



Annual Report 2023

Wellbeing for All!



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.

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NSCR's office is on the traditional lands of the Coast Salish Peoples: ḡxʷməθkʷəṽəməʔt̚ təməxʷ (Musqueam), Skwxwú7mesh-ulh Temíxw (Squamish) and səliłwətaʔt̚ təməxʷ (Tsleil-Waututh). While much has been done to address the consequences of colonial injustices and the legacies of the residential schools, there is still much work ahead of us as we make our individual and collective commitments to the Truth and Reconciliation Commission's Report on the Calls to Action and United Nations Declaration of the Rights of Indigenous peoples.

Message from the President and Executive Director

Nearly 10 years ago NSCR embarked on a process to update our Mission and Vision. Our biggest challenge? Finding the right words to express common goals among NSCR's 30+ programs and services offered to a diverse array of people and organizations on the North Shore. Engaging our staff, Board and volunteers, we created a new Vision – *A thriving North Shore community* – and new Mission – *To design and deliver programs and services that enhance well-being, social connections, empowerment and community participation.*

With NSCR's 47 years of experience, we know that the core of our mission is to create real opportunities for strong social connections and bonds between people that allow for trust and reciprocity to grow. We know that when we assist our clients to gain knowledge and understanding, we empower them to live the lives they want. And we know that participation in community – individuals giving their time and experience to help others – builds strong, healthy, resilient communities.

With well-being at the centre of NSCR's work, we welcome the City of North Vancouver's recent draft Community Wellbeing Strategy. The Strategy will set the City's work and funding priorities over the next 10 years. As we write this message, we are providing feedback to their social planners and Councillors.

There is much to commend in the draft Strategy. The City aspires to be a place "where everyone belongs and has opportunities to thrive" with connection, equity and investment as levers to well-being. The plan has six areas of focus, each with a set of objectives: complete communities, housing for all, a city for all ages, inclusion/diversity/equity/accessibility,

poverty reduction and partnerships/advocacy/financial supports for local partners like NSCR to help deliver community services and programs. There is great alignment between NSCR's Mission/Vision and CNV's draft strategy with our programs focused on children/families, housing, seniors, and more.

In this Annual Report, you will find descriptions and highlights of NSCR's many programs and services that enhance the well-being of our clients and community members. For example, our Man in the Moon program (page 7) brings together new fathers with their infant children to play and sing songs together. By facilitating a space for dads to meet, we hope they will build social connections with each other that will provide a rich network of support for them as parents and their families while empowering them to learn activities to enjoy with their children.

Our Community Connectors, as part of our Seniors One Stop program (pages 8-9), provide direct assistance to seniors on matters such as health, housing, and income. By providing support to address their needs, NSCR reduces seniors' social isolation and enhances their well-being. Our North Shore Young Civic Forum (page 15) provides a platform for younger adults to build their social connections to

each other, municipal councillors and staff and empowers them to better influence local government decision making that reflects younger perspectives.

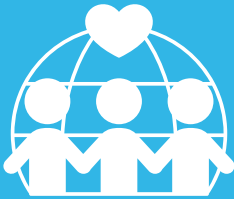
We look forward to continue working with the City and our many other community partners to enhance well-being on the North Shore!



Violet Jessen (President) and
Murray Mollard (Executive Director)



2022-2023 HIGHLIGHTS



61,085

connections with
community members
on the North Shore

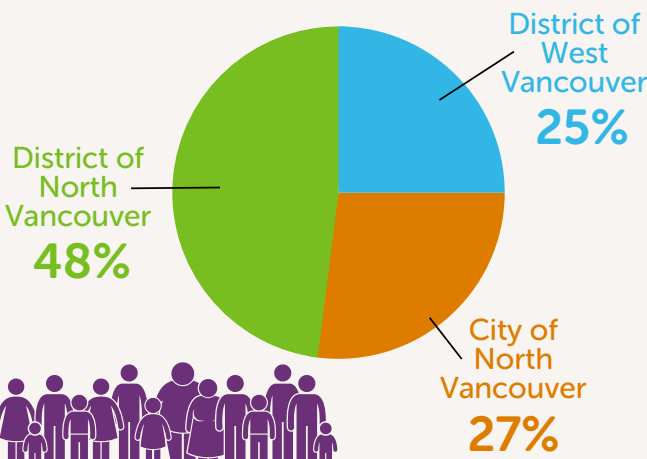
10,000+

visitors received
information referrals
from NSCR's front
desk

Almost half of
NSCR's
connections are
from our Child
and Parent
Programs



NSCR Clients by Municipality



198

NSCR
volunteers



6,400

hours
volunteered

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 children, families, and early childhood educators to connect and learn.

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



810

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



523

families referred
to child care



1,850

participants in
**Child and Parent
drop-in programs**



203

CAPC event and
training attendees



35

workshops hosted

525

workshop attendees

At NSCR, children, their families and child care providers come together to share information and learn together.



“The program was a real pleasure and has shown me new ways to connect with my daughter. [...] I would want all new fathers to take this class. Beyond the learning, the classes provided an incredibly important social space for us as new parents and opportunities to discuss and support each other.” – Man in the Moon Participant

“All the information provided today by you is of great importance, not only for me, but also for my family, because it opened a path and hope that I did not know about.” – Child Care Referral Client



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 support groups such as Men caring for their Partners, Persian and Korean Wellness and Education Groups and a Bereavement Group.

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. The result is 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.

North Shore Seniors One Stop supports the independence, dignity and health of North Shore seniors by providing community navigation including one-to-one consultation. We publish an annual North Shore



423

grocery
shops completed
by volunteers for
seniors



50

Community
Connector
clients



150

Community
Connector
visits



15,000

seniors directories
distributed



“ Thank you for everything, when I had so many crucial decisions. You are so knowledgeable about the stress for seniors during life changes”
– Seniors One Stop Client

Seniors Directory, a detailed guide to all kinds of services and supports for seniors in partnership with North Shore News as well as many in-house brochures.

Annual Caregiver & Senior Expo co-presented by NSCR and the North Shore News, the event returned in 2023 featuring speakers and resources to support caregivers and seniors.

“ Learning that I am not alone in the challenges I face as a caregiver, that there are others out there just like me, and that they are having a hard time too. So if I’m having a hard time, it’s not because I’m not a good caregiver, it’s just life, and it’s okay.” – Caregiver Support Program Client



660

volunteer-driven
trips to medical
appointments



240

home repairs and
gardening visits



1,607

Seniors One
Stop calls



180

Seniors One Stop
calls in Farsi

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 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 improve participation in 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



6,400

**NSCR
volunteer hours**



198

**NSCR
volunteers**

- **Connect and Prepare** is a pilot project in the City of North Vancouver bringing people in apartments together to build resilience and prepare for emergencies

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!



“ I feel best when I have passed on information that the client hasn't thought of [...]. Seniors need lots of information about the support services available here on the North Shore so they can make good choices to make their remaining years as comfortable as possible” – Seniors One Stop Volunteer



200

volunteer opportunities were posted from 80 organizations



182

volunteer applications submitted



50

different organizations received applications



North Shore Volunteer Fair: an estimated **200+** members of the public attended the event

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.

1,075
client files



242
workshop participants

“ I very much appreciate [his] time, knowledge and support [...] It takes a special type of person to help [...] families in situations like mine. I am forever grateful.” – Family Law Advocate Client

“ His information equipped me with the right steps to pursue justice. We managed to resolve my issue [...] without resorting to a long and tedious legal process thanks to his advocacy.” – Legal Advocate Client



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** (CHAC) is an independent, non-partisan group of volunteers and experts who educate, undertake research and advocate to increase affordable housing options.

“ *The City of North Vancouver is now a leader in housing delivery, notably in the number of new rental homes available to its citizens, in part due to his [CHAC Chair, Don Peters] tenacity to ensure the North Shore remains an accessible place for people to call home.*” – BC Achievement Award



CHAC Chair Don Peters receiving the BC Achievement Award from the Honourable Janet Austin, Lieutenant Governor of B.C.



hours of volunteer and professional time



volunteers

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 (InterGenNS) program** 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 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.



“ It [is] a wonderful way to have children interact with elders, especially for those who may not have older relatives living nearby, and for elders to interact with them to give them a boost too.” – InterGenNS Event Attendee

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. We are planning for our fourth cohort of the North Shore Young Civic Forum to assist younger adults aged 19–39 to learn about and better influence local governments.

“ *The panelists were fantastic, we had a lot of questions and it is really the starting point for a lot of democratic and civic engagement.* ” – North Shore Young Civic Forum Participant



“ *Excellent job, I enjoyed the sessions very much. I also enjoyed meeting other young, like-minded people. Great guest speakers and facilitation.* ”
– North Shore Young Civic Forum Participant



Over **80** graduates
from North Shore Young
Civic Forum since 2019

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.

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

“ Thank you so much for this wonderful service.” – North Shore Income Tax Clinic Client



Clients receiving information referrals
from Information North Shore



income tax
returns prepared

We produce several directories to serve the community including:



Seniors Directory:
a comprehensive
resource for seniors

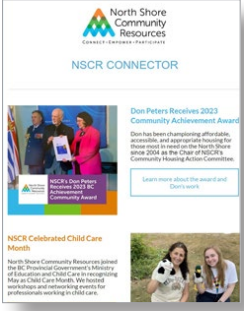


The Grapevine:
the caregiver
support newsletter



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

Hard copies are
available at our office.



NSCR Connector:
NSCR's e-newsletter



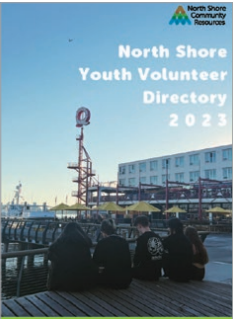
InterGenNS Community Connector:
intergenerational community newsletter



**Child Care
Resource & Referral
newsletter**



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



**North Shore
Youth Volunteer
Directory**

Your Donation Makes a Difference

COMPREHENSIVE SUPPORT



PROGRAMS
& SERVICES
SNAPSHOT

SINGLE MOM WITH TWO CHILDREN SECURES CHILD SUPPORT
PAYMENTS AND CONNECTS WITH COMMUNITY



Jasmine, a parent with a 3-year-old and infant child, is a regular participant in NSCR's **Mother Goose** program. While chatting with Patricia, our Mother Goose facilitator, Jasmine shares that she is separating from her spouse and having difficulty with navigating the separation process. She also has limited family support.



The Mother Goose facilitator refers Jasmine to our **Family Law Advocate**, Chris, who meets with Jasmine and provides her with legal advice regarding child support, shared parenting time, and creating a separation agreement.



As part of the Family Law Advocate's assistance, Jasmine receives help from NSCR's **Income Tax Program** as she hasn't filed her tax return for a couple of years, which is required in order to receive some of the financial aid.



With NSCR's support, Jasmine gains confidence in navigating a very difficult period for her and her family, gaining skills she can use going forward. She continues to participate in NSCR's **Child and Parent programming** as her children grow older.



I recently started donating monthly to North Shore Community Resources and ask you to become a monthly donor too. As a long time volunteer and a new board member, I know every dollar to NSCR helps us offer programs for seniors, families, affordable housing, and more. I hope you will also become

a monthly donor today! — Meredith Kennedy, NSCR Board Member

Thank you to our monthly donors for making a difference!

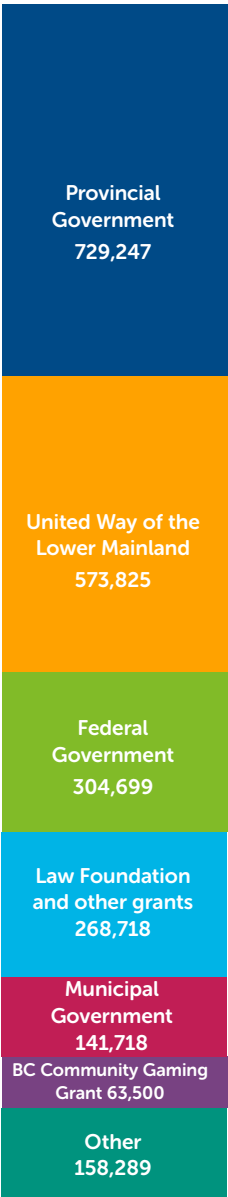
Your reoccurring gift makes a lasting impact and helps us to sustain and grow much needed programs and services.



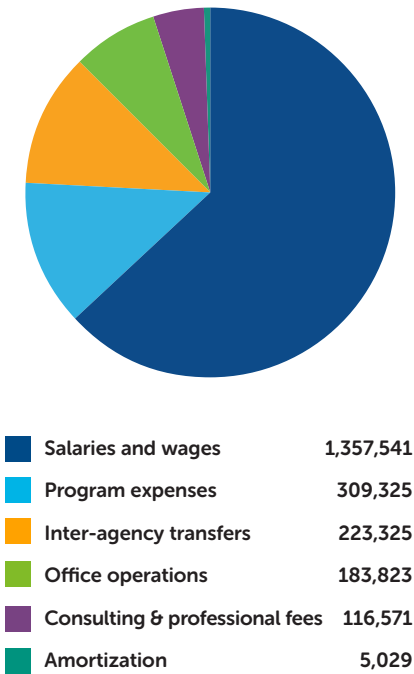
To become a monthly donor or to support the work of NSCR through a charitable donation or sponsorship, please contact **Ruby Campbell, Manager, Charitable Partnerships** at **604-982-3327** or **ruby.campbell@anscr.ca**

Financial Snapshot

2022/2023 Revenues: \$2,239,979



2022/2023 Expenditures: \$2,195,613



NSCR Statement of Financial Position

Assets	Liabilities	Net Assets (Members' Equity)
1,160,874	541,409	619,465

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

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



PARTNERS

Whole Foods

Royal Canadian Legion



North Shore
Community
Resources

CONNECT • EMPOWER • PARTICIPATE

201 – 935 Marine Drive
North Vancouver, BC
V7P 1S3 604-985-7138

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 **səlilwətaʔa** (Tsleil-Waututh) Nations.