



North Shore
Community
Resources

CONNECT • EMPOWER • PARTICIPATE

Annual Report 2020

Finding Our Way
Together

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 2019/2020

| | |
|-----------------------------------|--|
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MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

This Annual Report comes out at an unusually challenging time. The world pandemic has changed the pattern of our everyday lives. It also presents an opportunity to re-examine how and why we typically do things. At the same time, powerful anti-racism protests remind us to continue working together to embrace diversity and multiculturalism and to stand together to support those experiencing racism. It is at times like these that our social agencies, such as *North Shore Community Resources*, become more important than ever—helping the community to address these challenges. Collaborating with our funders and community partners, NSCR is able to make a difference in the lives of many in our community from kids to younger adults to seniors and everyone in-between.

Our programs, services, and resources help to strengthen the resilience needed by our communities by facilitating social connections, empowering others, and encouraging participation in our community. The work and commitment of staff and volunteers in addressing the diverse needs of the community has a positive impact on our quality of life. We are grateful for each opportunity to make a difference and to serve and work with you.

We will continue to face the challenges the world poses together. For it is together, supporting one another, that we are able to thrive in the face of adversity.

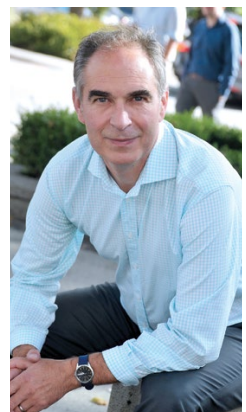
Thank you for your support, loyalty and trust.

Kent Wiebe

President

Murray Mollard

Executive Director



Recognizing Individual Donors

The financial contribution from individual donors, including those noted below, is critical to supporting our work where it is most needed. Our deepest appreciation for all that you give to NSCR and the community.

| | | | |
|----------------------------|------------------------|-------------------------|-------------------------|
| Mehrnoosh Aghdassi | Barry Fenton | Catherine and Greg Laba | Colleen Purdy |
| Giti Akhtarkhavari | Scott Ferris | Megan Langley | Terri Rear |
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| Jack Chong | Melissa Heilman | Tina Mobius | Michelle Tempelman |
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| Joan Cregan | Daniel Jarvis | Lily Omae | Elisabeth Wagorn |
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Remembering NSCR Founder Margaret Ramsay

October 18, 1929 — January 16, 2020

Some of us are shaped by society, others take the initiative to shape society to make a positive difference in the lives of the people around us. Margaret Ramsay was someone who not only could see what needed to change, she took positive action to make change. Due to Margaret's vision and positive energy, North Shore Community Resources Society exists today. In 1976, with support from the United Way, Margaret Ramsay and Kay McKenzie approached the three North Shore municipalities for funding to establish the North Shore Volunteer Action Centre. They recognized the importance of training and coordination of volunteers to meet growing and diverse community needs.

Margaret believed in shared leadership and collaborated with other North Shore agencies. In 1983, the Volunteer Action Centre she had started merged with the North Shore Information and Referral Society leading directly to the agency we know today as North Shore Community Resources. Setting up April's Volunteer Recognition Week was another mark of Margaret's belief in the power of volunteerism.

After 14 years of service and achievements, Margaret retired as NSCR Executive Director. Nevertheless, she continued to take on active leadership roles in the community.

Margaret Ramsay died January 16, 2020 at age 90. As a signal of her belief in the power of social service agencies to make a difference, she left a gift to North Shore Community Resources in her will.

Margaret made a difference in our community. She was an inspiration to others. For this, we are deeply grateful.

Supporting the Well-Being of Kids and Families



As a leader in child care and early childhood development, our programs and services enhance child care and the quality of family life by providing support and education to the early childhood community.

Our **North Shore Child Care Resource and Referral Program**, funded

by the Province of British Columbia, provides assistance and training to child care providers and early childhood educators, while at the same time assisting families to find quality affordable child care. Workshops, newsletters, drop-in programs and other services allow kids, families, and early childhood educators to connect and learn.



1,030

families assisted with
Affordable Child Care
Benefit program



5,933

people receiving child care
consultations



4,288

drop-in
participants



880

CAPC client contacts



27

workshops with

658

workshop
attendees



Our **North Shore Community Action Program for Children**, funded by the Government of Canada, supports the healthy development of young children and families facing challenging life circumstances.

At NSCR, kids, parents, and child care providers come together to share information and learn together.

Inspiration:

"The Mother Goose program was my first experience with the North Shore Community Resources. Being a new mom and new to the community, this program was essential for me to learn tools to deal with my fussy baby, like singing and rhyming, and to also teach him new skills. The support and exchange of information with the other moms and coordinators was crucial for me and my family to be able to further enjoy this new, challenging and beautiful time in our lives!"

Enhancing the Well-Being of Seniors and Caregivers

Seniors who maintain strong social connections continue to thrive as they age. NSCR offers a variety of programs that provide opportunities to maintain and increase their social connections, participate in the community and empower them to live their lives to the fullest.

North Shore Caregiver Support aims to support individuals caring for others, often seniors themselves, so the caregiver can maintain their own resilience, health and well-being.

North Shore Better at Home, funded by the United Way, supports seniors by providing them with seven basic non-medical services aimed at helping them maintain their independence while remaining in their homes. The result is better health outcomes and happier older adults. Since the COVID-19 pandemic, we have expanded this program to promote food security and safety for vulnerable populations. In the face of COVID-19, the Better at Home program pivoted to provide grocery shopping and delivery, prescription pick up and delivery, friendly phone check ins, lawn maintenance, prepared meal delivery and transportation to medical appointments.

North Shore Seniors One Stop supports the independence, dignity, and health of North Shore seniors by providing community navigation including one-to-one consultation for more complex needs. We publish the *North Shore Seniors Directory*, a detailed guide to all kinds of services and support for seniors.



1,371

Seniors One Stop in-office program contacts



14

SOS volunteers logged
827 hours combined



2,529

Better at Home Housekeeping Service visits

Inspiration:

"I appreciate all the wonderful things you do for me from the bottom of my heart. You really make my life a lot simpler and less stressful."—Better at Home Client

"[The volunteer] was great, patient and gave her advice, and I felt her experience was extraordinary."—Better at Home Client

"Meeting provided me with an opportunity to connect with other caregivers...people gave useful suggestions."—Caregiver Support Client

"I wanted to thank you for your compassion and help in getting my pensions going...you did a great job."—SOS Client



593

One on One
caregiver support
contacts



Combined
28

languages spoken by
Better at Home Clients



307

Better at Home Clients with

87

new clients this
past year

Engaging and Empowering Our Community

NSCR is committed to helping build a healthy, diverse and inclusive community across the North Shore. To do so, we design and deliver programs and services that promote volunteerism, facilitate access to justice, and advocate for affordable housing. We pilot new initiatives such as intergenerational learning, support citizens through Democracy Café and assist people in navigating the information highway with directories and publications online and in print. Our aim is to facilitate participation by all to build the social connections that bind us together as a community.

Our programs include:

- **Volunteer North Shore** to connect people to volunteer opportunities to serve their community
- **North Shore Community Legal Services** to enhance affordable access to justice and our legal system
- **North Shore Community Housing Action Committee** to advocate for more affordable and accessible housing on the North Shore
- **Intergenerational North Shore** to bring people of all ages to learn together
- **Democracy Café** to learn about, influence and strengthen our democracy
- **Information North Shore** to help navigate available services and resources in the community including our low-income tax clinic, a proven anti-poverty initiative



444

volunteer positions
posted



1,632

workshop/event
participants



5,290

NSCR volunteer
hours



120

NSCR
volunteers

Facilitating Community Through Volunteering

Volunteers are passionate about community service and use their time and talent to provide support to others, thus making the North Shore a better place for everyone.

NSCR volunteers give thousands of hours to help us deliver services and programs to the community.

Volunteer North Shore assists individuals to find volunteer opportunities and helps North Shore organizations to recruit, train, and retain volunteers for the benefit of the community. Incredible thanks to our community of volunteers!



Volunteers are passionate about community service and use their time and talent to provide support to others.

Enhancing Access to Justice

North Shore Community Legal Services provides legal information, assistance, legal education workshops, advice and representation to individuals and families facing a variety of legal problems including housing, employment, income assistance, debt, family separation and divorce, wills and other issues. Our staff's assistance to those with lower incomes promotes equity and access to justice for all.

1,153 client files



of clients would return or refer someone to our program

Inspiration:

"I am grateful for NSCR's legal services. When people have no where to turn, this program gives hope and protection."

"I could not be more grateful, more willing to reach out again if need be, and I again repeat my gratitude for all the help I received."



Advocating for Affordable Housing

Affordable, accessible housing is key to ensuring a diverse and inclusive community on the North Shore. Our **North Shore Housing Action Committee** is an independent, non-partisan group of volunteers and experts who educate, undertake research and advocate to increase affordable housing options.

Inspiration:

"Since 2002, I have been privileged to chair this remarkable group of volunteers who work tirelessly to improve the state and supply of rental housing on the North Shore. We believe that everyone has a right to a home that is adequate, affordable



and appropriate for their needs. Since we began our work, the need for affordable, accessible housing has increased and now includes thousands of people in the lower-to-moderate income bracket, making our work even more important!" —Don Peters, Chair, NSHAC



175+

**communications with
municipal officials, developers
and other community partners**



850+

**hours of
volunteer and
professional time**

Nurturing Intergenerational Learning

Our lives are enriched and wisdom shared when we can play, work, learn and live together with people of diverse ages. **Intergenerational North Shore** is piloting programs that bring kids, families, younger adults and seniors together such as our Intergenerational Mother Goose program.



Inspiration:

"I thoroughly enjoyed this experience with my son and hope this program continues and is offered at other senior's care facilities."

"I love when my son laughs during Mother Goose especially the ones when he is lifted up in the air. I also love when he makes others smile especially the residents of the Lynn Valley Care Centre."



Promoting Democratic Participation

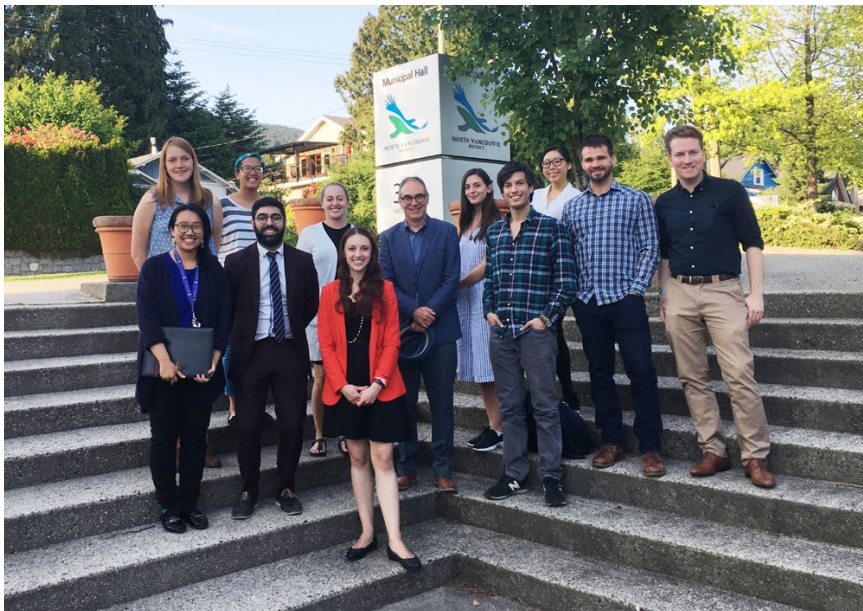
North Shore Democracy Café is a non-partisan program that encourages residents and citizens to more actively participate in civic life while encouraging government to be more responsive to citizens' desires and needs. Our second cohort of the North Shore Young Citizens' Forum this year will help younger adults aged 19–39 to learn about and better influence local governments.



of Forum participants felt more connected to their community and willing to provide leadership

Inspiration:

"During the Forum I learnt more about civic processes—who to speak to, how and when. One highlight was speaking at municipal council. I would definitely speak at council again on an issue that is important to me."



Empowering People to Navigate a World of Information, Services and Resources

Information is power. **Information North Shore** assists community members to navigate a complex world of information, services and resources to meet their needs.

We host the **North Shore Inter-Agency Network** to provide a forum to share information and collaborate with other North Shore agencies to make our programs and services more efficient and effective.

Our **North Shore Income Tax Clinic** provides free tax preparation services for lower income residents, a proven anti-poverty initiative.



35,000+

information and referral contacts



321

income tax returns prepared



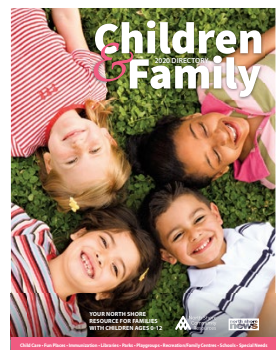
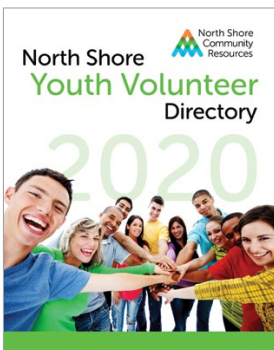
229

legal information & assistance files

We produce a number of publications to serve the community including:



- **The Green Book:** an online listing of all community resources
- **The Grapevine:** the Caregiver Support newsletter
- **The Connector:** NSCR's e- newsletter
- **Seniors Directory:** a comprehensive resource for seniors
- **Children & Family Directory:** a resource for families
- **Child Care Newsletter**
- **The North Shore Youth Volunteer Directory**



Our Funders

NSCR gratefully acknowledges the investment of our government, business and foundation funders who provide critical financial support for the well-being of our community.



PLATINUM



PATRONS



PRESTIGE

Royalty Home
Care Services

Financial Statement

Revenue

| | 2020 | 2019 |
|----------------------------------|-----------------|-----------------|
| Service Contracts and Grants | | |
| Government funding | | |
| Federal | \$268,313 | \$263,766 |
| Provincial | 681,306 | 581,327 |
| Municipal | 124,515 | 129,102 |
| United Way of the Lower Mainland | 356,247 | 364,722 |
| Law Foundation and other grants | 213,858 | 107,337 |
| B.C. Community Gaming Grant | 55,000 | 55,000 |
| | <hr/> 1,699,239 | <hr/> 1,501,254 |
| Other income | | |
| Donations and fundraising | 87,061 | 80,797 |
| Interest and other income | 67,592 | 59,100 |
| Subscriptions and memberships | 26,029 | 27,491 |
| | <hr/> 1,879,921 | <hr/> 1,668,642 |

Expenses

| | | |
|-------------------------------------|-----------------|-----------------|
| Salaries and wages | 1,127,327 | 994,566 |
| Inter-agency transfers | 243,882 | 270,029 |
| Program expenses | 213,822 | 222,808 |
| Computer expenses | 62,698 | 3,595 |
| Rental | 59,008 | 39,593 |
| Professional fees | 43,880 | 6,970 |
| Office expenses | 43,435 | 46,321 |
| Facilities and maintenance | 33,734 | 16,613 |
| Travel | 20,474 | 16,109 |
| Consulting fees | 18,246 | 49,910 |
| Amortization | 11,232 | 14,221 |
| Telephone | 9,508 | 9,771 |
| Insurance | 6,606 | 6,236 |
| | <hr/> 1,893,852 | <hr/> 1,696,742 |
| Deficiency of Revenue over Expenses | -\$13,931 | -\$28,100 |

Complete financial statements by Clearline CPA are available at nscr.ca.



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North Shore Community Resources acknowledges and honours that we live and work on the unceded territories of the Coastal Salish people including the St'at'imc, Skwxwú7mesh (Squamish), xʷməθkʷəy̓əm (Musqueam) and səliłwətaʔ (Tsleil-Waututh) Nations.