



# Annual Report 2021

Moving Forward Together



North Shore  
Community  
Resources

CONNECT • EMPOWER • PARTICIPATE

**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 2020/2021**

Kent Wiebe, President (to June 2020)	Tracey MacLennan
Violet Jessen, Vice President (President as of 2020)	Martha Banner
Terri Rear, Secretary	Fereshteh Kashefi
Belinda Lyons, Treasurer	Maurice Mirosofin
Leigh Taylor, Past-President	Tia Smith
	Aldo Torres

## **STAFF 2020/2021**

**Executive Director:** Murray Mollard

**Child and Parent Programs:** Fariba Aghdassi • Patricia Asbun  
• Tunde Getaneh, Manager • Sue Irwin • Annette Maglieri •  
Min Namgung • Jill Nutter • Virginia Pateman • Farzaneh Sani  
• Katie Sweeney • Natalie Townsend • Cassandra Van Dyck

**Community Engagement and Seniors Programs:** Parisa Amin  
• Elizabeth Bishop • Sue Carabetta, Manager • Morgan Donahue •  
Catherine Janusz • Kathy Jarvis • Sabrina Manhas • Min Namgung  
• Shohreh Sharafi Ghamsari • Elaine Smith • Katie Sweeney •  
Cassandra Van Dyck • Melissa Wade

**Legal Services and Housing Advocacy:** Fariba Aghdassi • Sharel Akizuki  
• Tannis Boxer • Susan Hart • Murray Mollard, Manager • Don Peters •  
Karen Roussy • Nicholas Smith • Nancy Tran

**Finance and Administration:** Hossein Ebrahimi • Rose Harvey, Controller  
• Nadir Surani, Manager

**Charitable Partnerships:** Larry Sproul, Manager

## MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

What a challenge this past year has been! We have all experienced the strain of separation from family, friends and colleagues. For some, COVID-19 has caused significant deprivations from the basic necessities of life: food, shelter, health care and social interaction. NSCR has worked hard to make sure that our most vulnerable members of the community – seniors, young families, those with housing challenges and lower income – have access to the material, emotional and navigation support to maintain their wellbeing as much as possible.

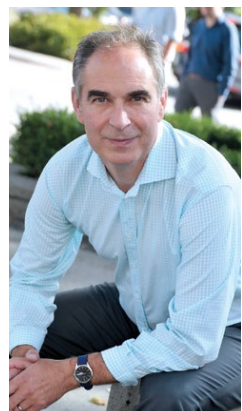
One upside of the pandemic has been an increase in our volunteer base, especially younger people. One volunteer shared: "I was having a difficult and busy week at work and was thinking adding volunteering to my "list" of things to do was a bit much. I did a grocery shop for W. and it was exactly what I needed. She was so appreciative and we had a wonderful talk ... I realize that volunteering is more for me than the people I'm doing it for. It slows me down and makes me realize I have so much to be grateful for every day." We are grateful to you and the many volunteers, staff, donors, funders and community partners that support our work. We can't wait to move forward together!

On a personal note, it has been my honour to serve as President of NSCR for the past half decade. I have now passed the torch to Violet Jessen, a professor at Capilano University and long serving NSCR Board member.

Please join us in wishing Ms. Jessen all the best in her new role.

**Kent Wiebe**  
President

**Murray Mollard**  
Executive Director



## Serving the North Shore During the Pandemic

*"If it wasn't for Mary and being able to talk to her, I don't know what I would do. It helps—you don't feel so isolated."*

—Senior about a friendly visitor

I was driving my four year-old to pre-school when the pandemic was announced on the radio. Many orders soon followed. Schools closed, businesses boarded their windows, people worked from home, masks became every day attire. We found our bubbles, we baked bread and we waited.

Returning to my job following my parental leave, I re-entered a very different work world. In some ways, it felt like starting a new job. There were practical challenges, like learning to Zoom and how to work from home with a sink full of dirty dishes. But there was something else I noticed. NSCR's staff team was closer than ever. There were some new faces since I'd left, but everyone working at NSCR during the first months of the pandemic had formed strong relationships. Due to the pandemic, my co-workers understood that they had to work harder than ever to reach and stay connected to our clients and the community.



Our staff worked together to respond to COVID challenges in remarkable ways. The Seniors' Caregiver Support program offered adapted programs to caregivers that provided education, support and referrals when many home care and respite services were cancelled. Our Better at Home program staff and volunteers provided

phone check-ins, food deliveries and transportation to isolated and vulnerable seniors. We currently provide services to over 1,000 seniors on the North Shore supported by more than 200 volunteers. NSCR's Seniors One Stop program connected with more than 2,000 people. For North Shore seniors, being able to speak with someone on the phone to navigate the complex, stressful pandemic world has been invaluable.



NSCR's Child & Parent team recognized that parents were isolated and service providers were on the frontlines, providing child care even when they were at risk of catching or spreading the virus. The team at NSCR pulled together, using creativity and teamwork to reach people who were caring for children. Our staff held virtual story and song groups for parents, allowing them to connect with other families and children. Workshops for early childhood educators were moved online allowing more people to participate than prior to the pandemic. Staff virtually supported 1,146 parents to apply for the Affordable Child Care Benefit. We assisted 6,000+ families who needed to find childcare. The team moved their Toy Lending Library online and provided curbside delivery to provide free access to new activities that could be enjoyed at home. These services helped our community feel less alone, more connected and better equipped to care for the children in their care.



I could say much more about our incredible staff and volunteers and how they've supported one another, and our community, during the pandemic. I haven't mentioned our front-of-office staff who gently greet our clients and help them find support, or our legal and housing advocates who tirelessly work to assist those struggling with basic living needs. Nor have I mentioned our managers who take care of our staff nor our dedicated volunteers who go above and beyond the call of duty every day. While I was reading books and baking with my children, my coworkers were not only managing the stress of serving our community in a pandemic, they were figuring out new, innovative ways to care for our community. The strength and resiliency they demonstrate is inspiring, and I am comforted knowing NSCR is there to help the North Shore move forward together.

**Cassandra Van Dyck**

Communications Assistant

## 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 (CCRR)** funded by the B.C. Provincial Government, 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.



**1,146**

families assisted with  
Affordable Child Care  
Benefit program



**6,007**

people receiving child  
care consultations



**593**

drop-in  
participants



**889**

CAPC client contacts



**39**

workshops with

**740**

workshop attendees



Our **North Shore Community Action Program for Children**, funded by the Canadian Federal Government, 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.

“ I really appreciate your support during this challenging time. Thank you so much for being there for us. It means more than I can say.”

“ Thank you again so much for hosting this, this was honestly one of my favourite things to do this summer and it was so lovely meeting more moms.”

## 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. During the pandemic, we offered adapted programs of education, support, encouragement and referral to help support our clients.

“The best gift you gave me this year, was the gift of time—when I needed it the most.” — Caregiver

**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 with remaining in their own homes. The result is better health outcomes and happier older adults. With advent of COVID-19 this program was part of the “Safe Seniors Strong Communities” provincial initiative to assist seniors across the province. NSCR was the community Hub for the North Shore, connecting isolated and vulnerable seniors to needs of food, transportation and social connection via a multi-generational host of volunteers. During the year, we launched a satellite program on Bowen Island.



309

total volunteer  
referrals



2,911

phone check ins



953

virtual visits



382

transport  
services



**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 an annual North Shore Seniors Directory, a detailed guide to all kinds of services and supports for seniors. This program was instrumental in helping seniors navigate the complexities and stressors during COVID-19.

“ Thank you so much for what you do and for your whole hearted, genuine, caring way of helping people.” — Better at Home client



**581**

grocery  
shopping



**2,128**

pre-prep  
meal delivery



**336**

Better at Home  
referrals



**1,559**

other  
services

## Engaging and Empowering Our Community

NSCR is committed to helping build a healthy, diverse and inclusive community for all 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



3,962

NSCR  
volunteer hours



196

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!



“Graham [volunteer] was a fantastic resource as he fixed Janet’s tap and shelving. He was kind and personable. Very much appreciate you providing me with information. That small amount we can give goes back into funds to further assist us. I can’t imagine a world without NSCR and you all. Pretty dismal! Thank you all for amazing work.”

— Better at Home  
small home repairs client

## 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.

**1,101**  
client files



“

*Oh, my gosh. Words can not sufficiently express how grateful I am to you. Some of my stress dissolved, thanks to your demeanour and thoughtful, and supportive response to me. I had nobody supporting me in any way.” — Legal Advocate Client*

**8** total legal education  
workshops with



**135** participants





## 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.

“

*I continue to see affordable housing in older neighbourhoods lost to redevelopment on the North Shore at an alarming rate. I have also seen volunteers from NSCR's Housing Action Committee working tirelessly with developers and municipalities to encourage and support development of new affordable housing. Your commitment to the quality of our neighbourhoods is seriously needed and much appreciated.”*

— Patrick McLaughlin,  
President, Kiwanis  
North Shore  
Housing Society



225+

communications with municipal  
officials, developers and  
other community partners



700+

hours of  
volunteer and  
professional time

## Nurturing Intergenerational Learning

Research demonstrates that relationships and activities involving people of varied age groups is deeply enriching to the lives of all. Given NSCR's mandate to enhance wellbeing and with a large contingent of community partners, our **Intergenerational North Shore program, (InterGen NS)** has embarked on an effort to increase the knowledge of the benefits of intergenerational activities while identifying and enhancing opportunities for North Shore residents to engage with more older and younger generations. Creating a steering committee and partnering with a Simon Fraser University research team, InterGen NS is working to deepen and disseminate our understanding of intergenerational resources and activities.



Securing funding from a variety of sources, we have surveyed community organizations and undertaken research to identify best practices in this emerging field. We look forward to hiring an InterGen NS Coordinator to lead our continued efforts in this coming year.

“Bringing together generations may be exactly what we need as a society to offset the current struggles and difficulties that most vulnerable populations are experiencing today more than ever before.”  
— Rachelle Patille, SFU Graduate Student, Researcher, InterGenNS

## 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 governments to be more responsive to citizens' desires and needs. Our second cohort of the **North Shore Young Citizens' Forum** this year assisted younger adults aged 19–39 to learn about and better influence local governments.

“ I hope that this forum continues to be an option years down the road as I think it's an important way for young people and adults to learn more about and stay connected to municipal politics and issues.” — Forum Participant



“ I learned my voice is important and that people who are leading our municipalities actually care about what we say.” — Forum participant



**of participants are more confident and willing to provide leadership to increase younger adults participation in local government**

## 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.



**36,732+**

information and  
referral contacts



**348**

income tax  
returns prepared



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



**Seniors Directory:**  
a comprehensive  
resource for seniors

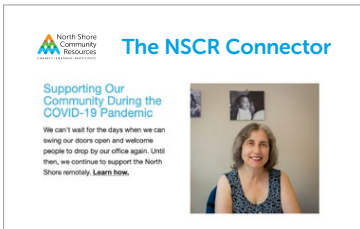


**The Grapevine:**  
the caregiver  
support newsletter

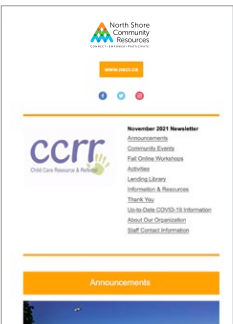


You can view these  
publications and sign  
up for our newsletters  
at [nscr.ca](http://nscr.ca).

Hard copies are  
available at our office.



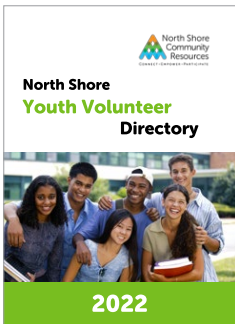
**The Connector:**  
NSCR's e-newsletter



**Child Care  
Resource & Referral  
newsletter**



**Children & Family  
Directory:** a resource  
for families



**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 community well-being of our community.



CORPORATE PLATINUM

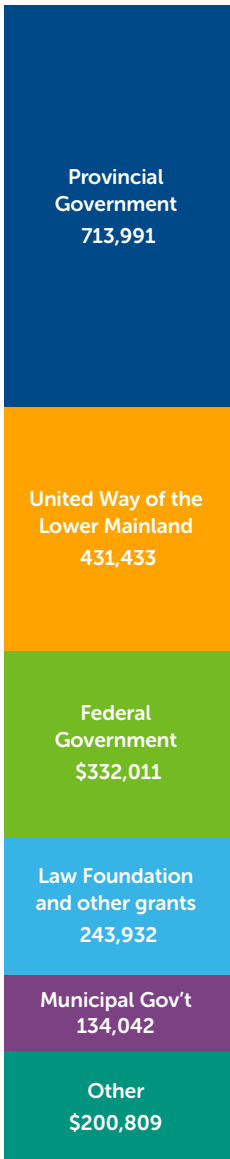


CORPORATE PATRONS

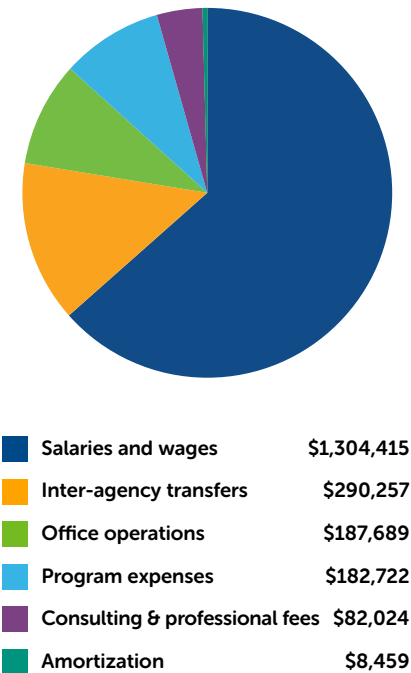


# Financials

2020/21 Revenues: \$2,056,218



2020/2021 Expenditures: \$2,055,566



Audited financial statements by  
Clearline CPA are available at [nscr.ca](http://nscr.ca).





North Shore  
Community  
Resources

CONNECT • EMPOWER • PARTICIPATE

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**, **Sḵwxwú7mesh** (Squamish), **xʷməθkʷəy̓əm** (Musqueam) and **səlilwətaʔ4** (Tsleil-Waututh) Nations.