

2021/2022 Annual Report



NORTH SHORE NEIGHBOURHOOD HOUSE
..the heart of the community for over 80 years

www.nsnh.bc.ca



North Shore
Neighbourhood
House

OUR VISION

A safe, healthy and strong community, welcoming all ages, abilities and cultures where everyone has access to support, everyone is included and everyone matters.

OUR MISSION

To enhance the lives of our neighbours especially our most vulnerable.

OUR VALUES

Celebrating inclusion and diversity

Strong families

All aspects of mental and physical wellbeing

Responsive community development

Developing and nurturing collaborative partnerships

OUR STRATEGIC PRIORITIES

The House	Secure an outstanding new home while maintaining the current facility to meet the needs of our clients and employees.
Children & Families	Enhance and strengthen all areas of support for children, youth and their families.
Funding	Secure diverse and sustainable operating funds.
Seniors	Enhance our ability to meet the evolving needs of our seniors population, through both services and volunteer opportunities.
Our Staff	Continue to develop creative, forward-thinking HR policies that help us recruit and retain the best employees.

REPORT FROM THE EXECUTIVE DIRECTOR AND BOARD CHAIR

2022 marked the 83rd year of the North Shore Neighbourhood House.

Although somewhat back to normal, the 'House' continues to find that community needs are as strong and diverse as ever. Due to our growth in order to meet community need, we were once again reminded of the strength of the House's ability to adjust. Board, staff, volunteers and supporters of the House are the backbone of the organization; whether in 2022 or when the House opened in 1939, that has never faltered.

Highlights for 2022 are numerous. NSNH Staff continued to provide quality programming all while making adjustments to health protocols in order for both staff and clients to stay healthy. The child care centres moved to a full online registration system, creating easier access for applications and waitlist recording. The youth team increased their activities and hours of service to best need the need. Seniors were able to get back on the bus for interesting, engaging trips around the lower mainland. All ages were able to begin eating together, sharing meals and enjoying each other's company. Piano, group exercise, dance, theatre, dog training, group art classes all resumed with full registration. The Edible Garden Project had another year of increased growth and sales as did the Sharing Gardens who grew and provided 5200 pounds of fresh produce to Food Bank. The food bank program grew with participants and volunteers. 1100 people received groceries each week thanks to the time and energy of 80 volunteers. This growing number of clients has been on the rise since 2020 when we saw numbers of 200 people weekly. NSNH shifted to a full day food bank to meet the needs for working people and families. With funding for new equipment, we have the system organized so that we are able to store food safely. We continued to provide shelter for extreme weather for 20 people per night from October 2022 to April 2023. From 8:00pm-7:00am, we opened most nights to provide warm, dry and safe shelter for those in need. The beginnings of our new House also became a reality. Plans and preparations to the stages of the HUB project began with site prep and drawings for the first change to the child care space. We are working with North Vancouver City for changes to our existing site while construction begins on Phase 1. Modifications to the playground space and play space will meet quality programming needs during this phase. Despite growing needs for programs and support, staff continue to everything they do while maintaining fiscal responsibility and staying within budget. Funders, partners and donors did not disappoint this past year. Increases to volunteer hours allowed us to be able to do what we do. We appreciate, value and rely on these efforts. The North Shore is a place where there is need, but also tremendous support. The House remains a space where residents know they can come to in order to find and access support. Our new Navigator program provides community members the change to problem solve issues such as housing, childcare, and income needs.

Over and over we hear gratitude from our participants about how happy they are to be back in the 'House'. In a sense, 2022 was truly a coming-home period after the pandemic. This time has helped us all understand what the 'House' means to this community and its members. It has reminded us of the value of having a space where people can engage and connect. Looking ahead, the NSNH stays open, engaged and willing to continue to provide this community with what is needed in order to build a better community for all.

Thank you to everyone in this community.

Lisa Dooling, Board Chair

Lisa Hubbard, Executive Director

BOARD MEMBERS 2023

Lisa Dooling: Chair

Brent Lewis: Director

Andrew Muller: Past Chair

John Maxey: Director

Darrel Mussatto: Vice Chair

Tricia Andrew: Director

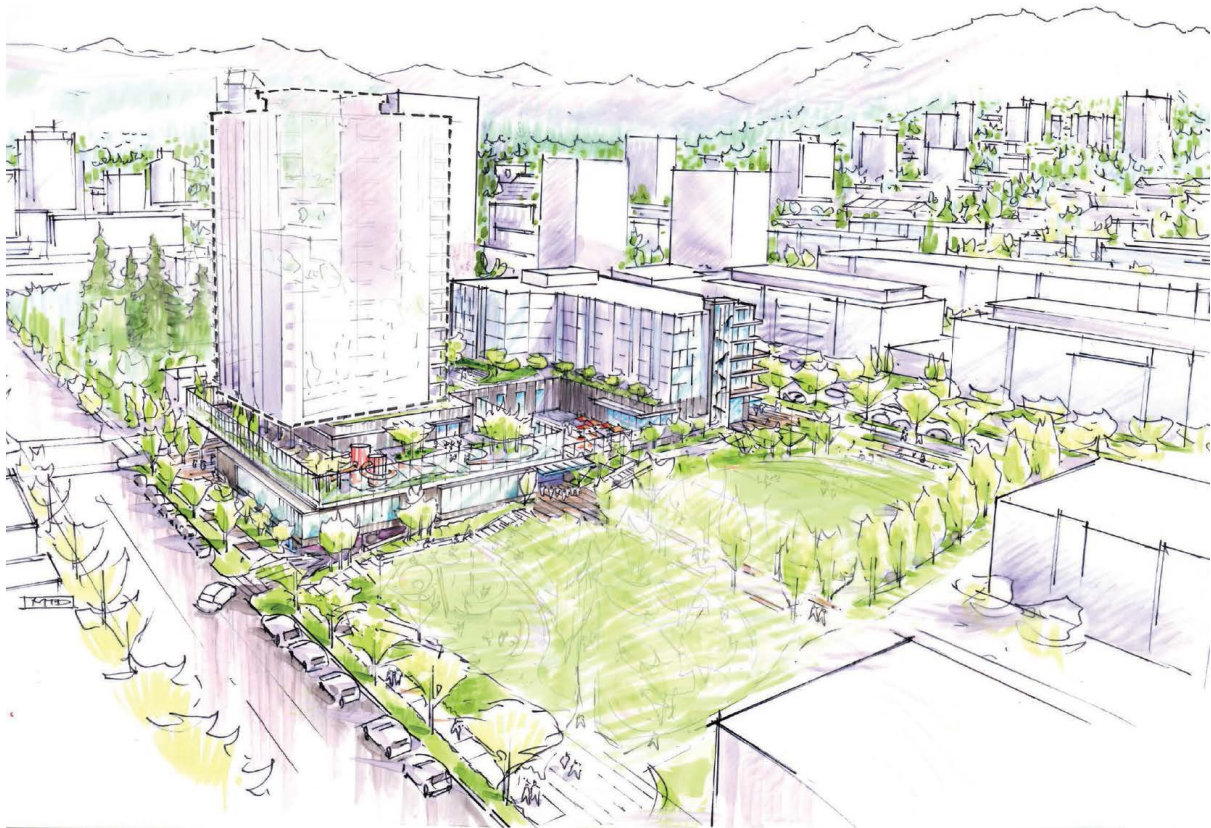
Isabel Gordon: Treasurer

Councilor Angela Girard: Director

Jeanne Douglas: Secretary

Cliff Stewart: Director

Jennifer Hooper: Director



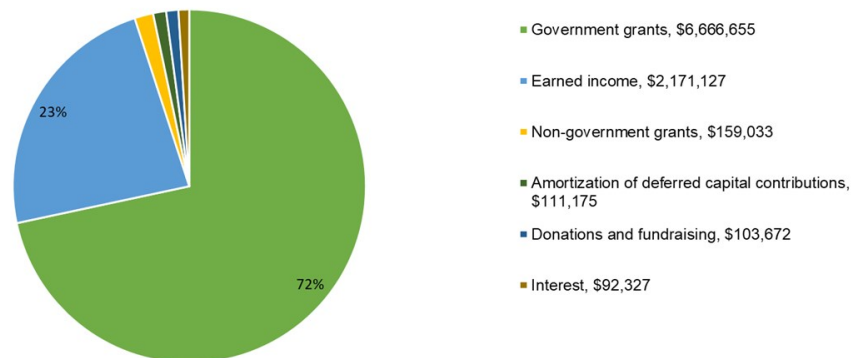
2022 Financial Report

North Shore Neighbourhood House continued to maintain a strong financial position this year. A secure financial base enabled the agency to ensure existing programs and services remain accessible and to provide expanded services in response to community needs.

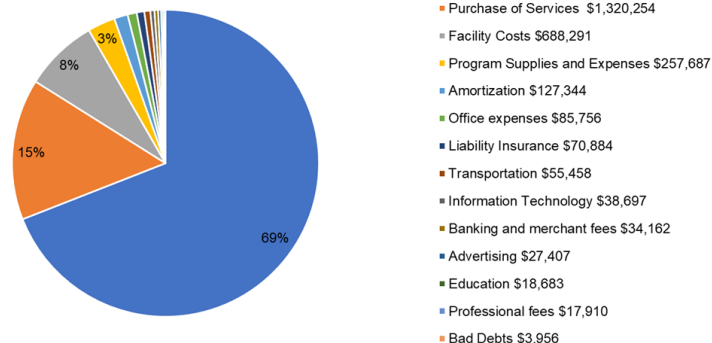
The agency derives approximately 72% of its revenues from the three levels of government. Revenues from the Province of BC were markedly higher in 2022 – with a corresponding rotation away from earned income – as Neighbourhood House now has four daycares participating in the Provincial “\$10 a Day” funding program. The House’s largest expense, salaries and benefits, increased during 2022 due to hiring for new services and programs which have resumed since the Covid19 pandemic and due to both realized and accrued wage adjustments for existing staff. North Shore Neighbourhood House looks forward to renegotiating its collective agreement with CUPE next year.

Our responsive community development model and financial flexibility ensures economic resilience. We are optimistic for 2023, focused on delivering the programs and services key to meeting our goals of building a safe, healthy and strong community while reinvesting for the future. North Shore Neighbourhood House is sincerely grateful for the tremendous generosity of funders and donors and for the support of CUPE local 389 and our employees with their ongoing commitment to our mission, vision and values.

2022 Revenues



2022 Expenses



THANK YOU TO OUR 2022 DONORS, FUNDERS AND PARTNERS

- City of North Vancouver
- District of North Vancouver
- United Way of the Lower Mainland
- Province of British Columbia
- Government of Canada
- North Vancouver Recreation Commission
- BC Community Gaming
- Vancouver Coastal Health
- Ministry of Child and Family Development
- Capilano University
- Vancouver Foundation
- Impact



THE FOLLOWING LIST REFLECTS CONTRIBUTION OF \$500 OR MORE IN 2022

Alexa Young

Blackbird Security Inc.

Caroline McMahon

Cupe Local 389

Cynthia Bunbury

David Nicholson

Debbie Selly

Elizabeth and Blake Kelley

Georgia Main Food Group

Graeme Mitchell

Gulf Pacific Property
Management Ltd.

IGA # 37 Market Place

Isabel Gordon

John Lakes

Keith Brown

Lenard Boggio

Lisa Hubbard

Lynn Valley Garden Club

Mary Harper

Neptune Bulk Terminals
(Canada) Ltd.

North Shore Unitarian
Church

Papertech Inc.

Paul McLean

Rita Nash

Philip Gibbs

RBC Foundation

Soroptimist International of
North and West Vancouver

Rusty Gull Neighbourhood
Pub Ltd.

Sean Wiens

Shelley Duryee

Tricaring Elder Wellness
Society

United Way

Vancity Credit Union

Vancouver Fraser Port
Authority

Veronica MacInnis

Amanda Schultz

Jerrylynn and Shawn
McCann

Brian Martin

Tom Shepansky



THANK YOU!

*On behalf of all at the
North Shore Neighbourhood House
thank you for your continued support of our
programs and services.*

North Shore Neighbourhood House

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