

Annual Report 2024

Embracing Community Wellbeing



North Shore
Community
Resources

CONNECT • EMPOWER • PARTICIPATE

NSCR's Vision: A thriving North Shore community.

NSCR's Mission: To enhance wellbeing, 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: šxm^wəθkə^wyəmaʔ təməx^w (Musqueam), Skwxwú7mesh-ulh Temíxw (Squamish) and səliłwətaʔ təməx^w (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

Collaboration with our community partners on the North Shore is a cornerstone of the way we work at NSCR. With our mandate to enhance wellbeing of individuals and the community, we can better achieve more when we work together with our community partners to collectively increase the impact of our efforts.

Collaboration is a driving force of the agency's work and NSCR purposely included it as a Strategic Priority in our 2022-2026 Strategic Plan:

"Objective 1.2: NSCR collaborates with existing and new community partners to enhance current programs and services and identify new opportunities

Collaboration is fundamental to NSCR's operations: we have a proud history of working effectively with community partners to deliver programs and services that integrate all our strengths, to benefit those we serve together. We aim to continue and expand this commitment, both to deepen current activities and to identify and make the most of new service delivery opportunities."

This strategic priority is evidenced by many strong, collaborative partnerships NSCR enjoys with other agencies on the North Shore. For example, NSCR's Caregiver Support and Seniors One Stop programs both

work closely with Vancouver Coastal Health to organize workshops for our caregivers and expand social prescribing by doctors so that our Community Connectors can address social isolation of seniors. The Volunteer North Shore program works with Impact North Shore, libraries and others to present the NS Volunteer Fair. The Child and Family program partners with the West Vancouver School District to design and deliver professional development workshops to early childhood educators so they can continue to provide quality care for families and children on the North Shore. Our Community Housing Action Committee is a group of organizations and people that come together to advocate for more affordable housing on the North Shore. The Family Law Advocate collaborates with the North Shore Women’s Centre to offer women on-site legal assistance. In addition to other agencies, NSCR works closely with governments, funders, and donors to advance our mission.

Competition for funding, resources, attention, and recognition weakens all North Shore organizations’ abilities to make meaningful changes. There are no real ‘winners or losers’ - just a decline in the overall quality of life for the community that we love., Collaboration is a key to growth and to sustaining community wellbeing.



At NSCR, we believe our collaborative relationships result in better outcomes for individuals and the community on the North Shore.

Reach out to us today to discuss a future collaborative partnership with NSCR!

[Violet Jessen](#) (President) and [Murray Mollard](#) (Executive Director)



2023-2024 HIGHLIGHTS



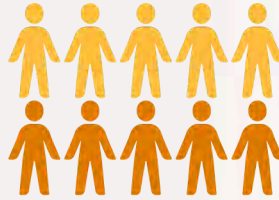
53,000+

connections with community members on the North Shore

9,200+

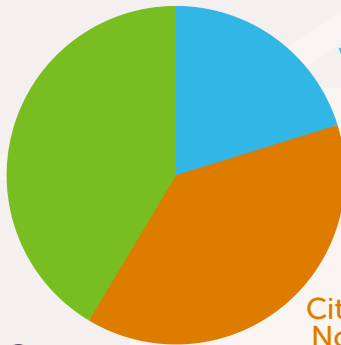
visitors received information referrals from NSCR's front desk

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



NSCR Clients by Municipality

District of North Vancouver
41%



District of West Vancouver
20%

City of North Vancouver
38%



200+

NSCR volunteers



6,902

hours volunteered

Supporting the Wellbeing 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 Government of Canada, supports the healthy development of young children and families facing challenging life circumstances.



↑
59%
from
previous
year

1,291

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



684

families referred
to child care



↑
115%
from
previous
year

3,973

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



↑
101%
from
previous
year

407

CAPC event and
training attendees



45

workshops hosted

415

workshop attendees

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



“ I really appreciate your help. The child care list is awesome, I wish I had emailed you earlier. I called a few of them and arranged a tour for tomorrow and Friday.” - Child and Parent client

“ By sharing and utilizing our collective knowledge, skills, and experiences, the program has guided and supported me in improving my practice and acquiring new skills. Absolutely, it was a great experience for me. I am truly grateful to Alyssa and Ashleigh, our incredible facilitators, for giving me this opportunity providing unwavering support throughout the program.” - Peer Mentorship Program Participant



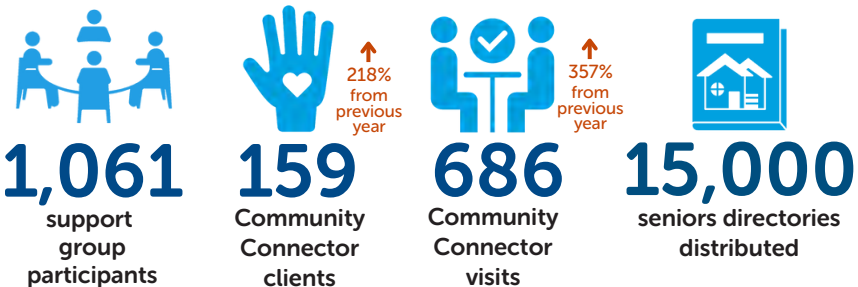
Enhancing the Wellbeing of Seniors and Caregivers

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. The program also helps caregivers and the bereaved find resources, and offers free single and multi-session workshops on various aspects of caregiving

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





“ The staff (and volunteers) are lovely. Kind and willing to help in any matters that they can. If they aren’t sure, they find someone who can. They are a blessing for someone in need.”

– Seniors One Stop client

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

The [Annual Caregiver & Senior Expo](#), co-presented by NSCR and the North Shore News, returned in 2024 featuring speakers and resources to support caregivers and seniors.

“ Thank you for hosting the caregiver support meeting, and bringing the group together. I came into the meeting feeling anxious and heavy, and left feeling welcomed and supported – it’s good to know I’m not alone.”

– Bereavement Group Member



240

grocery shops & meal deliveries completed



1,209

friendly phone calls and visits



1,587

Seniors One Stop contacts



235

Seniors One Stop contacts 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 civic engagement through Democracy Café and assist people in navigating their options 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



6,902

**NSCR
volunteer hours**



200+

**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!



“ Thank you for welcoming me with open arms. You accompanied me from the early days of my arrival in Canada and took the lead in helping me get to know the people of Vancouver, a city that has inspired hope and tranquility through positive change and the joy and contentment of its residents. These days, NSCR and its clients feel like members of a large and kind family to me.”

– Nasim Behnoosh, Volunteer



366

new accounts registered with the VNS database



North Shore Volunteer Fair 2024:

over **350** members of the public attending with **29** organizations participating



↑
87%
from previous year

340

new volunteer applications through our VNS database

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, divorce, wills and other issues. Our staff's assistance to those with lower incomes promotes equity and access to justice for all.



1,196
total legal
clients served



38
hearings
attended



165
workshop
participants

“ I commend all parties for their fortitude, dedication, and vast experience, for blessing me with their strength, insights, and nurturing support. One truly doesn't know the true value of an advocate... until one desperately needs one.” – Legal Advocate Client

“ I want to [state] how crucial and valuable the services that Chris provides are and I wish there were more lawyers and legal advocates as kind, qualified, professional, and prepared as he is. My only recommendation will be more funding for the program so more women will benefit from it.” – Family Law 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.

“ I believe CHAC represents an important voice in affordable housing discussions and decisions that is not based on subjective opinions but the needs of those most greatly impacted by the housing crisis” – North Vancouver Municipal Councillor



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



100%
surveyed
agree

**CHAC provides
valuable work to
advance affordable
housing**

Nurturing Intergenerational Learning

Intergenerational North Shore (InterGenNS) is a grassroots initiative that works to build and grow intergenerational programs, connections, and collaborations on the North Shore. InterGenNS is a project by and for the community and is informed by an engaged group of community partners and a steering committee. We provide a Program Directory and Resource Hub on the North Shore Community Resources website and host a quarterly Community of Practice for interested community organizations to brainstorm, connect, and share about their programs. InterGenNS also plans and engages in events that bring together youth and seniors to connect and learn from each other.



6 direct participation events with **130+** participants



10+ meetings with Community Partners



Newsletter circulated to **100+** people

“ One senior felt like they were interacting with their grandchildren, and they felt so happy to have someone to talk to. [...] they are all inquiring about when the next BBQ will be and if the kids can come back. Having the kids play piano and having a musical element to the day brought so much joy and light to the room. The residents haven't heard that piano played in years. They loved it.” – Residence building manager

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 fifth cohort of the North Shore Young Civic Forum in 2025 to assist younger adults aged 19–39 to learn about and better influence local governments.

“ I had 0 engagement with my municipal government in the past and now I stay up to date on what council is working on and am even part of a committee.” – North Shore Young Civic Forum Participant



“ I feel like I have a stronger voice in what happens on the North Shore.”

– North Shore Young Civic Forum Participant



Over **100** 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, and is a proven anti-poverty initiative.

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



\$240,500

of tax refunds
recovered



637

tax returns
prepared submitted

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 Newsletter:
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
SNAP SHOT

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.



“As a monthly donor to North Shore Community Resources, I'm proud to support my community and help those in need. NSCR provides essential services that enhance wellbeing, create social connections, and empower people on the North Shore. I'm glad to be a part of their mission and make a real difference in people's lives.”

— Julia Bilinski, Monthly Donor

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.



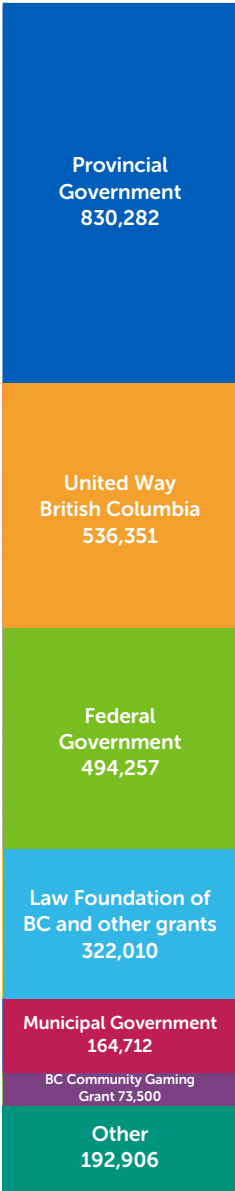
Scan to donate directly



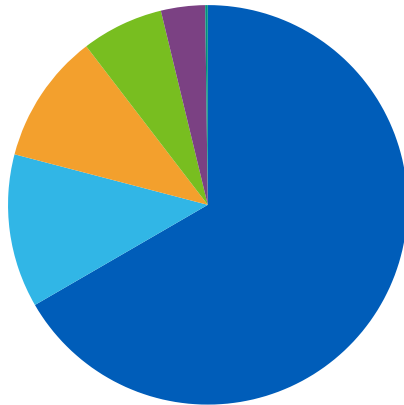
To become a monthly donor or to support the work of NSCR through a charitable donation or sponsorship, please contact **Murray Mollard**, Executive Director, at **604-982-3305** or murray.mollard@nscr.ca

Financial Snapshot

2023/2024 Revenues:
\$2,614,018



2023/2024 Expenditures: \$2,570,055



Salaries and wages	1,712,777
Program expenses	319,430
Inter-agency transfers	270,359
Office operations	170,469
Consulting & professional fees	91,721
Amortization	5,299

NSCR Statement of Financial Position

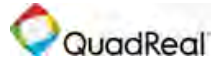
Assets	Liabilities	Net Assets (Members' Equity)
1,047,928	384,500	663,428

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

Vancity



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North Vancouver, BC
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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 Skwxwú7mesh (Squamish), xʷməθkʷəy̓əm (Musqueam) and səliilwətaʔ (Tsleil-Waututh) Nations.