



*Changing lives  
together*

2024

Impact Report

FAMILY SERVICES OF THE NORTH SHORE



## NOTE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

As we reflect on the last year, we know it's easy to feel a certain level of despair and hopelessness. We see a lot of pain and trauma around us, both in our community and in the world at large. Rather than feeling overwhelmed, we are filled with hope and inspiration from the people who are committed to making change and generously provide their time, energy, and talents to reduce suffering and increase support. Thank you to everyone who helps to make the Agency a stable and caring presence for those in our community, and across the province, who need us most.

The word "hope" is both a verb and a noun. As a verb, it means "to wish for something to happen." This is our idealism. As a noun, it means "the feeling of trust, confidence, belief, or expectation that something will happen." This is our competence. At Family Services of the North Shore, we practice hope as a verb and as a noun, which is our advantage – and our privilege.

**Together, we are making real and lasting change. We have exceptional volunteers and committed donors and funders; nothing happens without your collective, unwavering support. We have excellent partners, who share our values and inspire us to raise the bar.**

*Thank you.*

We have a Strategic Plan that serves as our North Star, guiding us to support people right when their struggles begin. We know this is the time when even a little help can make all the difference. We also focus on people who are responsible for others, and whose lives directly affect others, such as parents and caregivers. When we help parents, we know it will change their children's lives forever.

Over the past year, we made remarkable progress on our strategic priorities, including expanded programming for new parents at our Thrive Family Centres, and we'll soon add Thrive drop-in programs at our Community Hub in Capilano Mall. We created Connect Days at the Hub,

which provide food, clothing, essentials, resources, and connection to low-income families.

We were also excited to launch Embody, which represents the next chapter in the story of Jessie's Legacy. The new program name and visual identity reflect a renewed focus on preventing serious eating or self-esteem issues among BC children and youth.

To address the growing demand, we expanded our grief support groups. We continued our PROUD2BE programming for LGBTQ2S+ children, youth, and families, with plans for an in-person, province-wide event later this year. As we work to create our Clinical Training Centre, we've added more intern counsellors and expanded supports for women and children affected by violence.

Our commitment to support women and children affected by violence also led us to create the first-annual Bubbles & Brunch event launching in spring 2024. We thank a committee of incredible volunteers, who refuse to stand by and let women suffer alone, for bringing this idea to life.

We're proud of these accomplishments, yet we know the need is both deep and expansive. Please stay with us on this journey. Together, we can bring lasting change to the most vulnerable people in our community.



**Nancy Adie-MacKay**  
Board President



**Julia Staub-French**  
Executive Director



“ Our commitment to support women and children affected by violence also led us to create the first-annual Bubbles & Brunch event launched in spring 2024. We thank a committee of incredible volunteers, who refuse to stand by and let women suffer alone, for bringing this idea to life.

- Nancy Adie-MacKay,  
Board President

## 2023 / 2024 Agency & Foundation Board

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

**Brian O'Neill**  
Vice President, Agency & Foundation Boards

**Alison Parry**  
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Director, Agency Board

**Bob Yau**  
Director, Agency Board

# OUR IMPACT

## Thrive Family Programs

Thrive Family Programs were in high demand this year with 798 more parents and caregivers visiting 14,411 times this year. Our Babynastics sessions for infants helped moms connect and feel less alone. Our weekend Pancakes and Play sessions helped dads bond with their children and feel more confident. We continue to make sure all parents have the basics like diapers, formula, clothing and food from our Alexa's Exchange Room.

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

- 37% more parents and caregivers visited Thrive Family Programs.
- New for September 2024! We are opening a new Thrive Family Centre at our Family Services of the North Shore Community Hub so we can support more parents.

“ I love this program! Great place to come and meet with other moms, talk and not feel so alone. Staff is always so kind and friendly, checking in and asking how we are.  
- Thrive parent

# 37%

more parents and caregivers visited Thrive Family Programs.

## 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. This year 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 are having an impact on women, children, and families.

- 81% of women now know that abuse is about power and control.
- 73% of clients report that they are better able to cope with the stresses in their lives.
- We added a counsellor to work with parents who are impacted by violence and abuse.
- We expanded our Clinical Training Center and provided 1,422 sessions for \$25 or less. We are very proud of our six master's level interns who provided excellent services!

“ I believe in myself again. I have hope for my life and am positive about my future.



3,046  
people were  
helped through our  
Community Hub  
Programs.

## Community Hub

Our Family Services of the North Shore Community Hub at the Capilano Mall exists because at some point in life we all need someone to lean on. Our staff and volunteers helped 20 % more seniors and families impacted by food insecurity, poverty, and social isolation. We expanded our food and meal delivery, clothing exchange, caring calls, connect days, and Christmas Bureau programming.

Your neighbours are here at the Community Hub

- 3,046 people helped through our Community Hub Programs
- 2,775 parents and children helped at the Christmas Bureau
- 1,657 people participated in Connect Days
  - Keeping the Hub open in the early evening allowed 28% more families to receive support.
- 391 active volunteers are working at the Community Hub

## 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. Many of our parents are expressing deeper concern about the safety of their children in our current environment. This has led to over 400 people participating in our PROUD2BE support groups, gatherings, and educational events this year, including 30 parents of gender diverse youth who met weekly for support, community and allyship.

“ I come from a place of acceptance, but I also need to feel educated in order to support my youth through this process. This discussion really helped ease my own fears and refocus on my amazing youth and their needs.  
- Participant in PROUD2BE event

“ We are forever grateful for the work of Family Services of the North Shore and their service to the community of parents, children, and youth that our clinic also serves. PROUD2BE provides vital information and support which is not available elsewhere in our province.

- Daniel L. Metzger, MD. Pediatric Endocrinologist, BC Children's Hospital

# OUR IMPACT

## Seniors and Caregivers Connect

Our Seniors and Caregivers Connect program supported 224 seniors and 283 caregivers by providing support, connection, and resources to those caring for older adults who live at home.

More seniors, caregivers, and others experiencing grief due to the loss of a loved one found supportive community through our Grief Support Group. Skilled and dedicated staff and volunteers offered seven 8-week groups this year to meet the increased demand.



22% more seniors and caregivers were supported this year.

“This group means so much to me. The difference is remarkable. A cloud has been replaced by clarity.”  
- Grief Support Group participant



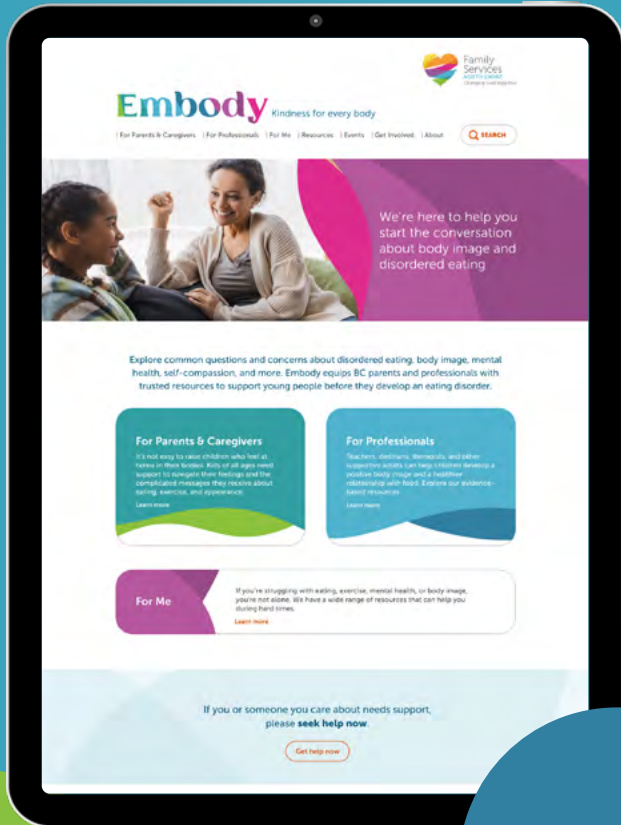
# Embody

Kindness for every body

After 20 years, we've opened a new chapter in the story of Jessie's Legacy. We're excited to announce that Jessie's Legacy Eating Disorders Prevention and Awareness program is now Embody.

Jessie's Legacy launched in 2004 to honour Jessie Alexander – a young North Shore woman who died of complications from a longstanding eating disorder. It was Jessie's hope to help others suffering from disordered eating and depression. While Jessie was never able to realize her dream, her legacy continues to inspire us, each and every day.

Our new program name and visual identity reflect a renewed focus on prevention. The earlier we can help children to feel at home in their bodies, the less likely they are to develop more serious eating or self-esteem issues. We equip BC parents, caregivers, and professionals with evidence-based information to support young people before they develop an eating disorder.



“This program is dedicated to Jessie Alexander, who inspires us to practice daily kindness – both to ourselves and to others. Known for her warm smile, easy laugh, and unwavering compassion, this is her legacy of love.”

Find out more at [embodybc.com](http://embodybc.com)



# Thank you

## TO OUR DONORS

### LEADERSHIP CIRCLE \$50,000 +

Anonymous Donors  
Krogseth Foundation  
North Shore Community Foundation  
RBC Foundation  
Robin Pascoe and Rodney Briggs  
The Houssian Foundation

### HEART AND SOUL \$25,000 - \$49,999

Anonymous Donors  
Djavad Mowafaghian Foundation  
Northshore Auto Mall  
The Fuller Family  
The Mackay and Walsh Family

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

Anonymous Donors  
Capilano Suspension Bridge Park  
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Grouse Mountain  
Hunter Family Foundation Fund, held at  
Vancouver Foundation  
Janice Blocka and Peter Barnes  
Jim Pattison Developments Ltd.  
Lianne Britnell and Family  
Nancy Adie-MacKay and Alex MacKay  
Meredith Weir and Ray Stewart  
Relling Family Foundation  
Ross Penhall  
Seaspan ULC  
TD Bank  
TELUS Friendly Future Foundation  
The Wheelbarrow Fund  
West Vancouver Community Foundation  
Wheaton Precious Metals Corp.  
Young Foundation

*Look* at all the ways you have  
directly made a difference:

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

**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

Alison Parry and Steeve Routhier  
 Blake, Cassels & Graydon LLP  
 BlueShore Financial  
 Bob Yau  
 Capilano Lodge #164  
 CIBC  
 Connaught Retail Limited Partnership  
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 Gregory and Susan Fauquier  
 Grosvenor Canada  
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 Neptune Bulk Terminals (Canada) Ltd.  
 Park Shore BMW  
 Sandra McIntosh-Kocaba and Jan  
 Kocaba  
 Southern Butler Price, LLP  
 The Old Spaghetti Factory Canada Ltd.  
 Westcoast Wills & Estates Law  
 Corporation

## GOLD

\$2,500 - \$4,999

325 Holdings Ltd.  
 Air Canada Foundation  
 Anthem Properties Group Ltd.  
 City Wide Mortgage Services  
 Don Piercy  
 Ernest and Donna Bodie  
 Greater Vancouver Food Bank  
 Kees and Cornelis Van Der Werff  
 KIA North Shore  
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 Corporation  
 Sue and Bob Bauman  
 The Cumulus Fund  
 The Moon Gate Foundation  
 Travis and Crystal Prystai  
 William and Betty Fox  
 Zelma Rebmman-Huber

**View donors online** in 500+ categories, including Silver, Bronze, and In-Kind who also gave between April 1, 2023 and March 31, 2024.

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

*making a difference*

**\$70,000+**

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

*We thank all*

**2,200+**

donors for their generous support. **View a full list of \$500+ donors.**

# Thank you

## TO OUR CREATIVE FUNDRAISERS

- Grouse Mountain
- Hollyburn Country Club's Women's Tennis Club
- Hollyburn Pickleball Committee
- Lisa Southern Bikes for Tykes
- North Shore Auto Mall Gift Drive
- North Vancouver Dentistry & Implant Centre
- Obsession Bikes
- Pace Spin Studio
- Quinn & Taylor Mathiesen-Newcomb's wedding wish list
- RBC Gift Card Campaign
- Strength Connected
- The Caring Schools Volunteers
- The Helping Hearts Volunteers
- Toy Drive Brunch

*Join this*

community of fundraisers and raise funds

*your way*

**Learn more on our 3rd Party Fundraising page.**



# Events THAT BROUGHT US TOGETHER

Thank you for being a part of our community fundraising events.

## Beer by the Pier

Has been supporting child and youth mental health and has directly impacted 100's of kids since 2015! **Thank you!**



**BEER BY THE PIER**

\$1.1 million raised since 2015 launch!



## Christmas at the Beach House

Has been supporting 1000's of Christmas Bureau clients and families in our community since 2012! **Thank You!**



**Christmas at The Beach House**  
Presented by the Fuller Family

has raised an incredible **\$1.23 million** since 2012!



# 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 for Community Hub care kits and gift baskets

*Coast Capital Savings creating holiday gift bags.*



*RBC supporting our Community Hub.*



*Jim Pattison Developments building care kits for families at our Community Hub.*

# Thank you TO OUR VOLUNTEERS

“ Empathic. Competent. Dedicated. Leaders. These are just a few words that describe our Agency volunteers. We're grateful for these inspiring people who make the North Shore a more connected, caring place to live.

- Julia Staub-French, Executive Director



Volunteers gathering at our Community Hub.

Beer by the Pier volunteer committee. Visit the **Beer by the Pier event page on our website** for more information, including committee names.



Bubbles & Brunch committee came together to support our gender-based violence programs. **Visit the Bubbles & Brunch event page on our website** for more information, including committee names.

“ I volunteer because it makes me feel good to be a part of something that does so much good in our community.

Seniors and Caregivers Connect program volunteers.



Volunteer at the Community Hub.

Christmas at the Beach House volunteer committee. **Visit the Christmas at the Beach House event page on our website** for more information, including committee names.



“ I am so grateful that I have found a place to “hang my hat”... a place to belong, a place to make more friends and to make a difference.





# THE WAY *forward*

## Deeper impact. Focused priorities

The Agency is growing quickly to meet the diverse 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 completed the first year of our new, five-year Strategic Plan. 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 support 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.

## 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 \$473,000 greater than last year, reflecting larger contributions from the Province of BC, offset by lower grants and foundation revenues. Salaries increased, consistent with higher Province of BC contracts. Program expenses increased to deliver on our Strategic Plan. The Foundation supported the Agency by approximately \$1.8 million, which is similar to last year's amount.

The Foundation successfully raised approximately \$1.53 million through events, donations, and grants from individuals, corporations, and foundations. The continued generosity of our donors helped us 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 \$4.1 million as of March 31, 2024, (as compared to \$4.7 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 in the years to come. We are excited to implement Year Two initiatives of our Strategic Plan and have set a 2024-25 budget that increases staffing levels to provide mental health services, support seniors, parents and caregivers, and programming for vulnerable families. Our financial position continues to be strong because of your generosity and partnerships. Collectively, we can meet our community's ongoing challenges together.

**Alison Parry, CPA, CA, CFA**  
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

## 2023 - 2024 FINANCIALS (FOR THE YEAR ENDED MARCH 31ST)

### FAMILY SERVICES OF THE NORTH SHORE

| REVENUES:                               | 2024               | 2023               |
|---|--------------------|--------------------|
| Government Contracts                    | \$3,121,225        | \$2,485,724        |
| Contributions from FSNS Foundation      | 1,783,649          | 1,781,487          |
| Fundraising, Donations and Grants       | 886,497            | 1,055,029          |
| Professional Fees                       | 150,945            | 145,355            |
| Investment and Other Income             | 121,486            | 123,622            |
| <b>TOTAL REVENUES</b>                   | <b>\$6,063,802</b> | <b>\$5,591,217</b> |
| EXPENSES:                               |                    |                    |
| Salaries and Benefits                   | 4,086,651          | 3,799,411          |
| Transfers to Other Agencies             | 812,812            | 682,705            |
| Office and Sundry                       | 333,873            | 303,718            |
| Program                                 | 328,648            | 277,878            |
| Premises                                | 300,335            | 317,209            |
| Amortization                            | 78,341             | 76,067             |
| Consulting Fees                         | 56,599             | 51,992             |
| Promotion and Communication             | 37,301             | 57,006             |
| Staff Development                       | 29,272             | 22,764             |
| <b>TOTAL EXPENSES</b>                   | <b>\$6,063,832</b> | <b>\$5,588,750</b> |
| <b>OPERATING (DEFICIT) SURPLUS</b>      | <b>(30)</b>        | <b>2,467</b>       |
| Gain (Loss) on Investments              | 30                 | (2,467)            |
| <b>EXCESS OF REVENUES OVER EXPENSES</b> | <b>\$ -</b>        | <b>\$ -</b>        |

### FAMILY SERVICES OF THE NORTH SHORE FOUNDATION

| REVENUES:                                   | 2024               | 2023               |
|---|--------------------|--------------------|
| Donations                                   | \$960,978          | \$886,809          |
| Special Events and Campaigns                | 570,725            | 629,727            |
| Investment Income                           | 210,811            | 185,631            |
| <b>TOTAL REVENUES</b>                       | <b>\$1,742,514</b> | <b>\$1,702,167</b> |
| EXPENSES:                                   |                    |                    |
| Contributions to FSNS                       | 1,783,649          | 1,781,487          |
| Salaries and Benefits                       | 125,000            | 125,000            |
| Special Event and Campaign Costs            | 69,223             | 70,122             |
| Office and Sundry                           | 30,996             | 26,941             |
| <b>TOTAL EXPENSES</b>                       | <b>\$2,008,868</b> | <b>\$2,003,550</b> |
| <b>OPERATING (DEFICIT) SURPLUS</b>          | <b>(266,354)</b>   | <b>(301,383)</b>   |
| Unrealized gain (loss) on Investments       | 239,055            | (97,612)           |
| <b>DEFICIENCY OF REVENUES OVER EXPENSES</b> | <b>\$(27,299)</b>  | <b>\$(398,995)</b> |

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](mailto: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](mailto:isham-turner@familyservices.bc.ca) or call (778) 870-6793.

## Connect with us

We'd be happy to share more about what we do and offer a tour. Please contact **Amy Lynn Taylor** at [taylor@familyservices.bc.ca](mailto: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 x̱m̱əθḵəy̱əm (Musqueam), S̱ḵw̱x̱w̱ú7mesh (Squamish), and səɫ̱ilw̱ətaʔ (Tsleil-Waututh) Nations.

[www.familyservices.bc.ca](http://www.familyservices.bc.ca)



@FamilyServicesoftheNorthShore



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@FSNorthShore

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

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