



*Changing lives
together*

2025

Impact Report

FAMILY SERVICES OF THE NORTH SHORE

A strong foundation

steadies us to weather even the toughest storms. The past year has brought change, uncertainty, and sometimes, fear. But as the world swirls around us, the Agency remains firmly planted in our values. We remain a stable and caring presence on the North Shore – and we operate from the heart of this diverse, resilient

community

Follow along to hear more from Board President Nancy Adie-MacKay and Executive Director Julia Staub-French.

2024 /2025 Agency & Foundation Board

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Vice President, Foundation Board

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Director, Agency Board



When a parent finds the *courage*

to take that first, vulnerable step – to connect their child with a professional, compassionate guide – anything is possible.

In 2024, we expanded our child and youth counselling program, while reducing service fees to ensure children and families can get the expert help they need, when they need it most. This is an important change. Many children and youth are still in crisis. They're anxious and isolated, and they need our support.

“ My counsellor led me back to who I am and I realized that I could do this. All of this. Because of the support I received I was able to carry my kids through all of this with grace in a way I could never have imagined. Today my kids and I are healthy and happy and safe.

- Anonymous

We prioritize the most vulnerable members of our *community*

We care about all people equally, but we're focused on providing support when challenges and struggles first begin. This is where we can have the greatest impact. We continually push to expand our reach, while shoring up services that could face increasing threats in an uncertain financial environment.

43% increase in our Sexual Assault program referrals

Counselling and Support Programs

We are here to support parents, families, and those who have experienced all forms of trauma. Our highly trained counsellors help people through conflict, depression, anxiety, divorce, abuse, grief, and all that life puts in our way.

We are having a positive impact on women, children, and families:

- We provided women in our community who were experiencing gender-based violence with an additional 1,890 counselling sessions
- We increased our services to parents/caregivers and children by 48% and lowered our fees for them too
- Our Sexual Assault Response Program had a 43% increase in referrals and doubled the number of survivors supported from 2024: over 100 new people reached out for support
- We expanded our Clinical Training Centre to include seven master's level interns who provided the community with 2,187 sessions of low-cost counselling (\$30 or less): 765 more sessions than the previous year

Seniors & Caregivers Connect

We all need to stay close and give each other extra support when life gets challenging. These connections are essential when we're caring for a loved one as well. We provide counselling, weekly supportive phone calls, online support groups and workshops, and resources and referrals by phone or email.

We are addressing isolation, grief, and stress in our community:

- Our in-person and online support sessions welcomed 197 seniors and caregivers to offer specialized individual group support
- Our community education sessions provided 385 people with information, support, and resources

1,890

counselling sessions for women experiencing gender-based violence

“ I want to thank this program for everything it has given me. I know my life and my daughter's life would be drastically different had this program not been available to us. It literally was a life saver.



The need continues to *grow*

We meet families where they are and provide the resources they need to thrive. To serve more local parents and caregivers, we opened our new Thrive Family Centre at the Hub at Capilano Mall. From October to the end of March, this bright, spacious location received 1,437 visits from parents of children ages 0 to six. We're thrilled to see more kids and their caregivers attend these programs, but continue to search for more funding to expand our Thrive Family Centres even more.

20,000+

visits from parents and caregivers with children ages 0 to six

Thrive Family Programs

Thrive supports parents who feel isolated and alone. Our experienced staff offer resources, education, and a safe place to connect with people who understand the highs and lows of parenthood. We also continue to ensure all parents have the basics they need, including diapers, formula, clothing, and food from Alexa's Exchange Room.

We are meeting the needs of parents across the North Shore:

- We welcomed 11% more participants to Thrive Family Programs over last year
- In 2024, we had over 20,000 visits to Thrive Family Programs

Community Hub

We all have a deep need to belong. Through our Community Hub at Capilano Mall, staff and volunteers deliver meals and groceries, make caring calls, spend time with isolated seniors and families, and provide gently used clothing during Connect Days. Every winter, the Christmas Bureau ensures our neighbours can celebrate the holidays with their families.

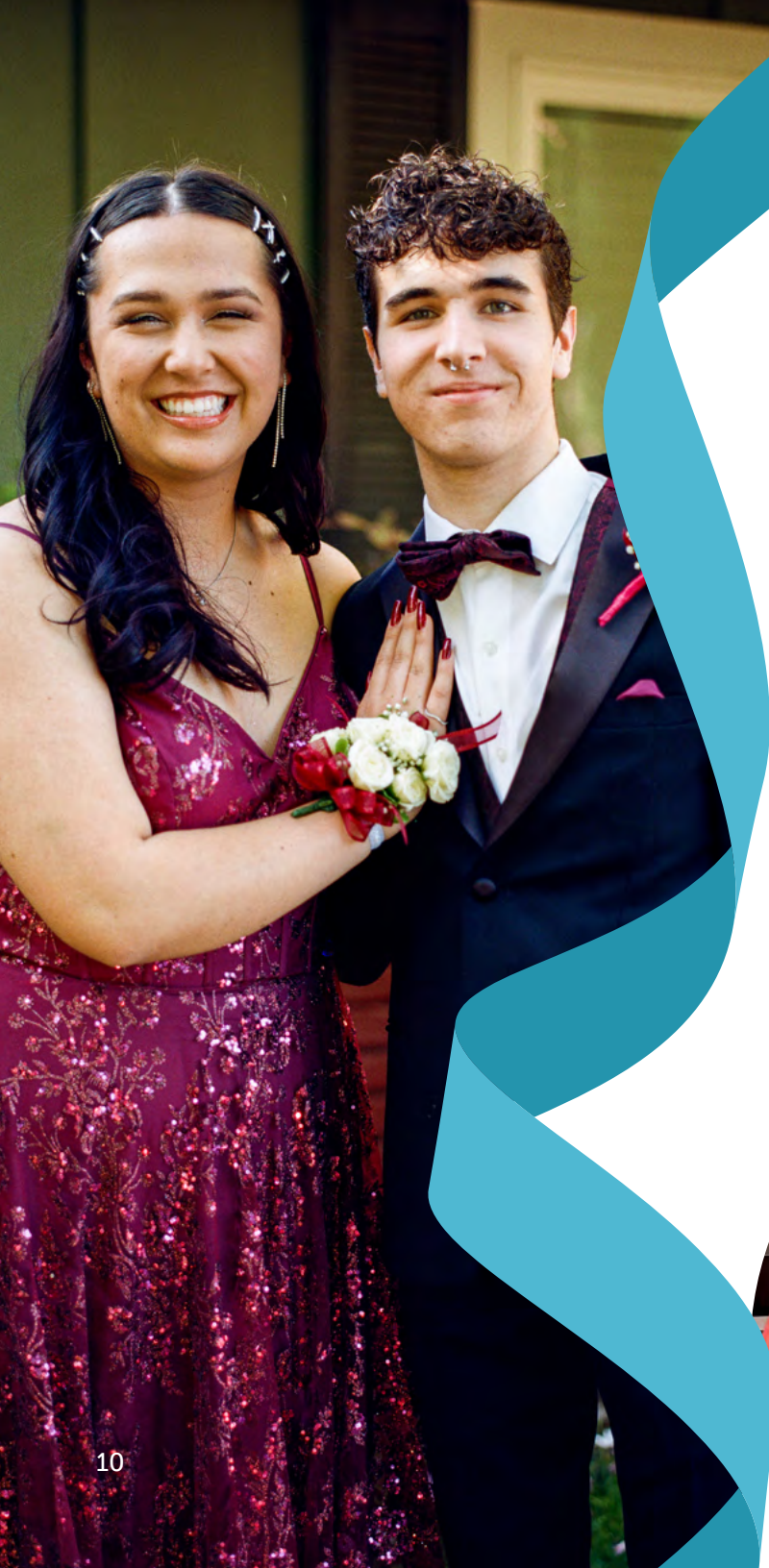
Your neighbours are here at the Community Hub:

- 2,763 North Shore parents and children were supported by the Christmas bureau, including 244 new families
- 963 children received gifts and toys
- 1,249 groceries and meals were delivered to our vulnerable neighbours
- 2,080 caring calls made to seniors and families
- 1,105 families participated in Connect Days
- 12,551 hours were donated by volunteers at the Community Hub

“Thrive gives us a reason to get out of the house. We love coming and socializing with other families and not worrying about lunch afterwards. The lunch program is very important to me.”

2,763

North Shore parents and children were supported by the Christmas bureau



Grad Shop

Caring for every detail

In April, we hosted a new Grad Shop at the Community Hub. With generous community donations and skilled volunteer support, students made one-on-one appointments to choose the dresses, suits, shoes, jewelry, handbags, and makeup they needed for a memorable graduation. As sparkly gowns were hand-tailored and suits fitted with care, we marveled, once again, at the love and attention to detail our staff and volunteers provide, every single day.

We are meeting the needs of youth and parents across the North Shore.

- Our Spring 2025 Grad Shop at the Community Hub supported 58 students and nine parents with grad attire and resources, more than double our 2024 pilot program
- Eight North Shore schools referred students. Reasons for referrals include financial limitations, health/mental health challenges, and complex family or home situations



Pre-loved rides for local families

Sharing joy and wonder

Before the holidays, we celebrated our longtime partnership with James Wilson, founder of Obsession: Bikes by refreshing the Bikes for Tykes program, starting with a new name: Wonder Wheels. We wanted to capture the joy, freedom and wonder of riding a bike – whether it's your first time on two wheels or you've been riding for decades. When donors give a new or pre-loved bike, the team fixes it up and makes sure it's safe and road-ready. To date, over 3,400 local families have received a bike through this unique program.



3,400+
bikes given to
local families

PROUD 2Be

PROUD2BE gives 2SLGBTQIA+ children, youth, and their parents a safe space to learn and connect without judgement. Our annual gathering, events, and drop-in groups offer support and build community for families across B.C.

Open conversations reduce risk and strengthen families:

- Over 300 people attended our PROUD2BE support groups, gatherings, and education events this year, including 25 parents of gender-diverse youth who met weekly for support, community, and allyship.

300+
people attended Proud2Be
support groups & events



“It was very helpful to hear the speakers answer questions and share their life experiences. I have more ideas of how I can relate to, support, and affirm my child’s gender identity. Thank you.”

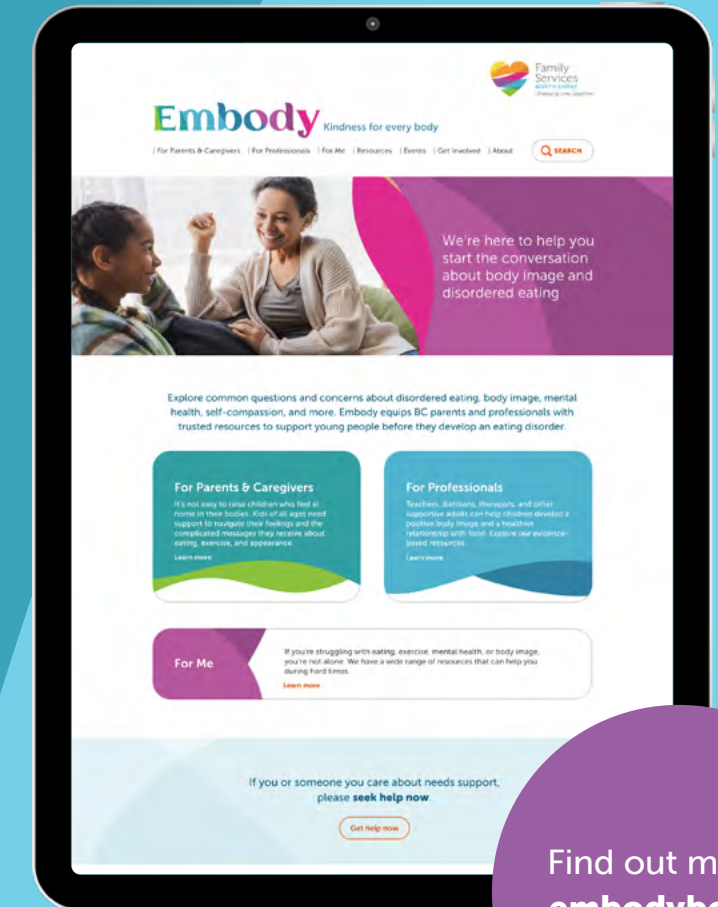
Embody

Kindness for every body

After 20 years, we’ve opened a new chapter in the story of Jessie’s Legacy with a new name, visual identity, and a renewed focus on prevention. It’s not easy to raise children who feel at home in their bodies. Embody equips BC parents and professionals with expert resources to support kids before they develop an eating disorder. Visit embodybc.com and explore the original content, current research, and stories from people who’ve been there.

When parents and professionals can spot the red flags and provide immediate support, fewer kids will develop clinical eating disorders:

- Last year, over 5,000 people visited our new website to access evidence-based resources on disordered eating and body image
- 220 people worried about themselves or their loved ones received specialized information and support on disordered eating, body image, and eating disorders
- Over 80 people attended our education event – *Understanding Disordered Eating: How to support the youth in your life*



“I will be mindful of any messages given regarding bodies and continue to support healthy living and enjoying food in a community together where there is not one ideal body type.”

Unmatched skills and dedication

Behind every interaction, every program, and every connection we facilitate in this community are more than 60 staff and contractors and 640 volunteers. We also have a stable leadership team that steers the Agency through each new curve this ever-changing world throws our way. In turn, we are committed to developing our staff and volunteers with new opportunities and training.



640 wonderful volunteers



Thank you

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



We remain steadfast in our *values*

We strive to be openhearted and daring, with the courage to challenge our biases. We honor the value of all people, and believe in the best future for all of our North Shore neighbours. There are reasons why people are having a hard time – and there is space and kindness for everyone.

This is a complex time for many people.

The world can feel overwhelming. It's easy to retreat and to step back. We all have days when the challenges seem too vast. But we need each other, and we need your support. A healthy community is our shared responsibility – and strong, caring connections will pull us through.

Let's stay open, vulnerable, and connected.
Let's change lives *together.*

Nancy Adie-MacKay

Board President

Julia Staub-French

Executive Director





The Agency is committed to leveraging every dollar

that comes from government, donors, and partners, with strong stewardship from our Board of Directors. We have clear direction – and strive to deliver exponential value back to our North Shore community. About 35% of our annual operating budget comes directly from fundraising. We are profoundly grateful to everyone who continues to support our work, and who trusts us to make the most of these essential funds.

Thank you



Thank you

TO OUR DONORS

for being with us and making
a difference in our community.
We are changing lives together.

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

- Attending our events
- Committing to a monthly donation
- Donating items such as toys, clothing, and life essentials
- Giving through your company
- Hosting a fundraiser
- Leaving a gift in your will
- Making a financial donation
- Setting up donor advised funds
- Transferring shares of stocks
- Volunteering

LEADERSHIP CIRCLE \$50,000 +

Anonymous
Anne Carlile and Scotty Grubb
Anne-Marie and Peter Kains
Christopher and Catherine Locher
Djavad Mowafaghian Foundation
Krogseth Foundation
North Shore Community Foundation
Robin Pascoe and Rodney Briggs
The Houssian Foundation

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

Anonymous
Lianne Britnell
Northshore Auto Mall
Seaspan ULC
The Fuller Family
The Mackay Family

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

Anonymous
100 Women Who Care of the North Shore
Capilano Suspension Bridge Park
Connor, Clark and Lunn Foundation
Darwin Properties Ltd.
Fernwood Foundation
Fograscher Family Fund
Hunter Family Foundation Fund,
held at Vancouver Foundation
Janice Blocka and Peter Barnes
Jim Pattison Developments Ltd.
Meredith Weir and Ray Stewart
Nancy Adie-MacKay and Alex MacKay
Nancy and David Chapman
Northland Properties Corporation
Pamela Roskell
Relling Family Foundation
Robert and Susan Bauman Fund,
held at Vancouver Foundation
Sarah McLachlan
The Wheelbarrow Fund
Wellington Endowment Fund
Wheaton Precious Metals Corp.

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
0923687 B.C. Ltd.
Acera Insurance
Alaric Gair
Beedie Foundation
Blake, Cassels & Graydon LLP
Bob Yau
Calvin and Andrea McDonald
Chisholm - Glover Family Giving Fund
CIBC Private Wealth Wood Gundy -
Burton Financial
Debbi and David Cottrell
Desiree and Adam Wilson Family Fund
DLO Move Support Services Ltd.
Dorothy Sanders
Fusion Projects
Google
Gregory and Susan Fauquier
Grosvenor Canada
Hannah Family Fund, held at Nicola
Wealth Giving Foundation
Headwater Living Inc.
Horst and Heather Duess
Karin Ericson Real Estate
Lower Mainland Christmas Bureau -
Empty Stocking Fund
Michelle and Alex Meier
Mount Seymour Lions Club
Lisa Southern
Odlum Brown Limited
Polygon Homes Ltd.
Sandi McIntosh-Kocaba and
Jan Kocaba

The Old Spaghetti Factory Canada Ltd.
The Transformation Foundation
Travis and Crystal Prystai
Volvo of North Vancouver
Young Foundation

GOLD

\$2,500 - \$4,999

Anonymous
ADL Landscaping LTD.
Amica Edgemont Village
Andrew Mahon Foundation
Aqueduct Foundation
BlueShore Financial
Capilano Lodge #164
City Wide Mortgage Services
Deerwood Landscaping
Don Piercy
Evan and Tara Sherman
Fulcra Asset Management
H&R REIT
Huscroft Family Charitable Trust
Jeffrey McCord
Kees and Cornelis Van der Werff
KPMG
Ledcor Industries Inc.
Malcolm and Janice Hunter
Marilyn Bell and Rob Mackay
Marlene Loughheed
McLean & Armstrong
Neil Chrystal and Andrea Hamilton
Neptune Bulk Terminals (Canada) Ltd.
North Shore Law LLP
Olive Fertility Centre
Onni Group

Openspace Architecture
Park Shore BMW
QuadReal Property Group
RBC Edgemont Village Branch
The Den Real Estate Group
United Way British Columbia
West Vancouver Firefighters
Charitable Society Local 1525
William and Betty Fox
Zelma Rebmman-Huber

We thank all
2,200+

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

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

* Donors have given between April 1, 2024 – March 31, 2025.

Thank you

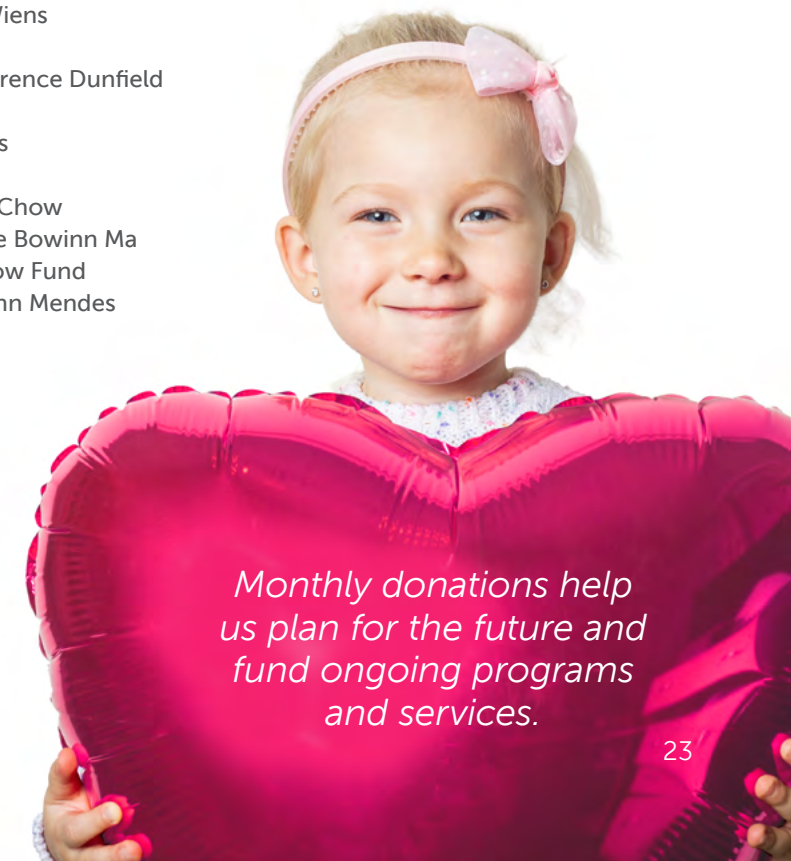
TO OUR MONTHLY DONORS

for providing reliable and consistent support!

Anonymous
Alaric Gair
Bella + Gaia
Berry Family Child Care
Beverley Tobin
Bob and Susan Bauman
Caroline Ramsay and Cameron Lusztig
Carolyn and John Webster
Cathy Still
Clare and Gareth Keating-Husk
Dana Samis
Darrell De La Mare
David and Jennie Humer
David and Nancy Chapman
David Andrews
David Young
Deborah and Michael Burian
Donna Oseen
Elaine Hunter
Elizabeth Beauchamp
Ethical Flooring
Geoff and Phyllis Bowman
Grant Gardner
Helen Babalos
Jennifer Foster
Jim Payn
John Dube
John Jennings
Julia and Sheryl Staub-French
Kathleen and John Whyte
Keith and Eola Fenton
Laura Buchanan
Laurel Whatley
Leila Sharafshahi
Louise Donovan

Loverne Duncan
Lucy Isham-Turner and James Isham
Marilyn Bell and Rob Mackay
Mark and Fay Stewart
Mary and Chris Meakes
Melanie and Munesh Muttucomaroe
Morag and Sarah Wehrle
Nancy Crossen
Rene Dijkstra
Rhona Young
Robert Wilds and Kaayla Wildor
Ronald and Jennifer Hammond
Sandra Bishop
Sarah Dawson
Sean and Sari Wiens
Shauna Gould
Shirley and Lawrence Dunfield
Stacie Bee
Stephen Geddes
Stephen Gene
Susan and Rod Chow
The Honourable Bowinn Ma
The Wheelbarrow Fund
Victoria and John Mendes

Since last year, our
monthly program
has grown **25%**



*Monthly donations help
us plan for the future and
fund ongoing programs
and services.*

Thank you TO OUR LONG-TERM AND LEGACY DONORS

I started supporting Family Services of the North Shore over 20 years ago.

Our first donation was to the Christmas Bureau and as a family with young kids, we wanted to ensure that other families in our community could enjoy the holiday season. We were moved every year knowing that we were providing hope and joy to our neighbours.

I learned more about the Agency's programs and services over time. As someone who worked with youth, I saw many children carrying invisible burdens—anxiety, depression, isolation. I understood that if the pain and trauma were left untreated, the road ahead could be difficult. Yet, too often, children and their families don't know where to turn and can't afford help. I believe strongly that everyone deserves accessible and affordable counselling services. It is why I give – I know how life-changing mental health support can be.

– Anonymous long-term donor

Your legacy of support inspires future generations and we're incredibly grateful to have you with us on this *journey*

25%

of our donors have been giving for 15+ years!

I have supported Family Services of the North Shore for more than 25 years and am always so inspired by all the good they do in our community.

It is important to me to do my part in ensuring that the Agency's programs and services continue to be available far into the future, and are here to support my children, grandchildren, and great-grandchildren.

My legacy will mean that when our neighbours are struggling, Family Services of the North Shore is still here to help.

– Anonymous legacy donor

What will your legacy be?

Legacy giving is a wonderful way to celebrate your life in the community you love. A planned gift ensures people on the North Shore now, and well into the future, continue to benefit from our support and services. [Learn more](#)

You have helped ensure we can grow in the right ways to deepen our connection with and support of our

community

Thank you

TO OUR CREATIVE FUNDRAISERS

- Allison Parry Birthday
- Backyard Solutions
- CSE Golf Tournament
- Gift Drives
- Grouse Mountain
- Hollyburn Country Club - Pickleball
- Hollyburn Country Club - Squash
- Hollyburn Country Club - Women's Tennis
- Innovative Fitness – Train the Trainer
- Jenny Morissette Birthday
- Light Up North Van Holiday Bike Parade - Wonder Wheels
- Lisa Southern – Wonder Wheels
- Obsession: Bikes - Wonder Wheels
- Pace Spin Studio
- RBC Edgemont Santa Photos
- RBC Grocery Gift Cards
- Strength Connected
- The Chiefs - Wonder Wheels
- Toy Drive Brunch

\$73,000+

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



TOY DRIVE

After 25 years, the founding committee passed the baton to a new group of volunteers ready to carry on their legacy of community service.

Thank you to this year's committee: Lorena Angus, Sara Keng, Joanne Koh-Stewart, Leslie McGuire, Joanne Lauria, Elizabeth Price, and Beth Rowntree.

JOIN THIS
community of fundraisers
and raise funds *your way*

Learn more on our 3rd
Party Fundraising page.

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:

- Collecting Donations for Community Hub Care Kits and Gift Baskets
- Event Sponsorship
- Hosting Fundraisers
- Philanthropic Giving
- Team Volunteering

Darwin donating hampers to the Christmas Bureau.



TD Bank and team at the Community Hub.

RBC spreading cheer at the Toy Shop.



Events THAT BROUGHT US TOGETHER

Thank you for being a part of our community fundraising events in 2024.

Bubbles and Brunch

Bubbles & Brunch's inaugural year was an incredible success **raising \$200,000** for our Gender Based Violence programs, helping ensure women and children have access to critical mental health supports and services.



Thank you to chair Kristy James, and to the committee: Darla Briggs, Amanda Clark, Connie Green, Samantha Gutmanis, Leslie Meredith, Heather Morrison, Michelle Noorani, Danielle Sleiman, Jennifer Harper Uncao, and Beck Williams.



BEER BY THE PIER



Beer by the Pier

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



Has raised an incredible **\$1.3 million** since 2015!

Thank you to the co-chairs: Brian O'Neill and Justin Szott and the committee: Amy Benson-Russell, Martin Bernard, Amanda Clark, Reza Nasooti and Leigh Stratton (not pictured).

Christmas at The Beach House Presented by the Fuller Family

Christmas at the Beach House

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

Has raised an incredible **\$1.4 million** since 2012!



Thank you to the co-chairs: Janice O'Sullivan and Monica Soprovich and the committee: Karen Bruk, Nancy Chapman, Lisa Devine, Jill Drever, Susan Green, Coryn Hemsley, Cindy Pasco, Chantal Vignola, and Coleen Weir.

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

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 \$114,000 greater than last year reflecting larger contributions from Family Services of the North Shore Foundation and the United Way and offset by lower grants, foundation, and Government of British Columbia revenues. Salaries increased due to staff wage lifts and the addition of a new Thrive Family Centre at our Community Hub. The Foundation supported the Agency with approximately \$1.96 million, which is \$182,000 more than last year.

The Foundation successfully raised approximately \$1.85 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 \$3.2 million as of March 31, 2024, (as compared to \$4.1 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 continue to be optimistic as we head into next year and are focused on providing the programs and services our community needs. We are excited to implement year three initiatives of our Strategic Plan and have set a 2025-26 budget that enables us to continue to provide mental health services and programming for vulnerable families and seniors. Our financial position continues to be strong because of your generosity and partnerships. We can meet our community’s ongoing challenges together.

Shera Watson
Board Treasurer

Thank you to our government funders

City of North Vancouver
District of North Vancouver
District of West Vancouver
Government of Canada
United Way British Columbia

Province of British Columbia:

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

We are thankful
for the financial support
we receive from our
donors and partners.



2024 - 2025 FINANCIALS (FOR THE YEAR ENDED MARCH 31ST)

FAMILY SERVICES OF THE NORTH SHORE

REVENUES:	2025	2024
Government Contracts	\$3,060,332	\$3,121,225
Contributions from FSNS Foundation	1,965,344	1,783,649
Fundraising, Donations and Grants	895,512	886,497
Professional Fees	134,924	150,945
Investment and Other Income	121,570	121,486
TOTAL REVENUES	\$6,177,682	\$6,063,802
EXPENSES:		
Salaries and Benefits	4,334,791	4,086,651
Transfers to Other Agencies	787,789	812,812
Office and Sundry	285,459	333,873
Program	280,396	328,648
Premises	335,758	300,335
Amortization	78,851	78,341
Consulting Fees	17,000	56,599
Promotion and Communication	33,340	37,301
Staff Development	24,298	29,272
TOTAL EXPENSES	\$6,177,682	\$6,063,832
OPERATING DEFICIT	-	(30)
Gain on Investments	-	30
EXCESS OF REVENUES OVER EXPENSES	\$ -	\$ -

FAMILY SERVICES OF THE NORTH SHORE FOUNDATION

REVENUES:	2025	2024
Donations	\$1,089,027	\$960,978
Special Events and Campaigns	762,788	570,725
Investment Income	194,676	210,811
TOTAL REVENUES	\$2,046,491	\$1,742,514
EXPENSES:		
Contributions to FSNS	1,965,344	1,783,649
Salaries and Benefits	125,000	125,000
Special Event and Campaign Costs	99,665	69,223
Office and Sundry	48,612	30,996
TOTAL EXPENSES	\$2,238,621	\$2,008,550
OPERATING DEFICIT	(192,130)	(266,354)
Unrealized gain on Investments	83,768	239,055
DEFICIENCY OF REVENUES OVER EXPENSES	\$(108,362)	\$(27,299)

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 share more about what we do and offer a tour. 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), Skwxwú7mesh (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