



**CAPILANO COMMUNITY
SERVICES**

CAPILANO COMMUNITY SERVICES

ANNUAL REPORT
2024/25



Capilano Community Services Society honours the Elders and Knowledge Keepers, 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 xʷməθkwəy̓əm (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.

CCSS Team

Board

Shirley Leong- President
Dave Matthews- Vice President
Jana Petersone Finley- Treasurer
Angela Christensen- Director
John Croockewit- Director
Judy Condotti- 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, Administrative Services
Maralyn Wild- Manager, Community Development

Seniors

Austin Neaves- Seniors Supervisor
Maya Graves-Bacchus- MLGB Lead
Riba Tehrani- Seniors Programmer
Zarrin Feazi- Seniors Programmer
Abbas Moghaddam- Seniors Programmer

Youth

Ally Andreassen- Youth Outreach Worker
Daniela Guirola- Youth Outreach Worker
Miya Earland- Youth Programmer

Family and Children

Yasmin Soliman- Family Supervisor/
Communications Lead
Xi Wu- Family Programmer





Messages from Leadership

President: Shirley Leong

Capilano Community Services Society has had a great year providing high quality and affordable service to members of the community. We couldn't run all the outstanding programs without diligent and committed staff, volunteers and board members. It's truly their passion and dedication that drive CCSS's mission forward every day. I'd also like to extend a special thank you to our partners and donors, whose support is crucial to our ongoing success.

We want to build community on the North Shore by creating opportunities for people to connect, collaborate and support one another. This mission guides every decision we make and every initiative we undertake. While we have seen all our program growth and expand, it is done with purpose. From babies to seniors and everyone in between, CCSS is committed to provide a welcoming and inclusive environment for all.

Our family programs provide parents/caregivers and children the chance to develop and build potentially life-long connections with others. Our youth programs give all youth the opportunity to build meaningful relationships and receive invaluable help. Whether it is grocery shopping trips, cooking or art classes, our seniors are supported as they stay connected with their community. Our Health Equipment Loan Program provides everyone with free aid (health equipment) as they recovery from illness or injury.

Every program at CCSS is designed with purpose and delivered with passion. We will continue to be innovative, collaborate, and be inclusive as we move into the next year.



Messages from Leadership

Executive Director: Nick Avery

It's easy to get lost in the moment, and I find writing the annual report is a fantastic opportunity to take a second (or a few hours) to reflect on the past year. This year, several themes popped up: growth, learning, and, most importantly, connection.

Over the previous year, CCSS connected with more people than ever. Program stats show the immense growth of our programming and reach in the community. This year, we began to learn a lot more about the ever-developing area we call home, and the wonderful people who also call the area home. Personally, with a full year as executive director under my belt, the learning never stopped. The biggest takeaway I took from my reflection was the importance and beauty of connection. Connection gives purpose.

At a time when the world can feel heavy and uncertain, you only have to spend 5 minutes in our programs to see the smiles, the new friendships, and the sense of belonging we are building as a community. The North Shore continues to grow, bringing together people from all walks of life and many different cultures. One of the proudest achievements CCSS has made as an organisation is hearing how we are helping people find connection and belonging.

Looking ahead, we will be launching a community audit to listen closely to those we serve, about what they need, what they want, and how we can grow alongside them. Our goal: to strengthen our impact and continue building programs that matter.

I strongly believe there is no peace unless everyone is able to find a peace of their own. To our funders, staff, and volunteers, thank you. Your dedication is the heartbeat of this work. I'm so excited to keep moving forward together, building a future that supports, connects, and brings a little more peace to our amazing community.

Family & Children

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)

Parent/caregiver Education
Workshops

The Family and Children's department has grown into a vibrant hub where our youngest community members and their families feel welcomed, supported, and connected.

This year, we saw continued growth in participation, reflecting the genuine value families find in our programs.

Through thoughtful programming and the dedication of staff, volunteers, and community partners, we've created a space where new relationships can take root and a sense of belonging can thrive.

The department has also become a place for parents to meet one another, share their experiences, and offer support through the joys and challenges of early parenthood.

In addition to social connection, we've provided opportunities for parents to engage directly with healthcare professionals, helping to build knowledge, confidence, and access to important resources.



210

Programs
Run

4,664

Total
Participants

24%

Participation
increase from
previous year

2,664

Snacks
Provided



Family & Children

“I’m taking my daughter to different circle times, libraries, community centers from West to North Van, downtown area and Brentwood, this is the first one that facilitators were really involved/engaged with much care and cautiousness for kids. My daughter & I really enjoy the program.”

Parent from Play & Ask Program

“My name is X, and I moved here recently from Eastern Europe with my son. At first, everything felt unfamiliar—new language, new people, and no support system. Then I found this Family and Children Program, and it completely changed my experience.

Coming to the parent participation drop-in was the first time I felt like I belonged somewhere here. I started recognizing familiar faces, slowly made friends, and felt less alone.

My son has also grown so much. He's learning English, making friends, and gaining confidence through play. It's like preschool, but I get to be a part of it too, which makes me feel more connected to his learning.

One day, I even had a chance to speak with the nurse from Vancouver Coastal Health who visits. I was able to ask her questions about my son's health, and she helped guide me on how to find a family doctor. That support meant so much. I'm so grateful for this space—it helped us feel at home in a new country.”

Parent from Family Playgroup Program

“Awesome program with very friendly staff and very accommodating. We come almost every time, lots of toys for kids to enjoy. Beti”

Parent from Family Playgroup Program

“This is such a beautiful, warm and amazing place. Me and Charlotte left welcomed, the team is so kind and friendly. Thank you!”

Parent from Family Playgroup Program

Youth

One to One Support

Our Youth Team provided individualized support to 12 youth this year, offering consistent, compassionate care tailored to each young person's unique journey.

In these one-on-one sessions, youth explored everything from friendship struggles and school stress to mental health challenges and future goals. These conversations helped build deep, trusting relationships between Youth Workers and the youth they support.

These relationships become anchors for growth and resilience.

Steven , age 24, reflected on how much this support meant to him:

"I learned more about myself, how to process positive and negative feelings, and how to better recognize what I can do alone versus when I need to ask for help."

"I discovered what drives me and where I want that drive to take me."

It's stories like Steven's that remind us of the importance of meaningful, individualized care. These connections lay the foundation for confident, compassionate future leaders.

At the heart of our youth programming is the belief that every young person deserves to feel seen, heard, and supported.

Drop in programs

Our drop in programs also grew during the 2024-5 year with the addition of weekend programming. In an effort to increase accessibility and meet youth where they are at, new programs such as Game On (weekday) and Saturday Spotlight (weekend) were designed with input from youth and offer a balance of play, creativity, and connection.

Whether it's board games, music, or simply hanging out, these spaces provide youth a much-needed third space where they feel seen, valued, and supported during a critical stage in their social and emotional development.



675

Programs
run

541

1:1
Sessions

3,064

Total Youth
Participants

74%

Participation increase
from previous year

Youth



School Outreach

Our Youth department runs outreach programs at Carson Graham, Handsworth, and Mountainside Secondary. These programs create safe, inclusive spaces where students can connect, feel supported, and build a sense of community during the school day.

Developed in partnership with SD44 educators, this collaboration has been essential in expanding our reach and tailoring each program to meet the unique needs of each school.

Keith Gallant, Choices teacher at Handsworth school shared:

"What's occurring here is trust, familiarity, and relationship—essential ingredients for meaningful connection between school and community. Word spreads from Club 1036 to students who need support, may one day need it, or know someone who does."

Andrea Jenks, Choices teacher at Carson Graham, added:

"When schools and community organizations work together, we're not afraid to try something new. It's been widely successful, and now we can reach more youth and provide more meaningful support."



United Way
British Columbia

'Schools out!' and 'Future Leaders'

We are so grateful for the continued support of *United Way British Columbia*, which allowed us to continue running the 'School's Out' program at Norgate Xwemélch'stn Community Elementary. Designed for youth aged 10–12, the program supports social and emotional development, connection, community service, wellness, and skill-building.

This year, we also launched 'Future Leaders', a new initiative that brought 10 youth volunteers—many of whom participated in School's Out four years ago—back into the program as mentors. Now in grades 10 and 11, these volunteers help lead activities and model leadership, creating a meaningful full-circle moment that reflects the long-term impact of community connection.

Together, 'School's Out' and 'Future Leaders' have highlighted how youth thrive when they're supported, not just to participate, but to lead, give back, and grow with their community.

Seniors

From lively social gatherings to essential supports, our programs continue to offer a place to promote independence, health, and happiness while reducing isolation and loneliness among seniors across the North Shore.

The bus program remained a vital service, helping seniors access groceries, attend programs, and enjoy monthly outings, including ones tailored specifically for our Persian community.

Celebrations like Nowruz and the Moon Festival brought people together through food, music, and culture, while smaller group activities such as quilting, bridge, and Men's Shed offered space for laughter, creativity, and friendship.

We also continued to support newcomers through English Language Learning (ELL) classes and culturally specific programming, helping people build bridges between their heritage and their new Canadian home.

At the heart of it all, our goal remains the same: to create spaces where seniors feel valued, connected, and supported.



850

Number of Programs

9,792

Total Participation

24%

Participation increase from previous year

6,304

KM's our bus drove to transport Seniors

Seniors

"Being a part of this community has changed my life. This space is filled with love. It's a place where Iranian seniors can come together, celebrate our heritage, and make new friends."

- Member of the Parsian Coffee Group

"Without the Capilano Community Services Bus I don't know how I would get my groceries. This is my lifeline to staying independent." - Client of our Bus Program



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 provide a support network for families.

The 'aging in place' population is growing and the need for community-centred programs is increasing along with it.

"My Lions Gate BREAK is the only time of the week where I can take a break, get groceries, and do things like get my haircut." - Caregiver

3,140

Respite hours

72%

Increase of respite hours



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.

One of the greatest strengths of the HELP program is the vibrant volunteer community behind it. With over 35 volunteers from diverse backgrounds, cultures, and professions, the program offers far more than equipment loans, it creates connection, purpose, and belonging.

Some volunteers are retired, others carve out a few hours from busy schedules, and many are new to Canada, bringing valuable skills from fields like IT and healthcare. Volunteers work consistent weekly shifts, which creates space for friendships to grow and support networks to form.



8,001

Total Pieces of
Equipment Loaned

3,392

Total Clients
Served

6,637

Volunteer
Hours

The Capilano Cooking Cooperative

The Capilano Cooking Cooperative continues to be a vibrant, welcoming space where adults come together to cook, connect, and build community. Over the past year, the program welcomed many new participants from all walks of life. Each session, participants work side by side in our community Kitchen, preparing 2–3 delicious dishes before sitting down to share the meal together. These gatherings offer more than just great food—they create space for friendships to form, stories to be shared, and a sense of belonging to grow. The program also helps address food security. Everyone leaves with extra meals to take home or share with neighbours, extending the care and connection beyond our kitchen. This “cook, share, and support” approach has helped foster a generous, inclusive community where everyone has a place at the table.



Community meals

Over the past year, our partnership with the Capilano Cooking Group has grown into something truly special. Once a month, participants come together to prepare a free, shared meal, opening the doors to anyone in the community who wants to join.

These gatherings offer more than just good food. They create a welcoming space for neighbours to connect, share stories, and enjoy a sense of togetherness. Whether you're a regular or stopping by for the first time, everyone is greeted with warmth, a full plate, and a seat at the table.

“This class also gives me happiness doing and sharing with others and, I find, happily sets the tone for the week.”

Program participant

“I am so glad I came! I am an introvert, and was (dreading this), but I am so glad I came.”

Program participant



Community Events



Party On the Plaza

In collaboration with NVRC and the NVDPL, we host an annual event intended to animate the plaza space and provide an additional way for people to connect and build relationships within the neighborhood to their community.

We saw over 500 people enjoy amazing music and entertainment, free BBQ food and a huge community line dance!



Nowruz and Holiday Market

This past year, we hosted our second annual Holiday Market and, for the first time, a Nowruz Market. Both vibrant celebrations of community and culture.

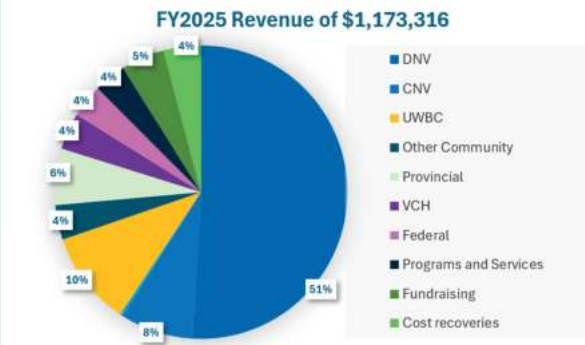
These markets brought people together to support local artisans, discover unique handmade goods, and share in the richness of our diverse community. Each event felt like more than just a market. It was a place to connect, celebrate, and reflect the creative spirit of the people on the North Shore.



Financials

Revenues

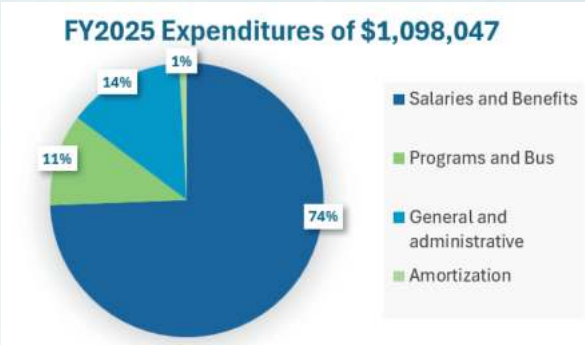
- District of North Vancouver- \$597,973
- City of North Vancouver- \$94,605
- District of West Vancouver - \$3,500
- United Way of British Columbia - \$122,480
- Other Community- \$44,904
- Provincial funding- \$73,000
- Vancouver Coastal Health- \$47,500
- Federal grants and subsidies- \$42,704
- Programs and Services- \$41,784
- Fundraising, donations and other revenue- \$56,387
- Administration support and cost recoveries- \$48,479



TOTAL \$1,173,316

Expenditures

- Salaries and Benefits- \$816,874
- Programs and bus operations- \$119,244
- General and administrative- \$152,389
- Amortization of capital assets- \$9,567



TOTAL \$1,098,047



Community Partners and Funders



THE POLYGON



Thank You

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