

2021
Annual Report



Family
Services
NORTH SHORE
Changing lives together

Note FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

The past year offered a sharp reminder of our shared vulnerability. We all struggle sometimes, for a myriad of reasons both current and historic. This year also reminded us how simple acts of caring can unite a community. From calling isolated seniors to delivering groceries and school supplies, people across the North Shore pulled together to navigate the Covid-19 crisis. Amid hardship and loss, this renewed spirit of caring is one thing we'll remember about 2020.

Throughout the Agency, our staff showed up with extraordinary determination. They pushed into the crisis, creating new programs and services, including a free pandemic phone line. We launched a podcast to offer coping tools for challenging times. Many counselling sessions, Thrive Family Programs, and our drop-in groups for gender-diverse youth and their parents went online or continued in person. In all their roles, our staff stepped up and redefined the word "commitment." Thank you.

Our deepest gratitude also extends to the Agency's 600+ volunteers, who mobilized a powerful army of caring. We were thrilled by how many people raised their hands and said, "I want to help." Whether you supported the Christmas Bureau, packed Valentine's Day goodies for single mothers, made phone calls to isolated seniors, or engaged fellow youth around mental health and social justice issues, it's no exaggeration to say your contributions were invaluable.

We're proud of what we accomplished together, and now it's time to look ahead. As we take the first, tentative steps out of protective isolation, our collective sense of security has been shaken. Many families and individuals endured hardships that will have long-lasting effects. We know that the impact of this pandemic has been inequitable, and many in our community are still not safe.

We will feel the ripples of this crisis for months and years to come, but this is what we know for sure:

We will accelerate our impact

We face rising need across every corner of the North Shore. The Agency must expand to serve our community. Thanks to the Agency Board and our generous supporters, we are growing our clinical counselling team and our capacity to address lasting mental health challenges head-on.

We will expand our anti-racism work

We believe in honouring and respecting the innate value of every person – and that communities must take care of their most vulnerable. We have committed to acknowledging and being part of dismantling systemic racism and other forms of oppression. We have invested time and resources to ensure that we are fully accountable to our commitment and that we can measure our impact over the next three to five years.

We will renew our Strategic Plan

As we map our Strategic Plan for 2022-2027, we're re-examining how to support our community for the long term. We're exploring our priorities and imagining what's possible. Our commitment to listen, learn, and respond has never been stronger.

We will need your support

There's no vaccine for isolation, violence, discrimination, financial struggles, or mental health issues, but we can protect our community from their effects. The pandemic deepened our shared understanding of vulnerability – and so many of you responded with exceptional generosity, thank you.

Julia Staub-French

Executive Director



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Navigating a crisis is not easy, but it will make us stronger. We are all more

resilient.

Our reflections

ON COVID-19

We met with some of our staff this spring to reflect on the past year. It was a powerful conversation to share with our team, and in turn, with our community. These words can't capture everything, but we hope they give you a sense of how we've experienced this year together.

The daily emails, calls, and communication held us all together.
– Counselling team member



Family Services of the North Shore team meeting.

We felt disoriented

Like so many in our community, the beginning of the pandemic was incredibly disorienting for our staff and volunteers. To keep everyone safe, we all began working from home, while figuring out how to navigate this new reality and take care of our community. Like many people, we felt the deep loss of socialization and social supports. It was a surreal time. Staff who live alone were isolated, and many of us were technologically challenged. The learning curve was steep.

Our family pulled together

During the roller coaster ride of the past year, our staff supported each other through exhaustion, isolation, grief, illness, family struggles, and so much more. Our daily meetings and updates were grounding. Our connections were a lifeline. Everyone faced foundational and logistical puzzles. Many days were overwhelming, but we tackled the challenges together – and we were so moved by the dedication of our behind-the-scenes support teams. Ultimately, our staff and volunteers collectively embodied the word “family” and extended this bond across the community.

The hardest part was not being together. Isolation has been hard, for clients and staff, and for us as human beings.

– Intake specialist

From a client perspective, it was so lovely for me to be able to speak with my clients and say ‘I can help you. If you need some groceries, we have volunteers who can come and deliver them to you’.

– Counselling team member

We led with vulnerability

As schools, workplaces, and many services closed, pulling everyone inward, our staff courageously moved toward the most vulnerable members of our community. Volunteers began calling clients to check in and offer support. We established a free counselling phone line for people feeling the effects of the pandemic. Our team listened to stories of depression, anxiety, marriage breakdown, women in abusive relationships, anxiety around death and dying, and grief in many different forms.

When it was safe to do so, we began seeing clients at our office again. Many people, including our youngest clients, needed this in-person connection. Our staff has reflected how much they needed it too.

Our reflections

ON COVID-19

The Agency has always been very clear on its values. We come from the heart, and I just think you can't go wrong when you come from the heart, with values based on caring for others. We did that from the inside and the outside.

– Counselling team member

We attended a Town Hall meeting on racism, and it incorporated all the different organizations on the North Shore. It was a beautiful moment of solidarity. We were all coming together.

– Counselling team member

Vulnerability is a universal human experience – and even the smallest acts of caring change lives.

Our volunteers inspired us

Agency volunteers stepped up in unprecedented ways to deliver groceries, locate devices for online classes, provide a caring ear to listen, and to support one another. Despite widespread fear and uncertainty, our volunteer team grew during the pandemic. We made deeper connections with clients and volunteers. Vulnerability is a universal human experience – and even the smallest acts of caring change lives.

We confronted injustice and inequity

Conversations and action around racism, reconciliation, privilege, social injustice, and discrimination were deeply personal and important during this year. We acknowledged that we must accelerate our efforts to dismantle systemic racism and other forms of oppression. We witnessed pain within our staff and our community, but we were also reminded that people are resilient. Our connections to each other are a source of strength.

The engagement of the community is really quite amazing. We couldn't have done all of this alone.

– Leadership team member

We look after each other. That's the sense I've gotten through the pandemic; that we're responsible for each other, and I've really loved seeing that, it's come out in different ways.

– Counselling team member

We felt profound gratitude for our community

Our love for this community has intensified. Caring connections – from small gestures to big commitments – have knit us together in ways we couldn't have predicted. Our team extends to include our North Shore partners who work tirelessly alongside Agency staff. These relationships helped us support our clients, even when everything turned upside down. We don't have all the answers, but we will always continue to listen and respond.



2020/21 DIVERSITY, EQUITY AND INCLUSION REPORT

Recent anti-Indigenous, anti-Black, and anti-Asian violence and discrimination in communities across North America remind us that we have more work to do.

At Family Services of the North Shore, we believe that communities must take care of their most vulnerable. We are committed to acknowledging and being a part of dismantling systemic racism and other forms of oppression. We remain committed to ensuring equity and inclusion by standing with people who have been traditionally, systemically, and historically marginalized.

We have invested time and resources over the last year to ensure that we are fully accountable to our commitment and that we can measure our impact over the next 3-5 years.

Demographic and Climate Report 2020

We know how important it is to understand, without making assumptions, where we are now and how we are doing as a baseline from which to develop our plans and actions moving forward. The demographic and climate survey we completed this year, provided a snapshot of the diversity within our staff and volunteers. This data is helping inform us as we set measurable goals.

Diversity, Equity and Inclusion (DEI) Strategic Planning

We have hired Cicely Blain and their team from Bakau Consulting to create a five-year DEI Strategic Plan, to fine tune our goals and transform these goals into tangible, actionable steps. We are engaging our staff, Board, volunteers, and community in this effort.

Diversity, Equity, and Inclusion Training Series

We have invested in live and recorded DEI training sessions to accelerate our learning for staff and volunteers. This included a training in March on the "Fundamentals of Anti-Oppression" and will extend to 3-4 more trainings over the next year.

“ With each DEI initiative, the positive feedback we receive is a confirmation that we are taking meaningful steps forward. I am grateful to be working in an agency where the recognition for the need and desire to do better permeates throughout. The level of engagement, thoughtfulness, and curiosity to learn experienced during events and in conversations after is heartwarming and inspiring.
- Mandy Hung, DEI committee co-chair



Family Services of the North Shore staff Zoom call on pink shirt day.

2020/21 DIVERSITY, EQUITY AND INCLUSION REPORT

We remain committed to ensuring equity and inclusion by standing with people who have been traditionally, systemically, and historically marginalized.

Education and Awareness Events

Our staff and volunteers are meeting for lunch & learn events to share our knowledge and experiences with each other. Over the last year we came together to witness and celebrate;

- Black History Month
- Asian Heritage Month
- Orange Shirt Day
- Pink Shirt Day

Responding to Racism in our Community – Community Dialogue Circle

We have partnered with the North Shore Multicultural Society to bring people together to explore their own personal experience of racism as well as their experiences as service providers in our community. This dialogue is helping inform further supports needed in response to the increased threats and violence in our community.

PROUD2BE Gender Identity & Sexual Orientation Virtual Event Series

We are bringing together parents, youth, and professionals to celebrate and strengthen our diverse LGBTQ2S+ gender non-conforming and allied community. The Virtual Events Series features guest speakers, panel discussions, support, and social opportunities and entertainment.

Collective Community Engagement

We are taking part in various community engagement initiatives and working collectively with our community partners.

- North Shore Immigrant Inclusion Partnership (NSIIP)
- Resilience BC – North Shore

“We are committed

in our journey as an Agency to foster diversity, inclusion and equity in our workplace, and serve the needs of those who are most vulnerable, without exceptions.

- Navaz Daruwalla, DEI committee co-chair



“ Three years ago we embarked on the journey of creating a strategy that would be adaptable to our ever-changing community and our need to continually innovate. It was in this process that we identified three priorities that would guide our decisions, our responses, and our work as a whole. As I look back on the year, having these priorities so entrenched in what we do and how we do it, was more vital than I could ever have imagined.
- Julia Staub-French, Executive Director

When we created our **2018-2022 Strategic Plan**, we identified three priority areas that would consistently guide our strategic initiatives and future plans. Over this last year, as we navigated through the pandemic, these priorities enabled us to serve our community with clarity and intention. We are proud to share the impact of our work, and all of your support.

Priority 1

We facilitate strong, caring connections between people throughout our community.

Strong, caring connections are the lifeblood of our community. We have continued to establish and reinforce these bonds of connection through our volunteer initiatives, partnerships, innovative programming, and educational events. Our goal is to ensure that everyone feels valued, respected, and fully at home in our North Shore community.

Priority 2

We deepen our commitment to understanding and responding to the needs of the most vulnerable in our community.

A healthy community is fully inclusive. It's a place where everyone feels a sense of belonging, acceptance, and value. We continue to listen and respond to the needs of those who are most vulnerable, in every part of our community.

Together, we have expanded our support for new parents, deepened our work with victims and perpetrators of violence, reached isolated seniors, supported overwhelmed caregivers, and relieved the suffering of children who have been sexually abused. As we address inequities in our society, we remain committed to reducing vulnerability and promoting wholeness.

Priority 3

We are developing new and innovative ways to approach mental health.

Our intention is to provide robust, innovative, and accessible systems of support for the community's mental health needs. This requires expanded services, new approaches, effective partnerships, and strategic, collaborative relationships. We have listened to our North Shore community and are responding to the needs of children, youth, adults, families, and seniors.



Priority 1

We facilitate strong, caring connections between people throughout our community.

- Rain or shine, **416 parents and children** donned their outdoor gear and came to play, connect with each other, and receive parenting support at our Thrive Outdoor Play program at Maplewood.
- The first weeks and months of parenthood can be isolating at the best of times. Despite the pandemic, 287 new parents and their infants received expert consultation, caring support, and a sense of belonging at our weekly virtual **Breastfeeding Postpartum Support Group**.
- Pandemic restrictions increased isolation for seniors and the people who care for them, especially those living with chronic or terminal illness. Our volunteers provided a lifeline of consistent support, and friendly connection to **87 seniors and caregivers** through weekly phone calls and online groups.
- Our volunteers mobilized immediately last March when Covid-19 hit, knowing our Christmas Bureau families and seniors would need our support through this crisis. This mighty team have made over **13,000 caring phone calls** to vulnerable community members, to lend support and let them know they are not alone.
- This volunteer team has also delivered over **3,000 meals to isolated seniors** and more than 2,000 bags of groceries to families in need, feeding almost 6,000 of our North Shore neighbours.



20%
more people were reached by our Christmas Bureau volunteers this year.



We believe
human connections are essential for a full and meaningful life.

We continue to help in these ways



VIRTUAL AND PHONE COUNSELLING



PARENT SUPPORT AND EDUCATION



GROCERY DELIVERIES TO STRUGGLING FAMILIES



VOLUNTEER OPPORTUNITIES AND CONNECTIONS

Priority 2

We deepen our commitment to understanding and responding to the needs of the most vulnerable in our community.

- Our **Family Preservation and Support team** kept every appointment with every family when the pandemic hit. Over the year they provided 2,550 hours of service to families with complicated challenges.
- We knew right away that mental health challenges would increase with quarantine duration. We helped to reduce anxiety, depression, conflict, and stress by providing 112 individuals, couples, and families with **affordable counselling services**.
- It quickly became clear to us that **100+ children and youth needed in-person supports** during the pandemic. Our Child and Youth counsellors, and their young clients, masked up and stayed connected, continuing their healing journey together while staying safe.
- Women and children have been at even greater risk during the pandemic, and our counselling staff responded with urgency, and creativity. Our **Stopping the Violence Counsellors** met with 149 women over 2,517 sessions – while these women were at work, in their cars, on video calls, and on the phone.
- Our **Rebuilding Family Relationships Men's Support groups** expanded during the pandemic. Offered in both English and Farsi, we were available when men reached out for help, which helped to keep women and children safe.

2,517

counselling sessions by our Stopping the Violence counsellors, helping 149 women.

“ An excellent program for men, to help them face their problems, to point them in the right direction, and to help them realize they are not alone with their issues.

- Group participant



Priority 3

We are developing new and innovative ways to approach mental health.

- When the pandemic hit, we knew our community would need help. We mobilized an immediate response phone line, to provide counselling services free of charge for up to six sessions. Through this program we received almost 150 referrals and provided over **800 hours of counselling** to people experiencing a wide range of challenges related to Covid-19.
- We took the songs and rhymes of Parent Child Mother Goose online this year and invited community health consultants to join the group. Babies connected with their parents, parents got answers to their infant development questions, and concerned families received referrals to more intensive supports.
- Pandemic restrictions made losing and grieving a loved one more complicated this year. We made sure people still had support by offering our eight-week **Grief Support Group** online three times this year.
- Isolation and uncertainty can intensify eating disorders and create greater challenges. In response, our **Jessie's Legacy Eating Disorders Prevention and Awareness program** team developed a diverse range of resources this year, including a body image and eating attitudes screening test. This screener is used at education events throughout the province, and has already been completed by 1,230+ people. The team also developed new formats and collaborations to create and disseminate content to new audiences.
- Knowing the importance of reaching our community when and where they need us, we developed our first podcast: **Open hearts. Honest conversations.** Our goal is to reach people where they are with a range of conversations, coping tools and tactics, and to let people know they're not alone.
- Our popular PROUD2BE annual gathering was not possible due public health orders related to in-person gatherings. We know how important this well-attended event is to our community, so we created the **PROUD2BE Virtual Event Series** with four dates throughout the year, and topics selected by our youth and parent groups. We've hosted 260+ participants from across the province, which led to a number of new families reaching out for support and counselling services from our **PROUD2BE Parent Support Group** and our **PROUD2BE Yourself Youth Support Group**. The virtual forum enabled more people to participate, connect, and share their experiences.



OPEN HEARTS.
Honest conversations.

“ Our family has been so moved by the inspired leadership, dedication and deep compassion that is the ethos of Family Services of the North Shore and we are grateful to provide support. The needs of our community have never seemed greater than during this pandemic and through extraordinary creativity, innovation, collaboration and unyielding commitment, the Agency has expanded and adapted services to meet the ever-evolving needs of the North Shore.

In addition to being grateful supporters, we are also grateful recipients of Family Services of the North Shore's loving support through our own family's life journey; particularly in mental health support and LGBTQ2S+ programming. The PROUD2BE annual conferences and programming were absolutely pivotal in supporting one of our family members as they came out, and participating in YouthLAB was such a positive and transformative experience for them. These experiences highlight the profound impact of this Agency throughout our diverse community.

- The Mackay & Walsh Families



Thank you

TO OUR DONORS

Your support ensured we could **respond** to the urgent needs of the community as soon as we went into lockdown. **You** helped us provide critical counselling and support when it was needed the most, and for that we are truly

grateful

Whether you found devices children needed for online school, you phoned to check in with an isolated senior, or you delivered food to a local family, you were there for your neighbours. Because of you, our community is stronger and more

connected



We thank you

for being with us during this difficult time and please know that because of your gifts, we will continue to

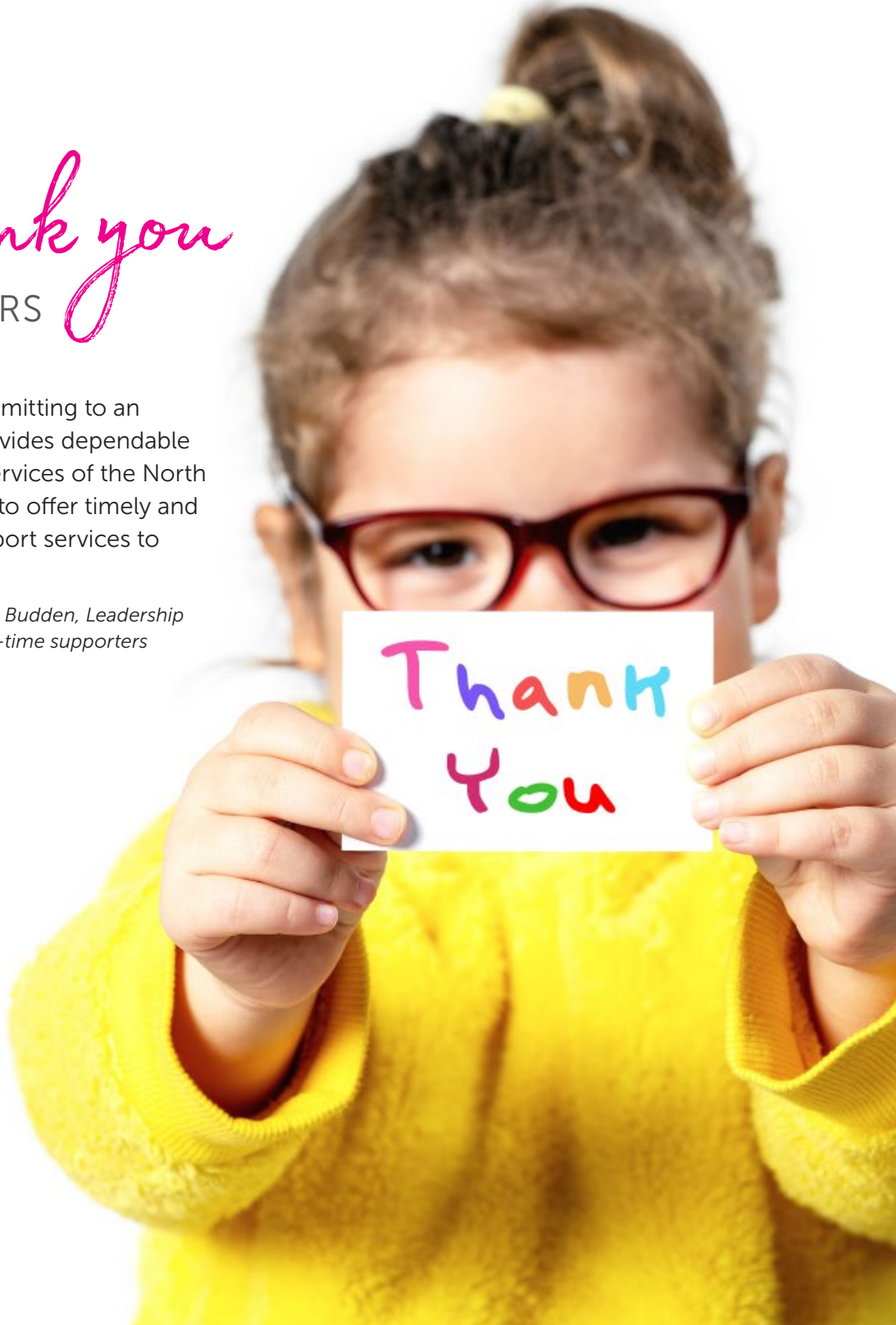
change lives together

Thank you

TO OUR DONORS

“ We believe that committing to an annual donation provides dependable funding so Family Services of the North Shore can continue to offer timely and comprehensive support services to families in need.

- Neil Alexander & Diana Budden, Leadership Circle donors and long-time supporters



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“ At TELUS, we believe in building stronger social outcomes for the most underserved populations in the communities where we live, work, and serve. Through partnerships with charitable organizations like Family Services of the North Shore, we are able to deliver our commitment to creating stronger, healthier, and more vibrant communities by supporting families across the North Shore who have been deeply impacted by the COVID-19 health crisis.

– Dee Brown, Director Community Giving,
TELUS

Thank you TO OUR DONORS

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Because of your support, we were able to maintain our delivery of counselling services throughout the pandemic.

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Thank you to our community and the **1,000+ new donors** who came forward to support our programs and services this year.

“ This past year has brought us different challenges to face but has also reminded us how many are suffering mentally and physically right here in our community. After seeing how Family Services of the North Shore impacts people's lives we were moved to be involved in some way. Just knowing there are people and resources available to help is an amazing feeling to someone feeling very alone, and reassuring to us knowing they are there to help.

– Diana & Stephen Boppart,
Family Services of the North
Shore donors

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Samira Sadeghi and John Munnis
Zahra Salisbury
Richard and Laura Samaroo
Sarah Samphire
Ada San and Rob Jeong
Richard Sandor
June Sawyer
Diane and Ross Smith

Monica Soprovich
Alena Spears
Chris Stepien
David Stratton
Louise Sullivan
Tallbridge Investments Corporation
Denise Taschereau
Amy Lynn Taylor and Bryce
Wasserleben
Andrew and Marianna Terrett
Terretta Holdings
Mike Thomas
Bronwen Thompson
Michelle Tice
Brooke Tupper
United World Cargo Limited
Shelagh Van Kempen
The Waterfront Limited Partnership
Wesley Van Winkel
Vector Engineering Services Ltd.
Suzanne Veuger
Christopher Vondetter
Brian Wallace and Susan Coffey
Conal and Heather Walsh
Trent and Emma Walsh
Coleen Weir
Wesbild Holdings Ltd.
West Vancouver Secondary School
Marie Whelan
Robert Wilds and Kaayla Wildor
Albertje Willems Smits
Joan and Edward Wilson
Nemelia Winckler
Alex Wong
Lisa and Bill Wrixon
Daniel Yasinski
David Young
Christie Young
Christy and Kevin Young

Thank you
TO OUR CHRISTMAS BUREAU SUPPORTERS

CHRISTMAS BUREAU IN-KIND \$500 +

Air Canada
Erin and Luke Alexander
Kim Allard
Amy and Richard Amantea
Brittany and Ryan Anderson
Andrea Arduini
Ian and Jan Ashdown
Sara Bailey and Sang Park
Michelle Baines
Barber Prosthetics Clinic
Andrew Bell
Andreea Beutel
Jarred Billesberger
Bole Apartments Ltd.
Leslie Bomford
Bonavista Management Ltd.
Jessica Bottiglieri
Lindsey Branch
Rebecca Brewer
The Bridge Church
Emma Brondgeest
Donald Brown
Kelly Brown
Nigel Brown
Teresa Budd
Erin Bulycz
Maya Butterfield
Kim Campbell
Janine Campbell
Stacy Carlson
Theresa Chambers
Michelle Chow
Lorena Christie
City Office REIT
Sue Collins
Sheila Colman

Columbus Farm Market
Contact Printing & Mailing BC Ltd.
Elsbeth Cooper
CPE Systems Inc.
Cressey Development Corporation
Cheryl and Graeme Currie
Shannon and Dave Dalby
Dan-EX Contracting Ltd.
Stephanie Daniels
Jose De Landa Robles
Mary de Vries
Bruce and Tere DiSensi
District of North Vancouver
Anna Donnelly
Kimberley Douglas
Earls Kitchen + Bar
Kathryn Edwards
Ryan Elliott and Rebecca Mudge Elliott
Will Erichson
Brian Eydt
Alexandra and Charles Feval



Thank you

TO OUR CHRISTMAS BUREAU SUPPORTERS

CHRISTMAS BUREAU IN-KIND con't \$500 +

Kim Ficocelli
Scott Fitzsimmons
Holly and Paul Flynn
Focus Physio and Wellness
David Foster
Julia Freeman
Timothy Gale
Kristen Goldsmith
Martin and Sarah Gouin
Maureen and Maurice Goulet
David and Amy Green
Green Core Consulting Ltd.
Sally Greenwood
Imogen Hadfield
Lisa Hammermeister
Paul Harbidge
Coryn and Paul Hemsley
Highlands Elementary School PAC
Denise Hitchborn
Justin Hui
Human-Kind
Irwin Park Elementary School (Grade 6's)
Laura Jackson
Matthew Casola, Kristy James,
Charlotte & Carter Gill
Verne Janzen
Amy Johnstone
Lisa Kershaw
KMB Consulting
James Kondopulos
Kuo Hua Trading Co Ltd.
Stephanie Levy
Andrea Linsley
Jennifer Longworth
Donna Lopez
Andrew Lyall

James Lynch and Laura Byrnes
Anne and Dan Mackie
Sarah MacKie
Mike MacKintosh
Sarah Masson
Tania and Brian Mayson
Jean McCorquodale and Marion
Harper-Treskan
Joan McKey
Colleen McLaren
Lori McPhail
Christine Megas
Leanne Menzies
Modo Yoga North Vancouver
Beverly and Robert Montgomery
Anamaria Morris
Heather Morrison
Christine Muckle
Maureen Munroe
Richard Murray
Thomas Murray
Catherine Mutala
North Shore News
Nutmeg Productions
Kelly Oberle
Obsession Bikes - James Wilson
Kelly Oswald
Patricia Parente
Navjit Parhar
Arna Parsons
Margaret Pearce
The Pejman Family
Ross Penhall
Kirstie Pirie and Curt Bernardi
Kathryn Player
Polyester Music Productions

Daniel and Mirjana Popescu
PSB Consulting Ltd.
Rarebit Press
Michelle Reid
REW
Lisa and Dave Richardson
Ann Marie Rideout
Patrick Robitaille
Roma Capital Corporation
Alison and Norman Sawers
Alison Schoenhardt
Michelle Shrigley
Jamie Silva
Bruce Spence and Shelley Staples
Farah Steen
Gaylean and David Sutcliffe
Tanner Wilson Design Inc.
Lara Taylor
Ria Terins
David and Sonja Terretta
Sultan and Kumel Thiara
Adrian and Kirsty Thompson
Gail Thompson
Time Out Source For Sports
Jeremy and Sylvie Trigg
Pauline Ursic
Vancouver's North Shore Tourism
Association
Vanessa Miller Personal Real Estate
Corporation
Lesley Vassos
Velle's Furniture Ltd.
Voskos Automation
Nola and Taylor Weiss
Leslie White
White Crow Communications Inc.

Kathleen and John Whyte
Jeff Wiebe
Lucy Williams
Windsor Meats
Lisa Wolverton
David Wong
Janet Woodruff
Rachel Wyles
Wylie Development
Corporation
Simon Yannopoulos
Andrea Zimmermann
1.618 VFX

This year the need was 20% higher in our community and together we made Christmas possible for 2,500 North Shore neighbours.



*These lists reflect the different contribution levels of \$500 or more made between April 1, 2020 and March 31, 2021. We trust that we have listed all donors appropriately, but we sincerely apologize for any errors or omissions. Should we have misspelled or missed anyone, please contact **Lucy Isham-Turner**, Director of Development, at 778.870.6793.*

Fundraisers THAT BROUGHT US TOGETHER AND MADE A DIFFERENCE

While we couldn't come together at events this year, it didn't stop our committees from finding fun, new ways to continue raising funds for our community.

We certainly missed getting together in person at our seasonal events, and while you weren't all in the same room, you continued to share your unwavering passion, commitment, and dedication to raising money for our vulnerable North Shore neighbours.

Our volunteer committees helped us to ensure support was available to those who needed it most. From assembling 'Happy Hour' baskets sponsored by the Fuller Family, Beach House Restaurant, and Earls Kitchen + Bar, to baking and delivering beautiful homemade cookies in lieu of our annual brunch toy drive, to raising funds for a Winter Family Ball that couldn't happen, these volunteers found creative ways to continue their fundraising.

Thank you to our committees, many who have been organizing our events year after year, and who were so quick to respond and show up for our community in new and different ways this year.



Christmas at Beach House

With special thanks to co-chairs Janice O'Sullivan and Monica Soprovich, and to the committee: Karen Bruk, Nancy Chapman, Wendy Currie, Jill Drever, Susan Green, Coryn Hemsley, Carlota Lee, Cindy Pasco, Mirjana Popescu, Lisa Stout, Colleen Weir, and Christy Young.



Winter Family Ball

With special thanks to the committee: Emily Brine, Diana Cowden, Kylie Dickson, Allison Gibault, Eugenia Gorkowa, Kim Larsen Mellor, Carly Monahan, Kirsten Pejman, Danielle Russell, Tony Scott, and Jennifer Harper Uncao.



Toy Drive Brunch

With special thanks to chair Christina Rowntree, and to the committee: Lorena Angus, Susan Cressey, Dierdre Ert, Debra Jappy, Barb Lunter, Andrea McDonald, Beth Rowntree, Debbie Smith, and Linda Wolverton.

Thanks to you

we were able to continue to listen and respond to the needs of our community.

“ When asked why I volunteer for Family Services of the North Shore, the answer is easy: because our community needs help. With so many people struggling and suffering, I am thankful for those who work tirelessly to help individuals, families, and ultimately our community. I feel very fortunate to be able to contribute in some small way.

– Janice O'Sullivan, Co-chair of the Christmas at Beach House Committee



Christmas at Beach House Committee putting together 'Happy Hour' baskets.

Thank you TO OUR COMMUNITY FOR RAISING FUNDS IN NEW AND CREATIVE WAYS



- Alison Sawers and the Helping Hearts team
- Beach House Restaurant and the Fuller Family
- BlueShore Financial and Staff
- Bridge Brewing Company
- Caffè Artigiano
- Deep Cove Brewers and Distillers
- Diane Rolston
- North Shore RBC Mortgage Specialists
- OPEX Northshore
- Upper Lonsdale Preschool and Silver Bullet Shredding
- Western Stevedoring
- White Spot Restaurants

Helping Hearts Team

Throughout the pandemic, our incredible volunteer team sewed, painted, and sold handmade hearts to support our most vulnerable community members with grocery delivery. A heartfelt thanks to Alison Sawers, Michelle Baines and the Helping Hearts volunteer team!

Thank you

for raising funds in imaginative ways to support vulnerable families, individuals, and seniors in our community. If you are interested in fundraising to support Family Services of the North Shore, please visit our website or contact **Regan Scott**, Development Coordinator at (778) 886-5961.

“ I am very grateful for Family Services of the North Shore. Grateful that I can trust them to make the best decisions on how to use my donation to help the most vulnerable. Grateful that they are there to support the most vulnerable. Every one of us is vulnerable at some time. I am grateful that at this time in my life, I am in a position to help.

- Christina Rowntree, Chair of the Toy Drive Brunch Committee

These creative fundraising ideas raised over **\$200,000** for our neighbours in need.

Thank you TO OUR VOLUNTEERS

Our volunteers play an integral role in helping us carry out our mission. This already-mighty team grew over 50% this year – to 600+ engaged and active people who contributed more than 13,000 combined hours. They listen and respond to the needs of our North Shore community and understand how to mobilize support. When the pandemic sent us into isolation last March, our volunteers showed up immediately, knowing our neighbours would need us. Since then, they have made more than 13,000 caring phone calls to check in on isolated seniors and families in need, delivered meals and groceries, and provided vital connections.

“ We thank you from the bottom of our hearts for your incredible dedication, always, and in particular this past year. Your commitment to the community we live in fills our hearts and inspires me every day.

- Julia Staub-French,
Executive Director



6,500+

North Shore neighbours fed from delivered meals or groceries.



Volunteers at the Christmas Bureau



13,000+

caring phone calls made by volunteers to isolated seniors and families in need.

MESSAGE FROM THE BOARD TREASURER

I am pleased to report that Family Services of the North Shore ("Agency"), and Family Services of the North Shore Foundation ("Foundation") continued to maintain strong financial positions this year. A secure financial base enabled the Agency to react quickly to the pandemic; creating new programs and ensuring existing programs and services remained accessible by phone, over online platforms, and in person in compliance with provincial health regulations.

We are incredibly thankful for the financial support we received from our donors and partners. We are grateful for the continued support from the Province of British Columbia, the Government of Canada, the City of North Vancouver, the District of North Vancouver, the District of West Vancouver, and the United Way of the Lower Mainland.

Total Agency revenues were higher than the budget, highlighted by an approximately \$521,000 increase in fundraising, donations, and one-time COVID-19 support from government, foundations, and other donors. Government contract amounts decreased reflecting the conclusion of the three-year Allies in Aging Program funded by the Government of Canada. The Province of B.C. continued to support our programs, including additional funding for recruitment and retention. COVID-19 restrictions on in-person events and meetings impacted programs and fundraising targets. As a result, strategic decisions were made early in the pandemic to reduce costs with total expenses declining by \$344,000 under budget. The Foundation's fundraising and investment activities were able to generate sufficient revenues to support the Agency's requirements with approximately \$258,000 transferred to the


Agency, which was significantly less than the budgeted amount of approximately \$1.2 million.

The Foundation successfully raised approximately \$1.1 million through generous donations and grants from many individuals, corporations, and foundations. This was achieved despite the cancellation of our signature fundraising events such as Beer by the Pier and Winter Family Ball due to public health orders. The continued support of our donors helped us to continue serving those in our community who needed us the most through our innovative programs.

Our investments, consisting of term deposits and investment funds held at the Vancouver Foundation, had a market value of approximately \$4.2 million as of March 31, 2021, (as compared to \$3.8 million at the same time last year). These investments generate immediate and ongoing distributions in support of our programs and will be utilized over the coming years to provide liquidity and support our Strategic Plan initiatives.

We are cautiously optimistic heading into next year. Our focus is on providing the programs and services our community needs over the next few years. We have set a 2021-22 budget that increases staffing levels in order to expand mental health services, support for parents, caregivers, and programming for vulnerable families. We are in a strong financial position because of your generosity and partnership over the last few years. We know with your continued commitment we can meet this ongoing challenge together.

Azim Lalani
Board Treasurer



“ Family Services of the North Shore listened to our community throughout the pandemic and offered services tailored to the needs of the moment. The impacts of those caring connections will be felt for years to come.

- Bowinn Ma,
MLA North Vancouver-Lonsdale and
Minister of State for Infrastructure

With thanks

to our government funders

City of North Vancouver
District of North Vancouver
District of West Vancouver
Government of Canada
Province of British Columbia:

- Ministry of Children and Family Development
- Ministry of Public Safety & Solicitor General
- Provincial Health Services Authority
- Community Action Initiative

2020 - 2021 FINANCIALS (FOR THE YEAR ENDED MARCH 31ST)

FAMILY SERVICES OF THE NORTH SHORE

REVENUES:	2021	2020
Government Contracts	\$2,408,260	\$2,675,129
Fundraising, Donations and Grants	1,356,413	835,019
Investment and Other Income	144,951	133,237
Client Fees	49,343	119,638
TOTAL REVENUES	\$3,958,967	\$3,763,023
EXPENSES:		
Salaries and Benefits	2,878,632	2,876,433
Transfers to Other Agencies	640,366	885,039
Premises	247,020	236,870
Office and Sundry	162,854	187,181
Program	127,316	147,753
Amortization	68,136	65,911
Promotion and Communication	63,559	83,608
Staff Development	15,075	37,135
Consulting Fees	14,543	103,014
TOTAL EXPENSES	\$4,217,501	\$4,640,417
OPERATING DEFICIT	(258,534)	(877,394)
Operating Transfer from FSNS Foundation	258,887	877,301
Gain/(Loss) on Investments	(353)	93
EXCESS OF REVENUES OVER EXPENSES	\$ -	\$ -

FAMILY SERVICES OF THE NORTH SHORE FOUNDATION

REVENUES:	2021	2020
Donations	\$888,000	\$370,609
Special Events and Campaigns	209,546	586,906
Investment Income	139,999	143,103
TOTAL REVENUES	\$1,237,545	\$1,100,618
EXPENSES:		
Salaries and Benefits	185,820	185,820
Office and Sundry	18,908	18,757
Special Event and Campaign Costs	7,876	204,137
TOTAL EXPENSES	\$212,604	\$408,714
SURPLUS AVAILABLE FOR FSNS	1,024,941	691,904
Operating Transfer to FSNS	(258,887)	(877,301)
Gain/(Loss) on Investments	551,331	(300,089)
EXCESS OF REVENUES OVER EXPENSES	\$1,317,385	\$(485,486)

Audit performed by Rolfe, Benson LLP Chartered Professional Accountants, Vancouver, BC. Complete audited financial statements available on request.

We are deeply appreciative of our long-standing partnerships with all levels of government and acknowledge the financial support they provided over the last year.



Volunteer with us

We're always eager to find volunteers for our wide range of programs and services – and *everyone* is welcome. If you are interested in joining us please contact **Michele Varley** at varley@familyservices.bc.ca or call (604) 984-9627.

Support us

We'd love to hear from you! If you are interested in supporting our programs and services, please contact **Lucy Isham-Turner** at isham-turner@familyservices.bc.ca or call (778) 870-6793.

Connect with us

To join our monthly giving circle or to fundraise for Family Services of the North Shore, please contact **Regan Scott**, at rscott@familyservices.bc.ca or call (778) 886-5961.

Have you moved?

To help us minimize postage and printing costs and ensure we have your most current information, please contact **Regan Scott** at rscott@familyservices.bc.ca or call (778) 886-5961 to make any updates.

We respectfully acknowledge that the services we provide are on the traditional and unceded homelands of the Coast Salish peoples, including the x^wməθk^wəy^əm (Musqueam), Sk̓wx̓wú7mesh (Squamish), and səłilwətaʔ (Tsleil-Waututh) Nations.

Family Services of the North Shore acknowledges the contribution of the Government of Canada, the Province of British Columbia, the City of North Vancouver, District of North Vancouver, and the District of West Vancouver.

