

NORTH SHORE COMMUNITY RESOURCES

# ANNUAL REPORT

# 2016



*Connecting you to community and services*

## MESSAGE FROM THE PRESIDENT

The past year has seen significant challenges at NSCR with some key funders constricting their budgets and reducing our grants. Thankfully, we have addressed this challenge with new corporate donors and prudent budgetary decisions allowing us to keep all of our core programs intact.

Looking to the future, the board has begun the task of planning for the evolution of our organization by updating our vision and mission and conducting strategic planning. Being one of the largest, oldest and most diverse non-profits on the North Shore, with a proven track record of deploying funds in efficient ways, gives us a significant advantage when attracting donors and funders. For four decades we have shown the capacity to deliver services to the community in a timely, cost-effective way. We hope to capitalize on that track record to attract new funders and donors to support our efforts to expand the services and programs we offer to the community.

Our core commitment to the North Shore community remains unwavering. We will continue to deliver our proven existing programs, and are poised to build on this by adding new ones that will be equally outstanding and help the residents and organizations of the North Shore for the coming decades. On behalf of the board, I wish to extend our sincere thanks to Murray Mollard and his exceptional staff as well as the host of volunteers we work with for their hard work and commitment to our organization.

— Kent Wiebe, President



Murray Mollard and Kent Wiebe

## MESSAGE FROM THE EXECUTIVE DIRECTOR

For 40 years, NSCR has provided assistance to thousands of North Shore residents to live happier, healthier lives and to build a strong and supportive community.

As we move into the future, we are clarifying our mission. Threading through the diversity of our work are four foundational concepts. Our programs and services support the *well-being* of individuals, families and community at large. Our services and programs are often designed to increase *social connections* between individuals because we know that increasing social

connection increases the thread of trust and reciprocity shared between people. By *empowering* our clients and the community — providing information, knowledge, encouragement, sometimes advocacy on their behalf — NSCR provides a helping hand to clients to help themselves and build community. By providing pathways for *community participation*, NSCR encourages civic

engagement and contribution to something greater than ourselves: the health of our community as a whole. All of our work supports individuals and organizations, helping the community to thrive.

For our first 40 years, I'd like to thank the hundreds of staff and volunteers who have helped us to do our work.

We look forward to serving you as we celebrate our anniversary.

— Murray Mollard, Executive Director

# Thank you

## Donors and Funders

NSCR gratefully acknowledges the investment of donors and funders who provide vital financial support for our programs and services.



Government of Canada



Government of BC



City of North Vancouver



District of North Vancouver



District of West Vancouver



United Way  
Lower Mainland

### PATRONS



Living Well Home Care



Neptune Bulk Terminals



PARC Retirement Communities



North Shore News

### PRESTIGE

**Bentall Kennedy  
Community  
Action Initiative**

**Royalty Home  
Care Services**

**Mottershead Foundation**

**Kiwanis Club  
of Capilano**

### PARTNERS

British Pacific Properties

Royal Canadian Legion 114

Thrifty Foods

## 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 all. Over the past year, our 166 volunteers have given over 5,476 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!



**166**  
volunteers



**5,476**  
volunteer hours

## INSPIRATION

- "I love meeting people, I love helping people."  
— Current volunteer

### 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.

# Parent and Child Programs

NSCR programs enhance child care and quality of life for North Shore children and their families.

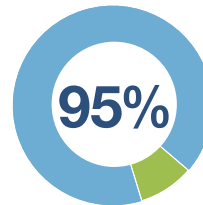
## Child Care Resource and Referral

NSCR hosts the regional Child Care Resource and Referral (CCRR) Coordinator and is home to the North Shore CCRR program. The local CCRR recruits and trains qualified child care providers, assists parents with referrals to child care and child care subsidies, provides information/resources via our newsletter, workshops and our library (open to the public), hosts drop-in programs (Mother Goose, Circle of Care) and consults with community partners.



## INSPIRATION

- “I would just like to say you are like the fairy godmother for mothers that are searching for daycare on the North Shore.”
- “I came with some questions and ended up getting some VERY MUCH appreciated guidance and assistance in filling out the subsidy forms, which [staff] ended up sending off for me on the spot. I wanted to let you know how wonderful [staff] was and how much I really appreciated having someone take the time to answer my questions and so thoroughly assist me in this somewhat stressful time.”



**Over 95% of participants rated the child care workshops as excellent or good, resulting in more confidence in their work with children**

## IMPACT



**687**

participants  
in CCRR training  
and workshops



**3,500**

adults and children  
attended CCRR  
drop-ins



**9,206**

consultations/contacts  
with clients and  
community partners



**8,934**

consultations/  
contacts with child  
care providers



**702**

families assisted  
with child care  
subsidies





## 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.

### INSPIRATION

- “I loved being able to spend time with my son doing an activity we wouldn’t normally do. It was also great to meet other families from the North Shore!”



**432+**  
CAPC Program  
Participants

### 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 helps plan the annual North Shore Early Childhood Conference.

**10,000** copies  
of the **Children and Family  
Directory** distributed.



## Connect for Kids Planning Tables

NSCR is the host agency for Connect for Kids, the umbrella for the Early Years and Middle Childhood Matters Planning Tables, with membership from agencies across the North Shore. The Tables provide coordination, planning support and community awareness for the distribution of programs and services to meet the needs of families and their children to age 12. The Early Years Table also oversees the Early Years Vulnerability Project, which targets services to support families with young children in identified neighbourhoods.

### Wheels

The Wheels mobile support program connects families to community resources and services via outreach to programs, events, parks and child care centres across the North Shore.



**1,789**  
Wheels  
connections



PHOTO GEOFFREY KEHRIG FLICKR

# Seniors Programs

North Shore Community Resources provides three programs that enhance the health, well-being and empowerment of seniors.

## Caregiver Support Program

The Caregiver Support Program assists people who are caring for an adult friend or family member by providing supportive networks, activities and workshops for caregivers.

### IMPACT



**21**  
caregiver education  
events with **535**  
participants

### Among Caregiver Support Program survey respondents:



**Caregiver Support Program** participants enjoy a day on the water

### INSPIRATION

- “Although my sister whom I cared for passed away, I still receive the Caregiver’s Grapevine newsletter. My husband and I are over 80, and are caring for each other. I love getting the newsletter and sharing it with my sister-in-law...I especially like the philosophical statements. Also [the] gratitude corner. Thank you all for doing a great job.”
- “I enjoy the monthly new experiences such as laughter yoga and aromatherapy, the poems and tidbits to focus me on helpful things.”
- “The workshops are very enriching for me. I love the discussions, art, techniques for relaxation, and sharing experiences.”

## Seniors' One Stop

Since 1992, Seniors' One Stop (SOS) has connected seniors to important information and resources.



This program produces the annual Seniors Directory for the North Shore, a vital resource used by seniors, their families, friends and service providers.

### IMPACT

- **5,899** SOS program contacts



**17**  
events/presentations  
with **618**  
participants

### INSPIRATION

- “I never realized the resources at our disposal on the North Shore. Amazing! Thank you!”
- “Thank you for the information about the resources available through your organization. It’s new and valuable information for me.”

## Better at Home

North Shore Better at Home supports seniors' independence by providing them with seven basic non-medical services to help them remain in their homes.



### IMPACT

- **158** new clients with **2,225** service visits
- **107%** increase in clients over prior year
- **14** new program volunteers

### INSPIRATION

- “What a gift. It was like the universe gifting me a guardian angel for an hour or so. Thank you for all that you do, it means so very much!”

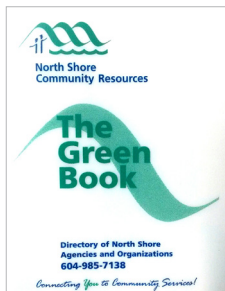


United Way helping seniors  
remain independent.

Better at Home is funded by the Government of British Columbia.

# 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 the health, welfare and civic life of the community. NSCR has been undertaking this work for all of its 40 years through the following programs.



**Information North Shore** provides information and referral services to the community through our office and the **Green Book**, which lists more than 600 community resources. Call, email, drop in or visit [nscr.bc.ca](http://nscr.bc.ca) for information and referral assistance.

The **North Shore Inter-Agency Network** is a non-partisan planning table comprised of social service and public sector organizations that deliver services to North Shore residents. The network provides an opportunity for agency staff to connect, share information and collaborate on programs and services for the North Shore.

NSCR's **Housing North Shore** assists people looking for affordable, accessible and appropriate housing.

## INSPIRATION

- "Your resources are a great asset for our visitors."



NSCR volunteers Jill and Pegah

## IMPACT



**5,835**

**Green Book web searches**



**417**

**Inter-Agency Network communications to more than 125 agencies**



**5,584**

**General information and referral requests**



An important way to contribute to building a vibrant community is through volunteering.

Through **Volunteer North Shore**, NSCR helps connect people wishing to volunteer with organizations needing volunteer assistance.

Volunteer North Shore produces the annual **North Shore Youth Volunteer Directory** (on-line and print versions), a key resource for youth to find volunteer opportunities on the North Shore.

NSCR's **Community Volunteer Income Tax Program** offers free income tax preparation assistance to low-income seniors and people with disabilities.

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

## IMPACT



connected **5,535**  
requests for volunteering to volunteer  
opportunities on the North Shore



helped **726**  
low income seniors and people with  
disabilities complete their tax returns

## INSPIRATION

- "I enjoyed helping all seniors, it was great for my personal growth and my resume at work. I become even more engaged in the community."

New this past year, NSCR hosted the **Democracy Café** which provides North Shore residents a non-partisan opportunity to learn about and participate in democratic life. In 2015, the focus was on the role of our federal government and our election system as part of the fall federal election.



Participants at the 2015 Democracy Café

## IMPACT



**15** Democracy Café sessions  
with **187** participants

## INSPIRATION

- "As a newcomer to Canada it is a very good opportunity to understand Canadian government and political system better."
- "I would be interested in participating in ongoing café discussion groups on various community relevant topics."
- "I liked hearing the points of view of others from many backgrounds. Really appreciated that it happened – Thank you!"

# Legal Services and Affordable Housing

NSCR assists North Shore residents with legal problems through our **Legal Advocacy Program** and our **Legal Information and Assistance Program**. For clients who have limited income, our Legal Advocates assist with housing, employment, benefits, income security, debt and related issues. Our Legal Information and Assistance Program also offers basic information regarding other legal issues including family law. We provide educational workshops about the law to the public on various topics.

NSCR's **Community Housing Action Committee** (CHAC) advocates to enhance affordable housing on the North Shore by working with all spheres of government and local developers.



**NSCR Legal Service Team members**  
Murray Mollard, Fariba Aghdassi and  
Michelle Beda

## INSPIRATION

- “Thank you for your knowledge, time and energy, research and effort you put into my case... the reconsideration went in my favour thanks to you.”
- “Many thanks ... to CHAC for this. ... I can say right away that this will not only help us fine-tune the draft policy statements, but also help us situate them in the overall report to Council.”
- “I want to let you know that I received the certified cheque for the whole amount. Thank you very much for your guidance and help through solving my problem with my landlord.”

## IMPACT



**829**

**CHAC communications  
with municipal officials**



**748**

**legal  
advocacy files**



**309**

**legal information/  
assistance files**



**135**

**participants in six  
legal education workshops**

# Financials

## STATEMENT OF REVENUES AND EXPENDITURES for the year ended March 31, 2016

Revenue	2016	2015
Service contracts and grants		
Government funding		
Federal	\$ 269,614	\$ 268,008
Provincial	487,244	480,603
Municipal	134,767	82,961
United Way of the Lower Mainland	416,568	404,560
Law Foundation and other	<u>86,952</u>	<u>96,748</u>
	1,395,145	1,332,880
Other income:		
Gaming, fundraising, donations	102,793	67,810
Interest and other income	125,070	127,062
Conferences and subscriptions	<u>40,007</u>	<u>41,024</u>
	1,663,015	1,568,776
<b>Expenditures</b>		
Wages, benefits and training	966,499	943,314
Program expenses and equipment	210,091	169,869
Interagency transfers	203,964	236,587
Contract services	69,641	61,813
Rent	31,951	32,068
Office and miscellaneous	24,163	16,013
Transportation	14,077	9,938
Telephone	8,534	16,686
Professional fees	8,201	6,417
Amortization of Capital assets	7,548	15,627
Computer	7,537	6,377
Insurance	7,249	7,565
Office equipment lease	4,633	3,480
Repairs and maintenance	<u>2,260</u>	<u>3,081</u>
	1,566,348	1,528,835
<b>Income from Operations</b>	<u>96,667</u>	<u>39,941</u>
Total gains on sale	<u>23,900</u>	-
Excess of Revenue over Expenditures	<u>\$ 120,567</u>	<u>\$ 39,941</u>

**Complete audited financial statements from Shannon and Company, Chartered Professional Accountants, are available on the NSCR website.**

## BOARD OF DIRECTORS 2015/2016

**President:** Kent Wiebe

**Immediate Past President:**  
Leigh Taylor

**Vice President:** Violet Jessen

**Secretary:** Mary Atkins / Terri Rear

**Treasurer:** Belinda Lyons  
Ariel Creighton  
Basheer Dewji  
Rick Dickson  
Patrick O'Flaherty

Sue Roppel

David Sinnott

Tia Smith

Nikki Tilley



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

Suite 201 – 935 Marine Drive  
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**t:** 604-985-7138

**e:** nscr@nscr.bc.ca

**www.nscr.bc.ca**



## STAFF 2015/2016

**Executive Director:** Li Boesen (to May 31, 2015); Murray Mollard (from June 1, 2015)

**Parent and Child Programs:** Fariba Aghdassi • Brenda-Lee Antone • Patricia Asbun • Diane Atkinson • Tunde Getaneh • Sue Irwin • Emily Jarvis • Fran Jones • Christine Mann • June Maynard, Manager • Jill Nutter • Virginia Pateman • Kerry Watts

**Seniors Programs:** Josh Cook • Karyn Davies • Nancy Hollstedt, Manager • Lindsay Kwan • Elaine Smith • Cassandra Van Dyck

**Community Engagement:** Bryce Letham • Catherine Janusz • Barbara May • Nancy Hollstedt, Manager • Elaine Smith

**Legal Services and Affordable Housing:** Fariba Aghdassi • Michelle Beda • Li Boesen, Manager • Tannis Boxer • Don Peters • Benjamin Low-Beer • Murray Mollard, Manager • Shahla Missaghian

**Finance and Administration:** Hossein Ebrahimi • Alnoor Kara, Manager • Halina Kucia

**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.

GRAPHIC DESIGN BY  
HANDS ON PUBLICATIONS