

NORTH SHORE COMMUNITY RESOURCES
ANNUAL REPORT
2017



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



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.

BOARD OF DIRECTORS 2016/2017

President: Kent Wiebe

Vice President: Violet Jessen

Secretary: Terri Rear

Treasurer: Belinda Lyons

Past President: Leigh Taylor

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Rick Dickson

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STAFF 2016/2017

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Seniors Programs: Josh Cook • Karyn Davies • Nancy Hollstedt, Manager • Lindsay Kwan • Armin Safari • Elaine Smith • Cassandra Van Dyck • Rosanna Wilbur

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

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

Finance and Administration: Hossein Ebrahimi • Halina Kucia • Alnoor Kara, Manager (to April 2016) • Brian Tobin, Manager (from May 2016)

Executive Director: Murray Mollard

GRAPHIC DESIGN BY
HANDS ON PUBLICATIONS

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SORUSH GHAFURIAN

MESSAGE FROM THE PRESIDENT

This year I wanted to take a moment to thank the hundreds of people who give us their time to volunteer with the many different programs we offer at North Shore Community Resources. While the Society itself is run by a paid staff comprised of some of the most dedicated and passionate employees we could ever ask for, the fact is that the programs we offer could not function without the tireless help from our volunteers. I wish to extend my heartfelt gratitude on behalf of the board and the staff to all of you who find the time in your busy schedules to give back something to the community through NSCR.

I also wanted to reach out to our general membership and ask you to tell your friends or a family member about us and see if they have a few extra hours to give to their community.

I would like to single out and raise awareness of one of our more discrete but amazing programs that is entirely run, funded and managed by volunteers. Every year at tax time over 25 volunteers return to NSCR to donate their time to assist seniors and low income members in our community to prepare their tax returns. This is an invaluable service which ensures that our clients are able to access various benefits that are crucial to their standard of living.

On behalf of the board, we would like to extend them and all of our many volunteers our sincere thanks and best wishes for 2018.

— Kent Wiebe, President

MESSAGE FROM THE EXECUTIVE DIRECTOR

One of the core principles of NSCR's mission is to design and deliver programs that enhance *community participation*. We do this because we know that where there is a high rate of engagement and participation in community life, the community and the individuals living within it are healthier (measured on any scale) and happier. That is why NSCR works to encourage and enable people on the North Shore to volunteer their time and experience both at NSCR and at many other charitable and non-profit causes in the community.

As our President Kent Wiebe emphasizes, NSCR simply could not do the work we do without the contributions of hundreds of volunteers. Whether they directly deliver NSCR programs and services (like the income tax preparation service, Better at Home or Seniors One Stop programs), or support our many other programs, they make a significant contribution to achieve NSCR's mission. I can say this from direct experience because I work with them every day and witness

their interactions with our clients. Aside from the positive human impact they provide, their service measured in financial value is conservatively estimated to be more than \$200,000.

NSCR volunteers truly embody the spirit of community participation making our communities better for all. To our volunteers, our amazing staff and generous funders and donors, we express our deep appreciation for your contributions to NSCR and the community.

— Murray Mollard, Executive Director



Kent Wiebe and Murray Mollard

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 helping seniors remain independent.

PATRONS



Living Well Home Care



Neptune Bulk Terminals



PARC Retirement Communities



North Shore News

PRESTIGE

**Bentall
Kennedy**

**Darwin
Properties Ltd.**

**Mottershead
Foundation**

**Community
Action Initiative**

**Legal Services
Society of BC**

**Royalty Home
Care Services**

PARTNERS

Adera

HearingLife Canada

Arc'teryx

Hollyburn Properties

British Pacific
Properties

Onni Group

Concert Properties

Royal Canadian
Legion 118

Fraternal Order
of Eagles #2638

Thrifty Foods
Vancity

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.

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 116 volunteers have given over 5,122 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



116
volunteers



5,122
volunteer hours



\$200,000+
estimated value of
volunteer contributions

INSPIRATION

- “Although I do support a few favourite charities, my most rewarding experience is my time spent as a volunteer at North Shore Community Resources which is committed to helping others. I have worked at NSCR as a volunteer for quite a few years and hold the agency in the highest regard not just because of the quality of their programs but because of the commitment of everyone who works here.” — Donor and volunteer
- “I love meeting people, I love helping people.” — Current volunteer
- “I just can't give them enough praise. Their company and skilled help around my home is greatly appreciated. Many, many thanks!” — Better at Home recipient of volunteer services



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

IMPACT



655

families assisted
with child care
subsidies



17,116

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



3,905

adults and
children attending
drop-ins



1,063

participants
in training
and workshops



34,727

contacts through
our website

with community partners. This year, we successfully piloted new intergenerational Mother Goose programs in senior care facilities engaging seniors, new parents and infants with remarkable results.

INSPIRATION

- "I just wanted to let you know that I have found a daycare. Thank you so much for your help!" (CCRR)
- "I love having some involvement with the seniors! We are new immigrants in Canada so it's great to see and interact with seniors. And we loved seeing the joy on the faces." (Intergenerational Mother Goose)
- "Through your position you have such valuable insight and ability to reach so many families. Thank you for all you do to support connecting families to each other and their community." (Wheels program)



PHOTO SORUSH GHAFURIAN

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 past 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



677

**Contacts through
the Early Years Centres**

Wheels

NSCR's Wheels program connects families to community resources and services at locations across the North Shore.

IMPACT



2,113

**Client contacts through
Wheels (up 18%)**

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



465+

**CAPC Program
Participants**

Connect for Kids

NSCR is the host agency for Connect for Kids, a collaborative of North Shore agencies serving children age 0–12 that provides a platform for service providers to network, coordinate services, identify 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.

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

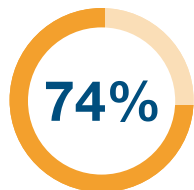
NSCR's Caregiver Support Program supports caregivers caring for an adult friend or family member through activities, workshops and social opportunities so that caregivers maintain their own well-being while more effectively supporting those they care for. *Stories of Change* provides Persian speaking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

IMPACT

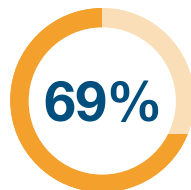


25
caregiver education
events with **858**
participants

Among Caregiver Support Program survey respondents:



“strongly agree” they feel supported by the program



report having new skills to support staying healthy



Caregiver Support Program participants. PHOTO SORUSH GHAFURIAN

INSPIRATION

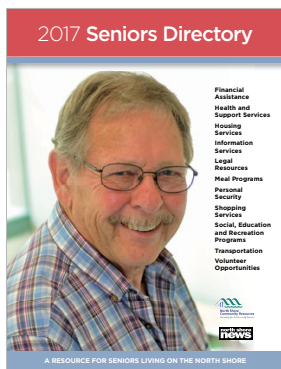
- “Thank you so much for your effort for helping the caregivers to stand up on their feet to be able to cope with their challenging roles as a care giver.”
- “North Shore Caregivers is the most phenomenal group. It was so uplifting and worthwhile...it really helped me.”
- “I feel listened to and understood in the group, and the input from others helps me find strength to keep going.”
- “This is a marvelous group ... we learn so much from each other.”

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.



SOS and Better at Home volunteers enjoy an advanced care planning workshop.

Better at Home

North Shore Better at Home supports seniors by providing them with 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

- **6,217** SOS program contacts



12
events/presentations
with **1,068**
participants

INSPIRATION

- "I am so thankful for the amazing resources and support the volunteers provide, it's really helpful."
- "My father is doing well thanks to the information I received through Seniors' One Stop."
- "I was very happy with all the info from the Seniors' One Stop and especially appreciated getting a follow up call in August."

IMPACT

- **219** new clients, **39%** increase over prior year
- **67%** of clients are aged **75+**
- **3,588** service visits
- **12** new program volunteers

INSPIRATION

- "This program is amazing, all of you are amazing and I think this program should be in every community all over the world."
- "We love our home... because of your services we can stay here."

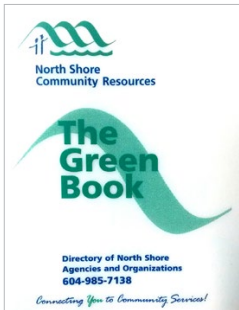
**Better
at Home**



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. NSCR has been undertaking this work for all of its 40 years through the following programs.



The objective of **Information North Shore** 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 www.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.



Better at Home yardwork volunteers take a break.

INSPIRATION

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

IMPACT



9,800+

information and referral requests



782 Inter-Agency Network communications to more than 125 agencies



934

public computer uses

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

Volunteer North Shore objective is to encourage community members to volunteer as a way to contribute to building a thriving North Shore community by connecting volunteers to volunteer opportunities. 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.

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 six individuals or groups annually who embody the essence of giving back to their community.



Long-time income tax volunteer Dave Leslie (left). NSCR's Nancy Hollstedt with Volunteer Spirit Award winner Sanford Osler (right).

INSPIRATION

- "I learned a lot about volunteering at my interview. It was very helpful to meet with someone who could show me all the opportunities on the website."
- "Very welcoming and exceptional help from front desk to Sandra's office, that really helped me immensely with my tax form. Thanks very much."
- "Our experience was very helpful and we appreciate having [the tax preparation service]."

IMPACT



622

people referred to
volunteer opportunities
(up 22%)



667

income tax returns for
seniors and people
with disabilities



98

volunteer
interviews
conducted



29,607

Volunteer North
Shore webpage
contacts



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

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.



NSCR Legal Advocate Michelle Beda.

INSPIRATION

- “I am very grateful for the support that I have received from [the Legal Advocate] with regards to the housing challenges I face to this day. Without her incredible patience, knowledge and skill it would be a disaster. She has been steadfast and I cannot recommend her highly enough as an amazing legal advocate.”
- “A truly valuable service being provided to North Shore residents.”
- “You have explained these concepts so clearly. The information you provided is so useful, I now know the difference between the three legal issues, and can plan accordingly.”

IMPACT



724

legal
advocacy files



279

legal information/
assistance files



153

participants in legal
education workshops



of clients were “very
satisfied” with Legal
Advocates service

Affordable Housing

NSCR's Community Housing Action Committee (CHAC) is an independent, non-partisan group of volunteers and experts who research, educate and advocate for affordable housing on the North Shore. We meet with government and developers, attend and make submissions at public hearings, undertake research,



Don Peters, Chair of NSCR's CHAC.

educate and organize public forums. In March 2017, we co-sponsored the Squeezed Out? Squeeze In! community conversation with Generation Squeeze and Economic Partnership North Vancouver to canvass ideas for affordable housing solutions from the community, especially younger generations.

INSPIRATION

- “CHAC’s collaborative approach to finding creative solutions to increase the affordable housing stock is invaluable.” — Darrell Mussatto, Mayor, City of North Vancouver
- “The involvement and feedback provided by CHAC is considered an important part of our consultation when it comes to decision making on affordable housing in the District of North Vancouver.” — Richard Walton, Mayor, District of North Vancouver



Dr. Paul Kershaw, UBC Professor and Founder of Generation Squeeze, speaking at our Squeezed Out? Squeeze In! housing event.



- “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

IMPACT



145
submissions and consultations with elected officials, government, developers and the media



750+
hours of volunteer and professional time

Democracy Café

Democracy Café is an independent, non-partisan platform making 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.



Building on the success of Democracy Café workshops during the federal election in 2015, we hosted more workshops focused on helping citizens understand various electoral systems. Democracy

Café also hosted an all-candidates meeting for the West Vancouver Council by-election where the public co-drafted questions to pose to the candidates (all 11 of them!).



INSPIRATION

- “Many thanks for such a well-run workshop yesterday at the West Vancouver Memorial Library. Marvellous combination of information interestingly presented and small group interactions.”
- “I just want to say how much I enjoyed the Democracy Café on Saturday. Will look forward to further discussions.”
- “Thank you for all this material and for your three hour meeting in West Vancouver Library, plus all that you are doing for this important cause; it is greatly appreciated and SHARED.”

IMPACT



230+
participants



95%
recommend
participating



100%
agreed knowledge
was improved

Financials

STATEMENT OF REVENUES AND EXPENDITURES for the year ended March 31, 2017

| Revenue | 2017 | 2016 |
|--|--------------------|-------------------|
| Service contracts and grants | | |
| Government funding | | |
| Federal | \$ 263,311 | \$ 269,614 |
| Provincial | 544,417 | 487,244 |
| Municipal | 116,922 | 134,767 |
| United Way of the Lower Mainland | 379,701 | 416,568 |
| Law Foundation and other | <u>95,800</u> | <u>86,952</u> |
| | 1,400,151 | 1,395,145 |
| Other income: | | |
| Gaming, fundraising, donations | 117,241 | 102,793 |
| Interest and other income | 62,290 | 125,070 |
| Conferences and subscriptions | <u>26,453</u> | <u>40,007</u> |
| | 1,606,135 | 1,663,015 |
| Expenditures | | |
| Wages, benefits and training | 990,218 | 966,499 |
| Program expenses and equipment | 204,228 | 185,116 |
| Interagency transfers | 236,936 | 203,964 |
| Contract services | 74,271 | 69,641 |
| Rent | 31,414 | 31,951 |
| Office and miscellaneous | 44,285 | 49,138 |
| Transportation | 18,447 | 14,077 |
| Telephone | 9,952 | 8,534 |
| Professional fees | 6,869 | 8,201 |
| Amortization of capital assets | 3,364 | 7,548 |
| Computer | 5,979 | 7,537 |
| Insurance | 5,721 | 7,249 |
| Office equipment lease | 3,242 | 4,633 |
| Repairs and maintenance | <u>6,005</u> | <u>2,260</u> |
| | 1,640,931 | 1,566,348 |
| Excess (Deficiency) of Revenue over Expenditures | <u>(34,796)</u> | <u>96,667</u> |
| Other: Gain on sale of capital assets | - | 23,900 |
| Excess (Deficiency) of Revenue over Expenditures | <u>\$ (34,796)</u> | <u>\$ 120,567</u> |

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



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