



2023

Impact Report

FAMILY SERVICES OF THE NORTH SHORE

*Changing lives
together*



NOTE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Hope is one of the world’s most powerful words. Across cultures and languages, it’s a light that permeates even the darkest clouds. Here at the Agency, we feel a renewed sense of hope after several challenging years for our community.

The source of that hope is clear: our incredible staff and volunteers. Your dedication is both humbling and inspiring. It fills us with pride.

In the past year, volunteer-led teams worked tirelessly to establish our Community Hub at Capilano Mall. This formerly empty space is now a warm and welcoming home for the Christmas Bureau, Caring Connections, and Community Connect events. If you haven’t visited the Hub yet, we encourage you to drop in and connect with your neighbours.

Our staff supported more children, youth, families, and individuals than ever before. Across all Agency programs, these teams demonstrate what it means to provide exceptional care. We never take your commitment, or your abilities, for granted.

To our donors and community partners, thank you. Your unwavering generosity ensures our services remain accessible to those who need us most. Together, we are helping people right when the pain sets in, which is when we can have the biggest impact. Never doubt that your support is changing lives.

We also continue to strengthen our own foundation. You’ll read how we’ve re-calibrated our Strategic Plan to navigate the next five years, and how we’re focusing on those who care for others – and whose lives are most at risk.

There is significant work ahead, but we’re ready. We’re grateful and deeply moved by our community. Most importantly, we’re hopeful – and we know you are, too. Let’s dig in and *make a difference together*



Nancy Adie-MacKay
Board President

Nancy Adie-MacKay



Julia Staub-French
Executive Director

Julia Staub-French



We are very grateful to have a new location at the Community Hub and even more thankful for the team and volunteers who have turned it into a home.

- Nancy Adie-MacKay,
Board President

2022 /2023
Agency & Foundation Board

Nancy Adie-MacKay
President, Agency Board
Director, Foundation Board

Brian O’Neill
Vice President, Agency & Foundation Boards

Azim Lalani
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Director, Agency Board

Bob Yau
Director, Agency Board

OUR IMPACT

Counselling and Support Services

Our Counselling and Support team provided expert clinical services to children, youth, and adults who reached out to us for help when there was nowhere else to turn. We are seeing the long-term impacts of Covid through the eyes of worried parents and anxious teens. We have dedicated additional resources to ending the cycle of abuse and trauma for women and children. We provided services in 10 languages at low or no cost ensuring everyone has equal access to a future they deserve.

We have expanded our services to support even more struggling families.

- We served 61 more children and youth over last year
- 80% of our youngest clients are feeling better now
- We served 79 more women impacted by trauma and abuse over last year
- 85% of parents feel they can cope better with the stresses in their lives
- We have supported 140 people in our Sexual Assault Response Program

Our community reaches out for help for many reasons.

- Anxiety and depression
- Controlling and abusive relationships
- Children struggling at school / friendships
- Eating disorders
- Child physical and sexual abuse
- Parent / child conflicts
- Divorce and separation
- Grief and loss
- Post traumatic stress disorder
- Parenting support

Woman, Life, Freedom

On September 13, 2022, a 22-year-old Iranian Kurdish woman, Zhina (Mahsa) Amini, was arrested in Tehran by Iran's "morality" police. She was violently beaten while in custody and died three days later. The death of Mahsa Amini sparked a nationwide protest, mostly led by Iranian women, called "Women, Life, Freedom," in which hundreds more have been killed, and thousands have been imprisoned. These recent and ongoing traumatic events in Iran have significantly affected our clients, staff, and our community.

We responded quickly to support our staff internally and then began to reach out to our community to ensure they were supported. This included:

- **Supporting our partners** at Impact North Shore (formerly North Shore Multicultural Society) with a three-hour workshop to provide trauma informed information on the impact of this event on service providers
- **Facilitating two workshops** at the North Vancouver City Library for community members who were experiencing their own trauma, guilt and anger over the events
- **Providing** ongoing individual counselling and support for women reliving their own traumatic experiences

“Through years of living on the North Shore, I have always been fascinated by Family Services of the North Shore’s diverse programs, the Agency’s culturally sensitive lens approaching mental health, and the accessible programs offered to the community in different languages. I have the privilege of giving back to my community while experiencing a work environment that is culturally sensitive, friendly, warm, and supportive.

- Counselling staff member

85%

of parents feel they can cope better with the stresses in their lives.



“We appreciate the help of our counsellor so much. It has made such a huge difference in our lives. We wouldn’t be doing as well as we are without their help.

80%

of our youngest clients are feeling better now.



We will continue to provide support to all of our community members whose lives have been impacted by traumatic events.



OUR IMPACT

Thrive Family Programs

Our Thrive Family Programs gave 2,178 parents and caregivers the support, connections and confidence they need to raise strong and resilient kids, while ensuring parents had the basics like diapers, formula, clothing and food.

We are meeting the needs of parents who feel isolated and alone.

- Visits to Maplewood and West Vancouver locations are up 166%
- We welcomed 66% more parents and caregivers this year
- We launched Babynastics and Baby Basics to expand support for infants and new parents
- We expanded Alexa's Exchange Room and food cupboard so all parents have the basics they need regardless of their financial circumstances

“ I really love the open and inclusive environment this program creates. I am grateful to have a judgement-free space to let my child independently explore and learn while I get to feel supported and accepted.
- Thrive parent



97%

of parents told us the program is welcoming to diverse groups of people in our community.

Jessie's Legacy Eating Disorders Prevention Program

We believe that a healthy body image and resilient sense of self are keys to preventing eating disorders. We believe your weight is not your worth. Jessie's Legacy provides resources, information and support for youth, parents, educators and professionals across the province – visit www.jessieslegacy.com for detailed information.

PROUD2BE

When LGBTQ2S+ children and youth are supported within their families, schools, and communities they feel whole and can imagine a complete life ahead of them. Over 375 people attended our PROUD2BE support groups, gatherings, and educational events this year.

“ Our team trusts and relies upon the clinicians in the PROUD2BE program to offer sound support and information to the parents and youth we regularly refer to their services. We are grateful for the work of Family Services of the North Shore.
- Daniel L. Metzger, MD. Pediatric Endocrinologist, BC Children's Hospital



“ This has given me an added understanding and hope. I will be more confident that giving my trans youth autonomy and trust will support them in making the decisions that are right for them.



88%
more seniors supported than last year.

Seniors and Caregivers Connect

Our Seniors and Caregivers Connect program supported 182 seniors and 233 caregivers by providing support, connection, and resources to those caring for older adults who live at home. We also provided end of life and grief support for those with life-limiting or chronic illness, or those grieving the death of a loved one.

Volunteers are supporting more seniors and caregivers this year.

- 108% more caregivers than last year
- 88% more seniors than last year

“ The most helpful part of attending the Caregivers Support Group is listening to others, and what they go through caretaking for their loved ones. It helps give me perspective and appreciation for all the good things.

Community Hub

Our Family Services of the North Shore Community Hub at Capilano Mall was established this year and provides accessible support through our volunteer led programs including the Christmas Bureau, Caring Connections, and Community Connect events. The Community Hub is where over 500 volunteers come together to help over 2,700 individuals, seniors, and families who need a caring voice, food, meals, clothing, and the basic supports to get through hard times.

Your neighbours are here at the Community Hub.

- 230 new families helped at the Christmas Bureau
- 940 children received gifts and toys
- 12,921 caring calls made to seniors and families
- 1,169 bags of groceries delivered to families
- 2,578 meals delivered to seniors

Volunteer making caring phone calls.



“ Thank you for all the wonderful work that you do for families on the North Shore. I'm filled with gratitude. I'm now at a place where my spot should be best given to another family in need of Christmas magic. The last two years of sponsorship has made such a huge impact on my kids' lives. Two dark years, where your team filled it with light, and I'll be forever grateful.



Thank you

TO OUR DONORS

LEADERSHIP CIRCLE \$50,000 +

Anonymous
Anne Carlile and Scotty Grubb
Anne-Marie and Peter Kains
The Leone Carey Carlile Alter Ego Trust
Robin Pascoe and Rodney Briggs
RBC Foundation

HEART AND SOUL \$25,000 +

Cause We Care Foundation
Djavad Mowafaghian Foundation
Northshore Auto Mall
The Tait Family
West Vancouver Community Foundation
The Wheelbarrow Fund

GIVING CIRCLE \$10,000 - \$24,999

Anonymous
Nancy Adie-MacKay and Alex MacKay
BlueShore Financial
Capilano Suspension Bridge Park
Nancy and David Chapman
Connaught Retail Limited Partnership
Darwin Properties Ltd.
DLO Move Support Services Ltd.
Fernwood Foundation
Hollyburn Country Club
The Houssian Foundation
Hunter Family Foundation Fund,
held at Vancouver Foundation
Jim Pattison Developments Ltd.
Joan Jones
Krogseth Foundation
Lakes, Whyte LLP
Neptune Bulk Terminals (Canada) Ltd.
Nicola Wealth
Relling Family Foundation
SEASPAN ULC
The Walsh and Mackay Families
Meredith Weir and Ray Stewart
Wheaton Precious Metals Corp.
The Young Foundation
Natalie Zigarlick and Allen Lynch

Look at all the ways you
have made a difference:

- Making a financial donation
- Committing to a monthly donation
- Leaving a gift in a will
- Hosting a fundraiser
- Giving corporately
- Volunteering
- Attending our events
- Donating items such as clothes and toys

Thank you for being with us and
making a difference in our community.
We are

changing lives together

Because of you we can be there
when we are needed most.
For this we are

grateful

Thank you

TO OUR DONORS

PLATINUM

\$5,000 - \$9,999

Anonymous
Janice Blocka and Peter Barnes
Capilano Lodge #164
Chubb Insurance Company of Canada
Heather and Horst Duess
Empty Stocking Fund
Fograscher Family Fund
John and Arthur Geeling
Headwater Living Inc.
Hollyburn Country Club
Ruth and P.A. Hume
Mount Seymour Lions Club
North Shore Community Foundation
The Old Spaghetti Factory Canada Ltd.
Alison Parry and Steeve Routhier
Dorothy Sanders
TD Bank Group
Toby's Social Pub, Andrew and Rola Priatel
Robert and Lorraine Travers

Whether you have been
a supporter for 30 years or
joined us recently, you are
making a

difference

GOLD

\$2,500 - \$4,999

Andrew Mahon Foundation
Ian and Jan Ashdown
Sue and Bob Bauman
Ludwig Baumer
CBS Giving Group BlueShore Financial
CIBC
City Wide Mortgage Services
Dr. Jordan Millar Inc.
Gregory and Susan Fauquier
Fiera Capital Foundation
Bill and Betty Fox
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Malcolm and Janice Hunter
Ledcor Industries Inc.
Marlene Lougheed
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Cindy Meyer
Vern Milani
Park Shore BMW
Pembina Pipeline Corporation
Don Piercy
Travis and Crystal Prystai
Zelma Rebmann-Huber
The ScotiaMcLeod Charitable Foundation
Scott Dempster Personal Real Estate Corporation
Evan and Tara Sherman
S-P International
Cornelis Van Der Werff
Sharyn Webber
Chris Wren
Bob Yau

CORPORATE SPONSORS

Beach House Restaurant
Capilano Suspension Bridge Park
City Wide Mortgage Services
Darwin Properties Ltd.
DLO Move Support Services Ltd.
Dekker Hewett Group at Canaccord Genuity Corporation
The Fuller Family
Headwater Living Inc.
KPMG
Lakes, Whyte LLP
Northshore Auto Mall
The Old Spaghetti Factory Canada Ltd.
OWL Realty
Park Shore BMW
RBC
SEASPAN ULC
TD Bank Group
Toby's Social Pub
Wheaton Precious Metals Corp.



We thank all 2,100+ donors for their generous support last year. To view donors in all of our categories, including Silver, Bronze, and In-Kind \$500+ who also gave between April 1, 2022 and March 31, 2023, please visit:

www.familyservices.bc.ca/our-supporters

Thank you

TO OUR CREATIVE FUNDRAISERS

- BlueShore Financial's 'Double Your Impact' Campaign
- The Caring Schools Team
- Finning Price Team
- Ginger Jar Furniture
- The Helping Hearts Team
- Hollyburn Country Club's Women's Tennis Club
- North Shore Basketball Club
- North Shore Girls Soccer Club
- North Shore Winter Club
- Innovative Fitness West Vancouver's 'Train the Trainer' Event
- RBC Gift Card Campaign
- Reckless Shipyards: eBikes, Skis & More!
- Strength Connected
- West Vancouver Community Foundation's 'Give Where You Live' Campaign

\$95,000+

was raised through creative fundraising ideas to support our North Shore neighbours in need.



Interested in fundraising to support Family Services of the North Shore? Visit our website.

Fundraisers THAT BROUGHT US TOGETHER

Thank you for raising funds in new and creative ways.



Beer by the Pier

Beer by the Pier was back with a splash this year raising funds to support children and youth in our community. Thank you to co-chairs Brian O'Neill and Leigh Stratton, and the committee: Rebecca Brewer, Allison Gibault, Jennifer Harper Uncao, Channele Stollery, Justin Szott, Tony Valente, and Beck Williams.

Toy Drive Brunch

The Toy Drive Brunch Committee has been coming together for over 25 years to provide toys and gifts to the Christmas Bureau. Thank you to chair Christina Rowntree, and to the committee: Lorena Angus, Susan Cressey, Dierdre Ert, Barb Lunter, Beth Rowntree, Debbie Smith, Linda Wolverton.



Christmas at the Beach House

Our community gathered again at the Beach House Restaurant in support of the Christmas Bureau! Thank you to the Fuller Family, Beach House Restaurant, Air Canada Foundation, and our Community Partner RBC. Thank you to co-chairs Janice O'Sullivan and Monica Soprovich, and to the committee: Karen Bruk, Nancy Chapman, Lisa Devine, Jill Drever, Susan Green, Coryn Hemsley, Cindy Pasco, Coleen Weir, Christy Young.



Thank you

TO OUR CORPORATE PARTNERS

With your help, we will continue to respond to the needs of our community.

The meaningful ways our corporate partners have supported us:

- Philanthropic Giving
- Event Sponsorship
- Team Volunteering
- Hosting Fundraisers
- Collecting Donations

RBC helping us provide children and youth with critical counselling support.



KPMG supporting our meal and grocery delivery program.



The Great Canadian Landscaping Company keeping our gardens maintained so families can enjoy them all year round!

Thank you TO OUR VOLUNTEERS

“ The long-term impacts of the pandemic are not fully known yet but we can see some of the challenges every day in our clients, staff and volunteers. We have been isolated from each other and it has been hard. The Community Hub is a place we all need. A place to feel safe, connect with others, and be seen by each other.

- Julia Staub-French, Executive Director



Volunteers gathering at our Community Hub to celebrate!

Volunteer Beer by the Pier event chairs. Photo credit: Carrie Marshall.



Community Pop-up volunteers raising funds for our Christmas Bureau program.



Volunteer Board Treasurer and Board President at our 2022 Annual General Meeting. Photo credit: Carrie Marshall.



Community Connect days supported by our volunteer team.



Thrive Family Programs volunteer preparing food at Thrive Maplewood.



Volunteer making caring phone calls at the Community Hub.



Volunteers greeting donors delivering toys at our Toy Drive at the Northshore Auto Mall.

THE WAY *forward*

Deeper impact. Focused priorities

Over the past year, we spent many hours assessing our efforts, while looking ahead to the future. The Agency is growing quickly to meet the needs of our community. Yet, our goal is to have a bigger impact – not simply to get bigger.

Our previous Strategic Plan set us on the right track. It was a clear guide through a challenging period. Now, we've created a refined plan for the next five years. We're focusing on systemic inequities, mental health, and the challenges facing families of all shapes and sizes. When we help parents, for example, we can change their children's lives forever.

To be clear, our programs and services are for everyone – and when we help our most vulnerable neighbours, it strengthens our entire community.

This is the way forward.



Our strategic approach

Support when it matters most

We focus on supporting people when their challenges and struggles begin. This is the time when a little help can make all the difference.

Support for those who care for others and those whose lives are most at risk

We focus on people who are responsible for others and whose lives directly affect others, such as parents and caregivers. We also focus on people affected by systemic inequities, trauma, and abuse. We care about all people equally, but our time, energy, and resources aren't unlimited. Our efforts need to ripple out and shape as many lives as possible.

Our strategic priorities

When we understand what this approach looks like, in our Agency and across the community, it sharpens our focus. We've distilled our strategy into five concrete priorities that guide our work and our decisions, each and every day.

1. Facilitate strong, caring, and meaningful connections between people throughout our community

We all have a fundamental, human need to belong. We all need to be connected to others and to be part of a welcoming community. Together, we aim to foster healthy, meaningful, safe, and vibrant connections between people.

2. Create new and timely ways of responding to the needs of children, youth, and families

People are often most vulnerable when challenges first set in. This is when we want to help families, especially those who are isolated, marginalized, or who have experienced trauma.

3. Expand our range of approaches to counselling and trauma-informed services

Mental health issues tend to flow outward. They affect the person experiencing these challenges, those in their care, and those whose lives they influence. We will focus on people experiencing abuse and trauma.

4. Deepen our commitment to diversity, equity, inclusion, and reconciliation

We will focus on serving people having negative racialized experiences and expand our ability to serve LGBTQ2S+ communities. We'll do both internal and external work on anti-racism, inclusion, equity, and reconciliation.

5. Strengthen the care, support, and development of our staff and volunteers

We are deeply invested in our staff, and their health and development. We will nurture a culture of wellness for staff and volunteers by providing a safe, inclusive workplace where people can use their voice, power, aptitudes, and leadership.

To read the full Strategic Plan,
please visit our website at
www.familyservices.bc.ca

MESSAGE FROM THE BOARD TREASURER

I am pleased to report that Family Services of the North Shore (the “Agency”), and Family Services of the North Shore Foundation (the “Foundation”) maintained a strong financial position this year. A secure financial base enabled the Agency to ensure existing programs and services remained accessible.

We are 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 United Way British Columbia.

Total Agency revenues were approximately \$751,000 higher than last year, which reflects a larger contribution from the Foundation to the Agency, offset by lower donations, grants, and foundation revenues. The Province of B.C. continued to support our programs by providing funding for staff recruitment and retention. A strategic decision was made at the start of the year to increase staffing and expand program offerings resulting in higher salaries and wages, and programming expenses. The Foundation’s fundraising activities coupled with increased investment income generated higher revenues to support the Agency’s activities with an approximately \$1.8 million cash transfer to the Agency, which was greater than last year’s transfer of approximately \$1.0 million.

The Foundation successfully raised approximately \$1.5 million through generous donations and grants from individuals, corporations, and foundations. Two of our signature events, Beer by the Pier and Christmas at the Beach House, both returned as in-person gatherings and produced tremendous results. The continued support of our donors helped us to serve those in our community who needed us the most.

Our investments, consisting of term deposits and investment funds held at the Vancouver Foundation, had a market value of approximately \$4.7 million as of March 31, 2023, (as compared to \$4.4 million at the same time last year). These investments generate immediate and ongoing distributions in support of our programs and will continue to be utilized over the coming years to provide liquidity and support our Strategic Plan.

We are optimistic heading into next year and are focused on providing the programs and services our community needs now and over the years to come. We are excited to implement Year One initiatives of our Strategic Plan. and have set a 2023-24 budget that maintains staffing levels to provide mental health services, support seniors, parents and caregivers, and programming for vulnerable families. We continue to remain in a strong financial position because of your generosity and partnerships. Collectively, we can meet our community’s ongoing challenges together.

Azim Lalani, CPA (CA), CBV
Board Treasurer

Thank you
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
United Way British Columbia

2022 - 2023 FINANCIALS (FOR THE YEAR ENDED MARCH 31ST)

FAMILY SERVICES OF THE NORTH SHORE

REVENUES:	2023	2022
Government Contracts	\$2,485,724	\$2,470,880
Contributions from FSNS Foundation	1,781,487	991,920
Fundraising, Donations and Grants	1,055,029	1,172,529
Client Fees	145,355	115,425
Investment and Other Income	123,622	89,498
TOTAL REVENUES	5,591,217	\$4,840,252
EXPENSES:		
Salaries and Benefits	3,799,411	3,285,378
Transfers to Other Agencies	682,705	679,538
Premises	317,209	259,381
Office and Sundry	303,718	214,934
Program	277,878	185,656
Amortization	76,067	71,560
Promotion and Communication	57,006	74,257
Consulting Fees	51,992	56,291
Staff Development	22,764	21,510
TOTAL EXPENSES	\$5,588,750	\$4,848,505
OPERATING SURPLUS (DEFICIT)	2,467	(8,253)
(Loss) Gain on Investments	(2,467)	8,253
EXCESS OF REVENUES OVER EXPENSES	\$ -	\$ -

FAMILY SERVICES OF THE NORTH SHORE FOUNDATION

REVENUES:	2023	2022
Donations	\$886,809	\$1,113,914
Special Events and Campaigns	629,727	98,854
Investment Income	185,631	130,517
TOTAL REVENUES	\$1,702,167	\$1,343,285
EXPENSES:		
Contributions to FSNS	1,781,487	991,920
Salaries and Benefits	125,000	125,000
Special Event and Campaign Costs	70,122	26,659
Office and Sundry	26,941	18,915
TOTAL EXPENSES	\$2,003,550	\$1,162,494
OPERATING (DEFICIT) SURPLUS	(301,383)	180,791
(Loss) Gain on Investments	(97,612)	46,668
(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES	\$(398,995)	\$227,459

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



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

We'd be happy to show you what we do. Please contact **Amy Lynn Taylor** at taylor@familyservices.bc.ca or call (778) 886-2501.



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.



**Family
Services**
NORTH SHORE
Changing lives together

We respectfully acknowledge that the services we provide are on the traditional and unceded homelands of the Coast Salish peoples, including the x̱məθkʷəy̱əm (Musqueam), Sk̓wx̓wú7mesh (Squamish), and səɫilwətaʔ (Tsleil-Waututh) Nations.

www.familyservices.bc.ca



@FamilyServicesoftheNorthShore



@FSNorthShore



@FSNorthShore

Suite 203 – 1111 Lonsdale Avenue, North Vancouver, BC V7M 2H4 (604) 988-5281

Charitable Registration Numbers: FSNS Foundation 864745575RR0001 * FSNS 119061240RR0001