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# ANNUAL REPORT

## 2022 / 2023



CAPILANO COMMUNITY  
SERVICES



# LAND ACKNOWLEDGEMENT

Capilano Community Services operates on the unceded traditional territories of the Coast Salish Peoples, including the Skwxwú7mesh (Squamish), Səlílwətaʔ/Selilwitulh (Tsleil-Waututh), and xʷməθkʷəy̓əm (Musqueam) Nations. Capilano Community Services thanks the Coast Salish people for the opportunity to connect, learn and play together on their traditional territories.



## PRESIDENT'S MESSAGE

First and foremost, on behalf of the Board of Directors I want to thank all employees and volunteers at Capilano Community Services. We would not be here without each one of you, and your dedication to the society. Your passion for community is seen in the lives you touch every day.

This past year has been a year of learning and growing for Capilano Community Services. Lions Gate Community Recreation Centre is beginning to feel like home for us. We are providing services to the community around us, through outreach and on-site programs. It brings a smile to my face each time I walk into the center and see the lobby sitting area filled with people having conversations, and perusing the library. As I walk through the halls of the center I see classes running in the gyms, social gatherings and people connecting with one another.

Looking forward, we know there is so much more we can do to support our community. Our foundation is strong. Our talented, progressive leadership and passionate staff will lead us on forward. We will overcome challenges ahead of us and embrace opportunities to make an impact each day in our community.

There is a quote I want to share....“What lies ahead of us and what lies behind us is nothing compared to what lies within us.” The passion and commitment of our staff and volunteers is our solid foundation as we look into the future.

I am excited about 2023 and the year ahead of us.

- Shirley Leong, President of the Board

# OUR VISION

**Thriving People, Healthy Communities**

## OUR MISSION

**We build community on the North Shore by creating opportunities for people to connect, collaborate, and support one another.**

## OUR GUIDING PRINCIPLES

We connect people to their community



We work cooperatively with the broader community for the resolution of common problems



We ensure our programs benefit and support the growth in our communities and society

We create opportunities for volunteer service within the neighbourhood

We are engaged, open and accessible to those who need us



# STRATEGIC PLAN 2023-2026

## Impact

- Expand programming in response to community needs and emerging opportunities
- Establish our centre as a vibrant community hub
- Ensure we have a strong understanding of our community and people's needs

## People

- Adapt to the changing nature of volunteering and recruit / retain new volunteers
- Ensure we can recruit and retain good people through good wages, benefits, and intangibles
- Continue to cultivate an excellent workplace culture with passion, teamwork, generosity of spirit, and effective communication
- Enhance diversity throughout our organization

## Engagement

- Ensure a collaborative approach and a strong network of partners throughout community to extend our reach
- Enhance recognition of our organization, our place, and our programs
- Continue to develop a constructive working relationship with service partners at LGCRC

## Sustainability

- Establish a strong and sustainable financial base; ensuring diversified revenue streams
- Ensure effective and environmentally responsible operating practices

**103**



**Volunteers**

**9049**



**Volunteer  
Hours**

**31**



**Different  
Programs**



**72 out trips**



**Countless  
smiles**

# FAMILY AND CHILDREN

We were thrilled to launch our new Family & Children's Program in 2022, supporting the very youngest of our community members. No matter what the activity - Family Drop-in, Mother Goose, Skills for Life for Families, or Ask a Nurse - our families have fun and learn together. We are helping children to thrive and are nurturing new relationships between families in our growing community. Our staff and volunteers are the secret to our success in creating a welcoming and inclusive space for our diverse community, and we are grateful to the partnerships that have made this program a success.



*"I really appreciate the nutritious and healthy snacks for our kids"*

*I've learned so much and this will help me in my ECE course (Family & Children's Program Volunteer)*



# YOUTH



Since the pandemic we have seen higher rates of anxiety and struggles with personal and family relationships. Worse yet, substance use, and suicidal ideation have also increased post pandemic. Fortunately, our compassionate and engaging youth outreach workers are there for youth when they need it. In 2022, we started new programs such as Mondays in Motion and Wellness Wednesdays to bring youth together and model healthy lifestyle habits. We also continue to work with youth on a one-to-one basis providing a supportive and trusted adult to help them navigate the tougher times. One by one, we help youth to find their way and stay connected to their community.

*"It's really nice that we always all support each other."*

*"I wanted to let you know how much my son is enjoying the program. He normally does not like to participate in any after school sports or programs, he is friendly with many of the kids in his class but rarely hangs out with anyone after school preferring to come home and be on his own. At first, he was hesitant about your course, but I asked him to give it a try. Now he loves and looks forward to it... plus he has made stronger connections with his classmates and has started spending time with them after school! He's definitely growing and maturing this year, but your program has helped him come out of his shell. Thank you! You are doing amazing work!"*



# SENIORS

What was important to you at age 10? Perhaps it was having a trendy pair of sneakers, having the swings in the park all to yourself... Age 20, what did you dream of? Perhaps buying your first car, a trip to Vegas... While a couple of these may still be on your bucket list at 60, 70, 80+ years of age, many older adults are also seeking a sense of belonging, social and community connection, personal safety, and ways to maintain physical and mental wellbeing. Our Seniors' Hub Program offers fun, interactive social activities, support services, and resources that respond to the needs and interests of older adults, while supporting independence, health, and happiness.



Our participants regularly tell us that our programs, and our staff and volunteers, make a significant and positive difference in their lives...

*"I am so very thankful for Seniors' Hub. Without their transportation to the mall or grocery store I would have great difficulty getting out shopping. It helps me stay independent. Meeting new people and being able to chat and socialize is also a great bonus for the mind. Thank you Seniors' Hub, – volunteers and staff are the best!"*

*"...Thank you for making our golden age happy; ...a reason to go on...the world needs more people like you."*

*"The Persian people are so happy and comfortable to be here...Everything is so organized and nice. With what is happening in Iran, people are so sad. People can come together and talk about their sadness and feel better. We can come together and talk, dance, listen to music and be together. We really appreciate this from the bottom of our hearts. You are changing our lives. Thank you so much."*

# HEALTH EQUIPMENT LOAN PROGRAM

We continue to deliver the Health Equipment Loan Program - a highly valued and one-of-a-kind service on the North Shore. This program is entirely volunteer-run, and we have been pleased to welcome many new volunteers from Lions Gate Village and other areas of the North Shore. Capilano Community Services is proud of our 35-year history supporting this free program in partnership with the Canadian Red Cross.

**2620**

**CLIENTS SERVED**



**5672 VOLUNTEER HOURS**



**6117 PIECES OF EQUIPMENT LOANED**





# CREATING OPPORTUNITY AND SUPPORTING OUR COMMUNITY

Thousands of miles away in Iran, a family imagines a new life in Canada – and the safe haven this provides. They have seen photos of what will become their new home – the beautiful community of North Vancouver nestled between the ocean and the mountains. They think about finding good jobs, the wonderful educational opportunities for their children, and making new friends. At Capilano Community Services we see many such families and individuals – and their journey, sometimes has some bumps along the road.

For Firouzeh, a hairdresser, several months after arriving she was still unable to find a job. Feeling disheartened, a friend suggested volunteering to gain new skills, increase her social network, enhance her English language fluency, and job prospects. When Firouzeh volunteered in our Family Playgroup program it was clear everyone benefitted. Our organization gained a dedicated, multi-lingual volunteer to support our program, and Firouzeh gained Canadian work experience, hope, happiness, and a sense of community belonging. Firouzeh's experience volunteering with families and children gave her a new career direction and she returned to school to obtain her Early Childhood Education certificate and subsequently found paid employment. Firouzeh was able to fully realize her dream of a new and successful life in Canada - and volunteering provided the gateway to all she had imagined.

Our volunteer roles help individuals to feel empowered and inspired, and our volunteer program transforms community by driving social and economic prosperity – resulting in a thriving North Shore.

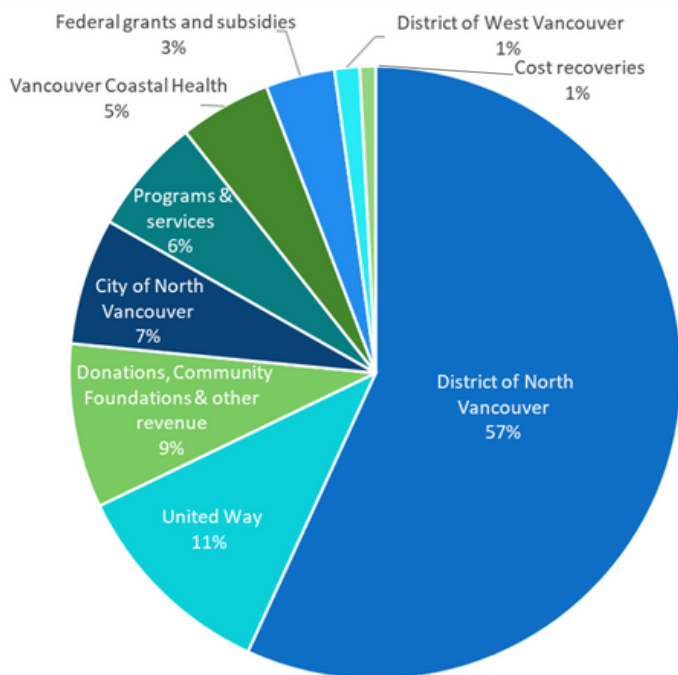


# WHERE DOES THE MONEY GO?

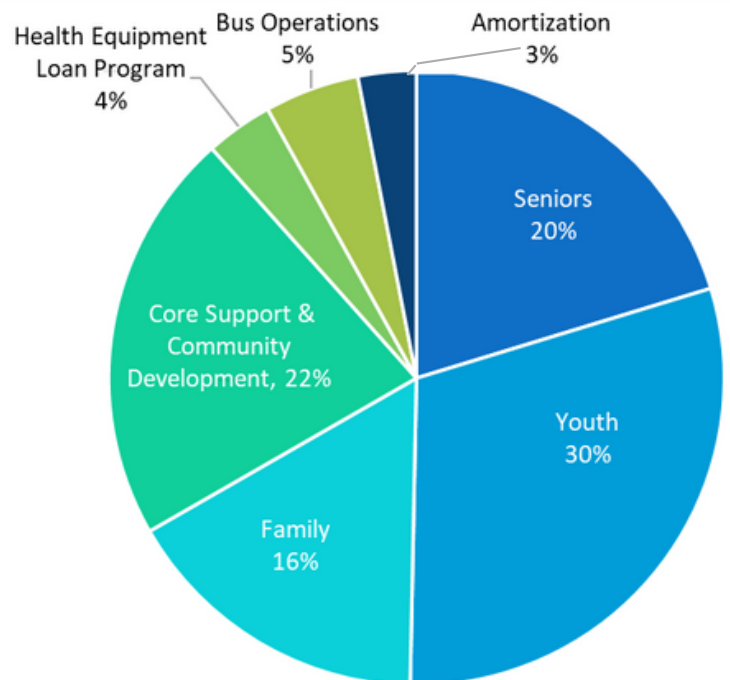


This was a transformational year as we moved to our new home at Lions Gate Community Recreation Centre and expanded our programs and services. As a result, we incurred some one-time expenses, but we also attracted the attention of new donors and supporters who share our vision of healthy communities. We invested in new staff for the Family & Children’s program, increased My Lions Gate BREAK dementia program to twice weekly sessions, and expanded our youth outreach team to meet the demand for their services.

**Revenue**  
**\$982,279**



**Expenses**  
**\$977,406**





## A BIG THANKS TO ALL OUR VOLUNTEERS

Our volunteers are the heart of our community, and their enthusiasm, passion and commitment are how Capilano Community Services has continued to thrive for over 50 years.

We celebrate each and every volunteer and this year we recognized our longest serving volunteers, John P. (25 years) and George R. (21 years), who continue as dedicated bus drivers for our Seniors' Hub and Youth Outreach programs.

Pictured above is our caring team for My Lions Gate BREAK dementia program, celebrating their 2023 Community Volunteer Spirit Award.

## BOARD OF DIRECTORS 2022-2023

Thank you to the 2022-23 Board of Directors !

Angela Christensen  
Dave Matthews  
Elaine Grenon  
Jana Petersone Finley  
John Croockewit  
Ken Ip  
Kirsten Hume Scrimshaw  
Mike Lee  
Shirley Leong  
Tricia Andrew

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# GET INVOLVED

To volunteer, make a donation, become a member, or learn more, visit us at [www.capservices.ca](http://www.capservices.ca)

## Contact

📍 1733 Lions Gate Ln, North Vancouver, BC

🌐 [www.capservices.ca](http://www.capservices.ca)

📷 @capilano\_community\_services

📘 Capilano Community Services Society

# OUR SUPPORTERS



**United Way**  
British Columbia

Working with communities in BC's Interior, Lower Mainland, Central & Northern Vancouver Island



Funded in part by the Government of Canada's New Horizons for Seniors Program



Province of British Columbia



We are grateful to the many local businesses, individual donors, community organizations and partners who have provided support to CCSS and invested in our community.