



CAPILANO COMMUNITY  
SERVICES



# Annual Report 2023/24



# Land Acknowledgement

CCSS honours the Elders and Knowledge Holders, past, present, and future, and acknowledges with gratitude that we work, learn, and serve in communities situated on the traditional, ancestral and unceded territories of the Skwxwú7mesh (Squamish), Səlílwətaʔ/Selilwitulh (Tsleil-Waututh), and xʷməθkwəyəm (Musqueam) Nations.

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



# Messages from Leadership

**President**  
**Shirley Leong**



It is with a humble heart we close 2023 for Capilano Community Services. We laid many foundations to support the continuing growth, development and delivery of programs to meet the needs of our vibrant community. Concurrently we experienced significant leadership changes.

I want to start off and thank Stephanie Aldridge for her leadership at CCSS for the last two years. She was critical in our transition to Lions Gate Community Recreation Centre and setting up strong pillars for the society's future success. To support our continued growth, we welcomed a new Executive Director, Nick Avery. He brings much enthusiasm and desire to embrace CCSS's vision for the coming years.

Our Board of Directors is also changing with two long-time members "retiring". I want to thank Elaine Grenon for her leadership over the years, and we will miss her unwavering dedication to CCSS. Kristen Hume-Scrimshaw, with her invaluable knowledge and compassion, will also be missed. We have also welcomed three new Board members to help guide CCSS through the next phase.

Throughout this change, in 2023 the Board and staff continued to work together to further our mission and achieve our vision. The Board prioritized establishing governance practices that will guide the society as we grow and expand our programs. As we move in 2024, the Board is excited about our future, and possibilities serving the community can bring.

I'm always surprised when I see how much an organization, made up of such dedicated people, can accomplish in a relatively short amount of time. I'm proud of what we achieved in 2023 but mostly I am grateful for the dedicated staff, volunteers and board members who worked so diligently to build healthy communities.

# Messages from Leadership

**Executive Director**  
**Nick Avery**



It came to me, as I sat down to reflect on the past year, and tried to capture in my message why Capilano Community Services is so special. I realize it's the intangibles, it is the story behind the numbers. No matter how impressive the participation numbers are. No matter how many programs were run. No matter how many cups of coffee that were served. It is the intangibles that set CCSS apart. It's the empathy, kindness and patience from all of our staff, volunteers, board and community members that is responsible for another year of huge accomplishments. This brings us another step closer to a vision of 'thriving people and healthy communities.'

I am filled with gratitude for the incredible work and unwavering support of our community, donors and partners. In this Annual Report, I have highlighted some of the achievements over the past year and it is difficult not to feel incredibly proud. There is so much strength in this community. We have seen much change in the past year as our new community grows and we have provided inclusive and friendly spaces for people to find genuine connection and a sense of belonging.

As we look to the future, I am filled with optimism and excitement for what lies ahead. With your continued support, we will build upon the past two years in Lions Gate Community Recreation Centre as we continue to identify and fulfill community needs.

In 2024, we remain dedicated to a community where all voices are heard and valued. Together, we will continue to drive positive change and make a meaningful impact in our community.

A heartfelt thank you to every single person involved with CCSS. Without you, none of this is possible.



# Family and Children

2023 saw our Family and Children's department celebrate its first anniversary. This department supports our youngest community members - welcoming them in an inclusive space to learn, laugh, play and connect.

A year in, the impact has been far greater than we anticipated. Through innovative programming, the amazing staff, volunteers and community collaborations have fostered an environment to nurture new relationships between families in our growing community. The program has offered social connection, a sense of belonging, and a support network for families to rely on.

## Programs:

Family Playgroups (0-5 years)  
Family Playgroups (0-30 months)  
Play & Ask (0 – 30 months)  
Move with Me (0 – 5 years)  
Kids in the Kitchen (4 – 6 years)  
Mother Goose (0 – 15 Months)  
Online parent/caregiver education workshops

217

Programs run

2753

Total Participants

4,206

Snacks distributed

31,826,45

Times "Zoom zoom  
zoom, we are going  
to the moon was  
sung"

## A Journey of New Beginnings and Resilience

Zahra and her family sought refuge in North Vancouver, escaping the turbulent conflict in their homeland. They attend a free family drop-in program at Capilano Community Services.

Zahara's son, Navid eagerly engaged in a variety of activities, from exploring toys and games to participating in painting sessions, music activities, and story time. The program emerged as a crucial support system, significantly contributing to Navid's social, cognitive, language, and motor development. For Zahra, navigating the complexities of settlement, the family programs went beyond mere enrichment for Navid—they served as a lifeline and helped build resilience. This active engagement marked a transformative journey for Zahra, leading to improved language skills, enhanced confidence, and an expanded social network – and a return for Zahra to full-time employment.

The program helped pave the way for this family to thrive in their new home - a testament to the profound impact of community-responsive programs on the holistic well-being and success of individuals and families.

# Youth

## Drop-in

With the move to our new home, 2023 year marked a full year of CCSS' running drop-in programs at Lions Gate Community Recreation Centre. These programs are designed to meet youth where they are at. They offer them a safe, inclusive space to explore interests, friendships or, simply, as the youth say, 'Just chill'. Programs are created and adapted to respond to youth needs and concerns. A particular highlight was 'Brotherhood' a group for young identifying males to talk about mental health and life challenges while dispelling toxic masculinity.

## School's Out

We are so grateful for the continued support of the United Way of British Columbia to run our 'School's Out' program at Norgate Xwemélch'stn Community Elementary. The program is for youth aged 10-12 and focuses on social and emotional development, connectedness, service to community, health and wellness, and interests and competencies. This year we introduced youth volunteers to the program. The volunteers who are now in grade 10 and 11 had previously participated in the program 4 years ago which was a wonderful full-circle moment illustrating how the program fosters community connection.

1598

Total youth participations

103,995

Times we were late on a Tik Tok trend

## One to One Support

The devoted youth team support youth aged 12-24, in a one-to-one capacity addressing a wide range of issues such as:

- Anxiety
- Family and relationship issues
- Practical help (ID cards, job search, housing search, etc)
- Self Harm and suicidal ideation
- School and bullying issues
- Isolation and socializing

The youth team has up to 12 clients on their caseload, ensuring excellent quality of care.

215

Programs run

570

1:1 sessions



# Health Equipment Loan Program (HELP)

In collaboration with the Red Cross, CCSS continues to deliver the essential Health Equipment Loan Program. This one-of-a-kind service on the North Shore offers short-term mobility and bathing aids to anyone in need.

7412

Total Pieces of  
Equipment  
Loaned

3032

Total  
Clients  
Served

5530

Volunteer  
Hours

2496

Cookies Consumed  
(excluding Ron's  
consumption)

## Volunteers

This program is volunteer-run. A huge thank you to everyone who puts their time, kindness, and detail into every interaction. Our volunteers are both long-time North Shore residents and newcomers to Canada. Recently, we have welcomed lots of newcomers from Iran and the program has given them the opportunity to refine their English skills and acclimatize to life in North Vancouver and offers a stepping stone into the job market.

## What is it like to volunteer?

Nasrin joined the program early in 2023, here is what she had to say:

**Q: What do you enjoy the most about your role and why?**

A: I enjoy helping others, being useful and I like being in a peaceful community. This volunteer position gives me fulfillment. As a newcomer to Canada, being in this community makes me feel like I am part of this society.

**Q: Tell us about the most memorable experience you have had so far in your role**

A: As a newcomer my English is not strong but they are patient and accepting of me.

**Q: What would you tell someone that is wondering if they should become a HELP volunteer**

A: As a newcomer to Canada I would recommend others to volunteer at Red Cross to make connections in their community, learn English and gain experience in Canada and help others

# Seniors

Our senior's department offers a place for fun, interactive social activities, along with providing support services to seniors to increase independence, health, and happiness while reducing isolation.

This year has been a year of immense growth for the seniors department. The Lions Gate Village area is rapidly evolving with a growing number of people who have newly immigrated to Canada. In response to community need, the department began to offer groups such as our Parsian coffee group and English language learning classes to help people find community and assist with the transition to a new life.

## New Beginnings

Mr. and Mrs. Rahimi came to Canada from Iran in 2022, to live with their daughter. Adjusting to their new life in an unfamiliar country was challenging. They missed the sounds of Tehran and longed for the friendships they left behind. An acquaintance, who himself remembered the feelings of being a newcomer, suggested they join the Parsian Coffee Group offered by Capilano Community Services.

They felt immediately relaxed in the familiar rhythms of their Iranian culture – enjoying, conversations, music, and familiar snacks. Speaking in Farsi, they felt able to fully express their thoughts and feelings through the rich nuances bound within one's first language. Attending the coffee group became a highlight of their week, providing them with much-needed social connection with fellow Iranians. It wasn't just about the coffee, pastries, and music; it was about finding companionship and a sense of belonging in their new Canadian home.

7872

Total Participation

Number of  
Programs

715

4301

KM's we drove to  
assist seniors

Cups of coffee we  
served

7149



# Community Impact

## The Capilano Cooking cooperative

This engaging social program was created to enhance social connectedness and belonging for adults. Participants work together as a “cooking cooperative” in our Community Kitchen, eating together and sharing food. This creates valuable opportunities to initiate and build friendships that promote belonging and enhance support networks. In each class, participants will cook 2-3 different dishes. Once the food has been prepared participants come together around the table to share the dishes they have made, engaging in fabulous food and conversation. The program also addresses food security as participants cook enough food both for dining together, and for 2 to 3 meals that can be packaged and taken home to eat, or shared with a neighbour, or someone in need. This “take and donate” component also extends the reach of the program and benefits others in the community.

324

Meals distributed  
to community

3

Michelin Stars

43

Families provided  
respite

54%

Program client growth

## My Lions Gate Break

My Lions-Gate Break (MLGB) - is a day-program for individuals with mild to moderate dementia that encourages social connection, physical activity, and mental stimulation. It's also a much needed break for caregivers, and a support network for families. The 'aging in place' population is growing and the need for community-centred programs is increasing along with it.

# Financials

## Revenues

District of North Vancouver - **592,870** - **52%**  
 City of North Vancouver - **113,818** - **10%**  
 United Way of British Columbia - **99,985** - **9%**  
 Provincial funding- **73,694** **6%**  
 Vancouver Coastal Health - **48,750**- **4%**  
 Federal grants and subsidies- **51,728**- **5%**  
 Programs and services- **56,156** - **5%**  
 Community, donations & other- **104,634** - **9%**

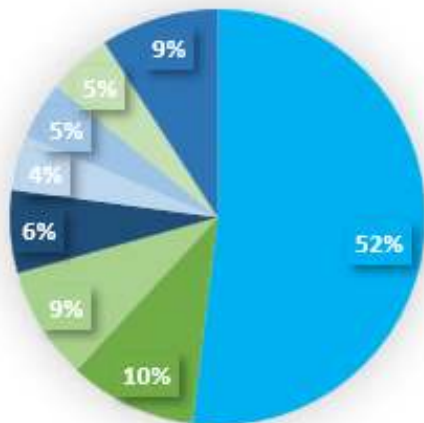
**TOTAL 1,141,635**

## Expenditures

Youth - **282,523** - **27%**  
 Seniors - **238,911** - **23%**  
 Family - **143,936** - **14%**  
 Core Support and Community - **289,074** - **28%**  
 Health Equipment Loan - **39,583** - **4%**  
 Bus Operations - **34,887** - **3%**  
 Amortization - **9,478** - **1%**

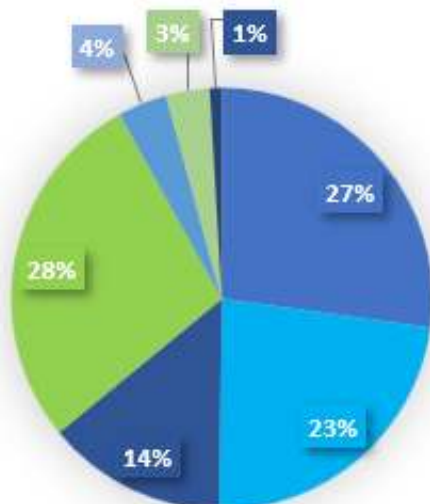
**TOTAL - 1,038,391**

### FY2024 Revenue of \$1,141,635



- District of North Vancouver
- City of North Vancouver
- United Way
- Provincial funding
- Vancouver Coastal Health
- Federal grants and subsidies
- Programs and services
- Community, donations & other

### FY2024 Expenditures of \$1,038,391



- Youth
- Seniors
- Family
- Core Support and Community
- Health Equipment Loan



# CCSS Team

## Board

Shirley Leong- President  
Dave Matthews- Vice President  
Jana Petersone Finley- Treasurer  
Elaine Grenon- Secretary  
Angela Christensen- Director  
John Croockewit- Director  
Judy Condotti- Director  
Kirsten Hume Scrimshaw- Director  
Ken IP- Director  
Taylor Mathieson- Director  
Judith Stark- Director

## Volunteers

Our amazing volunteers are the heart of our operations. Their enthusiasm, passion empathy and commitment are the key to Capilano Community Services. We thank each and every volunteer and are forever grateful for their commitment in supporting our programs and services

## Management

Nick Avery- Executive Director  
Miki Nash- Manager, Administration  
Maralyn Wild- Manager, Grants, Programs and Engagement

## Volunteers

Marjorie Somerton- Volunteer Coordinator

## Seniors

Austin Neaves- Seniors Supervisor  
Chantal Pankratz- MLGB Lead  
Riba Tehrani- Seniors Programmer  
Zarrin- Seniors Programmer  
Omid - Seniors Programmer

## Youth

Ally Andreassen- Youth Outreach Worker  
Dani Guriola- Youth Outreach Worker  
Lexy Atterton- Youth Outreach Worker

## Family and Children

Yasmin Soloman- Family and Children  
Xi Wu- Family and Children Programmer

# Get Involved

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

## Contact:

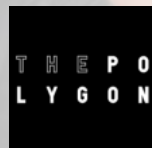
1733 Lions Gate Ln, North Vancouver, BC

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

 @capilano\_community\_services

 Capilano Community Services Society

## Our Supporters



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