



North Shore
Community Resources

Connecting You to Community Services!

ANNUAL REPORT 2018



WELL-BEING THROUGH SOCIAL CONNECTION, EMPOWERMENT, AND COMMUNITY PARTICIPATION

BOARD OF DIRECTORS 2017/2018

President: Kent Wiebe

Vice President: Violet Jessen

Secretary: Terri Rear

Treasurer: Belinda Lyons

Past President: Leigh Taylor

Lisa Dooling

Katie Hughes

Fereshteh Kashefi
(as of February 2018)

Reza Kohan

David Mah
(to July 2017)

Maurice Mirosolin

Tia Smith

Aldo Torres
(as of February 2018)

Martha Woodruff

GRAPHIC DESIGN BY
HANDS ON PUBLICATIONS

PHOTOGRAPHY BY
SORUSH GHAFURIAN
(EXCEPT WHERE NOTED)



STAFF 2017/2018

Executive Director: Murray Mollard

Child and Parent Programs: Fariba Aghdassi • Patricia Asbun • Tunde Getaneh, Manager (from Oct. 2017) • Cullen Hughes • Sue Irwin • Annette Fertuck • Christine Mann • June Maynard, Manager (to Sept. 2017) • Shahla Missaghian • Jill Nutter • Virginia Pateman • Kerry Watts • Cassandra Van Dyck • Jane White

Seniors Programs: Karyn Davies • Nancy Hollstedt, Manager (to Dec. 2017) • Armin Safari • Kathryn Seely, Manager (from Jan. 2018) • Elaine Smith • Cassandra Van Dyck • Rosanna Wilbur

Community Engagement: Cullen Hughes • Catherine Janusz • Barbara May • Nancy Hollstedt, Manager (to Dec. 2017) • Kathryn Seely, Manager (from Jan. 2018) • Shohreh Sharafi Ghamsari • Elaine Smith

Legal Services and Housing Advocacy: Fariba Aghdassi • Michelle Beda • Tannis Boxer • Oliver Leung • Murray Mollard, Manager • Don Peters

Finance and Administration: Hossein Ebrahimi • Halina Kucia • Brian Tobin, Manager

Charitable Partnerships: Nancy Hollstedt (from Jan. 2018)

NSCR'S VISION: A thriving North Shore community.

NSCR'S MISSION: To enhance well-being, social connections, empowerment and community participation, NSCR designs and delivers programs and services for the North Shore.

MESSAGE FROM THE PRESIDENT

2017–18 has been an eventful year for North Shore Community Resources Society. We have welcomed two new board members to our team, Aldo and Fereshteh, each bringing unique and desirable skills that enhance our role and make us more representative of the community we live and work in.

To address funding cuts at the United Way, we are constantly working to secure new sources of funds in order to fulfill our mandate of providing a variety of services to residents of the North Shore. On behalf of NSCR, I wish to extend a heartfelt thanks to all of the sponsors, donors, fundraisers, staff and volunteers who came together to make it possible for us to continue to support programs that have become vital to the health and well-being of community members.

The years ahead will be exciting with a substantial change to the mayors and councils of the three main municipalities on the North Shore. We look forward to meeting and working with new mayors and Councils and hope to carry on with our long standing and beneficial relationship with each of them.

As we grow and move forward into 2019, I would like to take a moment to recognize the generosity of spirit inherent to all of those who have tirelessly contributed their own time and resources for the betterment of the North Shore community. Your faith and work for NSCR is what keeps us strong.

— Kent Wiebe, President



Kent Wiebe and Murray Mollard

MESSAGE FROM THE EXECUTIVE DIRECTOR

One of NSCR's strategic priorities is to enhance our communication with the community we serve and work with: our clients, volunteers, partners and funders. When we communicate well with our clients, they can better access our services and programs to enhance their well-being. When we communicate well and develop strong relationships with our volunteers, community partners and funders, we enhance our ability to offer programs and services that make a difference to our clients' lives and the community at large.

This year, we will work to enhance our communication channels. In addition to revamping this annual report, we recently launched our quarterly e-newsletter, *The Connector*. In 2019, we will launch a new visual brand and update our website while using social media more often to connect with the community.

How do you sum up all that NSCR represents in a logo? How can our new logo reflect NSCR's diverse mission, values and programs? How do you capture the ideas of connection, support, diversity, stability, community, guidance, empowerment, growth, participation in a visual symbol? It is an interesting challenge. We look forward to engaging with you as we roll out our new visual brand and enhance our communication channels over the coming year.

Thank you to all of you for making this past year a successful one for NSCR and its clients. We look forward to continue working with you in 2019!

— Murray Mollard, Executive Director

Donors and Funders

NSCR gratefully acknowledges the investment of our funders and individual donors who provide critical financial support for community well-being through our programs and services.

Canada



United Way helping seniors remain independent.



Legal
Services
Society

British Columbia



PLATINUM



PATRONS



PRESTIGE

Royalty Home
Care Services

West Vancouver
Community Foundation

PARTNERS

HearingLife Canada

Royal Canadian Legion Branch 118

Mottershead Foundation

Individual donors

NSCR is a registered Canadian charity that provides a charitable tax receipt for your personal donation. Contact Nancy Hollstedt at NSCR to enquire about making a personal donation to support NSCR's work.

INSPIRATION

- "I donate because I believe the NSCR programs and services make our lives better and are vital to people in need on the North Shore."

Volunteers



NSCR volunteers are passionate, positive people who provide vital services that help us accomplish NSCR's mission while making the North Shore community a better place for everyone. Over the past year, our 115 volunteers have given 5,264 hours of their time, skills and knowledge to assist others. Contact NSCR to find out how to become an NSCR volunteer.

Thank you NSCR volunteers!

IMPACT



115
volunteers



5,264
volunteer hours



\$200,000+
estimated value of
volunteer contributions

INSPIRATION

- “The fulfillment of being an income tax volunteer comes from the appreciation expressed for the work we do helping clients complete their taxes.”
- “Giving is rewarding. You cannot measure the reward. Joy, fulfillment, contentment... the more I allow myself to give, the more I understand that life is about giving.” Subash, NSCR Better at Home Volunteer
- “I love coming here, it's such a welcoming atmosphere. Staff are so friendly and helpful (to clients and volunteers).”



Child and Parent Programs

North Shore Community Resources is a North Shore leader in the field of child care information services, child development, planning and family resources. Our programs enhance child care, child development and families' quality of life through education, access to resources and information.

Child Care Resource and Referral

NSCR hosts the regional Child Care Resource and Referral (CCRR) Coordinator as well as the North Shore CCRR program. The local CCRR recruits and trains qualified child care providers, educates and assists parents with referrals to child care programs and child care subsidies, provides information via our newsletter, workshops and public library, hosts drop-in programs, and facilitates networking, support and

collaboration with community partners. Our innovative Intergenerational Mother Goose program brings new parents, their babies and seniors together to sing songs and play.

INSPIRATION

- "Thank you so much! I only found a handful of child care centres online but this has way more!" [CCRR]
- "I wouldn't have done this on my own (child care subsidy application), thank you so much." [CCRR]
- "My baby loves the seniors' friendly faces and attention. Their presence makes it a special occasion." [Intergenerational Mother Goose]



IMPACT



689

families assisted
with child care
subsidies



20,925

Consultations and contacts
with child care providers,
clients and community partners



4,332

adults and
children attending
drop-ins



664

participants
in training
and workshops



36,283

contacts
through
our website

Community Action Program

NSCR is the coordinating agency for the North Shore Community Action Program for Children (CAPC) coalition, which develops programs that promote the healthy development of young children ages 0–6 and families facing challenging life circumstances.

IMPACT



449+
Client contacts
through CAPC

Connect for Kids

NSCR is the host agency for Connect for Kids Early Years Planning Table, a collaboration of North Shore agencies serving children age 0–6 and their families. The Table is a platform for service providers to network, coordinate services, identify strategic issues, planning and action such as the Reduce, Replace and Reconnect project which seeks to focus children’s play time away from digital devices to more active, engaged play.

Municipal Child Care Consultant

The Municipal Child Care Consultant supports group child care as a resource expert for child care managers, provides information on the development of child care spaces, hosts group child care administrator meetings and supports the North Shore Child Care Planning Committee.

North Shore Early Years Centres

Building on the work of the Early Years Vulnerability Project, NSCR is the coordinating agency for the North Shore Early Years Centres project launched this year to enhance resources and services for families with young children in key neighbourhoods across the North Shore. Collaborating with community partners, we are initiating and sustaining access to early intervention, information, and family supports.

IMPACT



1,366
Contacts through the Early
Years Centres up 102%

Family Outreach and Engagement

NSCR’s Family Outreach and Engagement program connects socially isolated families to community resources and services at locations across the North Shore.

IMPACT



2,147
Client contacts

INSPIRATION

- “Thank you for making it free of charge; many of the programs cost money, so we can’t afford to go.”
- “A cup of coffee and a chat goes a long way. It is great you are here in the park and are able to connect parents to other supports.”

Seniors Programs

NSCR provides a variety of programs that enhance the well-being of seniors through increased social connections, empowerment and community participation.

Caregiver Support Program

NSCR's Caregiver Support Program supports caregivers caring for an adult friend or family member through activities, workshops and social opportunities so that caregivers maintain their own well-being while more effectively supporting those they care for. *Stories of Change* provides Persian speaking caregivers with specific support.

INSPIRATION

- “The Persian Caregiver group continues to provide an environment of safety, belonging, learning, and connectedness for many.”
- “I find this group essential for helping me be an effective, loving, calm caregiver. I couldn't do without it.”
- “I really value coming to the group and feel very supported. I also enjoy sharing laughs with everyone.”



NSCR volunteer Monir Ghahreman with Seniors Programs staff.

IMPACT



32
caregiver education
events with **950**
participants

Among Caregiver Support Program survey respondents:

65%

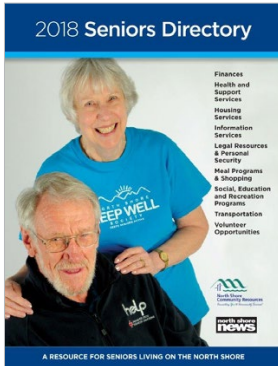
“strongly agree” they feel supported by the program

68%

report having “new skills to support staying healthy”

Seniors One Stop

Since 1992, Seniors One Stop (SOS) supports the independence, dignity and health of the



North Shore's senior population by providing information and advice to seniors including 1-1 consultation for more complex needs. SOS produces the annual Seniors Directory for the North Shore.

IMPACT



8,411
SOS program contacts



4
events/presentations
with **525**
participants

INSPIRATION

- "Thank you for your help, you're an angel. Thank you for being my angel!"
- "It [information] will make a big difference in our lives! Thank you."
- "I had no idea there were so many services available for seniors. I'm glad we came in [to the SOS office]."

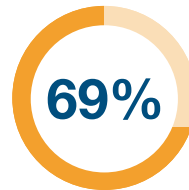


NCSR people at the Open Arms event at Tsleil-Waututh Nation.

Better at Home

North Shore Better at Home supports seniors age 65+ by providing them with seven basic non-medical services like transportation to medical appointments. Better at Home helps seniors maintain their independence while remaining in their homes resulting in better health outcomes.

IMPACT



of clients are
aged 75+



93
new clients, with
330 unique clients



4,010
service
visits

INSPIRATION

- "Better at Home has been my life anchor."
- "I should have asked for your help much earlier... I got my life back."
- "Sincerely, I could not have come this far, without all of your help."

**Better
at Home**



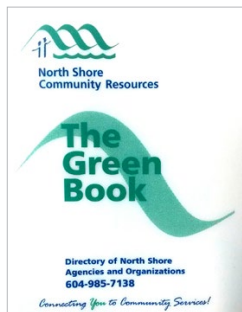
United Way helping seniors remain independent.

Community Engagement

Community engagement includes efforts to inform, educate, train, motivate, involve and connect individuals and groups in a community to take action to improve their own well-being and the well-being and civic life of the community at large. Research demonstrates that engaged communities with strong social bonds among citizens are healthier and more resilient.

Information North Shore's objective is to empower individuals by facilitating timely access to relevant information about services and programs. We pay special attention to the needs of vulnerable populations, which often face barriers to accessing services. The program provides information and referral services

to the community in multiple formats including one-to-one consultation for more complex needs. We produce the **Green Book**, an on-line resource with more than 600 community contacts. Call, email, drop-in or visit nscr.bc.ca for information and referral assistance.



The **North Shore Inter-Agency Network** is a network of social service and public sector organizations that deliver services to North Shore residents. The network provides a forum for service providers to learn about and discuss improvements to North Shore community services, identify emerging needs, and reduce program duplication.



National Volunteer Week meet and greet.

INSPIRATION

- “The sharing of Inter-Agency emails is a practical way to connect community members with information on the North Shore.”

IMPACT



12,500+
information and referral
contacts



334 Inter-Agency Network
communications to
more than 240 agencies



657
public computer uses



Volunteers Garry and Sonny with NSCR's Cullen Hughes.

NSCR's **Housing North Shore** creates housing lists to help people look for affordable, accessible and appropriate housing.

Volunteer North Shore's objective is to encourage community members to volunteer and connect them to volunteer opportunities to build a supportive and thriving North Shore community. We produce the annual **North Shore Youth Volunteer Directory** (on-line and print versions), a key resource for youth looking for volunteer opportunities on the North Shore.

IMPACT



216

people referred to volunteer opportunities



740

income tax returns for seniors and people with disabilities



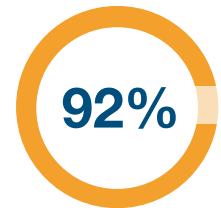
62

volunteer interviews conducted



29,256

Volunteer North Shore webpage contacts



of tax return clients rate our service as "very good"

NSCR's **Community Volunteer Income Tax Program** offers free income tax return preparation assistance to low-income seniors and people with disabilities provided by qualified, volunteer tax preparers.

The **Community Volunteer Spirit Awards** recognize individuals or groups annually who embody the essence of giving back to their community.



Community Volunteer Spirit Award winner Yasmin Cooper with NSCR's Kathryn Seely.

PHOTO SOCHELL ROMAN

INSPIRATION

- "Please keep providing this service (income tax return preparation). Thanks!"
- "Service (income tax return preparation) was excellent and informative."

Legal Services

Legal problems can be complex and often emotionally challenging for vulnerable individuals who may experience barriers to full participation in our society.

NSCR's Community Legal Service program focuses on providing legal information, advice and advocacy to lower income individuals who are faced with legal problems that touch on basic living needs. NSCR's Legal Advocates will provide advice and represent our clients at hearings on a wide range of legal issues such as housing, employment, government benefits, and debt. Our Coordinator of Legal Information and Assistance provides legal information and referral to clients on other legal issues including family law. We provide public legal education workshops on various topics.

INSPIRATION

- "I'm so glad you are there; gave me advice for other issues and who to talk to; it is a great service for people with problems who need support"

IMPACT



766

legal advocacy files



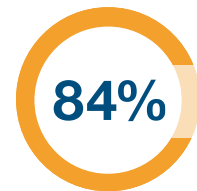
265

legal information & assistance files



211

participants in 11 legal education workshops



of clients were "very satisfied" with Legal Advocates' service



NSCR Community Legal Services staff
Sharel Akizuki and Fariba Aghdassi.

- "Welcoming, informed, empathetic, concerned, committed to helping."
- "The people who work there are authentic, caring professionals who actually treat you like a human being & listen to what your actual problem is with no judgement and advocate for you, if needed and appropriate."

Affordable Housing

NSCR's Community Housing Action Committee (CHAC) is an independent, non-partisan group of volunteers and experts who educate, advocate and conduct research to enhance affordable housing on the North Shore. We meet with government and developers, make submissions at public hearings, undertake research, educate and organize public forums. Our work this year included issuing our research report: *Knock Knock: Exploring the Prospects for an Empty Homes Tax on the North Shore*. The report explores how to address the challenge of over 5,000 empty homes on the North Shore as identified in the 2016 Census.



CHAC members gather for a team photo.



170

submissions and consultations with elected officials, government, developers and the media



800+

hours of volunteer and professional time

INSPIRATION

- “Housing has emerged as one of the most pressing community planning issues on the North Shore. We greatly appreciate CHAC’s commitment to this issue and your ability to bring together different community members to work together to address it.” — David Hawkins, Manager of Community Planning, District of West Vancouver
- “CHAC is a dynamic group of residents, community organization representatives and volunteers who recognize that affordable housing is an important factor in supporting low-income individuals and families, seniors and people with disabilities to remain healthy, independent, and able to participate fully in community life. City of North Vancouver residents face significant affordable housing challenges, and CHAC’s collaborative approach to finding creative solutions to increase the affordable housing stock is invaluable.” — Darrell Mussatto, Mayor, City of North Vancouver
- “The CHAC provides a community based voice to assist the District of North Vancouver in making important decisions on how to create the best mix of housing needed to achieve the OCP vision to 2030. The involvement and feedback provided by CHAC is considered an important part of our consultation when it comes to decision making on affordable housing.” — Richard Walton, Mayor, District of North Vancouver

Democracy Café

NSCR's Democracy Café is an independent, non-partisan platform to make democracy more open, robust and responsive to community needs by encouraging all citizens to participate in civic life while encouraging governments to improve opportunities for public participation in democratic life. Democracy Café organizes workshops and forums, engages in voter outreach and education. We meet with all levels of government to advocate for improved institutions and processes that will enhance public participation and increase citizens' ability to meaningfully participate in decision making that affects them.

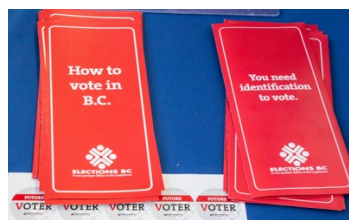
This year Democracy Café partnered with over 10 North Shore organizations to set up Vote PopUps where the public could “test drive” the voting experience using Elections BC sample ballot boxes and voting screens, thus bringing awareness to the provincial election while encouraging citizens to get informed and vote. We also organized an All-Candidates meeting with the West Vancouver

Memorial Library where we asked participants to co-craft questions to pose to the candidates as well as a post-election workshop with alumni of the China Europe International Business School.

IMPACT



600+
participants



Vote PopUp project.

INSPIRATION

- “North Shore Community Resources were fantastic partners! Together we organized an All-Candidates Meeting and hosted two Vote PopUps at the Library, civic engagement initiatives that were really appreciated by our community!” — Leila Meshgini, Community Experience Librarian, West Vancouver Memorial Library
- “The Vote PopUp provided vital, detailed and accessible information about how to participate in the election as well as a great opportunity for stimulating conversations about key community issues.” — Michelle Dodds, Executive Director, North Shore Women’s Centre

Financials

STATEMENT OF REVENUES AND EXPENDITURES for the year ended March 31, 2018

Revenue	2018	2017
Service contracts and grants		
Government funding		
Federal	\$ 264,248	\$ 263,311
Provincial	556,299	544,417
Municipal	115,848	116,922
United Way of the Lower Mainland	375,605	379,701
Law Foundation and other	<u>105,618</u>	<u>95,800</u>
	1,417,618	1,400,151
Other income:		
Gaming, fundraising, donations	97,441	117,241
Interest and other income	58,221	62,290
Conferences and subscriptions	<u>22,794</u>	<u>26,453</u>
	1,596,074	1,606,135
Expenditures		
Wages, benefits and training	1,000,191	990,218
Program expenses and equipment	221,818	204,228
Interagency transfers	238,292	236,936
Contract services	62,876	74,271
Rent	32,459	31,414
Office and miscellaneous	35,825	44,285
Transportation	18,547	18,447
Telephone	9,714	9,952
Professional fees	7,688	6,869
Amortization of capital assets	9,520	3,364
Computer	2,794	5,979
Insurance	5,828	5,721
Office equipment lease	4,323	3,242
Repairs and maintenance	<u>5,913</u>	<u>6,005</u>
	1,655,788	1,640,931
Deficiency of Revenue over Expenditures	<u>(59,714)</u>	<u>(34,796)</u>
Other: Repayment to Funders	<u>(19,138)</u>	-
Deficiency of Revenue over Expenditures	<u>\$ (78,852)</u>	<u>\$ (34,796)</u>

Complete audited financial statements from Dale Matheson Carr-Hilton LaBonte (DMCL) Chartered Professional Accountants, are available on the NSCR website.



Suite 201 – 935 Marine Drive
North Vancouver, BC V7P 1S3
t: 604-985-7138
e: nscr@nscr.bc.ca



**North Shore
Community Resources**
Connecting You to Community Services!

www.nscr.bc.ca