HEALTH FIRST AIDER

Mental Health First Aid Course at Highlands United Church

Dates: November 22, 23 and 24

Register: Contact Sandi Parker at sandi.parker@highlandsunited.org

representing Highlands in this planning. Additionally, I am in conversation with the Rev. Dr. Sharon Smith from St. Catherine's to see where there are other areas in which we might partner or work together.

#### - Long Term Planning and Visioning

In my role as Minister of Community Development, I have the privilege of supporting other ministries and people within Highlands as they seek to respond to changing or emerging needs. Part of this work this past year included being part of the advisory group who are working with United Online – the ministry for which Highlands received a large grant in 2018 and which saw Andria Irwin hired for the position. You will see her update elsewhere in this report.

I have been working with Shelter to Home as they imagine and plan for the future, and am available to support/work with other groups who would like to engage in a visioning process for the future. Imagining and sourcing other revenue and writing grant applications continues to be a concrete way in which a variety of ministries are supported.

#### - Grant Writing

Part of the work of sustaining community involves the intensive work of finding new or continuing funding. A significant part of my community development work is sourcing grants and funders, researching best practices in grant writing, and consulting with programs and ministries that seek financial support.

## Community Development continued

The following grants were received in 2019

### Grants Received

Program	Funding	Amount
Shelter to Home	District of North Vancouver	\$2,742.00
Shelter to Home	City of North Vancouver	2,000.00
Saturday Lunch	District of North Vancouver	2,408.40
Saturday Lunch	City of North Vancouver	2,000.00
Summer Program	Service Canada*	10,796.00
Summer Program	ProVision	7,420.00
<i>*significant reduction from past years</i>	<b>Total</b>	<b>\$27,366.40</b>

### Congregational Life: Food for Body and Spirit

Thursday dinners continue most weeks of the school year that the youth and children’s choirs meet. The committed team of kitchen volunteers (who budget, menu plan, shop, prep, cook, serve and cleanup) makes this possible, provide a low cost, nutritious and tasty meal for approximately 40 people who attend each week. It is a gift of time and food and connection to busy families.

In addition to Thursday dinners, we continue to try to have a congregational meal every 6 weeks or so. About 70 – 90 people stay for these meals to enjoy not just the food, but the social connection. While often held on Sundays, this meal is sometimes a congregation potluck or hosted by a ministry group and on occasion, is an opportunity to connect around a liturgy or seasonal themes (such as Shrove Tuesday or Maundy Thursday Seder) We continue to look for ways to offer connection through meal and food. One hope is that

committees or ministries that would like to raise funds for a special project could prepare and host a meal or a barbecue, keeping any ‘profit’ received. Please speak to me if your group would like to consider this.



### FaithFest

Held this year in March (rather than the June) the second Faith Fest drew nearly 90 people to hear engaging, challenging and inspiring speakers reflecting on the theme ‘Into the Wild’. A variety of workshops, a Mardis Gras dance and party and food (lots of food!) rounded out this successful weekend.



Comments from the evaluations included: ‘incredible’, ‘outstanding’, ‘loved the opportunity to get to know others’, ‘My first Faithfest and I will attend again and again!’, ‘The storytellers were excellent’. We learn something each time we host and organize and event like this and look forward to another FaithFest in 2021.

## Advent Festival

In its 11<sup>th</sup> year, the Advent Festival was a resounding success, drawing in people of all ages to the Nativity Exhibit, the craft fair, the kids shop or the many other ways to connect with the beginning of the Advent Season. Thanks to a generous donation from a member of the congregation, this year we were able to enhance/improve the lighting and décor of the Lower Hall for the Exhibit.



Another appreciated addition in 2019 was a table of crafts from Ten Thousand Villages, including nativity scenes for purchase. A gathering space for both congregation and community members, this event has become a tradition to mark the start of the Advent season.

As always, this Community Development report is submitted in deep gratitude for the many people who make these ministries and programs possible, for the funders who take risks on new work and support vital ongoing programs, for the committed and dedicated staff with whom I work, and for the presence of God's Spirit enabling us to live, grow and thrive here in this community of faith.

Submitted by Sandi Parker  
Minister of Community Development



## Birthday Celebrations

For about 20 years, folks have been gathering in the Fireside Room each month to celebrate birthdays. This longstanding monthly get-together was initiated by Phyllis and Lindsay Bottomer and has continued all these years with their participation along with a small team of others who do the set-up, serving and clean up.

Family and friends are invited to join birthday celebrants. Every month we have 15-25 people gather to celebrate the gift of life and share the light of the Christ candle. It is fun to see who shares your birthday. Of course, there is cake, fruit, and beverages, but the best part is connecting with others in small table groups. It is a wonderful way to get to know others with whom you may not otherwise connect. This truly is an intergenerational small group ministry!

Submitted by Wendy McNaughton for the Birthday Celebrations Team

## Community Development continued

### Highlands Online

In August 2019 I returned to the Highlands ministry team to take on the roll of the United Online Minister. This position was made possible thanks to the work of the Highlands Livestream 2.0 Committee and the Leadershift Church Planting



Grant initiative. While this position and project are not funded by the Highlands United Church community, Highlands has dreamt up the possibility over years of experimenting with our online worship and is responsible for the great piece of visioning work that went into it.

Over the past six months Highlands own online ministry and our commitment to the bigger project of United Online has evolved in several significant ways.

### Communications

We have, through significant research, made the switch to more professional broadcasting software. The NewTek TriCaster has enabled us to increase our livestream platform to include YouTube and (soon) Facebook. It has also allowed us to do live-editing and add more video inputs. This equipment is portable and enables United Online to function as a consultant for churches who are looking to start streaming and do not currently have the resources. We also added a new robotic camera, enabling our online congregation to see more of our Sanctuary during worship.

A new tech position, Media Manager, has been created. HUC congregant and tech employee, Elliott Best, has been hired to take on this role. This role is primarily responsible for the overall quality and production of our Sunday morning broadcast, as well as being on-call for trouble shooting and additional multi-media projects.



We ran an online only Advent conversation series on our YouTube page for those who wanted to go deeper this Advent without being here in person

### Congregational Life

Our Sunday morning Livestream “chat” is so far the most successful in developing relationships with the online congregation. Since the beginning of the position, the average number of comments each Sunday is over 20 (compared to an average of 3 the previous six months).

This year, for the first time, we are including our online congregants in our HUC directory.

We produced a sneak peak of the HUC Advent festival for those who were unable to attend in



person. This was a video created that walked people through the festival. It received close to 1000 views on Facebook alone.

### **Sustaining Community**

I worked in conjunction with the Highlands Flea Market to hold an online auction for several items. One item was sold to a person who found the auction on Facebook and had never heard or been to Highlands before!

We implemented a new giving platform, Tithe.ly, that makes it easy for people to give in two steps either online or via the app. We also experimented with text giving on Christmas eve.

### **Beyond Ourselves**

[www.highlandsonline.org](http://www.highlandsonline.org) was launched as a way to conveniently find all the information you need about worshipping with Highlands online. This site features links to services, giving instructions, FAQ's, and bulletins for our Sunday services.

Relationships are being cultivated with communities throughout the Pacific Mountain Region that might be potential partners in the United Online project including communities in Port Alberni, Victoria, Comox, Terrace and the Indigenous ministries program. Relationships are also being cultivated nationally with communities in Thunder Bay, Ontario and Marathon, Ontario.

As we look forward into 2020, this ministry will become further reaching with a focus on visibility and education (both within our community and for other communities). We are working on Highlands specific sustainability practices as we recruit volunteers and train more tech personnel to work with our sophisticated in-house system.

Automating as much of the production as possible and settling on a platform that is low maintenance

(both cost and production-wise) will enable us to focus on the bigger visioning piece as this work moves from being a project of this church to a project of the region.

I am always happy to engage in conversations about this work and what it means for the life of Highlands, the local community, and the wider church. If you would like to have one of these conversations, send me an email at [andria.irwin@highlandsunited.org](mailto:andria.irwin@highlandsunited.org)

Submitted by Andria Irwin, Highlands Online Minister



## Children, Youth and Families

Wow, another year has flown by! I can't believe that I am now in my 5th year of Children, Youth and Families Ministry at Highlands. It's time to recap 2019. I continue to be excited and encouraged by our amazing children and youth of Highlands. We often talk about church being our 'third place' – next to home and school/work. That 3rd place is where we feel a deeper sense of connection. Where we can charge up our faith batteries. Where we are known and accepted for who we are and whatever we believe. Where we can grow and learn and wonder and question together. Where we feel safe and feel loved. I love being a witness to the faith journey of our Highlands' children and youth. It is such a blessing to watch them LIVE in their faith, GROW their knowledge and connections and THRIVE in leadership roles in our church. It is my privilege to serve this community.

### Sunday Morning Programs

We continue to see a noticeable shift in our demographic of school-aged children attending Sunday school. We have a precious handful of teens that call Highlands home, many whom serve as teachers and tech support, and a robust younger age group of dedicated children that attend Sunday School. We presently have about 25 families who call Highlands their church home and for that we are thrilled! Like most churches, we do compete with weekend activities and family time for Sunday worship. We are always happy to see "our kids" and are deeply blessed to share time with them whether they come every Sunday, or when it works with their schedules. We make that precious time count, with thoughtful and impactful lessons, story time and community building.

### Sunday School

In 2019 we continued to offer 3 classes on Sunday mornings: (1) Preschool to K; (2) Grades 1-3; and (3) Grades 4-8. We are blessed to have such

dedicated Sunday School staff who care for the children of this community by making Christian education fun, accessible and relevant.

For the younger classes we continued to use the "Whirl curriculum". This is a video-based lectionary lesson plan that fosters open-ended dialogue and intrigue while reinforcing teachings through creative craft projects. The grade 4-8 class finished the "Re:Form curriculum" in June, and from September to December the teachers used a variety of different curriculums that we have on hand to match the lectionary readings that the congregation followed. As always, it is intentional that the children hear the same story in Sunday School as their parents hear in the congregation, so that families have continuity for further discussion at home.

### Nursery

Alexa Villalpando, our Nursery Co-ordinator, is amazing at creating a warm, safe and inviting space that the children love to come to. She has been busy this past year as we continue to be blessed with a growing number of babies and toddlers. There can sometimes be up to 10 little ones in the nursery. New this year, Alexa has started to add Godly Play into her Sunday routine, not only for the nursery children, but also for the pre-K –grade 3's. Godly Play is a form of storytelling that uses props, play, ritual and creativity to enhance the child's authentic experience of God. We are so lucky to have Alexa as a part of our team!

### Youth Groups

In 2019 our Youth Group met twice per month on Fridays under the incredible leadership of Carl, Chris and Maddy. We saw a core group of about 10-15 children enjoying spending time together. The night starts with a faith-based discussion, followed by fun and high-energy events. Past



for the Flea Market Bistro. It seems like Highlands really is a second home for a lot of our kids - you can often find them volunteering for various events as well as volunteer greeters on Sundays. We are truly a blessed congregation.

### Other Children, Youth and Family Events

In 2019, we held several family-focused events such as: Pancake & PJ breakfasts; FaithFest; Sundaes on Sunday senior/children event; a visit to the Pumpkin Patch; and our annual All Hallow's Eve Potluck. We are a busy church with lots going on – it's always so much fun when we get together and create community and memories!

highlights include, "Real-life Clue", bowling, swimming, campfire sing-a-long, games night, Easter Vigil, baking nights, and our annual Gingerbread House decorating night...just to name a few. We also had many of our youth and young adults involved in last year's Christmas Pageant. It has become a tradition that the youth sleep over the night before the Annual Flea Market to bake treats

### Camp Highlands Summer Program

Our Highlands Summer Program continues to be an amazing and integral part of the Children and Youth Ministry. Not only do we offer top quality camp experiences, we also provide important leadership opportunities and employment for the young people of our community. We continue to



## Children, Youth and Families continued...



compete with many different options for day camps on the North Shore during the summer months. However, we believe that Camp Highlands is differentiated by our well-planned and high quality camp experiences that feature strong youth leadership and a high leader to camper ratio. Last year our amazing

team consisted of 2 full time and 3 part time staff, as well as 14 volunteer leaders and leaders in training (LITs). We hired a before and after care coordinator whose duties were separate to that of camp staff. Having this extra resource dedicated to snack preparation and clean-up enabled our small but mighty summer staff to focus on the children. Last year we ran 4 summer camps in total: two musical theatre camps (one camp for grades 1-4 and one camp for grades 4-12), a vacation bible camp and an out trip adventure camp. We also added before and after camp care to assist with drop-off and pick-up times for working parents. This was a new service in 2019.

Specific to funding, we were disappointed to only receive about ½ the amount of money that we sought through government grants. There appears to be a larger amount of people/groups applying for the Summer Grants and



therefore the pool of money is distributed across more people. This has reduced our grant allocation. While our overall camp registrations and revenues were down again last year by about 20%, we still managed to operate fully within our budget.

Summers are truly a special time in the life of Highlands.



If you ever come to Highlands during camp weeks, you will witness our building coming alive with children, youth, volunteers and staff with the common goal of serving, knowing and exploring our faith and relationship with God. We continually strive to revamp, redesign, rediscover and reimagine how best to serve this community through creative and faith based camps.

Submitted by Allie Keir, Minister for Children, Youth and Families.



## Adult Education and Faith Formation

As an expression of our desire to live, grow and thrive, we have continued to intentionally provide opportunities for adults to learn and grow in their faith. In 2019 we explored and experimented with two online resources: Darkwood Brew ([www.darkwoodbrew.org](http://www.darkwoodbrew.org)), and Work of the People ([www.theworkofthepeople.com](http://www.theworkofthepeople.com)). Using video presentations, guided questions, biblical reflection and small group conversation, these study groups gave participants an opportunity to reflect on and describe their own spiritual insights and experiences. Participants described the study groups as not only a way to grow in their faith and understanding, but to connect with and get to know others in the congregation in a way that is hard to do in larger gatherings. As a way to build community and grow faith, we will continue to offer a variety of study groups in 2020.

During 2019 the following small group studies were held with attendance ranging from 10 -25 people per group:

- 'Wholly Human, Holy Divine' (Epiphany 2019)
- 'Gifts of the Dark Wood' (Lent 2019)
- 'If Love Wins, What Now?' (Easter season 2019)
- 'Following a Nobody from Nowhere' (Fall 2019)

Submitted by Sandi Parker and Will Sparks



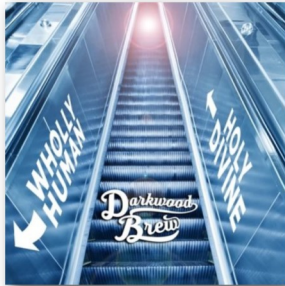

### Gifts of the Dark Wood

March 5 – April 9  
A six week DVD discussion series  
Tuesdays 2-3:30 pm OR Tuesdays 7-8:30 pm

Do you ever feel lost, or like the road ahead is unclear? Have you failed or been tempted? Is any part of your life exhausting? Do you sometimes feel out of place? Based on the book 'Gifts of the Dark Wood' and drawing on speakers such as Brian McLaren, Diana Butler Bass and Parker Palmer, this Lenten DVD series will explore how our best help often comes from the unlikely and misunderstood place: the Dark Wood. Book will be available for loan or purchase.

To register, contact Sandi Parker at [sandi.parker@highlandsunited.org](mailto:sandi.parker@highlandsunited.org)

Highlands United Church 3255 Edgemont Blvd. North Vancouver V7R 2P1  
[www.highlandsunited.org](http://www.highlandsunited.org) [churchoffice@highlandsunited.org](mailto:churchoffice@highlandsunited.org)


### Wholly Human, Holy Divine

January 15 – February 19  
A six week discussion series  
Tuesdays 2-3:30 pm OR Tuesdays 7-8:30 pm

In the 5<sup>th</sup> Century the Council of Chalcedon declared that Jesus was both full human and fully divine. In this video-based discussion series we will explore this belief with new eyes, looking deeply into what was most human about Jesus as a way of seeing through the Imago Dei – that spark of God residing within all of us. This series will invite viewers to consider their own beliefs with the help of some amazing questions and insightful reflections.

To register, contact Sandi Parker at [sandi.parker@highlandsunited.org](mailto:sandi.parker@highlandsunited.org)

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### April 23—May 14

A six week discussion series

### IF LOVE WINS what now?

Tuesdays 7-8:30 pm

Rob Bell's book 'Love Wins' rocked American Christianity with a message of God's grace for all people. This four part series explores how it works in our life and what it means to people in our communities and around the world. Whether you're considering God's universal grace for the first time, or wanting to delve more deeply into faith that embraces all people, this DVD series presents a fascinating line-up of guests to help you answer 'What Now?' In unique and personal ways. Book will be available for purchase or loan.

Contact Sandi Parker to register:  
[sandi.parker@highlandsunited.org](mailto:sandi.parker@highlandsunited.org)

Highlands United Church 3255 Edgemont Blvd. North Vancouver V7R 2P1  
[www.highlandsunited.org](http://www.highlandsunited.org) 604-980-6071



## **Adult Education and Faith Formation** continued...

### **Book Circle**

Our circle, now in its sixteenth year, continues to be a way for both new-comers and long-timers to interact with each other in a relaxed, laughter-filled small group setting.

We vote to choose our books which ensures that we read a splendid, mind-stretching variety that crosses decades and oceans. In 2019 we explored classics such as Ray Bradbury's *Fahrenheit 451* (1953) and modern translations such as Han Kang's *The Vegetarian* (2007). We were particularly pleased to have an author from our congregation, Kerry Karam, join us to share the journals, photos and other artifacts she used to write her book, *Four Degrees Celsius* (2012), about a northern rescue mission lead by her grandfather, Andy Cruickshank, in 1929.

This is a drop-in book circle rather than a club. Please feel free to join us on the Last Monday of the month whenever a title catches your interest and/or your schedule permits. Book selections are announced in the Highlights regularly.

For more info contact Phyllis Ferguson Bottomer at: 604-988-6806

### **Church Library**

Highlands Church Library supports the ministry and outreach of the church by providing resources that encourage spiritual exploration and growth. It offers material for leaders of children, youth and adult groups as well as individuals. The library aims to serve new and regular patrons with a varied selection of books and DVDs. In 2019 library volunteers selected and displayed materials to support worship, festivals and church seasons, and assisted patrons of all ages. Last year we completed the scanning of book information for adult titles into the Resource Mate database, which will allow people to digitally search for titles, subjects and authors in the future. This year we are reviewing titles for children and deciding which titles to keep and which to recycle before scanning book information for the titles we plan to keep. We attend regular gatherings of church librarians from across the North Shore to share books, ideas and connections.

Submitted by Betty Chapin, Robin Rivers, Diana Bomford and your Library Volunteer Team

## Social Action and Community



### Highlands United Growing Greener (HUGG) Group

Highlands United Growing Greener (HUGG) Group

*We were saddened this year by the passing of two of our members: Sharon Worley and Fran Read were passionate about the environment and contributed much to our work over the last five years. We dedicate this report to their memory.*

### Summary of our work during 2019:

#### Recycling



We made improvements to recycling signs and adjusted location of receptacles. Doug stepped up the recycling related to the flea market (sorting, sale, and cleanup). Simone takes the lead in assisting with recycling compliance and education at events held at the church. We have put environmental care and recycling policy requirements into our room rental contracts for outside groups. Our Highlands congregation members have come onboard with taking waste reduction and recycling seriously.

We met with Bo Ocampo, the Solid Waste Coordinator of North Vancouver District, for help in our signage and our understanding of proper recycling procedures.

### Highlands Footprint

We encourage groups and activities at Highlands to be zero-waste – helping events with dishwashing to avoid use of paper plates and plastics. Ev made and sold cloth bags as an alternative to plastic for produce purchases, and sold them to congregation members, donating proceeds for youth going on the Guatemala trip. We have been monitoring Highlands' energy consumption, both electricity and natural gas, to see how much it is reducing.

### Earth Sunday

Earth Sunday was right after Easter; after the “dark times” theme of Lent. So our Earth Day theme was growth from soil, growth out of the dark times. Children were given parchment bags of soil to nourish growth.

### Highlights Messages

We frequently include message in the weekly Highlights, to educate about issues and events.

We also had an informal breakfast meeting with MP Jonathan Wilkinson, to let him know about our work.



## Social Action and Community continued...

### Drawdown Expanded

After a good beginning in the fall of 2018, we expanded our offering of Drawdown workshops to the congregation and wider community. In early March, Jon and Ross presented an Introduction to Drawdown workshop to 28 people; that was followed with a four-week Drawdown - Getting into Action course presented by Jim and Sandi to 26 participants.



### Drawdown Offshoots

Participants in the Getting into Action workshops have moved on to work on particular Drawdown solutions: Ross worked on a Habitat Restoration project. Jon, Buff, Sandi and Jim work with the Force of Nature Alliance, encouraging North Shore municipalities to step up their climate change actions in the area of building efficiency and reduced GHG requirements.

We were involved in establishing a BC Drawdown website, which brings together Drawdown leaders from Metro Vancouver, Vancouver Island and the Sunshine Coast.

In this Drawdown work, we have reached out to connect with many people and congregations beyond Highlands.

We welcome new members who have a concern for the environment and climate change and want to take action! Please get in touch with one of our members, or come to a meeting: they happen the first Sunday of each month, after worship, for a delicious potluck lunch and stimulating discussion and planning.

Active Members during 2019: Steve Beaton, Jim Bronson, Jon Carrodus, Simone Carrodus, Sandi Goldie, Anna-Lisa Jones, Ev Leskiw, Doug Mackay, Will Sparks, Buff Squire, Ross White

### Global Connections

Highlands Church vision statement says, "Trusting in God we want to be a people who scatter to seek peace justice and healing"

This year we have:

- supported Artesana Collective in Guatemala with weekly prayers, our annual donation of \$1,800 and a response to an urgent appeal of \$3,740
- supported the delegation of 20 who traveled to Guatemala with \$800 to distribute to organizations
- maintained a presence at the Action table
- promoted gift giving with a global impact at the Advent Festival and during Advent

We encourage others to join.

Submitted by Sharon Yetman, Chair

Committee Members: Jon and Simone Carrodus

## Local Connections

Our Local Connections committee reaches out to people in need in our local community and the downtown eastside. Local Connections received \$17,500 from Highlands Operating Budget to support three groups in Vancouver and two on the North Shore. Shelter to Home and Saturday Lunch are part of our committee but operate on funds received through donations and municipal grants. We are in contact with our partners regularly to offer support and financial help. Every October, we have a Sock and Poncho Appeal to provide clean socks and ponchos to the homeless at First United in the downtown eastside. Each year before Christmas, we coordinate an Advent Appeal for our partners. This year we included Highlands Church as part of our appeal as well as First United, WISH Drop-In Society, Capilano Community Services (CCSS) and Saturday Lunch. This year First United and CCSS donations were dramatically down.

In June, we organized a “Christmas in June” event to benefit the unsheltered homeless that the North Shore Lookout Shelter serves. We had an overwhelming response with food and toiletries from Highlands people, as well as an amazing response from Blueridge School.

Our budget allocation of \$17,500 from Highlands has remained the same for the last five years. Our partners are very grateful for whatever we can give them, as food prices rise and the numbers of the disenfranchised increase. First United Ministry received \$9,600 for community meals and programs of advocacy, housing and healing. WISH Drop-In Society received \$3,000 for meals and programs of retraining, health & safety for women in street based sex work. CCSS on the North Shore received \$3,500 for programs to support isolated Seniors and Youth at risk. Camp Fircom received \$665 to support a camper in need and support the organic farm. The North Shore Lookout Shelter received \$200 for bus passes for client’s appointments.



Highlands Christmas Hamper Fund received \$535 to help individuals and families have a brighter Christmas.

Highlands vision statement is a prime focus of our committee.....to serve a diversity of people, to live out our faith in action, to seek peace, justice and healing, sharing our time, ministries & money. Our aging committee is always looking for more members & are very thankful for the dedication and service for the many that have served on our committee for over 20 years. Please contact any of us for more information.

Submitted by Sheila Durward, Chair

Committee Members: Doree Piercy, Sheila Stanway, Bernice Lill, Ruth Kershaw, Wendie Reinhardt, Ev Leskiw, Jean Gabrielse,

## Social Action and Community continued...

### Flea Market

Sorting for the Flea Market to be held in October 2020 is well underway with donations gradually coming in. It is encouraging to see a number of new people, from both Highlands and the wider community, joining our wonderful and dedicated team of sorters. Even so, we still have room for more sorters so invite anyone who is free on a Tuesday morning to come and join our friendly and welcoming group.

The Flea Market held in October 2019 was a resounding success realizing a final tally of \$43,921 after expenses. It was felt by the those in the line-up at 8:30 in the morning, that our sale was the best one around, the prices were fair and affordable, the welcome and camaraderie was incredible and a good time was had by all. One pair of delighted customers were thrilled to be reunited with some heirloom candlesticks that had been donated in error and their delight only matched our relief on finding them!

In the spring an Antiques and Collectibles Sale was held and we were pleased with the \$10,352 that resulted. Many thanks to Susan Hughes for her time and effort in coordinating this event.

Pick up of donations deemed not suitable for our sale has changed and is currently done on a weekly basis by Big Brothers. We continue to recycle any waste material as efficiently as we can and are grateful to team members who see that these items get to the appropriate recycling depots.

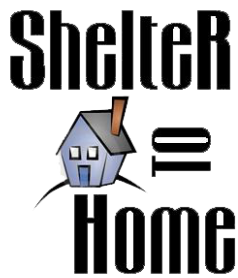


For the past five years Gillian and Doug Irwin have coordinated the planning for and running of the actual Flea Market Day – a vital task which is now streamlined and well documented. Thank you, Gill and Doug for your time and energy! So, who is next? Could it be you? We need one or two people to take on this task which is a short-term project mainly focused on two weeks in October. Please contact Chris Robertson asap. if this is an opportunity that would suit you.

*And on we go to Flea Market 2020!*

Submitted by Chris Robertson for the Flea Market Team





### Shelter to Home

Shelter to Home provides furniture and household items, at no cost, to people living on the North Shore who are transitioning from homelessness to independent living as well as

to those living on limited incomes.

Some facts about Shelter to Home

Shelter to Home celebrated its 11th anniversary in September this year.

From September 2008 to December 2019 we have served 1,662 clients. In 2019, of 157 clients served:

- 155 clients were living on the North Shore when referred.
- 120 clients stayed on the North Shore. 76.4%
- 37 clients had to move off the North Shore to find affordable housing. 23.6%
- 22 clients were seniors, representing 14% of our clients
- 24 clients had been assisted by Shelter to Home in a previous year. 15% of clients.

Community referrals came from churches, former clients, Chesterfield House, Native Friendship Center, Spencer-Creo Foundation, Turning Point, and the Shelter to Home Web Site. Some repeat clients referred themselves.

We served 30 fewer people this year than we did in 2018. Referring agencies expressed frustration that they could not find accommodation for many clients.

Rent paid for the storage space for Shelter to Home is about 1/5 market rate, thanks to the

generosity of the owners of the space, Gulf Pacific Property Management.

We are grateful for the funding received from North Vancouver City and District Community Grants, Higher Ground Women's Choir Concert, Resound Chamber Choir Concert, Royal Bank of Canada, Our Social Fabric, Canadian Bridge Federation, and individual donors.

Generous HUC and community donors donated enough furniture and household goods to supply our 157 clients with enough to create homes for themselves.

Volunteers have given over 2000 hours to the running of this program in 2019. We are grateful for the time, effort and wisdom contributed by all team members.

Volunteer jobs include monitoring the donation telephone line, assessing potential furniture donations, transporting and sorting household items and linens, chairing meetings, tracking finances, maintaining the web site, working with clients, working with referring agencies.

Keeping in mind HUC's Five Year Ministry goals, "Sustaining Community" and "Beyond Ourselves", in the Spring of 2019 the Shelter to Home team undertook a visioning exercise to discern where we are headed as a ministry and outreach program, and to imagine ways to sustain the work we do. We continue the discernment.

With grateful thanks to HUC staff Carol Smith for assistance in managing our finances, and Sandi Parker for writing grant submissions and facilitating our visioning process.

Submitted by Ruth Kershaw and Ardis Nelson

## Social Action and Community continued...

### Shelter to Home Client Statistics for 2019

Client Statistics:	Number of Clients	% of total clientele
157 clients were served in 2019	63 men	40%
	61 women	39%
	33 children	21%

### Referring Agencies

Lookout North Shore Homeless Shelter	35	22.3%
Sage House	27	17.2%
Community (including word of mouth)	30	19.0%
Hollyburn Seniors' and Family services	17	10.8%
Canadian Mental Health Association	01	0.6%
Vancouver Coastal Health	05	3.2%
Harvest Project	23	14.7%
West Coast Family Services	05	3.2%
Highlands United Church	14	9%

### Shelter to Home Financials:

#### Revenue

Grants: (CNV and DNV)	4742
Other donations: (RBC, Re:Sound and Higher Ground, Our Social Fabric, Cdn Bridge Fed.)	2221
Individual donations	1566
Contributions to donation pick up costs:	<u>4530</u>
Total revenues:	13,059

#### Disbursements

Rent:	3690
Contracted services (movers, Storage Manager)	12,885
Expenses (telephone, webhosting, supplies)	<u>545</u>
Total disbursement	17,120



## Saturday Lunch



Partnering with North Shore Neighbourhood House, Saturday Lunch is a Highlands United Church Outreach program, and part of the Local Connections Committee. 2019 has been its tenth year of

operation. We provide a nourishing lunch of soup, sandwiches, fruit, home baking, juice and coffee every Saturday, year round, to people who are living on extremely limited incomes, including a few people who are homeless. We have 50 to 60 guests each week, including some families with children. Some of our guests are fed off site. Our guests come from a wide variety of ethnic backgrounds.

Each Saturday, 11 volunteers are involved, scheduling, shopping, cooking, providing baking, setting up, serving, greeting and cleaning up. Together, our team donates over 1600 hours of volunteer service annually. There are two shifts of volunteers: the cooks who work from 10:15am until 1:00pm and the server-greeters who work from 12:15 until 2:30pm. Additionally, the head cooks volunteer 4 to 6 hours prior to the lunch, buying the groceries, baking desserts and doing prep for Saturday morning. When we began this program almost 11 years ago, all the volunteers came from our church. In 2019 there were 30 volunteers, half from the church and half from the community. We have volunteers from age 13 to 70+. Students needing "community service hours" at their schools, can fulfil this requirement volunteering at Saturday Lunch.

Just before Christmas a special meal was served and each guest was given a \$10 Walmart gift card. Our Saturday Lunch volunteers, along with a generous financial donation from the North Shore Tai Chi Spirit Groups provided the \$10 Walmart cards both at Christmas and again, the third week in January. 50 cards were given out each time.

Our guests have told us that having enough money for food is their biggest challenge. They have also thanked us for contributing to a sense of stability in their often precarious circumstances. Most food providers close over the summer and on statutory holidays but we don't.

We are grateful for contributions in kind from three businesses in Edgemont village. Every week, Cobbs supplies 10 loaves of bread and Starbucks donates sweet treats on a daily basis. Thrifty's supplied turkeys and vegetables for our Christmas Lunch.

The funding for this outreach ministry came from the Church's Local Connections Advent Appeal, generous individual donations from members of this congregation and community, and grants from the City and District of North Vancouver. Sandi Parker is in the process of applying for grants for 2020. The cost of the food and sundries is about \$175.00 to \$200.00 weekly. Additionally, there is a charge of \$161.45, 6 to 8 times annually, to have a maintenance person open NSNH on long holiday weekends when the building is closed. So the annual cost of the program is \$10,000 to \$12,000.

Saturday Lunch is one of our church programs addressing outreach into the community, to provide community, hospitality, welcome, compassion, and respect for a diversity of people, and practical help for those living on limited incomes. Given the success and importance of this program we need more Highlands volunteers! There is considerable pressure on the core members of this team to fill the schedule. Check the Volunteer Schedule on the Highlands United Web Site and join our dynamic team, volunteering as little as once a year, and as much as once a month or more. You can join the team by contacting Kumu Navaratnam, Volunteer Scheduling Coordinator.

Email her at: [kumu@shaw.ca](mailto:kumu@shaw.ca) This is good work we do!!

Submitted by Ruth Kershaw

## Social Action and Community continued...

### Refugee Committee

Since 1979 Highlands has been active in refugee sponsorship and 2019 was another busy year for the Refugee Committee as we continue to support Highlands congregation in bringing some of the world's most vulnerable people to live freely and safely in Canada.

In January we prepared and submitted an application to co-sponsor Mohammad's Family in conjunction with their North Shore relatives. The family of four were forced to flee Iran due to religious persecution and are currently in Turkey. The in-depth application review process requires approvals at various levels of church and government. Medicals were completed in December and they now await final approval from the government's Overseas Visa Office and Turkish officials. We hope to see them here in 2020.

In early 2019 the Committee received approval from Highlands Leadership Board to sponsor a young Syrian man (via Dubai) who was part of a blended sponsorship funded jointly by Highlands and the Canadian government. A spring fundraising campaign was successful thanks to the congregation's generous contributions. We welcomed Addam (his new Canadian name) to Canada in September and the refugee team has been very active supporting his settlement and orientation to the Lower Mainland community. He has volunteered at Highlands Saturday Lunch Program and Flea Market and is now improving his English and searching for employment.

We continue to connect with previously sponsored newcomers (including Hasna from Ethiopia) and are currently planning a 40<sup>th</sup> Anniversary of Refugee Sponsorship celebration—date to be announced.

Helping newcomers settle and thrive in their new Canadian homes is an interesting, fun and extremely rewarding experience. We welcome newcomers to the Refugee Committee team.

Submitted by Marilyn MacDonald, Chair

Committee Members: Peter Ackhurst, Catherine Alkenbrack, Lindsay Bottomer, Bill Denault, Bill Dyer, Phyllis Ferguson, Wendy McNaughton, Kelly Pollock, Brian Wyatt and Will Sparks

Ex Officio Member: Jean Gabrielse

## English as a Second Language (ESL) English Language Learners (ELL)

The English Language Learning (ESL/ELL) Program at Highlands aims to provide English language instruction in a friendly, supportive environment for newcomers to Canada. In 2019 we were running 2 levels of classroom instruction, meeting 2 mornings a week, a Conversation and Coffee group, meeting 1 morning a week and a Speakers Group meeting one afternoon each week. Each term we attracted approximately 50 participating newcomers, coming to Canada from a variety of countries such as Iran, South Korea, China, Mexico, Azerbaijan, Spain, and Central America.

Working with this group were a team of 16 volunteer teacher/leaders, most of whom are from Highlands United Church community but also a couple who are from the greater North Shore. We are mostly native English speakers who can introduce the participants to the language, Canadian culture and local activities.

The participants tend to come out of curiosity and stay for several terms, even years. At present we have a wait list of interested newcomers. Some of the participants only come to the church for this program, but many are also getting involved in the life of HUC, volunteering at the Seniors luncheons, flea market, Saturday lunch and attending Sunday services.

We charge a minimal fee of \$40 for each of 3 terms in the year, which goes to cover expenses for Coffee, paper and some supplies. The students also contribute snack items for their Coffee break which is seen as a time of

connection within the group, helping support each other as they make new friends and get to know the North Shore and Vancouver community.

The classroom time is spent exploring general topics of current interest as well as topics of a spiritual, ethical or moral nature. The participants come with a variety of faith backgrounds which can make for interesting learning experiences as they, and we, hear about many differing viewpoints.

Submitted by Judy O'Neill, Chair

ESL/ELL Teachers: Bonny Ball, Diana Bomford, Janie Ackhurst, Carol Beattie, Cheryl Irwin, Sunny Park, Susan Sherwood, Anne Muirhead, Wendy McNaughton, Will Sparks, Sandi Parker, Linda Greven, Jeannie White, Sandy Keele, and Lisa Mah



## Social Action continued...

### 15<sup>th</sup> Capilano Highlanders Scout Group - Chartered in 1954



*Scouting's Mission:  
to help develop well-rounded  
youth, better prepared for  
success in the world.*

The 15th Capilano Highlanders Scout Group strives to provide learning and leadership opportunities for youth age 5 through 26. In 2019, the membership included 52 youth and 22 adults. Broken down, that was 13 Beavers, 21 Cubs, 12 Scouts, 4 Venturers, 2 Rovers, 18 Leaders and 4 Group Committee. There was an active program for all, involving youth leadership and adventure.

The sections met weekly Sept. through mid June. The Scout troop continued into July, attending the Pacific Jamboree in Sooke with 3400 youth and leaders from across BC, AB, Wash. state and elsewhere. The Rovers met with other North Shore Rovers to plan for the annual September Mardi Gras camp at Camp Byng on the Sunshine Coast. Attendance at that event was near 300 Scouting and Guiding youth and Advisors from the Lower Mainland and Fraser Valley.

Leaders and Group Committee at the 15<sup>th</sup> included volunteer parents, community Scouters and Rovers. The committee members were Krista Bergstrom (Commissioner), Dawn Martin-Smith (Administrator), Becky Knight (Registrar), Chris Jones (Treasurer), Thomas Burkholder (Fund-raiser) and Eleanor Oakley (Church Liaison).

Service to the church and community continued to be a major focus of the group. There were clean-up campaigns, salmon fry release, tree planting, Flea Market help, and food and sock drives. Profits from

the annual hot dog sale on Church Parade Sunday went to support the church's Saturday Lunch Program. This year, we celebrated 65 years of partnership with Highlands Church with a display of our history during coffee hour after church parade.

Funding for the group's activities and supplies, and the annual honorarium to the Church, was raised through registration fees and the annual Apple Days and Manure sales. A new effort of making / bagging / selling granola bars was also quite profitable.

The 15<sup>th</sup> Capilano Scout Group greatly appreciates the support of Highlands Congregation and Staff, and showed its gratitude through attendance at the annual Church Parade Sunday. We feel very blessed to be part of this wonderful partnership, now in its 6th decade.

Submitted by Eleanor Oakley

Church Liaison & Deputy Commissioner, North Shore Area  
Pacific Coast Council, Scouts Canada

### Highlands Quilters

A small but dedicated group of quilters gather on Monday mornings for conversation and hand quilting. Our group of quilters has dwindled over the past few years but we'd love to welcome anyone who would like to join. We currently have three small quilts in progress. We can be found stitching away most Mondays in the Choir Room and would love to have some more people join us.

Submitted by Chris Robertson

## Caring and Seniors Ministry

*The space between events is where we grow old. From sunrise to sunset one day lives as another day emerges from the fluid womb of dawn, the first bead strung upon the everlasting thread of life.*  
From *The Beads of Life*, Nancy Wood



*Overnight bus trip to Harrison Hot Springs*

**The Seniors Ministry** is thriving and blessed with the grace, wisdom and courage of a remarkable group of people, both seniors and volunteers, who know the inestimable gifts of relationship and connection. This ministry revolves primarily around the Seniors Connection programme and Pastoral Care.

The Seniors Connection group meets twice a month on a Wednesday to enjoy a delicious lunch and engaging speakers. This past year, speakers have made presentations on the origins of the English language, the contribution of Indigenous soldiers in WW1 and the mental health of seniors to name just a few. And in May and at Christmas, Janet Warren's Higher Ground women's choir have delighted us all with a concert and sing-a-long that has become a highly anticipated and deeply appreciated event.

While there is some spiritual offering at most Wednesday events, a small group met for more intentional spiritual growth this past fall, as they reflected on the essence of their lives...integrating the events and people in their life story, surrendering regrets and seeing the wholeness and beauty of their lives. These conversations were rich and meaningful and an opportunity for relationships to deepen with one another and potentially with others in our lives.



*Indian Arm Cruise and Lunch*

**The seniors connection events** held at the church were augmented by wonderful trips away together including the Reifel Bird Sanctuary, Westminster Abbey, the Indian Arm cruise and lunch, and a three day trip out to Harrison Hot Springs with various stops to explore hidden gems in the Fraser Valley. And in the depths of a dark and dreary winter, there was a wonderful group of folks who tried out line dancing together!

The much less visible aspect of Seniors Ministry but which is an immense privilege and gift, is pastoral care. It is here where we often discover that even tragedy and loss can be a means of grace that we might never come to in any other way.

## Caring and Seniors Ministry continued...



.....So come to the pond, or the river of your imagination, or the harbor of your longing,

*And put your lips to the world,*

*And live*

*Your life.*

*Mary Oliver*



*Trip to Westminster Abbey and lunch at the Blackberry Kitchen*



*Reifel Bird Sanctuary and lunch in Steveston*

The Seniors Connection program is possible because of the gift of love and time from a deeply committed group of volunteers without whom the program would not be possible! They include (in no particular order): Barbara Hunt, Anne Wood, Tanis Van Drimmelen, Ann MacGregor, Cheryl Irwin, Gail Bouskill, Ann Echols, Janet Warren, Joy Dancey, Janet Molnar, Carol Beattie, Chris Robertson, Misook Kim, Nahid Toosi, Elfie Toren, Raya Jalalvandi, Linda Davidson, Susan Bennetts, Marion Sebastian, Jim McDuffie, and also Neil Duckham and Alan Cowdery doing set up and dishes!

To all those who participate in the Seniors Ministry and in whatever way you do so, whether it be as a participant or as a volunteer, I am deeply grateful for this ministry we share.

Submitted by Colleen Blair  
Minister for Seniors and Hospitality

### Hospital, Hospice and Follow-up Visits

In the past year, many of our members have found themselves in difficult or traumatic situations. It is important to know that the church will be there to support you and your family through their critical circumstances.

When the church is informed of a hospitalization of a member, either Colleen Blair or myself will call the family to ensure a visit would be welcome or appropriate.

We are responsible for the acute care visiting in the hospital or hospice, and also for follow-up visits at home where necessary.

It is a blessing to have the opportunity to listen carefully, sensitively and with confidentiality, to the needs of families or individuals.

Submitted by Tanis van Drimmelen



### **Circles of Accompaniment**

2019 continued with the third year of an innovative approach to pastoral care at Highlands. Although our friendly congregation is great at naturally

connecting as circles of friendship, sometimes this friendship and care would benefit from an intentional, systematic approach. This is often temporary (due to surgery or other significant life events) but sometimes it is ongoing and of indeterminate time (think of any of the long term health conditions) To this end we have created Circles of Accompaniment.

Led by Ann Echols and Cheryl Irwin and with the support of Will Sparks and Colleen Blair, this is how it works:

- A person identifies their own need (or friends/family identify a need)
- A conversation happens with the person and they name the need and a list of possible support people
- A coordinator is identified to coordinate whatever visits, calls, meals, or other kinds of supports can be addressed
- The coordinator and the person talk regularly to make sure the support is helping and still needed.

By the end of 2019, two people in our congregation were surrounded by a supportive Circle of Accompaniment. As one would expect, the congregation members of Highlands stepped up to the plate to accompany and support these people in need. One coordinator position was filled in each of these 2 circles with close to 50 members being involved, from both outside the church community

and within the Highlands congregation. A few congregation members were enrolled in more than one circle. Thank-you to these invaluable volunteers. Circles of Accompaniment emerge as needed and end when the need is no longer there. This is an intentional way of putting our love into action. Sadly, three Circle recipients have passed yet seven have closed with their need no longer active. In two circles, the recipients have redefined their supportive connections outside the formal framework of the circle.

If you need support or think someone else could use the loving care of Highlands, please talk to Ann Echols, Cheryl Irwin, Will Sparks or Colleen Blair.

Submitted by Ann Echols

### **Caring Ministry Packages**

Twice a year at Christmas and Easter, the Caring Ministry prepares baking packages to deliver to shut-ins, frail seniors and those recently bereaved.

The stories we hear from recipients are heartwarming - to know that such a small gift can have such significance for those feeling isolated or lonely.

A bit of hospitality is a simple gift, but to those in need of friendship or compassion, it is an answered prayer.

Thank you to those who are able to take time to spread the love and support of our congregation through these brief visits.

Submitted by Tanis van Drimmelen

## Caring and Seniors Ministry continued...

### Visiting Ministry

Visiting Ministry – Senior Care Facilities & Independent Residences

In 2019, our Visiting Ministry Team visited 12 Highlands Congregational Members who resided in 6 North Shore Senior Care Facilities and Assisted Living for Independent Residences.

In this Ministry, we have always based our visits on “Loving, Knowing, Serving and Praying” together to keep this ministry alive and strong. When our folks are not able to attend our regular church services, we take news to them of the ongoing activities of Highlands & help them feel that they are still included in our HUC Church Family.



As a congregation, we have committed to making one visit per month to each member who lives in these facilities. We have always trusted in God and followed the works of Jesus to keep our Vision Statement & Five Year Plan our focus. We are the ‘eyes & ears’ for the caregivers of these lovely members. Sadly, in 2019, we lost a few of our dear friends. We prayed for them & their loved ones while offering the necessary support.

Our Team consists of 6 active volunteers who visit monthly and 4 volunteers on our Sub/Alternate list who fill in when needed. We so appreciate the time, energy & love this team shows to the congregation. In no particular order, we would like to thank Jeanie Vulliez, Estha Murenbeeld, Ann

Echols, Barb Margerm, Margaret Harrington, Ron Watson, Judith Lee, Carol Beattie, Gloria Strong & Ariel Creighton.

We also have quite a few active members residing in Independent Living Residences. We do not actively visit them on a regular basis but keep in touch personally at services or events they may attend or by phone. They always know we are here for them!!

This Ministry is led by the staff of Highlands who offer their great pastoral care. We are blessed!

If you are interested in this Ministry and would like to join the Team, please contact me through the Church Office at 604-980-6071.

Submitted by: Jacqueline Scott



## Healing Hands

Highlands Church vision statement says, "Trusting in God we want to be a people who scatter to seek peace justice and healing"



This year we have:

- Maintained a healing presence at Highlands church
- Offered 148 sessions at the church to persons in the congregation and the community
- Offered 205 sessions to persons from the congregation and the community at home, hospital and hospice
- Been a healing presence at the Advent Festival
- Been a healing presence at the Quiet Christmas service
- Participated in 7 practice days for renewal
- Offered a total of 548 volunteer hours

Submitted by: Sharon Yetman

Team Members: Ross White, Ruth Kershaw, Jacquie Forbes Roberts, Lorraine Elliott. Tony Dodd, Ross Guthrie, Julia Wilson, Ann Echols, Haruyo Abramson, Judy Brear, Wendie Reinhardt, Beth McLaren, Elizabeth Ross.

## Prayer Shawl Ministry

We Laugh, we Share, we Pray, we Knit. We are a group of knitters who love to knit in the company of others.

The shawls that are created are given, with love, by the Highlands Pastoral Care Team to those who are experiencing grief or loss in their lives, to those who are ill or recovering from an illness, to those who are engaged in any personal journey that would benefit from the comfort of a shawl and the reminder that they are loved. Our shawls are also given in celebration of life affirming events such as baptisms!

We gather at Highlands on Mondays at 1:00 pm and the door is always open! We welcome all knitters both experienced and/or beginners who want to learn, Just Walk In!!

Many shawls were gifted to church and community members in 2019.

Submitted by Joy Dancey

## Financials

### Stewardship

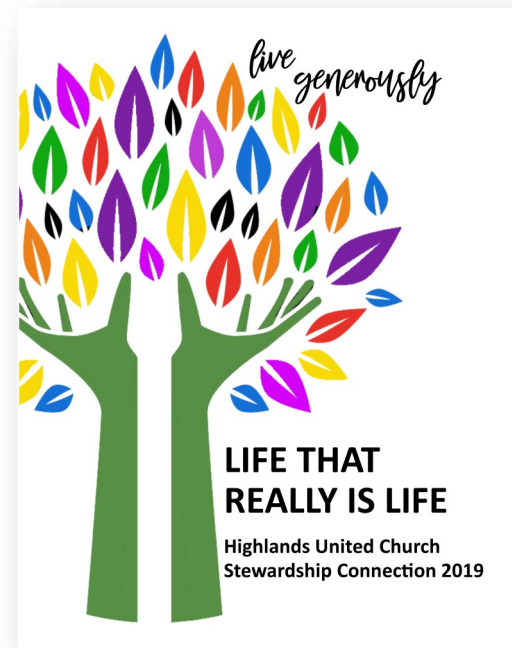
Our third year of “Life That Really is Life” series has been “Live Generously”. During our services in October, we heard several thoughtful and personal stories by various members of the congregation. They told us of a person/situation in their experience that taught them how to live a generous life. These, combined with insights from Will provided insights on how we might use our talents and resources to the fullest.

The 2019 Stewardship Connection was launched on October 6 with commissioning of Pouch Captains and Team Coordinators. An excellent video, created by Nicole Byrom and her daughter Emily, was presented to help give information and show the pouch process. The journey of the pouches began and over 250 households received information to help them in their financial decision making. Our annual Upside Down Lunch was held following worship on October 27<sup>th</sup>. All pouches were accounted for by the following Sunday.

The congregation continues to be challenged to increase their givings to reflect the ongoing needs of our various exceptional programs and services. We are a vibrant congregation and have many things to offer through our programs as you will see in our budget. We could not offer these programs and services without your ongoing financial, spiritual and volunteer support .

This year both Bob Brown and Jon Carrodus have decided to retire from the stewardship program. We want to thank them both for their strong commitment to the work of Stewardship. Thanks to Bob for his leadership and guidance, and Jon for his 15 years of volunteer work in various capacities, including his computer acumen.

As a result of Jon’s retirement, we bid farewell to the pouch process, and we are looking at a new way to



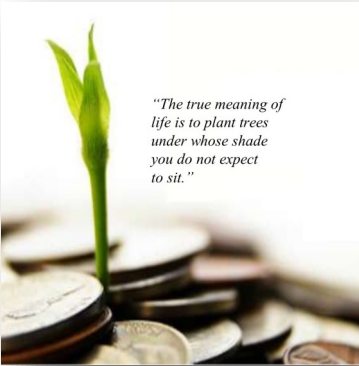
our Stewardship Connection to continue in 2020. We have a team of people who are excited to work together to come up with an innovative plan for our Fall program.

Thanks to all the committee members for their work and support this year, and to Carol, for all of her creative support in our publications, and many other matters. Thank you to all our Highlands friends and for your ongoing commitment to the work of our church. We could not do it without you.

Submitted by Susan Hogman Chair, Stewardship Committee

Committee Members: Deb Anderson, Craig Madill, Nicole Byrom, Bob Brown, Will Sparks, Robin Rivers, Julie Hunt, Jon Carrodus and Doug McKay.

## Heritage Fund

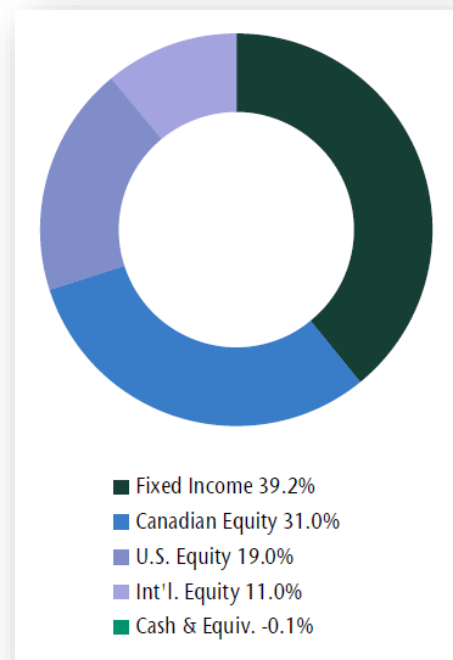


The Highlands Heritage Fund (HHF) was formed to provide a permanent endowment fund for Highlands Church to which individuals can contribute. The operation of the fund according to the Terms of Reference

ensures that the income from the money contributed will be available to support projects of an enduring and long term nature for Highlands Church. Only income from the Heritage Fund can be spent so the fund continues to generate money for the future.

The Fund is managed by a capable committee of 5 - 7 members appointed by the Congregation with responsibilities to manage the portfolio as set out in the Highlands Heritage Fund Terms of Reference. Approval of this Annual Report will include the appointment for a further 3 year period for the two Committee members who have reached the end of their current 3 year term, namely: Peter Bell and John Haley.

The money in the HHF is fully invested to maximize returns within acceptable risk parameters. The fund is managed by external investment managers, Connor, Clark & Lunn Private Capital. During 2019, the portfolio grew from a market value of \$175,080 at the beginning of the year to \$214,304 by the end of Dec. 2019. The HHF Committee was pleased with the management and performance of the fund on behalf of the congregation. One year financial performance of the HHF was 15.9% in 2019 and three year performance is at 6.7%.



*Portfolio Holdings - December 2019*

There were no requests or draws on the Heritage Fund in 2019, and therefore the capital pool continues to grow for the long term benefit of Highlands Church.

We encourage members of the Highlands congregation to consider a living gift, inserting a donation clause in your will specifying the Highlands Heritage Fund, or making a bequest directed to Highlands Heritage Fund to ensure its long term success and availability for future generations.

I would like to thank the members of the Committee for their continued work.

Submitted by Scott Hughes, Chair

Committee Members: John Haley, Joan McKone, Peter Bell, Judith Walker

## Financials continued...

### Finance Committee Report

2019 started with a robust financial budget once again, which encompassed the strong staff team, worship activities and many varied program initiatives which have become the hallmark of life at Highlands United. In view of anticipated declines in some revenue areas, the congregation approved a deficit budget for the year, anticipating the ability to make up the difference over the course of the year. Contributions from congregation members saw a 1% increase over 2018 and revenues from building rentals continued its annual increase of 3.5% year over year.

A bright spot in the year was the once again, highly successful Flea Market fund raiser which brought in a record \$44,000 in 2019. Total revenues for 2019 were up overall by \$19,000 or 2.7% from 2018 levels. A call late in 2019 to "top up" givings to close the accumulating deficit position successfully contributed a small injection, however fell short of what was needed to fully balance the budget. An exciting new initiative is the Highlands Online ministry supported by a substantial grant through Pacific Mountain Region. This funding fully covers the costs of staffing and equipment to explore, develop and replicate effective online ministry programming in the church.

On the expense side, our full program for 2019 required a higher budget than the previous year, and while the stronger revenues would have largely closed the forecast budget deficit, expenditures over budget in several areas including Education & Faith Formation wages, office expenses, tech expenses and accounting fees (total \$14K over budget) left us with a modest \$16,900 (prior to a \$3,400 funds transfer) deficit for the year, which is slightly less than the \$17,950 forecast deficit for 2019. Deficit results in 2018 were covered by transfers from several of the segregated funds (see below), however, as indicated at last year's AGM, this is not a sustainable practice over the long term.

### Segregated Funds

While the Statement of Receipts and Disbursements covers the core operational finances of the church, Highlands also receives financial gifts and contributions towards specific ministries of the church. These monies are held in separate funds, to be used for the purpose for which they were given. Three primary funds exist which encompass three overarching areas of the life of Highlands: Building & Equipment Fund, Ministry Initiatives Fund, and the Highlands Heritage Fund. The purpose and year-end balance in each fund is as follows:

#### Building & Equipment Fund:

for replacement of church building infrastructure (see related report by the Building Committee)

Current balance	\$73,044
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#### Ministry Initiatives Fund:

to support ongoing initiatives of worship and church programs

Current balance	\$ 26,398
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#### Highlands Heritage Fund:

long term endowment fund (see related report)

Current market value	\$214,304
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*Continued...*

A myriad of other smaller segregated funds are held for a wide variety of initiatives at Highlands. Key funds with their balance as at December 31, 2019 are listed below:

Grants Fund	\$ 6,667
Memorials & Celebrations	\$ 50,165
Music Fund	\$ 16,041
Refugee Fund	\$ 19,967
Saturday Lunch Fund	\$ 14,201
Senior's Ministry	\$ 12,500
Shelter to Home Fund	\$ 10,312
Summer Programs Fund	\$ 5,704
Tucker-McKone Memorial Fund	\$ 4,575
Youth Fund	\$ 5,507

A collection of smaller funds including Christmas Dinner, Faithfest, Flowers, First United, Healing Touch, Lay Education, Livestream, Memorial Garden, Minister Discretionary and Quilters:

Current Balance	\$ 15,367
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At the close of 2019, the overall balance of this group of funds was \$161,006

Our thanks go to our Administrator, Carol Smith, Administrative Assistant, Tatina Lee and to professional bookkeeper Bev Liddle. Our external accountant Ted MacCormac continues to provide excellent guidance.

Submitted by Ed Hunt, Treasurer

Finance Committee Members:

Mark Clarke (Secretary), Cameron Forde, Scott Hughes, Doug Margerm and Will Sparks as ex-officio.

The Committee operates with a rotating Chair function, with other duties and responsibilities shared amongst committee members.

Please note that all figures quoted in this report are as recorded on March 6, 2020, and are subject to adjustment through the external accounting review process.

## Statement of Receipts and Disbursements 2019 and Proposed Budget for 2020

<b>Receipts</b>		<b>Budget 2019</b>	<b>Actual 2019</b>	<b>Budget 2020</b>	<b>Notes</b>
Offerings	Envelopes and Other Agencies	412,000	404,672	384,000	
	Special Pledges Appeal for 2019	0	11,400	0	
	Open Collections	17,000	18,048	18,000	
Building Revenues	Pre-School	62,000	62,268	63,000	
	Waldorf School	112,000	112,461	113,000	
	Other Rooms	48,000	45,659	46,000	
Fundraising	Flea Market/Spring Sale	35,000	43,921	37,500	
	Antiques & Collectables	10,000	10,352	0	
	Musicals	0	0	10,000	
	Other Fund Raisers	2,000	225	3,000	#1
	Online Sales/Marketplace	0	0	5,000	#2
Other Revenues	Weddings & Memorials	6,000	6,296	6,000	
	ESL	6,000	4,775	5,000	
	Bank Interest	700	1,545	1,500	
	Grants	2,000	2,050	3000	#3
	Transfer from Funds	0	3,400	0	
<b>Sub total</b>		<b>712,700</b>	<b>727,072</b>	<b>695,000</b>	<b>#4</b>

		<b>Budget 2019</b>	<b>Actual 2019</b>	<b>Budget 2020 Notes</b>
<b>Disbursements</b>				
Ministerial	Staffing	238,300	242,465	250,500
	Sabbatical	2,000	0	2,000
	Other Expenses	7,500	5,381	5,350
Worship and Music	Staffing	59,000	55,686	51,500
	Music/Choirs	4,000	2,839	3,000
	Worship Committee Expense	3,800	4,564	4,000 #5
Livestream	Staffing	0	0	-
	Expenses	0	0	-
Cong Life & Hospitality	Staffing	0	0	-
	Expenses	3,500	4,025	2,500 #6
	Caring/Senior's Ministry	400	-136	200
Education & Faith Formation	Staffing	18,500	24,601	21,000 #7
	Resource Materials	3,300	2,197	2,200
	Summer Programs (net)	0	0	0
	Library	1,000	926	1,000
Outreach	Mission & Service	50,000	50,000	25,000 #8
	Community Connections	250	250	250
	Local Connections	17,500	17,500	17,500
	Global Connections	2,600	2,600	2,600
Administration	Staffing	76,300	76,060	88,000
	Office Supplies	12,500	16,725	15,000 #9
	Financial Charges	6,000	6,218	6,000
	Stewardship	1,750	1,442	500 #10
	Advertising/Communications	2,000	1,847	2,000
	Accounting Services	12,000	13,610	18,600
	Technical Services	500	87	250
	Leadership Board	700	94	0 #11
	Pacific Mountain Region	27,000	27,016	27,000
	HUGG	0	-40	0
Building & Property	Custodial Services	71,750	71,750	70,250
	Utilities	33,000	34,243	34,500
	Building R&M	30,000	29,916	30,000
	Computer/AV R&M	3,000	6,161	5,000
	Insurance	12,500	12,527	14,000
	Building Reserve	30,000	30,000	30,000
<b>Total</b>		<b>730,650</b>	<b>740,554</b>	<b>729,700 #12</b>
<b>Excess of Receipts over Disbursements</b>		<b>-17,950</b>	<b>-13,482</b>	<b>-34,700</b>

## 2020 Budget Notes

The following notes reflect changes made to the original 2020 budget, taking into account comments made by the congregation in conversation, and written responses, to the budget questionnaire subsequent to the special budget meeting. While the original 2020 budget took steps to make the expenditures a little more lean than 2019, these further changes are a best effort to move Highlands closer to a balanced budget moving forward.

#1: \$2,000 increase (various fundraising actions)

#2: \$5,000 revenue generation action

#3: \$1,000 increase

#4: Total budget revenue increase of \$8,000 (over original budget)

#5: (\$500) for transition from Livestream to YouTube

#6: (\$1,500) net of cost savings plus new donation from coffee box

#7: (\$2,000) reduction for Advent event, staff meetings, Summer Green Balloon

#8: (\$25,000) reduction

#9: (\$1,900) reduction for printing and postage (provide electronic tax receipts)

#10: (\$1,250) reduction for lunches and recognition events

#11: (\$100) reduction

#12: Total budget cost reduction of \$32,000

#13: Total budget loss is now projected at \$34,700

To balance the 2020 budget, the Leadership Board is proposing a revenue generating plan as follows:

Special Gifts received for 2020: \$20,000

Reflects generous new contributions from members to help offset budget shortfall

Renewed campaign for "5% increase" to existing pledge/PAR: \$10,000

Estimate only—actual may be higher or lower

A one-time transfer from Memorials and Celebrations Fund to meet residual shortfall: \$4,700

To offset unfunded portion of one-time staff transition costs not to exceed \$8,700 being 50% of \$17,400

Specific Giving for Specific Programs (eg. M&S): TBD

Any givings for specific programs will be used to top-up these budget allocations.

For example, incremental givings to M&S would go directly towards M&S funds.