



CAPILANO
COMMUNITY
SERVICES

Annual Report

OUR VISION

Thriving people,
healthy communities.







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), sə̓lilwətał (Tsleil-Waututh), and xʷməθkwə́yəm (Musqueam) Nations. As an organization rooted on these lands, we recognize our responsibility to build inclusive spaces where all members of the community are welcome, feel supported and connected.

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 create opportunities for volunteer service within the neighbourhood.
-  We ensure our programs benefit and support the growth in our communities and society.
-  We are engaged, open, and accessible to those who need us. We work cooperatively with the broader community for the resolution of common problems.

Community is everyone!

Cap Services is your place to build connections and experience a feeling of belonging, that is lifelong and life changing. This is your place to thrive!

At Cap Services, community begins early. Infants and toddlers learn, play, and grow in spaces where parents connect with each other and access supports and resources that help families thrive. As kids move into our elementary After School Programs, they build social and emotional skills and form trusting relationships with caring adults who guide them through important early milestones. By the time they reach 12 to 24 years of age, young people can turn to our youth workers whenever they need one-to-one mental health support, steady encouragement, and a safe place to talk.



Many find belonging in our drop-in groups, where they build friendships, confidence, and community. This same commitment to connection continues into later life through our seniors programs, which help older adults stay active, supported, and part of a community that knows them by name, values them, and recognizes their lived experience. Across every age and stage, Cap Services is where people find support, trust, and a sense of belonging. We honour diversity and support discovery, wherever you are in life's journey – because we are a community that cares!

We bridge generations

**Family &
Children**

Youth

Seniors

Messages from Leadership

President: **Shirley Leong**

At the heart of everything we do is a simple but powerful belief: “strong communities are built through meaningful connections.”



At Capilano Community Services Society our mission is to create opportunities for people to come together, to connect, collaborate, and support one another in ways that enrich lives and strengthen our collective future.

Over the past year, I've had the privilege of seeing this come to life in so many ways, from seeing families creating memories, youth finding a place to connect and seniors staying active, to volunteers stepping forward to support our community in need. These moments, big and small, remind us why our work matters.

We are committed to fostering a sense of belonging by connecting individuals to their community and to each other. Whether through programs, events, or partnerships, we aim to create spaces where relationships can grow and where every voice is valued. Our work is grounded in collaboration. By working cooperatively with the broader community, we seek to address shared challenges and find solutions that benefit us all. We believe that lasting impact comes from collective effort, mutual respect, and a shared commitment to progress.

As we continue to grow, we remain focused on ensuring that our programs support both individuals and communities. Above all, we strive to be engaged, open, and accessible, especially to those who need us most. We are here to listen, to support, and to build a stronger, more connected North Shore together. I would also like to extend my sincere gratitude to our dedicated staff and volunteers. Their passion, commitment, and generosity are the foundation of everything we achieve. It is through their efforts that we can bring our mission to life and make a meaningful difference in our community. Thank you for being part of this journey. Together, we are building more than a community, we are building connections that matter.

Messages from Leadership

Executive Director: **Nick Avery**



“What stands out most from this past year is the sense of momentum.”



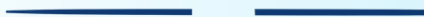
Cap Services has grown in reach, in confidence, and in its role as a trusted community anchor. More people walked through our doors, more programs filled our spaces, and more voices shaped the work we do.

What remained constant was the feeling you get when you step into one of our programs. You see people greeting each other by name. You see newcomers finding comfort in a familiar routine. You see volunteers offering kindness that asks for nothing in return. These moments are small, but they are powerful. They are the reason our work matters.

This year, we deepened our understanding of the neighbourhoods we serve. We listened more closely, learned more intentionally, and adapted our programs to reflect the real needs of our community. We also strengthened our internal systems so that we can continue to grow responsibly and sustainably.

Looking ahead, we will continue building programs that create belonging and connection. We will keep listening to our community and shaping our services around what people tell us they need. And we will keep working toward a future where everyone has a place to feel supported, welcomed, and seen.

To our staff, volunteers, funders, and partners, thank you. Your commitment is the foundation of everything we do. I am grateful for your trust and excited for what we will build together in the year ahead.



Family & Children's Program

- Parent and Caregiver Education Workshops
- Play & Ask (0-30 months)
- Move with Me (0-10 years)
- Family Fieldtrips (0-5 years)
- Mother Goose (0-15 months)
- Family Playgroups (0-5 years)
- Kids in the Kitchen (3-6 years)
- Family Playgroups (0-30 months)

Our Family & Children department has become a safe place where early care, community, and connection begin. Families find programs that help children grow with confidence and curiosity, and parents discover a network that reduces isolation and strengthens growth and wellbeing. Participation continued to rise this year, a clear sign that families trust the space we have built and see real value in returning week after week.

Our programs offer more than play and routine. They give parents meaningful opportunities to learn from one another, share the realities of early parenthood, and build relationships that last beyond the program room. Families also gain direct access to healthcare professionals who visit our programs to help them navigate developmental questions, strengthen their knowledge, and feel more equipped to support their children. Through thoughtful programming and the dedication of staff, volunteers, and partners, we have created a welcoming hub where relationships take root, confidence grows, and a genuine sense of belonging thrives.



211

Programs Run

2,640

Snacks Provided

480+

Volunteer Hours

Impact Stories

"We truly love this program!"



It has been such a wonderful experience for me and Parsa. The environment is warm and welcoming, and the activities are always fun and engaging. The staff are incredibly kind, patient, and caring. It really shows in everything they do. Thank you for creating such a wonderful space for our children. We always look forward to coming."

– Parent from the Playgroup Program

"When my family first moved to North Vancouver, everything felt unfamiliar. I didn't know anyone here, and with a young son and limited income, I often felt isolated and unsure where to turn.

When my son was one and a half years old, we joined the Family & Children's Playgroup. Slowly, things began to change. My son started making friends, learning English, and growing more confident. I did too. I met other parents, built friendships, and finally felt connected to my community. Over time, I began volunteering with the program that had supported us so much. The staff encouraged me to believe in myself, and I truly valued that opportunity.

While I studied Early Childhood Education, my husband continued bringing our son to the playgroup so I could attend classes and complete my training. With support and references from the staff, I earned my ECE certificate and now work at a childcare centre. My son is preparing to enter preschool, and our family truly feels at home."

– Parent from the Playgroup Program

"Thank you for the wonderful program. Your kindness and the support truly make a difference. You always welcome them so warmly and have created such a happy and caring environment."

– Parent from the Play & Ask Program

"We appreciate the hard work you do. There is such a positive vibe. My daughter loved your circle time, especially the amazing shows and songs. Thank you!"

– Parent from the Mother Goose Program

Youth

Our Programs

Being a young person today comes with real pressures, uncertainty, and many challenges. Over the past year, our Youth Department has been a steady source of support. In elementary schools, we help children build social and emotional skills while forming trusting relationships with adults who show up consistently.

- Schools' Out
- Future Leaders
- Drop-in programs
- High School Programs
- 1:1 Youth Outreach Support

As they move into adolescence, youth can access **one-to-one support** from trained Youth Workers who listen, guide, and help them navigate what they are facing. Many young people also find connection in our drop-in programs, where they can relax, build friendships, and feel understood. Across all programs, Cap Services remains a place where youth feel seen, supported, and never alone.



656

Programs
run

667

1:1
Sessions

5,630

Total Youth
Participants

84%

Participation
increase

Impact Stories



“Capilano Youth Services has always been part of me since I first moved here. The wonderful team of Youth Workers made my elementary years memorable by providing us opportunities to do fun things and go on field trips together.

Without Cap Services, Grade 7 would be just as bland and boring. The energy, kindness and just the care that they bring is overwhelming. Having the opportunity to come back and give back a little of what Cap Services has given to me has been an honour. Through this experience, I gained leadership skills, planning and organizational skills, and going through the whole Future Leaders Program. Thank you so much Cap Services!”

– Future Leader Participant



United Way
British Columbia

“We are grateful to have Capilano Community Services host Creative Connections at Mountainside Secondary. Our students look forward to crafting in a warm, safe environment. The youth workers are engaging and make it easy for youth to share. Several are attending Capilano Community Services programs outside of school.”

– Shannon Davison, Youth Engagement Worker, Mountainside Secondary

'Schools out!' and 'Future Leaders'

We extend our sincere thanks to United Way British Columbia for supporting the School's Out and Future Leaders programs. With their continued support, School's Out gave youth at Norgate Xwemélch'stn Community Elementary a year of hands-on learning and connection. From cooking and kayaking to rock climbing, pottery, Indigenous wool weaving, and community clean-ups, young people explored new skills and strengthened their sense of belonging.

Now in its second year, Future Leaders brought 10 former after-school participants back as volunteers in grades 10 and 11. They helped lead activities, earned certifications like FoodSafe, CPR, and First Aid, and took part in leadership seminars that prepared them for future education and employment. Together, these programs show how youth thrive when supported to explore, contribute, and grow into community leaders.

Seniors

Seniors can face many challenges, from isolation to declining mobility, making connection and community essential.

This year, Capilano Seniors Services continued to provide steady support through programs that promote independence, health, and meaningful relationships. The bus program remained a vital lifeline for our seniors, helping participants access groceries, attend programs, and enjoy outings such as trips to Stanley Park and Horseshoe Bay.

Smaller group activities like quilting, bridge, and backgammon created consistent opportunities for connection, encounters and creativity. We also strengthened support for newcomers through Farsi-language services, English classes, and culturally responsive programming that helps individuals build community and feel at home.

Our focus remains clear: our goal is to create more spaces where older adults feel cherished, supported, and connected.

11,104	+ 11%	9,075
Participants	Increase	KM driven to transport seniors



Testimonials

"I look forward to these trips every month. I'm able to visit places that I can't get to on my own. And the bus ride with my friends makes me feel young again."

The seniors' department offered 24 Out Trips this past fiscal year to restaurants and various places. Our Seniors Out-trip program provided an easy way for seniors to socialize and visit places they would not otherwise be able to see. Places visited include Shannon Falls, Grouse Mountain, and Bowen Island.



My Lions Gate BREAK (MLGB)

My Lions Gate BREAK is a day-program for individuals with mild to moderate dementia, that encourages social connection, physical activity, and mental stimulation, a much-needed break for caregivers.

2,708

Respite hours

17

Families helped

"When my father died, my mom moved in with me. She has dementia, and it became hard to find ways to keep her engaged. She was still processing her grief and I was feeling overwhelmed. My Lions Gate BREAK gave her a space where she could talk, enjoy art and music, and make friends. She now has a best friend in the group and looks forward to seeing her twice a week. "

– Caregiver of MLGB



The Capilano Cooking Cooperative Program & Community Lunch

– Where the neighbourhood comes to eat, meet, and mingle!

Between April 2025 and March 2026, programs delivered by our Community Development department provided 2,500 meals to North Shore residents. How did we do it? Well, it really did take a village – our very own Lions Gate Village. Coordinating, preparing, serving and distributing these meals involved our staff, volunteers, cooking program participants, our funders, community partners, and two innovative programs!

The Capilano Cooking Cooperative is a weekly, free-of-charge, interactive social program that explores the art of cooking delicious, healthy meals using recipes from around the world – all on a budget! Participants cook and dine together, sharing lots of laughs and wonderful stories from their diverse cultural backgrounds. The fabulous food brings participants to the program - while the social connections, sense of belonging, and feelings of being valued, keep them coming back!

Our monthly Community Lunch offers a 2 to 3 course meal prepared by our “chefs” from The Capilano Cooking Cooperative program at a cost of only \$5/person. Guided by our highly skilled Program Facilitator, our chefs showcase their skills offering community members a gourmet experience. The lunches extend the reach of our community engagement initiatives and our food security programming.

All in all, the Community Lunch provides opportunities for our “chefs” (program participants) and our volunteers to feel they are making a real impact in their community. It may seem like it's only a lunch, but for many of us, it has been a life-changing experience.





We are committed to welcoming all community members to our programs and to reducing barriers, because everyone deserves access to fresh, nutritious food. That's why we nest food security within all our food programs, avoiding any sense of stigma, because everyone is at the same table, creating community together.

Additionally, our food programs often have extra meals available to take home, or to share with someone experiencing food insecurity. This “take and donate” component extends the reach of the programming benefitting others across the North Shore.

Supporting us in our programming in 2025/2026 were strong allies, such as Vancouver Food Runners, and Second Harvest, who rescue and redistribute surplus food from local retail outlets. Donations from these organizations and others, made it possible to increase our capacity, doubling the number of community members we served.



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

– Program Participant

This class has motivated me to be more interested in cooking and alternatives to my usual pairings and flavorings). It also gives me happiness doing and sharing with others and, I find, that it happily sets the tone for the week.

– Program Participant



Community Events

Party on the Plaza, 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. And last year, we welcomed a whopping 550 community members to enjoy social connection, food and live music.



Canyon Light Charity Nights

Our community had the most amazing time on December 3rd at Charity Nights - Canyon Lights. It was the perfect way to get into the holiday spirit, paving the way for our now famous Christmas Craft Market!



Christmas Craft Market

The third iteration of our Christmas Craft Market was our biggest one yet, in terms of the number of attendees, vendors and tables, including CCS and vendors. See our key stats below!



800+

Attendees

+40%

Increase

59

Tables

45

Vendors

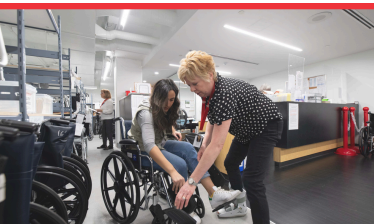


Health Equipment Loan Program

HELP has served the whole North Shore community for more than 50 years, providing short-term loans of medical, as well as bath equipment, for people recovering from surgery or injury.

The program is made possible through a partnership between the Canadian Red Cross and Cap Services, along with the dedication of a wonderful group of volunteers who contribute one or two shifts each week. For many clients, surgery is their first introduction to HELP and the support it provides.

Many of our volunteers have had similar experiences themselves, allowing them to offer both practical assistance and encouragement. It is not uncommon for our clients to say, as they leave with equipment, that once they have recovered, that once they have recovered, they would like to return and volunteer for us as well!



7,895

Total Pieces of
Equipment Loaned

3,372

Total Clients
Served

6,579

Volunteer
Hours

Our Team

Board

President - [Shirley Leong](#)

Vice President - [Dave Matthews](#)

Treasurer - [Jana Petersone Finley](#)

Directors - [Angela Christensen](#), [John Croockewit](#), [Judy Condotti](#), [Ken IP](#)

Management

[Nick Avery](#) - Executive Director

[Miki Nash](#) - Manager, Administrative Services

[Maralyn Wild](#) - Manager, Community Development

Marketing & Communications

[Gabriel Galand](#) - Lead

Family and Children

[Xi Wu](#) - Supervisor

[Fatemeh Kashi](#) - Programmer

Youth

[Abby Hoffman](#) - Supervisor

[Daniela Guirola](#) - Outreach Worker

[Kiana Greene](#) - Outreach Worker

[Miya Earland](#) - Programmer

Seniors

[Austin Neaves](#) - Supervisor

[Abbas Moghaddam](#) - Programmer

[Riba Tehrani](#) - Programmer

[Zarrin Feazi](#) - Programmer

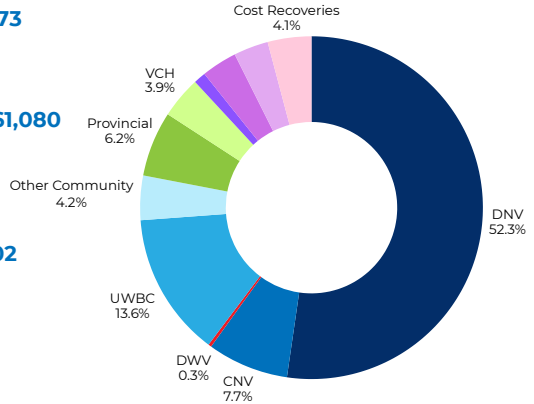
[Maya Graves-Bacchus](#) - MLGB Lead



Financials

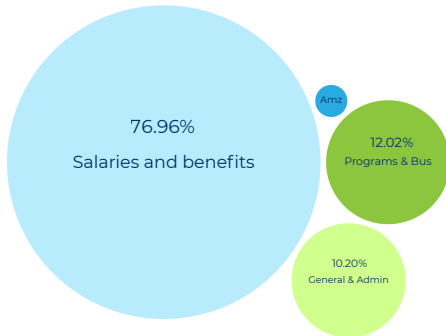
Revenues

- District of North Vancouver - \$620,673
- City of North Vancouver - \$91,056
- District of West Vancouver - \$3,500
- United Way of British Columbia - \$161,080
- Other Community - \$49,727
- Provincial funding - \$73,000
- Vancouver Coastal Health - \$46,803
- Federal grants and subsidies - \$13,502
- Programs and Services - \$39,865
- Fundraising, donations and other revenue - \$38,780
- Administration support and cost recoveries - \$48,939



TOTAL \$1,186,925

Expenditures



- \$878,208 - Salaries and Benefits**
- \$137,220 - Programs & bus operations**
- \$116,392 - General and administrative**
- \$9,174 - Amortization of capital assets**

TOTAL \$1,140,994

Our Skilled and Valued Volunteers

Our amazing volunteers are the heart of our operations. Their enthusiasm, passion, empathy, and commitment are essential to Capilano Community Services, and we are grateful for their ongoing support.

We are particularly proud to recognize John Peirson, whose exceptional service continues to be acknowledged across the North Shore. In addition to receiving the Community Volunteer Spirit Award, John was recently honoured with a District of West Vancouver Community Award and formally recognized by the Mayor of West Vancouver at a ceremony held on June 1 at the West Vancouver Yacht Club.

These well-deserved distinctions reflect John's decades of dedication and the lasting impact of his volunteer work in supporting seniors and strengthening community connections.

**COMMUNITY VOLUNTEER
SPIRIT AWARDS**

**CAPILANO
COMMUNITY
SERVICES**

WINNER

**Volunteer
Bénévoles
Canada**

26
INTERNATIONAL
VOLUNTEER
YEAR 2026

**North Shore
Community
Resources**

**CELEBRATING
50
YEARS**

Thank you all!





Community Partners and Funders



Thank You

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