



working
for

a
community

for
all



NORTH SHORE
DISABILITY
RESOURCE
CENTRE

2020 ANNUAL REPORT



detail from our 2020 poster contest winner

ARTIST: KEVIN, 8 YEARS OLD



*North Shore Disability Resource Centre
Association*

AN UPDATE FROM OUR
BOARD OF DIRECTORS

The NSDRC has never been prouder of - or more grateful for - our incredible community of staff, volunteers, users, families and funding partners. Change has become a constant as we adjust the way we deliver our programs and services to ensure the health and safety of all.



**THESE ARE
EXTRAORDINARY
TIMES.**

The rapid onset of the coronavirus pandemic has impacted virtually every aspect of our lives. Organizations like the NSDRC have had to adapt their service delivery models to ensure the safety of the people we serve, our staff and our community. The Board of Directors and I would like to express our gratitude to the management and staff of the NSDRC who have moved mountains to enable the organization to continue to serve some of the North Shore's most vulnerable individuals.

One of the key areas of focus for the Board during this past year was the recruitment of a new Executive Director. After an extensive search process, we were happy to welcome Jessica Neville to the organization in late 2019. The Board of





The heart and soul of our work has always focused on ensuring people with disabilities can live and thrive in their own community. That won't change in these uncertain times.

Directors and I would like to thank Kathleen Jessop for serving as Interim Executive Director while the Board completed the search process.

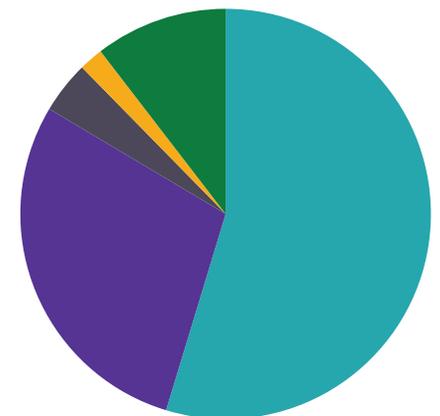
Jessica had only been in the role for three months when the pandemic struck, but her leadership during the subsequent months has been critical to the organization being able to continue to operate effectively.

The future is uncertain for the people of British Columbia. We don't know the long-term impacts of the pandemic on the provincial economy in general and on the Non-Profit sector in particular. The NSDRC has demonstrated its resilience over the years and the Board is confident that we can weather whatever storms come our way.

We would like to thank all those that use the services of the NSDRC for continuing to put your trust in our team. We look forward to continuing to work with you and we encourage you to reach out to our leadership team and to the Board with feedback on our performance.

Dan Blue
Chair, Board of Directors

NSDRC FUNDING ALLOCATION BY SERVICE AREA



- Residential Services (55%)
- Community Based Services (29%)
- Administration (10%)
- Infant Development (4%)
- Information & Advocacy (2%)



coming together to care for our community

AN UPDATE FROM OUR
EXECUTIVE DIRECTOR,
JESSICA NEVILLE

Our 2019 Summer Day Camps served a record number of youth.



IT HAS BEEN AN EXTRAORDINARY TIME FOR ALL OF US ACROSS ALL ASPECTS OF OUR LIVES.

When a global pandemic was declared in March of 2020, most of us would have never imagined that six months later we would *still* be adapting to an ever-changing normal.

When COVID-19-related shutdowns began, I had been with the NSDRC as the new Executive Director for just three months, having come on board in early December 2019. Circumstances necessitated an accelerated education about all-things-NSDRC, including how to move forward while ensuring the safety and well-being of the people we support, and every single staff member.

THE PIVOT

Under the leadership of Directors Kim Miles and Kathleen

Jessop, staff teams quickly pivoted – implementing enhanced universal health precautions in all homes, taking our community-based services virtual – ensuring that participants, from infants to adults, continued to receive support they've come to rely on from the NSDRC.

A special thank you goes to our residential services team, who have continued to show up and support participants throughout this crisis.

My appreciation and respect for the outstanding team across all areas of the organization has continued to grow as we have come together to care for the NSDRC community.

PLANNING FOR CONTINUED CHANGE

There have been some exciting things happening all across the NSDRC over the past year. As we look ahead, we are connecting with families, individuals and the broader community to explore options and approaches to ensuring affordable, accessible housing. We are continuing to develop enhanced community-based programs for children and adults. And we're building on our advocacy role for individuals and families. All we do will be within the context of COVID-19 and adapting as needed.

Thank you to the entire NSDRC staff for your warm welcome and support. Finally, thank you to the committed Board of Directors, who play a very important role in helping to move the organization forward.

LET'S CONTINUE TO CONNECT

Please watch for our revamped newsletters and follow us on social media, and don't hesitate to reach out with questions or to get involved. We look forward to hearing from you and continuing to work in partnership in creating a "community for all."

Warm regards,



Jessica Neville MEd
Executive Director

THANK YOU TO OUR FUNDING PARTNERS





organizational highlights

AFTER SEVERAL YEARS OF PLANNING AND NEGOTIATING, the NSDRC sold Hendry House and isolated proceeds from the sale to purchase three three-bedroom newly built apartments in The Residence located in the heart of Lynn Valley. The units were purchased in July 2020 for \$1.293 million.

IN NOVEMBER 2019 THE NSDRC COMPLETED ITS SIXTH SUCCESSFUL CARF ACCREDITATION, earning another three-year accreditation status. Congratulations to the entire team!

IN JUNE 2019 WE WERE THE PROUD RECIPIENTS OF THE 2019 NORTH SHORE COMMUNITY FOUNDATION'S GOLF TOURNAMENT FUNDS. The \$50,000 seed money kicked off our fundraising campaign to build a Mobile Multi-Sensory Room, the first of its kind in Canada. Money raised has enabled us to



purchase a Mercedes-Benz Sprinter Van, have it retrofitted with an accessible lift, and purchase multi-sensory Snoezelen

THANK YOU TO OUR MOBILE MULTI-SENSORY ROOM SPONSORS





thank you!

We were proud to be the beneficiary of the 2019 North Shore Community Foundation's Golf Tournament.



products. Grand opening of the mobile room will be fall 2020.

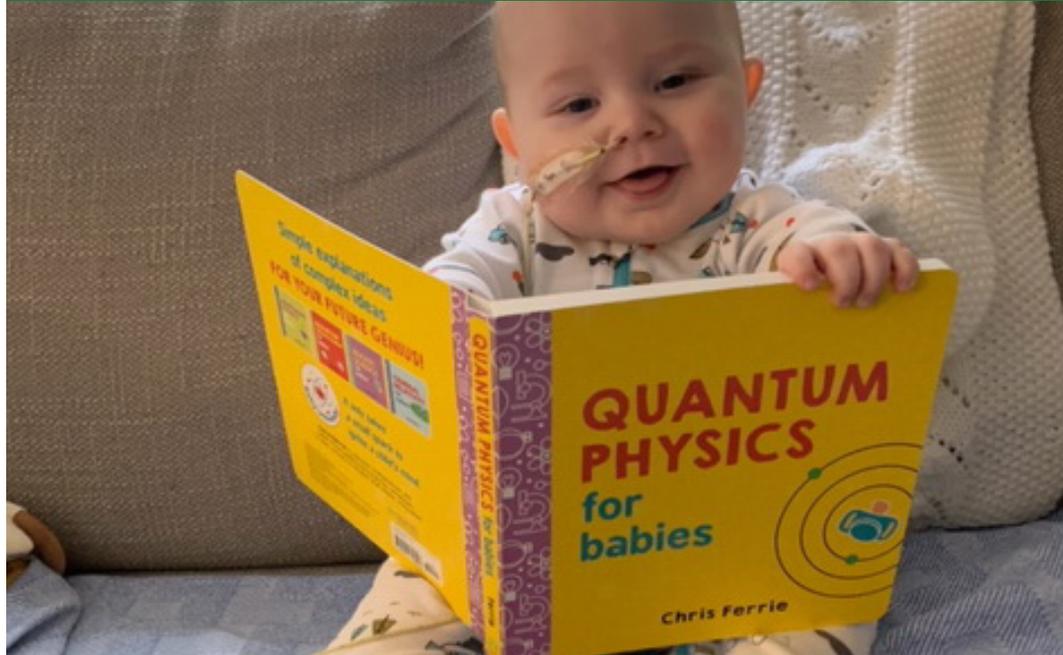
IN DECEMBER 2019 WE INTRODUCED A NEWLY REVISED AGENCY WEBSITE. Thank you to Michelle Cormack from A Girl Named Fred for continued design work.

THE NSDRC COMPLETED THE 2019 FISCAL YEAR WITH A SURPLUS from ongoing operations of \$28,000.



departmental highlights

**AN UPDATE FROM
COMMUNITY-BASED
SERVICES**



IDP program at a glance

served 215 infants & children
in 2019/2020

658 home visits

core funding by Ministry of
Children & Family Development

INFANT DEVELOPMENT PROGRAM

Part of a provincial network of Infant Development Programs (IDP) and often the first point of contact for families on the North Shore, the IDP team looks at all areas of a child's development, providing family-centred services for children from birth to 3 years of age. Services are targeted to those who are experiencing delays in their development or who are at-risk for developmental delays.

Services include home visits, developmental assessments, referrals, parent and child playgroup, parent educational workshops, lending library, as well as information and resources. We also work closely with early intervention therapy services provided by Vancouver Coastal Health & Centre For Ability, as well as Supported Child Development.

Due to COVID-19, as of mid-March, staff were no longer doing home visits or our playgroup, but continued to connect with families virtually (Zoom), as well as by phone, emails, etc.

IDP Services & Partnerships

(paused due to COVID-19)

Twice weekly playgroups at
Maplewood Thrive Family Centre

Regular presentations at
Parent-Infant groups with
Vancouver Coastal Health

Liaison with Family Services
Thrive community drop-ins
as well as JBCC

Host of the Lower Mainland
Upside Down Group sessions
at Maplewood Thrive

Parents Night Out Support
Group meetings and events

Regular Inter-Agency community
meetings with BC Centre for
Ability, and North Shore
ConneXions

Families have all appreciated the contact and support. Staff have also participated in on-line autism training through Autism Navigator (University of Florida, with funding provided through MCFD), as well as taking part in a variety of webinars offered to support staff in their work with families.

SPECIAL SERVICES TO CHILDREN

The Special Services to Children department serves an average of 77 children each month in our 1+1 program, Teen/Pre-Teen Program and afterschool clubs. Highlights of the year included overnight camp at Camp Capilano, Spring Break 2019 Day Camps and 2019 Summer Day Camps. In 2019, the NSDRC was able to serve three times more children during Summer Day camps than previous years.

With support from the Ministry of Children and Family Development, the department was pleased to partner with TMG Consulting to provide parent sessions and staff training. Teresa Grech facilitated a group made up of parents/guardians who experience complex challenges with their children. We hope to continue our partnership with Teresa and her team.

STAGE

STAGE (Supportive Transition Adult Group Education) is a transition program for adults graduating from high school that addresses the gap between higher education and/or employment. STAGE provides services to 18 participants Monday to Friday.

Like most things, COVID-19 interrupted classes at STAGE. Our last day in the building was March 16 and by March 19, we had set Virtual STAGE in motion.

Virtual STAGE provides classes to STAGE participants and other isolated adults in the community. It is a way to connect online using Zoom. Facilitated by our skilled staff, participants are provided with social and educational classes and programs from 9am to 4pm daily. The virtual STAGE program was fully functioning by March 30, with 18 participants attending daily classes.



just dance!

The STAGE hip hop class performed at Centennial Theatre with Shift Dance. Participants did so well that they were asked to come back the next day!

Highlights of the STAGE program over the past year include:

- A professional photoshoot with Richard Paris. You can see our pictures on his website by going to [this link](#).
- The development of creative comic books using participants as characters. In the comic book class, participants explore social stories, safety and have fun joking around! They also started to learn about GarageBand and created their own songs.
- STAGE offered their services to the community in the form of volunteering. Our participants were seen at Quest, repackaging food, sorting clothing and moving boxes. RePurpose was also a place that participants took pride in helping moving boxes and organizing newly received donations. At ReStore, participants organized the books and were given extra books to relocate to the Little Library Project.
- STAGE participated in some craft fairs to sell their products as part of their getting ready to work program. They attended the Shipyards fair, Arts in the Garden and North Shore Art Crawl. Many birdhouses were sold but mainly, new friends and connections were made.
- Prior to COVID-19, participants went to Whistler for a couple of days to promote their birdhouses, and went to Coldwater Ranch for their third annual retreat.

LIFE SKILLS

Participants of the life skills program access the community to work on their personal goals.

The program:

- Provides services to 21 individuals for 217 hours on a weekly basis
- 13 participants were employed during the year
- Seven chose to volunteer their time to serve their community.

The Thumbs Up Café continued their operation at the kiosk at Karen Magnussen Community Recreation Centre. Three participants and one staff make over 360 grilled cheese sandwiches a year for their satisfied customers. The Café has been open for the past 16 years and the staff has been supporting participants for 12 of those years.

EMPLOYMENT SERVICES

The Employment Services Team has supported 11 participants seeking employment.

Eight participants found paid employment and were employed for part or the entire year. Worksites included the Summer Camp with Children's services and the NSDRC front office.

Two participants are in the discovery stage of employment.

INFORMATION & ADVOCACY

The Information and Advocacy program marked 22 years of supporting people living in North and West Vancouver with applying for benefits and providing information and referral services.

We work in partnership with community agencies such as North Shore Multicultural Society, North Shore Crisis Society, Hollyburn Family Services and Canadian Mental Health Association to help clients access the benefits and services that can help improve their quality of life. With two devoted part-time advocates, the team have:

did you know?

The NSDRC is the only agency that assists anyone, regardless of age, with any kind of disability, who resides on the North Shore.

- Assisted 65 people applying for Persons with Disability benefits.
- Completed 11 Persons with Disability Reconsiderations.
- Assisted 40 people with disabilities and seniors apply for Canadian Pension Plan Disability, Retirement and Old Age Security benefits.
- Made 499 referrals to individuals for a variety of community programs and services designed to support financial stability.

Our advocates often help clients with disabilities access other benefits, such as the Canadian Disability Tax Credit, the Fuel Tax Rebate, or obtain necessary medical equipment and various health supplements associated with their disability benefits. These programs and benefits are useful for individuals and families to obtain some limited tax relief to help pay for disability-related expenses such as money for gas to drive a family member with a disability to a doctor's appointment, or to cover the cost of expensive mobility aids or special dietary needs.

We would like to acknowledge the Government of British Columbia for their valued support of our program. We would like to thank the District of West Vancouver, City of North Vancouver, District of North Vancouver for their continued support through their community grant programs. Our thanks and gratitude go out to all donors who help make it possible for this unique program to be delivered to the community.

getting crafty

STAGE participants proudly show off their beautiful birdhouses.





departmental highlights

AN UPDATE FROM
RESIDENTIAL
SERVICES

thank yous & highlights

Gordon House received a donation of free labour from Twin Lions Contracting towards the renovation of both their kitchens. In addition to saving the NSDRC more than \$25,000, Gordon House now has two brand new kitchens.

Twin Lions Contracting also donated their time to build two raised garden boxes at Shone Road. The participants are gardening and enjoying the fruits of their labour.

Shone Road also received a donation of lease payments for a new van from Jim Pattison Lease and Save-on-Foods, totaling \$28,800.

The families and participants of Shone Road made donations to assist in the purchase of the accessibility retrofits required for the new van.



We have been working and living in unprecedented times that forced us to reconsider how we provide services to some of the most vulnerable citizens in society. We have had to refine how we deliver services while ensuring the safety of the people we support and our staff. “Bubbles” were formed around entire program sites impacting families and service provision.

This pandemic has impacted participants and staff alike and throughout, each and every staff member has continued to be present - offering physical support, emotional and cognitive support to ensure that the individuals we are supporting remain healthy, safe and happy.

ADULT SUPPORTED LIVING

In 2019-2020, the Adult Supported Living Program provided support to 21 adults as follows:

- 14,997 hours of community inclusion staffing support to assist each individual to work towards their personal goals.

- 66,425 hours of residential staffing support to assist each individual with all aspects of daily living activities.
- Core Funding provided by Community Living BC.

CHILDREN'S SUPPORTED LIVING

In 2019-2020, the Children's Supported Living Program provided full-time support to four children at Quinton Place, as well as respite support to three children and their families for 168 days over the course of the year.

- 18,802 hours of staffing support to children within our group home setting (including respite support).
- Core Funding provided by Ministry of Children and Family Development.

Quinton Place received a Variety, the Children's' Charity grant of approximately \$38,000 towards a new van for the home. The Ministry of Children and Family Development also provided a \$25,000 for the accessibility retrofits required for a new van for the children at Quinton Place.

getting our grow on

The raised garden boxes at Shone Road, donated by Twin Lions Contracting, are ready for our participants' green thumbs.



ADULT INDEPENDENT LIVING

The Adult Independent Living Program provided 20 individuals requiring varying degrees of assistance with daily living activities.

- 22,252 hours of staffing support.
- Core funding provided by Vancouver Coastal Health.

Four individuals who were living in the program site on Hendry Avenue have relocated due to the sale. One individual moved into Rufus and the other three have moved into an apartment in The Residence in Lynn Valley on July 28, 2020. A quote from one individual with a big smile: "I used to hike in the mountains a lot before my disability, it was my happy place, and now every morning when I wake up I see the mountains and it brings me such joy and calm."

MILL HOUSE 4 ONE-BEDROOM APARTMENTS

Mill House has been open for over three years. Four individuals continue to enjoy their new homes and appreciate the opportunity that the NSDRC has offered in providing each individual with accessible and affordable housing. Mill House is currently operating at cost neutral.

SPECIAL UPDATE: BOSA

After seven years and countless staffing hours, the NSDRC is proud to announce the acquisition and occupation of three 3-bedroom apartments in the newly developed The Residence in Lynn Valley on July 20, 2020.

- The first unit supports two young people with 24-hour care and is funded by Ministry of Children and Family Development.
- The second unit is an owner/ tenant agreement supporting two adult roommates (and a live-in roommate).
- The third unit is occupied with three individuals who lived at Hendry House and remains an Independent Living Program site funded by Vancouver Coastal Health.



NORTH SHORE
DISABILITY
RESOURCE
CENTRE



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