

Annual Report 2022

Back Together Again



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 2021/2022

Violet Jessen, President	Fereshteh Kashefi
Terri Rear, Vice President	Maurice Mirosolin
Belinda Lyons, Co-Treasurer	Tia Smith
Martha Banner, Co-Treasurer	Leigh Taylor
Kent Wiebe, Past-President	Aldo Torres
Tracey MacLennan, Secretary	

STAFF 2021/2022

Executive Director: Murray Mollard

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

Community Engagement and Seniors Programs: Parisa Amin • Sarah Burns • Barb Butterfield • Sue Carabetta, Manager • Morgan Donahue • Jen Fitzgerald • Madi Gaffney • Vic Gailiunas • Nicola Harris • Faiz Jaffer • Catherine Janusz • Kathy Jarvis • Sabrina Manhas • Kim Sinclair • Elaine Smith • Katie Sweeney • Cassandra Van Dyck • Melissa Wade • Iskra Zamalloa

Legal Services and Housing Advocacy: Fariba Aghdassi • Rene Allain • Tannis Boxer • Murray Mollard, Manager • Don Peters • Karen Roussy • Nicholas Smith • Linzhi Zou

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

Charitable Partnerships: Larry Sproul, Manager

Message from our President

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The complexities and challenges of the pandemic is a condition of the current times. We remember those that have succumbed to the virus and the many seniors and others who remain vulnerable. NSCR's mission and values are woven throughout the critical work we do and are reflected strongly in the ways we help one another and bring solutions through dialogue and action.

Highlights and Ongoing Work

- At NSCR, our staff, volunteers, along with support from our staff and volunteers, made outstanding efforts so clients could connect to receive services in safe, healthy ways through protocols and procedures for in-person and contactless meetings. Our offices fully opened in February 2022, and we continue to create opportunities for people to engage with us.
- The Board of Directors, Executive Director and Senior Leadership Team have worked to develop a strategic plan for the coming years. The plan identifies strategic directions, goals, and priorities to guide the work of the organization – work that will be relevant



Violet Jessen
President

and impactful as we navigate an economic and social landscape that is shifting and changing. The Board recruitment is an important activity. We welcome those who wish to join and champion NSCR's mission and goals for a vibrant, thriving community.

At the heart of all of NSCR's programs and services is our commitment to North Shore families, seniors and young people. From all of us at NSCR, we thank you!

Message from our Executive Director

Together with input from NSCR's Senior Leadership Team, NSCR staff and other community partners, NSCR's Board of Directors created a new, five-year strategic plan that will culminate on our 50th Anniversary in 2026. NSCR's Strategic Plan 2022-26 identifies the major priorities for North Shore Community Resources for the next five years.

Our new Strategic Plan identifies four key strategic priorities. First, we will continue to design and deliver quality programs and services while measuring their beneficial impact in the community. Collaboration with other community partners is an important guiding principle for our work.

Second, we will invest in improving our communication with the community so that they are aware of NSCR, how we can assist them and how they can easily access our programs and services.

Third, we will continue to recruit, retain and invest in great people, staff and volunteers, who have the right tools and workspaces to effectively deliver our programs and services. We will further our efforts to create a supportive workplace for all our wonderfully talented people.

Finally, NSCR's Board of Directors will continue to improve their governance oversight of the operations of NSCR to ensure we deliver on NSCR's mission: to design and deliver programs and services that

enhance individual and community well-being, social connections, empowerment and community participation.



If you'd like more details about our new Strategic Plan, you can check it out on our website at www.nscr.ca. We look forward to partnering with or serving you to help make the North Shore a thriving community!

Murray Mollard

Executive Director

Highlights from Our Year

"Thank you very much for your understanding, kindness, time, and support. I felt truly uplifted and more hopeful after our conversation"

— Caregiver Support Program Client



This year, our staff pivoted to seeing clients in person again. In February 2022, our office once again opened to the public for walk-in visits. The Child & Parent Programs team were overjoyed to hold drop-in story and song groups once again, where we

hosted 61% more participants over last year. What's more, we assisted over 6,500 families looking to find child care, an annual increase of over 9%. The Toy Lending Library also re-opened for in-person browsing, with new and innovative toys being added all the time.

The Seniors Programs team stepped up in-person offerings for their much-needed services. The Better at Home program staff and volunteers saw large increases in all types of volunteer activities, from virtual visits to grocery shopping and gardening—transportation services went up by almost 60%! Plus, this year we saw a monumental 54% increase in the number of hours worked by our tireless volunteers.

Throughout the year, our Community Engagement team has been out in the community providing information and referrals to services across the North Shore. Through Information North Shore, we connected with over 37,000 contacts. And, the volunteer-run Income Tax Clinic prepared taxes for 73% more people than in 2021.



We encourage you to come see us whenever you can, whether at a workshop, story time, or community conversation. By getting together again, we increase our human bonds and build a more thriving North Shore community. See you soon!

Supporting the Well-Being of Kids and Families



As leaders 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.

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.



1,038

families assisted with
**Affordable Child Care
Benefit program**



6,551

people received child
care consultations



955

drop-in
participants



1,006

CAPC client contacts



36

workshops with

526

workshop attendees

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



“Thank you so much for sharing the climbing & rocking structure.... Yesterday it saved our day when we couldn’t get out because of the rain.... It’s genius! Thank you!”



“Thank you very much for sharing your knowledge and experiences with us! I am sure this course will help us to provide quality care for children.”

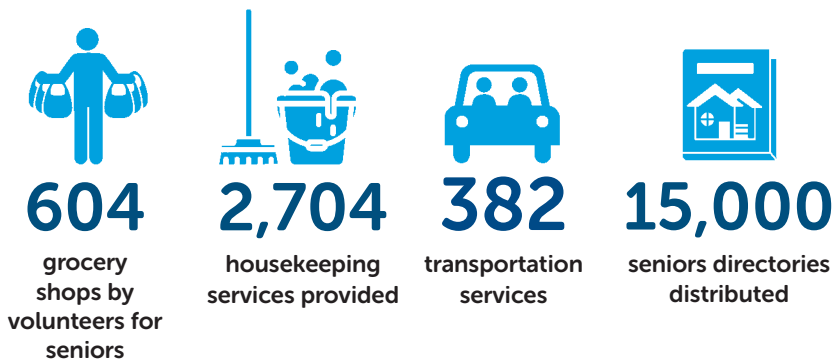
“It was a wonderful day. Thanks for arranging it. I’m glad I found you.”

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. We offer a general Caregiver Support Group and specialized groups such as Men Caring for their Partners, a Persian Wellness and Education Group, and a Bereavement Group as well as education, peer support, and referrals to caregivers.

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 own homes. The results are better health outcomes, more independence and well-being for older adults. Our satellite program on Bowen Island offers services adapted for the unique needs of the island community. As part of our pivot to respond to COVID-19, we continue to assist seniors with NSCR acting as a community hub for the North Shore by responding to isolated and vulnerable seniors' needs for food, transportation and social connection via a multi-generational host of volunteers.





“Thanks so much for all you are doing to help those of us who are finding it challenging to get about. I cannot tell you how thankful and grateful I am for the kindness of your hearts”— Better at Home Client

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 in partnership with North Shore News. Demand for this program continues to grow given the increasing complexity of needs of seniors in a pandemic world as well as a growing proportion of seniors in the overall population.

“I have been given excellent advice to improve my home caregiving.” (Men’s Group member)— Caregiver Support Program Client



3,890
volunteer
service moments



375
home repairs and
gardening



1,700
Senior One Stop
connections



1,912
caregiver
connection
points

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



6,127
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 volunteers for the benefit of the community. Incredible thanks to our community of volunteers!

“Volunteering gives me a purpose. It makes me feel proud and connected. Even when I feel like I don’t have time to squeeze in a grocery shop by the time I do and take it to a senior who is so very grateful I know that it is more important than all the things I thought I really had to get done!”

— Better at Home Program Volunteer



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.

1,097
client files



“He (NSCR Legal Advocate) is an angel and different from any person I have ever met because he listened to me.”

“This is without a doubt the best legal service available for the so-called little guy.”

7 total legal education workshops with approximately



100 participants



NSCR's Community Legal Services staff team

Advocating for Affordable Housing

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

“

It is no secret that the stratospheric cost of housing on the North Shore is having a trickle-down effect, pushing those that normally can afford a lower rent, out of their homes. The Community Housing Action Committee (CHAC) recognizes the need for affordable and accessible housing on the North Shore. The advocacy work being done by the volunteers of CHAC ensures that the goal of providing accessible and affordable housing remains forefront on the North Shore. — Mary-Ann Booth, Mayor, District of West Vancouver



New affordable housing coming to 267 Orwell St., District of North Vancouver.


275

communications with municipal
officials, developers and
other community partners


730

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 well-being and with a large contingent of community partners, our **Intergenerational North Shore program, (InterGenNS)** 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.

InterGenNS has a steering committee and broad table of community partners. Three phases of research have been completed in partnership with Simon Fraser University, Gerontology Department and work is continuing to deepen and disseminate our understanding of intergenerational resources and activities. Our InterGenNS Coordinator led our continued work in developing an InterGenNS Resource Hub and Directory of North Shore opportunities for the public.



“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 third cohort of the **North Shore Young Civic Forum** this year assisted younger adults aged 19–39 to learn about and better influence local governments.

“*The North Shore Young Civic Forum helped me go from not understanding or participating in municipal politics to being confident in my ability to participate, explain concepts to friends and family, and presenting actionable recommendations to council.*”
— Forum Participant



“*The program has helped me find areas I want to improve in my city, and given me the tools and strategies to do it. It has made an engaged citizen of me, and I see that inspiring others around me to do the same.*”
— Forum Participant

“*I feel my knowledge of municipal politics has increased dramatically along with my ability to take action.*”
— Forum participant



of participants indicated that their participation in the Forum has increased their ability and willingness to contact municipal Councillors or staff about a concern in the community

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**, a forum to share information and collaborate with other North Shore agencies to make our programs and services more efficient and effective.

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



37,000+

information and
referral contacts



602

income tax
returns prepared

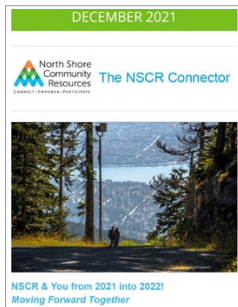
We produce a number of publications to serve the community including:



Seniors Directory:
a comprehensive
resource for seniors



The Grapevine:
the caregiver
support newsletter



The NSCR Connector:
NSCR's e-newsletter



**InterGenNS Community
Connector**



You can view these
publications and sign
up for our newsletters
at nscr.ca.

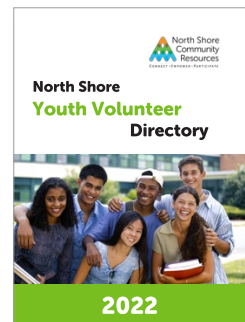
Hard copies are
available at our office.



**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 the well-being of our community.



United Way helping seniors remain independent.



PLATINUM



PATRONS



PRESTIGE



PARTNERS

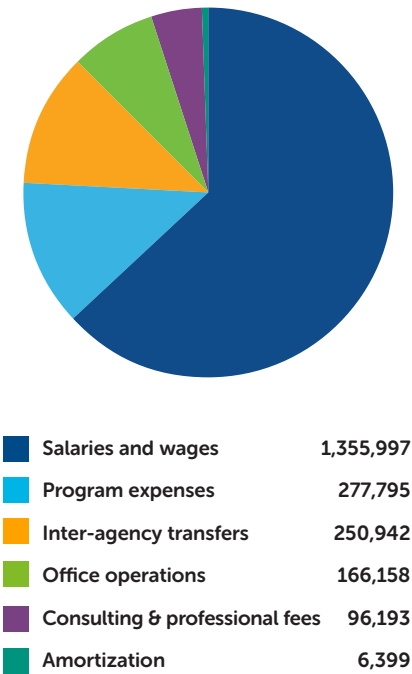
BlueShore Financial
British Pacific Properties

Financial Snapshot

2021/2022 Revenues: \$2,215,880



2021/2022 Expenditures: \$2,153,484



NSCR Statment of Financial Position

Assets	Liabilities	Net Assets
947,645	372,546	(Members' Equity)
		575,099

Audited 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.