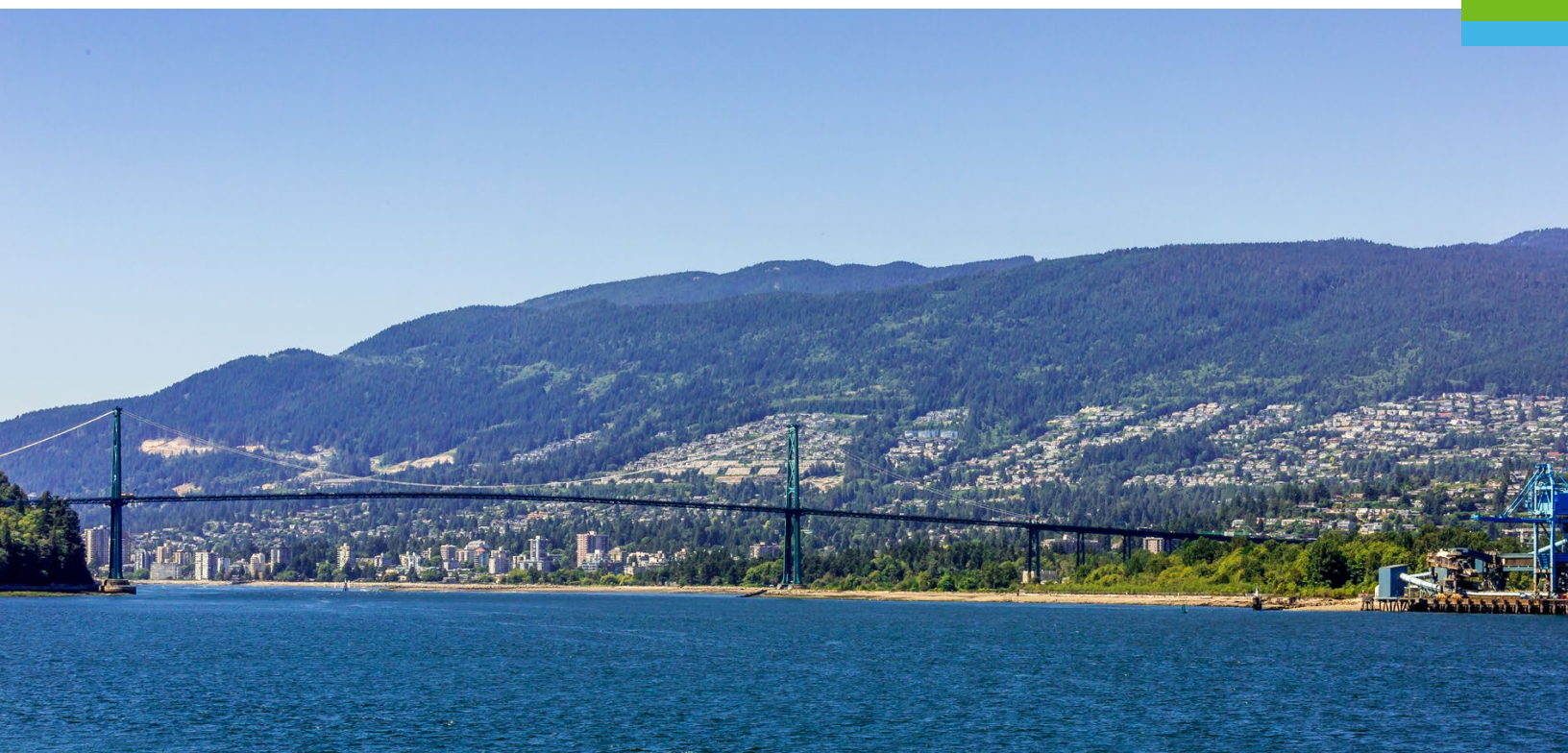




ANNUAL REPORT

2019



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 2018/2019

Kent Wiebe, President
Violet Jessen, Vice President
Terri Rear, Secretary
Belinda Lyons, Treasurer
Leigh Taylor, Past President
Martha Banner
(née Woodruff)
Lisa Dooling
Fereshteh Kashefi
Reza Kohan
Tracey MacLennan
(as of February 2019)
Maurice Mirosolin
Tia Smith
Aldo Torres



STAFF 2018/2019

Executive Director: Murray Mollard

Child and Parent Programs: Fariba Aghdassi • Patricia Asbun • Tunde Getaneh, Manager
• Cullen Hughes • Sue Irwin • Annette Fertuck • Christine Mann • Shahla Missaghian •
Jill Nutter • Virginia Pateman • Farzaneh Sani • Cassandra Van Dyck

Seniors Programs: Monika Colmorgen • Karyn Davies • Armin Safari • Kathryn Seely,
Manager • Elaine Smith • Linnea Strom • Cassandra Van Dyck • Rosanna Wilbur

Community Engagement: Parisa Dadashi Amin • Cullen Hughes • Catherine Janusz •
Behta Nassimikhameneh • Kathryn Seely, Manager • Shohreh Sharafi Ghamsari
• Elaine Smith

Legal Services and Housing Advocacy: Fariba Aghdassi • Sharel Akizuki • Tannis Boxer •
Murray Mollard, Manager • Don Peters

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

Charitable Partnerships: Nancy Hollstedt

MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

The preparation of the Annual Report is always an opportunity for us to reflect upon the past year's achievements and challenges. First, we'd like to acknowledge NSCR's team of amazing staff and volunteers. Our agency is fortunate to have a wonderful mix of staff, some of whom have worked with us for many years and who provide organizational continuity, while welcoming new staff who inject fresh energy and ideas into our work. With over 110 volunteers, many of whom provide front line services for our clients, NSCR and the community are the beneficiaries of our volunteers' inspirational dedication to community service. See pages 2 and 5 for more information about these amazing people.

An important change this year is our updated visual brand reflected in the design of this Annual Report. Our new logo and tag line—Connect Empower Participate—reflect the key ingredients in our programs and services that seek to enhance our clients' well-being. The logo design, with its interconnected mountain structure, symbolizes the importance that human social connection and support play in the well-being of our community's people and institutions. The colour scheme reflects our geography: orange for the sun, green for our forests and mountains, and blue for the water that flows down from the mountains and into Burrard Inlet. Our new visual brand is the precursor to our current work updating our website to make sure we can better communicate and serve the public.



NSCR's Executive Director Murray Mollard and President Kent Wiebe with former City of North Vancouver Mayor Darrell Mussatto, current CNV Councillor Jessica McLroy, Mayor Linda Buchanan and Councillor Don Bell at NSCR's 2018 AGM.

One of the more important challenges for NSCR is to ensure that we have sustainable funding for our programs and services. We wish to thank the many supporters and donors, both individual and organizational, for their financial support of NSCR (see page 4). Funding is always a challenge. Board, staff and volunteers have been working to create a culture of philanthropy throughout our organization by developing new charitable corporate partnerships and increasing the number of individual donors. As a registered charity, we invite you to support those in need of our services by making a donation or supporting our fundraising efforts in the Scotiabank Charity Challenge walk in June.

Whether you support NSCR and the North Shore community through volunteering and/or charitable donations and partnerships, we look forward to continuing our successful relationship with you.

— Kent Wiebe, President, and
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.



United Way helping seniors remain independent.



Legal
Services
Society

British Columbia

Rick Hansen
Foundation



PLATINUM



PATRONS



RATCLIFF & COMPANY
Lawyers



PRESTIGE

Royalty Home
Care Services

Darwin

Vancity

Landlord BC

BlueShore
Financial

PARTNERS

British Pacific Properties

GWL Realty Advisors

Individual donors

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

INSPIRATION

- "NSCR is an unsung essential resource in our community. The range of programs and the commitment and professionalism of each of the staff make it a place both welcoming and supportive to every client."
—NSCR donor, November 2018

Volunteers



NSCR's Elaine Smith with volunteer Sharon Habib.

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 114 volunteers have given 5,136 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



114
volunteers



5,136
volunteer hours



\$150,000
estimated value of
volunteer contributions

INSPIRATION

- "I've become more patient. Through helping others, I better understand myself."
- "[Volunteering] is a very big part of my life and I get back ten-fold what I give to these great people. I'm getting my 'hands dirty' three times this week ... I feel like they [clients] are my friends now and we look forward to seeing each other."
- "It's a good feeling to be able to speak with seniors in our community and be able to assist them to access a variety of 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, provides information about affordable child care benefits, educates and assists parents with referrals to child care programs, 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

- "Very relevant and useful information, good ideas to easily incorporate in the classroom."
- "Thank you for insightful workshop! You opened my mind."
- "I have been coming here for many years, you have helped me so much with the forms. It can be overwhelming to fill it all out."



IMPACT

100% of CCRR workshop survey participants rated overall workshop as excellent or good



647

families assisted with
Affordable Child Care
Benefit program



18,978

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



3,586

adults and
children attending
drop-ins



401

participants
in training
and workshops



68,804

website
contacts
up 90%



NSCR's Tunde Getaneh, Sue Irwin and Murray Mollard with Katrina Chen, Minister of State for Child Care.

The Honourable Katrina Chen, Minister of State for Child Care, visited NSCR's office to learn about our Child Care Resource and Referral program.

"Thank you so much for allowing me the opportunity to visit your offices at North Vancouver and to learn about the important work you and your team do every single day."

Community Action Program (CAPC)

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



434+
client contacts
through CAPC

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.

IMPACT



143

consultations to potential
child care providers on opening
a group licensed child care
facility on the North Shore

North Shore Early Years Centres

Due to changes in government priorities, 2018-19 was the final year for NSCR to coordinate the North Shore Early Years Centres which provided resources and services for families with young children in key neighbourhoods across the North Shore.

IMPACT



3,146

contacts through the
Early Years Centres **up 130%**

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



1,192
client contacts

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

- "I've learned that it is okay to ask for help. I'm not sure if I would have been able to continue supporting my loved one in the same way had I not been connected with this program. This group was a life saver. It helped me find more supports for my care partner as well, like tips for talking to her doctor that taught me about what I'm about to do and what I'm not. Coming to the group is a way to feel a part of the village."



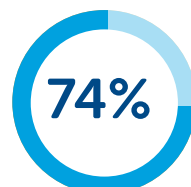
NSCR Caregiver Support Program [Stories of Change](#).

IMPACT

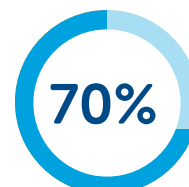


35
caregiver education
events with **883**
participants

Among Caregiver Support Program survey respondents:



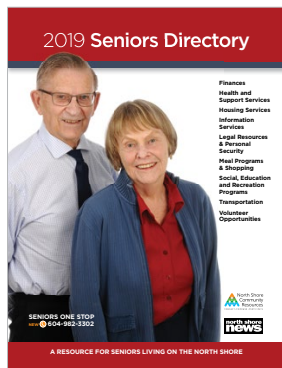
"strongly agree" they feel
supported by the program



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 referrals to seniors including one-to-one consultation for more complex needs. SOS produces the annual Seniors Directory for the North Shore.

IMPACT



INSPIRATION

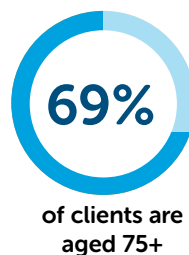
- "Thank you so much for gathering all this information for me so quickly. You are a gem! I will sink my teeth into this right away. This is exactly the sort of thing I was searching for."
- "You are a goldmine of information for seniors!"
- "Every time I call I get great information about services I never even knew about."



Better at Home

North Shore Better at Home supports seniors 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



INSPIRATION

- "We appreciate our Volunteer's fantastic job. Our front lawn & backyard now look clean and tidy. Please convey our appreciation."
- "He is an outstanding volunteer and even better human being, he is so helpful and can get any job done!"

**Better
at Home**

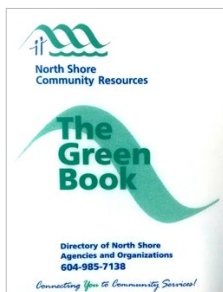
United Way helping seniors remain independent.



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.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.



Volunteers Olga, Monir, Garry, and Lucia, with NSCR's Murray Mollard, centre.

INSPIRATION

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

IMPACT



15,500+
information and referral contacts

263

Inter-Agency Network
communications to
more than 250 agencies



800
public access computer uses



NSCR volunteer Irene Javor.

NSCR's **Housing North Shore** assists people looking 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



51

volunteer
interviews
conducted



137

people referred
to volunteer
opportunities



829

income tax returns
prepared



\$91,542

total value of tax
refund



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

NSCR's **Community Volunteer Income Tax Program** offers free income tax return preparation assistance provided by qualified, volunteer tax preparers to people with low-income and those with disabilities. It is a proven poverty reduction and prevention program.

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



Volunteers Lily and Monir, with NSCR's Elizabeth Bishop.

INSPIRATION

- "The community income tax program is the best income tax service I've ever received."
- "I am very grateful that NSCR exists—it's vital to the community."

Community 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. We look forward to reporting on the services of our new Family Law Advocate in next year’s Annual Report.

INSPIRATION

- “The patience, the attention to details and the detailed letter I received back was more than I asked for.”



NSCR Community Legal Services volunteer Zain Abdulla with NSCR’s Fariba Aghdassi.

- “The services were direct to what I needed and she answered all my questions and replied promptly.”
- “Pleased that she is willing to spend the time explaining things to me and make more appointments to continue.”

IMPACT



Affordable Housing

NSCR's Community Housing Action Committee (CHAC) is an independent, non-partisan group of volunteers and experts who educate, advocate and do research to enhance affordable housing on the North Shore. We regularly meet with government, developers, other housing advocates, and academics, among others. We make submissions at public hearings, undertake research, educate and organize public forums.



INSPIRATION

- "As a person with a disability, being a part of CHAC is one more way that the voice of people with disabilities can be heard loud and clear. Our needs and housing access are specific and being able to share those views with CHAC who can influence local governments' decisions regarding designing and building housing is very impactful."—Amy Amentea, Member, CHAC
- "CHAC has become the brand name on the North Shore for the advocacy and guidance needed to promote affordable, and achievable housing in our communities. It has come to be respected by all those working, or committed toward this issue as bringing the voice of sound reflection on this vital issue across all three of our municipalities."—Andy Krawczyk, Member, CHAC
- "As a long-time North Shore resident, I understand the importance of community involvement in all issues that directly or indirectly affect our local residents. As a member of CHAC, I am given the opportunity to contribute my skills to a group of strong, dedicated people who collectively advocate for affordability, accessibility, and availability of a variety of housing options to meet our community's current and future housing needs."—Adele Wilson, Executive Director, Parkgate Community Services & Member, CHAC



175

consultations and submissions with/ to elected officials, government staff, developers and the media



800+

hours of volunteer and professional time

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 and advocates to government for improved institutions and processes that will enhance meaningful public participation.

This year, Democracy Café encouraged North Shore residents to vote in municipal elections through our Voter Outreach Ambassadors and our We Vote North Shore campaign that gathered and distributed stories of everyday voters (www.wevotens.ca). We also convened the North Shore Young Citizens' Forum, a group of 29 young citizens aged 19 to 39 who deep-dived into learning about local governments (see back cover). The Forum's report is a blueprint for increasing younger citizens' participation in local government affairs (find out more at nscr.bc.ca/wordpress/nsycf-about/).

IMPACT



Distributed over
1,800 We Vote
North Shore
Voting Cards



Engaged over
800 people on
voting in municipal
elections



Produced and
distributed:
**The Report of the
North Shore Young
Citizens' Forum**



INSPIRATION

■ "Working as a Voter Outreach Ambassador made me realize the importance of community engagement on a one-on-one basis—regardless of political opinion, it is important to participate in the political process. I thoroughly enjoyed changing peoples minds

about voting after a discussion with them in familiar spaces—the local library, night market, or community centre."—Sarah Manschreck, Voter Outreach Ambassador

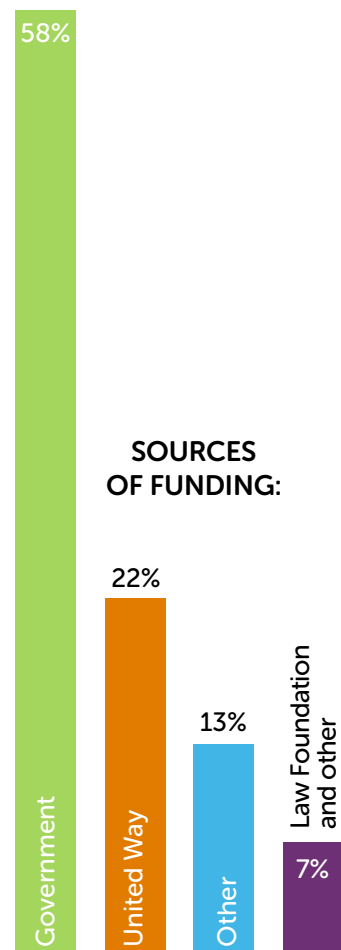
■ "During the Forum I learnt more about civic processes—who to speak to, how and when—a highlight of the Forum was speaking at municipal council as it was my first experience presenting to council. I would definitely speak at council again on an issue that is important to me."—Elizabeth Chick, Member, North Shore Young Citizens' Forum

■ "The Forum sessions provided me with a detailed overview of local government and helped me connect with like-minded peers on the North Shore." —Wendy Sutherland, Member, North Shore Young Citizens' Forum

Financials

STATEMENT OF REVENUE AND EXPENSES for the year ended March 31, 2019

Revenue	2019	2018
Service contracts and grants		
Government funding		
Federal	\$ 263,766	\$ 264,248
Provincial	581,327	556,299
Municipal	129,102	115,848
United Way of the Lower Mainland	364,722	375,605
Law Foundation and other	<u>107,337</u>	<u>105,618</u>
	1,446,254	1,417,618
Other income:		
Gaming, fundraising, donations	135,797	97,441
Interest and other income	59,100	58,221
Conferences and subscriptions	<u>27,491</u>	<u>22,794</u>
	1,668,642	1,596,074
Expenses		
Wages, benefits and training	994,566	1,000,191
Interagency transfers	270,029	238,292
Program expenses and equipment	221,947	221,818
Contract services	49,910	62,876
Office and miscellaneous	45,342	35,825
Rent	39,593	32,459
Transportation	16,109	18,547
Amortization of capital assets	14,221	9,520
Repairs and maintenance	14,130	5,913
Telephone	9,771	9,714
Professional fees	6,970	7,688
Insurance	6,236	5,828
Office equipment lease	4,323	4,323
Computer	<u>3,595</u>	<u>2,794</u>
	1,696,742	1,655,788
Deficiency of Revenue over Expenses from Operations	<u>(28,100)</u>	<u>(59,714)</u>
Other: Repayment to Funders		<u>(19,138)</u>
Deficiency of Revenue over Expenses	\$ (28,100)	\$ (78,852)



Complete audited financial statements from Dale Matheson Carr-Hilton LaBonte (DMCL) Chartered Professional Accountants are available at www.nscr.ca

