

...the heart of the community for 70 years...

# 2008 annual report



# board members

08

## **president**

Joy Hayden

## **vice-president**

David Fearncombe

## **treasurer**

Harvey Dykes

## **secretary**

Marianne Ketchen

## our mission

The North Shore Neighbourhood House is a not-for-profit registered charity serving the North Shore community since 1939.

We believe working together to meet the grassroots needs of our neighbours, especially our most vulnerable residents, is essential to building a safe, healthy and strong community.

The House values and promotes cooperation, respect and empowerment through the provision of programs and services designed to meet the needs of individuals and the community as a whole.

## **board members**

Councillor Pam Bookham

Brian Cooper

Ian Cooper

Paul McLean

Diane Wilson

# report from the president



Opening its doors almost 70 years ago, “the House” was created to provide a safe place for families and children. Today, an amazing seven decades later, the North Shore Neighbourhood House continues to meet that vision, welcoming and supporting thousands of individuals and families every year.

2008 was witness to yet another year of the NSNH responding to its surrounding communities. We offered quality childcare and pre-school classes to more than 450 families at 8 sites throughout our community. We welcomed new families to Canada in our Welcoming Neighbourhoods program and launched the Grandparent Connections program which provides support to grandparents who find themselves in the unique role of being primary caregivers to their grandchildren. Youth programming expanded in 2008 to include our new Cultural

Buddies program, a partnership with the North Shore Multicultural Society which provides volunteering and peer support opportunities for pre-teens new to Canada. In December, we provided Christmas dinner to more than 125 individuals and families for the 14th year in a row. As always, our vision of building a safe, healthy and strong community, welcoming all ages, abilities and cultures remains at the forefront of our program operations and planning.

As we build on the House’s experience and knowledge over the past 69 years we are excitedly looking forward to 2009 and year-long community celebration of the House’s 70th anniversary.

“Home is where the story begins” and at the North Shore Neighbourhood House we witness every day the unique stories of the families in our communities. I speak on behalf of every NSNH board member that it is our privilege to be a part of an organization that is resilient, devoted and responsive to the North Shore community.

**Joy Hayden**  
*president*

# report from the executive director



## **Milestone - n. stone marker showing the distance to a certain place; significant event.**

Milestones – they provide an opportunity to reflect on the past, to see how far we have come; they mark our place in the present; and they provide a vantage point to look forward, to destinations yet reached. In 2009 North Shore Neighbourhood House reaches such a milestone – 70 years of service to the community and people who live here.

We have much to reflect back on, services introduced, issues and challenges met and sometimes mastered, second and third generations of program participants given a chance to be the best they can be. The community around us is significantly different – but those changes happen gradually as does the response of the people who have and will live here. We all adjust, change, adapt because there really is more that binds us

than drives us apart. We have more in common with each other than differences. North Shore Neighbourhood House has worked hard over the years to highlight that in our programs, services, and in our community.

At this point in 2008, heading in to '09, we find ourselves along with virtually everyone else on the planet faced with the challenges of an economy that refuses to do anything but contract, a political structure more divided than aligned, people in retreat to their homes and neighbourhoods - feeling incredible pressures from both within and without.

So as we turn our attention to the road ahead – with all its potholes, bumps, curves and rough patches - there remains one fundamental truth: we cannot travel it alone. We will not reach the next milestone if we believe that someone else has to fix the rough spots, or it's government's fault for not building a straighter road. The only way we make the next milestone, and in fact all the milestones after that, is together - people, groups, agencies, organizations, governments working together to ease the journey for all. After all, that's how we got this far, and that's how we will get further.

**Don Rutherford,**  
*executive director*

# thank you

Warm thanks to our donors and funding partners for their support.

- City of North Vancouver
- District of North Vancouver
- District of West Vancouver
- United Way of the Lower Mainland
- Province of British Columbia
- North Vancouver Recreation Commission
- BC Gaming

## Neighbourhood Legends

### \$5000+

Anonymous  
Kiwanis Club & Kiwanis Foundation of North Vancouver  
Lions Club of Mt. Seymour  
Suzanne Wallster  
2008 NSNH Board of Directors

## House Heroes

### \$2500 - \$4999

Walter Berukoff  
North Shore News  
Soroptimists International of North & West Vancouver

## Friends of the House

### \$1000 - \$2499

BC Housing  
The Charros Foundation  
Capilano Lions Club  
John Cruickshank  
East Grill  
GlaxoSmithKline Inc.

I-worx Inc.  
Kiwanis Club of Evergreen  
Lower Lonsdale Business Assoc.  
North Vancouver Host Lions Club  
Rotary Club of Lions Gate

## Good Neighbours

### \$250- \$999

Anonymous  
Dianne Bonozew  
CertaPro Painters  
Echo's Discontinued China  
General Paint  
Nigel & Laura Lee Kent  
Donald McLellan  
MarketPlace IGA  
Cindy McGavin  
NSNH Teen Club  
Opus Framing & Art Supplies  
Margaret Parish  
Irene Penner  
Bette Rumble  
St. Andrews United Church  
SWAN  
Telus  
Angela Trudeau  
Variety Club  
Denis Walsh

## In Memoriam & Tribute Giving

In Memory of Harold Bouchir  
In Memory of Oliver Cole  
In Memory of Violet Ethel Jackson  
In Memory of Marjorie Mastin  
In Memory of Sandra Sillcox  
In Memory of Ruth  
In Memory of Roy  
In Memory of John



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# celebrating 70 years



The year was 1939. Europe was on the cusp of a war that would leave its mark on countries and communities across the world.

Here in North Vancouver, Rose and Hugh Beattie's home became a haven for neighbourhood kids during this tumultuous time. Youth would make their way there after school - sheltered, safe and happily occupied with building model airplanes, sewing and crafts under the watchful eye of caring adults.

It wasn't long before the Beatties saw their space was too small to meet community needs and the search for a safe and welcoming home for youth and for the whole neighbourhood would become more pressing. A house was found and leased for \$1 per year and by the spring of 1940 the first North Shore Neighbourhood House was up and running.

The spirit of the Beatties lives on almost 70 years later - a house where thoughtful, caring neighbours watch out for kids,

support families and reach out to the surrounding community to lend a hand whenever it's needed.

As we move toward our anniversary milestone in 2009, we can see some things haven't changed. After school programs may include DVDs and video games, but kids still need a safe, supervised place to go. Families might include a blend of kids and partners together in a new household, but caregivers still need support to provide a healthy, nurturing environment to raise kids. Seniors may be using internet to keep up to date with current events, but however they do it, they want to remain active and involved in their communities as they age.

For almost 70 years, the House has grown and adapted - always staying true to the heart of our mission and remaining the heart of our community.

# building strong families



Every day staff and volunteers work to make the families that visit us, in all their shapes and sizes, feel at home - safe, supported and welcome. In 2008, our Childcare program led by Manager Lisa Hubbard, continued to provide quality inclusive childcare at our 8 vibrant centres across the North Shore, including Balmoral Kids Club, which opened last spring. Throughout the year, all of our before and after school sites provided space for at least 2 additional community programs such as sign language classes and other groups.

The Supported Child Development Program, led by Coordinator Kirsten Forestell played an important role to ensure families and children facing developmental challenges are well supported. In 2008, SCDP relocated to a shared site with the Centre for Ability to better serve families. Mentorship work with the Squamish Nation continued to build capacity for an Aboriginal Supported Child

Development Program. Throughout the year, SCDP offered training events to the community on topics such as Challenging Behaviour, Sign Language and Circle Time.

Youth Manager Megan Collins and her successor Dave Huber provided critical services for youth including one-to-one support and out trips for more than 500 youth in the City and District of North Vancouver, including targeted support for pregnant and parenting teens. We also offered activities to build confidence in youth through programs such as our Persian Male Youth Project, our Pre-teen Cultural Buddy Program and our Youth Leadership Program.

In 2008 we also recognized the changing demographics of families and offered Grandparent Connections, a support and referral program for grandparents caring for their grandchildren.

We welcome families from across the North Shore to visit us in 2009 and see what we have to offer.

# whole health for all ages



What do an 8 year old doing karate, a 72 year old practicing memory boosters and a 35 year old mom testing a new recipe have in common? In 2008, they all enjoyed the House as a great venue to get healthy at any age.

Our recreation programming, from karate to belly dancing to theatre and bus trips, got people up and out, exercising minds and bodies. Seven of our karate students even won medals in the International Open Tournament held at BCIT!

During a walk through our building at 225 East 2nd or our partnership site at John Braithwaite Community Centre, you would have found a multitude of wellness programs for seniors - from Keep Well with gentle exercise to Brain Gym and the Vital Living for Healthy Aging program which takes wellness for Seniors on the road to sites throughout the North Shore.

Good nutrition plays a key role in keeping well too - our Sweet Peas program for families on

a tight budget offered hands on instructions for preparing inexpensive, nutritious meals. The Men's Club cooking class took that lesson to our Senior men's population as well, cooking up tasty and healthy meals to enjoy with good friends.

Providing healthy ingredients for these programs, our partnership in the gorgeous community garden adjacent to the House provided plots to grow healthy food, as did our Edible Garden Project which matched unused garden space with folks eager to tend and nurture fruits and veggies. In 2008, over 2300 lbs of fresh, nutritious produce were distributed to local families through the EGP.

Throughout the year, we also hosted mini-health clinics such as flu shot clinics and mammography clinics, and piloted translation services during a mammography clinic to make health services more accessible to all members of our community.

# multicultural connections



“Welcome” is a word we use a lot at the Neighbourhood House, or in some cases that might be “Bienvenue”, “Mabuhay” or “Soo Dhawow”.

2008 saw the launch of the Welcoming and Inclusive Neighbourhoods Project, funded through the BC Government’s Multiculturalism and Settlement Branch at Neighbourhood Houses throughout the Lower Mainland. Under the supervision of Manager Cheryl McBride, our project coordinator was active in conducting focus groups, asset mapping, community outreach, interviews and discussion groups with new immigrants and refugees to gain insight into the newcomer experience in North Vancouver and to identify ways we can better welcome and ease the transition for families new to Canada.

We also launched our Cultural Buddies Program in partnership with the North Shore Multicultural Society, an initiative which pairs

volunteer pre-teens who have been in Canada at least 2 years with newcomer pre-teens. We had 40 pre-teens enrolled in this innovative program at the end of 2008.

As part of our Youth programming, we also offered a program targeted for Persian Male Youth in partnership with the Multicultural Society offering sessions on topics such as Critical Thinking, Diversity, Team Building and Leadership.

In all of our programs we strive to be inclusive and welcoming, whenever possible encouraging multilingual staff and volunteers to offer translation services and to promote our programs and events through venues that can reach audiences from a wide variety of cultural and language backgrounds.

# partnerships



For almost 70 years, our mission could not have endured without the generosity and commitment of our numerous partners.

Perhaps our most visible and ambitious partnership is our investment in the John Braithwaite Community Centre shared with the North Vancouver Recreation Commission and the City of North Vancouver. This vibrant centre in Lower Lonsdale will celebrate 5 years of service in 2009 and provides a much needed venue for programs and services. Our Youth, Seniors and Family Drop in Centres are always bustling with the help of our program partners such as Family Services of the North Shore and North Van City Library.

We also continued our beneficial partnership with School District #44 through our Learning Together Program at Sutherland Secondary helping young moms complete high school and build life skills, and through the Community School

programming at Westview and Queen Mary Elementary Schools.

In 2008 and we also expanded our partnership with Vancouver Coastal Health to provide a public health nurse at the site of the Food Bank program hosted every Wednesday at the House.

We also built closer ties to our frequent collaborative partner, the North Shore Multicultural Society, sharing efforts with them through our Pre-teen Cultural Buddies Program, the Persian Male Youth Project, and our Welcoming Neighbourhoods Project.

Perhaps our “prettiest” partnership however remains our collaboration with the Lower Lonsdale Community Garden Society and the City of North Vancouver to host the Lower Lonsdale Community Garden at the corner of St. Georges and East 2nd. It provides a gorgeous gathering place for our neighbourhood several months of the year.

# community development



Under the banner of “Building Community” the House works to provide opportunities for our neighbours to meet, share, and learn.

In the past year, several of our programs and activities brought people together. Under the guidance of our Community Service Manager, Tricia Andrew and her team, our work at Queen Mary Elementary and our new Community programming at Westview Elementary offered a variety of after school activities for kids and well as opportunities for parents to gather, share coffee or lunch and enjoy guest speakers of interest and relevance to them.

At the Grant McNeil Housing Complex, we offered after school programming, brought fresh, local fruit and veggies to residents through the Edible Garden Project and additionally hosted a Barbeque which had 100 families enjoying games, great food and community spirit.

As part of our pledge to remain accessible to all community members, we also offered low cost multipurpose space for families, organizations and local businesses, including the Stroke Recovery Centre, ESL programming and birthday and anniversary parties.

## **Volunteers**

More than 300 generous volunteers donated their time and talents to our programs and services in 2008. The House is a better, livelier, more welcoming place because of the energy they bring and in turn, we worked to provide volunteers with opportunities to build new skills and get involved in their community.

All of our community events are only possible with volunteer support and the Mistletoe Fashion Show is a great example of an event that is completely volunteer driven, involves numerous businesses, and individuals and in 2008 raised \$2000 for our Family Resource Centre at JBCC.

# financial report

Revenue for North Shore Neighbourhood House during the year 2008 increased slightly to \$ 5.675 m from \$ 5.663 m in 2007. Increases occurred in recreation fees, rental income and various fundraising initiatives, including gaming.

Expenditures outpaced revenue in several areas, including labour costs, rent in various locations, bad debts (unrecovered fees) and food supplies. The agency ends the year with a cash deficit of \$222,823 on the year.

The Board and management have already put in place various mechanisms to ensure we monitor revenue and expenditures more closely from the start of the year. We also note the increased and improved activity of the Resource Development Department and increased revenues. We believe we are in a position in 2009 to take full advantage of the groundwork done in 2007 and 2008 in this area.

The agency's cash position continues to be strong and we are confident we are in a position to run our core programs in future.

**Harvey Dykes, CA**  
*treasurer*

## Abridged Audited Statement

### 2008 Revenue

#### Earned Income

Child Care	1,357,937
Recreation	191,336
Rental Income	34,528

#### Government

Province of B.C.	2,199,536
City of North Vancouver Municipality & Other	752,773
	700,746

#### Other

Membership Fee	1,647
Interest & Other Income	177,766
United Way	158,073
Donations	100,674

**Total** **5,675,016**

### 2008 Expenses

Salaries and Benefits	3,623,002
Rent & Occupancy Cost	351,020
Office & Communication	159,579
Purchased Services	1,271,221
Transportation	87,433
Program	259,578
Advertising &	
Education	72,046
Dues, Bank & charges	73,960

**Total Expense** **5,897,839**

Net Cash (Deficit) -222,823

Amortization -40,680

**Net Deficit** **-263,503**

# continuous quality improvement



In 2010, the North Shore In 2010, the North Shore Neighbourhood House will be renewing its commitment to Council on Accreditation (COA) standards through a rigorous audit conducted by an external consultant.

As we work towards our audit, our CQI committee was able to meet several goals in 2008 to ensure the House maintains the highest standards possible in the management and administration of programs.

Last year, the Committee expanded its oversight to include the Health and Safety Committee meeting minutes, compliance with health and safety regulations, monitoring of client outcome and client satisfaction data, and complaints from persons served. The committee also initiated discussions about the development of a client based "Risk Management" committee and a formally articulated "Complaints Process".

The primary goal for CQI in 2009 will be to identify gaps in data collection and to offer recommendations to encourage the development and implementation of effective mechanisms for information gathering.

Identifying and pursuing opportunities to make recommendations for service excellence based on stakeholder feedback will remain a priority for the next year as well.

Through the completion of the process known as the "CQI Loop" - moving recommendations to action, from the committee to management - the House illustrates its ongoing commitment to the delivery of high quality services and programs to North Shore communities.



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**Marlow Holder**  
*committee chair*

# senior staff

## **executive director**

Don Rutherford  
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## **manager, childcare**

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## **manager, facility & administration**

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## **manager, seniors & community services**

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## **coordinator, supported child development program**

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## **manager, youth**

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## **director, development & community relations**

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We welcome your input and feedback.  
For comments or questions, please contact staff directly or visit  
**[www.nsnh.bc.ca](http://www.nsnh.bc.ca)** for more information.

# our goals

**To effectively** respond to community needs through the delivery of programs and services on the North Shore

**To ensure** our programs, services and public spaces are accessible and affordable to all

**To engage** in addressing specific issues which affect the well-being of our community

**To ensure** all North Shore residents are aware of our programs and services

**To ensure** both internal operations and external programming meet our guiding principles

# guiding principles

## **Equality**

To be inclusive and accessible to all community members

## **Respect**

To celebrate diversity, creativity and individual expression

## **Empowerment**

To value and welcome the contributions each individual can make based on their ability

## **Excellence**

To adhere to and meet the highest national standards of professional performance

## **Collaboration**

To share resources and forge partnerships to benefit the community

## **Accountability**

To responsibly and ethically manage all financial and personal records

## **Sustainability**

To strive toward economic and ecological sustainability in our organization

## **Courage**

To advance our principles and vision in the face of adversity and challenges

“

# our vision

We are working to build  
a safe, healthy and strong community  
welcoming all ages, abilities and cultures –  
one where everyone has access to support,  
everyone is included,  
and where everyone matters.

”

## **north shore neighbourhood house**

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