

# **ANNUAL REPORT**

**LET'S BUILD BETTER COMMUNITIES**

## **2023/2024**



**NORTH SHORE DISABILITY  
RESOURCE CENTRE**



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# THE BOARD & EXECUTIVE DIRECTOR

The preparation of our Annual Report gives us the opportunity to reflect on both the achievements and challenges of the past year. First and foremost, we'd like to acknowledge the amazing team at NSDRC. We are incredibly fortunate to have a diverse mix of staff – some who bring the invaluable asset of institutional memory, having been with us for decades, and others who are new to the team, contributing fresh energy and new perspectives throughout the organization.

In this report, you'll learn more about our very active Infant Development Program (IDP), our newly re-imagined offerings for children and teens, the STAGE and Employment Programs, as well as our Information & Advocacy and Community Housing and Inclusion programs. Can you guess which of these programs are two of the only ones of their kind on the North Shore? Read on to find out!



## STRATEGIC PLAN

As we approach the end of our most recent strategic plan, we are proud to reflect on the many accomplishments of the past three years. This period has been marked by the revitalization of intentionally-designed programs, thoughtfully developed to better meet the needs of our families through data-driven insights and feedback. We've reimagined many of our processes—from streamlining human resources to enhancing our communication and internal operations. Now, as we embark on a new phase of strategic planning, we are eager to build on these successes while exploring new opportunities for growth. In the weeks and months ahead, we will be excited to share more about the vision that will guide us over the next several years.



**BUILDING BETTER  
COMMUNITIES LUNCHEON**  
A community free of physical, financial and attitudinal barriers

## FUNDRAISING

We are delighted to share that on April 3rd, 2025, the NSDRC will be holding our first ever fundraising luncheon in support of our Information and Advocacy Program. We will have wonderful speakers and amazing prizes - An event you will not want to miss!

Please save the date! Visit [nsrdc.org](https://nsrdc.org) for more information and to purchase tickets.







## APPRECIATION

A heartfelt thank you to our volunteer Board of Directors, whose unwavering commitment to the mission of the NSDRC continues to play a crucial role in guiding our organization. We also extend our deepest gratitude to our incredible team of over 200 staff members, who remain dedicated to the individuals we support every day. Your hard work and passion ensure that we continue to be the organization of choice for so many on the North Shore. We couldn't do this important work without you!

## KEEP CONNECTING WITH US!

Please continue to subscribe to our newsletters and on social media, and please don't hesitate to reach out with questions or get involved.

If you are interested in learning about how you can support or partner with the NSDRC, or if you are interested in volunteering with us, please contact our Manager of Communications and Strategic Partnerships, Teri Taylor at [t.taylor@nsdrc.org](mailto:t.taylor@nsdrc.org).

We look forward to hearing from you and continuing to work in partnership in creating a "Community for All."

Warm regards,

*Kulvir*

Kulvir Mann  
Board President

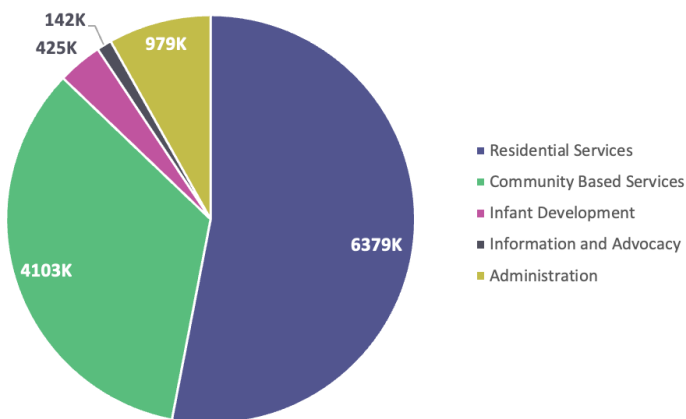
*Jessica*

Jessica Neville MEd  
Executive Director

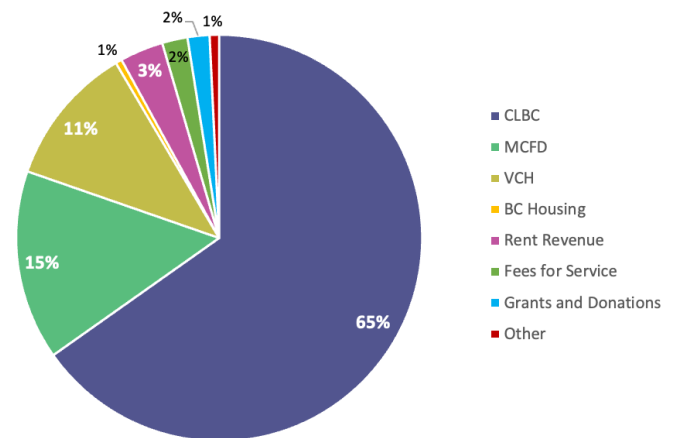
# 2023/2024 ... A YEAR IN REVIEW

Our Annual Report is based on our fiscal year which is April 1, 2023 - March 31, 2024. Here is a snap shot of our services by area, our revenue by source of funding and our expenditures for the fiscal year.

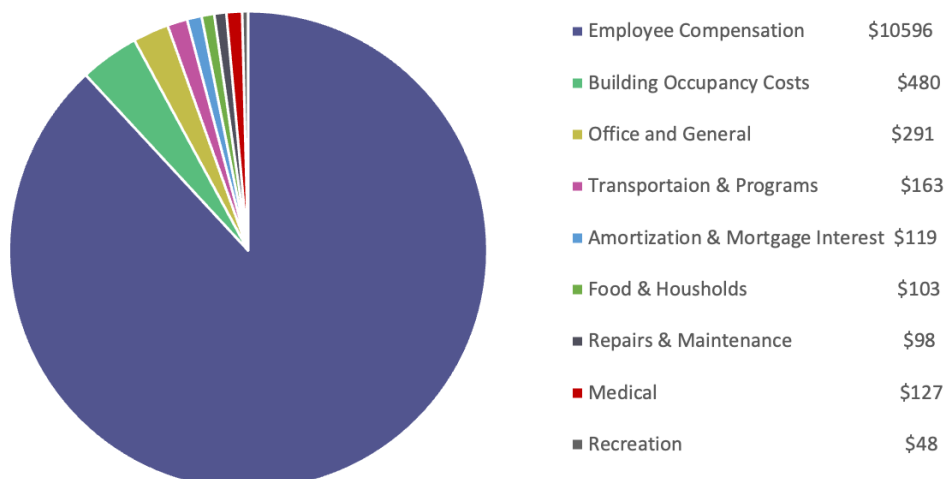
NSDRC SERVICES BY AREA - (IN THOUSANDS OF DOLLARS)



NSDRC REVENUE BY SOURCE OF FUNDING



NSDRC EXPENDITURES 2023-2024 FISCAL YEAR  
Thousands of Dollars



# YOUR DONATIONS MAKES A DIFFERENCE



## MMSR

Grants and donations help us maintain our Mobile Multi-Sensory Room to keep it running smoothly.

We were also able to refresh logos on the van this past year to reflect current donors as well as add our updated logo.



## I&A

Maintain our Information and Advocacy Program which is seeing an increasing demand for services.

Donations allow us to provide ongoing support to our participants.



## STAGE

A donation of supplies and labour gave our Supporting Transition Adult Group Education building a refresh.

STAGE now has a more organized and inspiring space for participants to work and create.



## BURSARY

Grants help us with our Summer Bursary Program to provide financial support to our families of children and youth with disabilities so they can attend summer camps and recreation programs.

THANK YOU TO OUR FUNDING PARTNERS FOR  
HELPING US TO BUILD A COMMUNITY FOR ALL!



Ministry of  
Children and Family  
Development

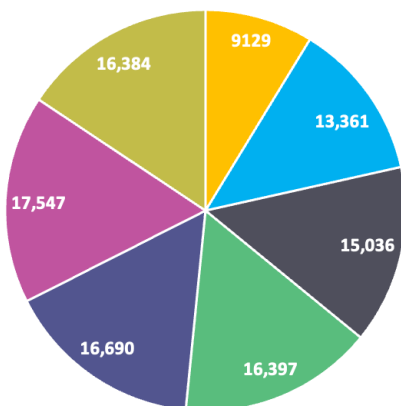
# COMMUNITY HOUSING & INCLUSION

Our Community Housing and Inclusion Program has been supporting individuals for more than 40 years. We focus on choice, enrichment, independence and diversity for our participants. Our homes are accessible, safe and secure and are located in residential neighbourhoods throughout the North Shore.

## Adult Supported Living Program

Core funding provided by Community Living BC (CLBC)

Adult Supported Living Housing Staff Hours



■ Chamberlain ■ Eagles Nest ■ Kerrstead ■ Loraine ■ Nancy Greene Way ■ Shone Road ■ Wilding Way

**24 participants/  
families served with  
ages ranging from  
17-75 years old**

**104 staff providing  
a total of 104,544  
service hours**

### Quick Facts:

**Chamberlain (District of North Van):** 1 Participant; 3 F/T+ 2 P/T + 2 Casual Staff

**Eagles Nest (District of North Van):** 2 Participants; 3 F/T + 6 P/T + 3 Casual Staff

**Kerrstead (District of North Van):** 4 Participants; 7 F/T +1 P/T + 6 Casual Staff

**Loraine (District of North Van):** 4 Participants; 6 F/T + 5 P/T + 6 Casual Staff

**Nancy Greene Way (District of North Van):** 4 Participants; 7 F/T + 2 P/T + 7 Casual Staff

**Shone Road (District of North Van):** 5 Participants; 7 F/T + 4 P/T + 9 Casual Staff

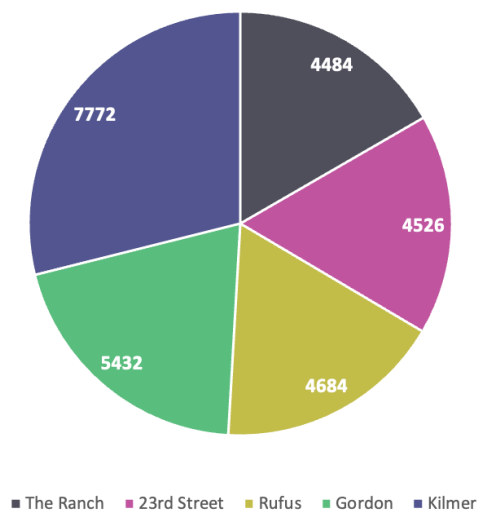
**Wilding Way (City of North Van):** 4 Participants; 4 F/T + 7 P/T + 7 Casual Staff



## Adult Independent Living Program

Core funding provided by Vancouver Coastal Health (VCH)

Adult Independent Living Housing Staff hours



**17-19 participants/families served  
with ages ranging from 39 - 81**

**A total of 26,898 staff hours provided  
in the Independent Living Program**

### Quick Facts:

**The Ranch (District of North Van):** 3 Participants; 3 P/T + 3 Casual Staff

**Kilmer (District of North Van):** 4 Participants; 1 F/T + 4 P/T + 2 Casual Staff

**Gordon (District of West Van):** 4 Participants; 1 F/T + 2 P/T + 3 Casual Staff

**Rufus (District of North Van):** 2-3 Participants (soon to be 4); 3 P/T + 2 Casual Staff

**23rd Street (District of North Van):** 4 Participants; 3 P/T + 4 Casual Staff

# COMMUNITY HOUSING & INCLUSION

**Mill House 4 one-bedroom apartments in the District of North Vancouver:** Mill House has been open for over 7 years. All 4 individuals continue to enjoy living and thriving in their homes and appreciate the opportunity that the NSDRC has offered in providing everyone with accessible and affordable housing, however we do not offer service hours of support.

4 participants/families served with ages ranging from – 28 - 67

**The NSDRC owns and operates 3 – 3-bedroom apartments in the Residence at Lynn Valley the staffing component numbers are included above.**

**Eagles Nest:** 24-hours a day, 7 days a week, support to 2 individuals. Core funding provided by Community Living BC (CLBC)

**Chamberlain** provided one adult 24 hours a day, 7 days a week support with 1:1 support to live in community and fulfill his hopes and dreams. Core funding is provided by CLBC.

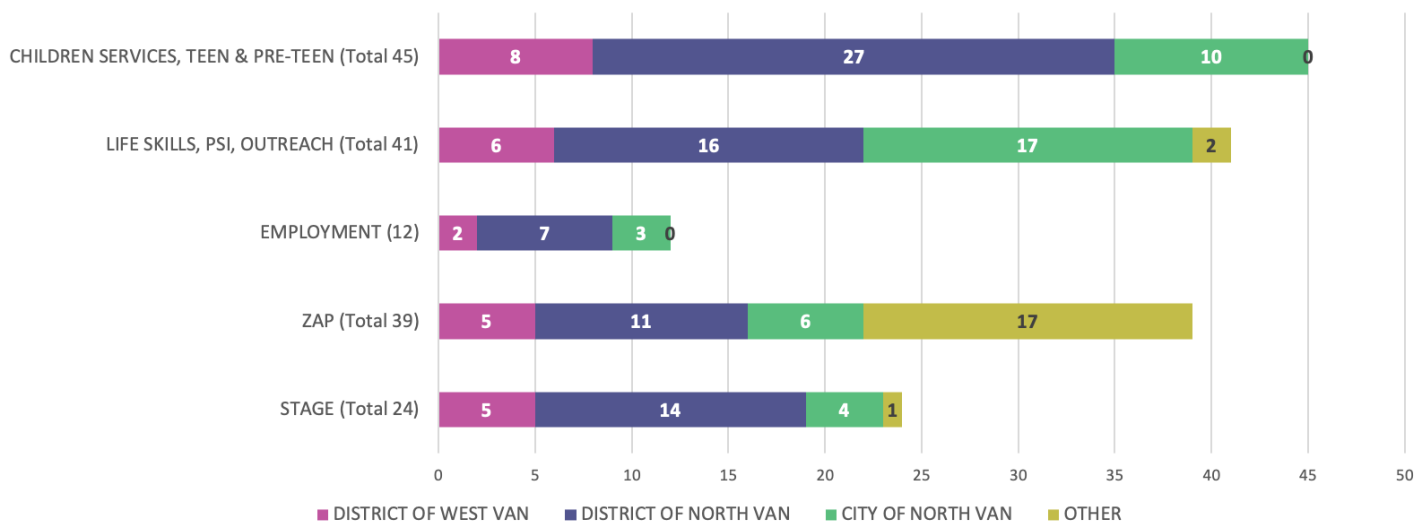
**The Ranch** offers 3 individuals with 16 hours per day 7 days a week support Core funding provided by VCH



# COMMUNITY BASED SERVICES

The Community Based Services (CBS) program provides one-to-one and group support to children and adults with disabilities and their families through a variety of programs. Our community support workers assisted children and youth from age 6 - 18 and adults age 19 - 78 in 2023/2024 fiscal year. They worked with individuals to focus on life skill development in areas identified by the participants and/or their support network.

Participants In Community Inclusion Programs By Area



PSI (Personalized Support Initiative), ZAP (Zoom Adult Program), STAGE (Supporting Transition Adult Group Education)



**7,394 service hours provided to the STAGE, ZAP and Employment Programs**

## STAGE

Age Range 19-36  
4 F/T + 2 P/T + 2 Casual Staff  
5278 Service Hours

## ZAP

Age Range 19-47  
1.5 F/T Staff  
932 Service Hours

## Employment

Age Range 21-62  
1.5 Staff  
369 Grant Service Hours  
815 STAGE Hours

# COMMUNITY BASED SERVICES

## Community Inclusion (Life Skills, PSI & Outreach)

Age Range 20-78  
1 F/T + 20 P/T + 1 Casual Staff  
514 Adult Services Provided  
3886 Service Hours

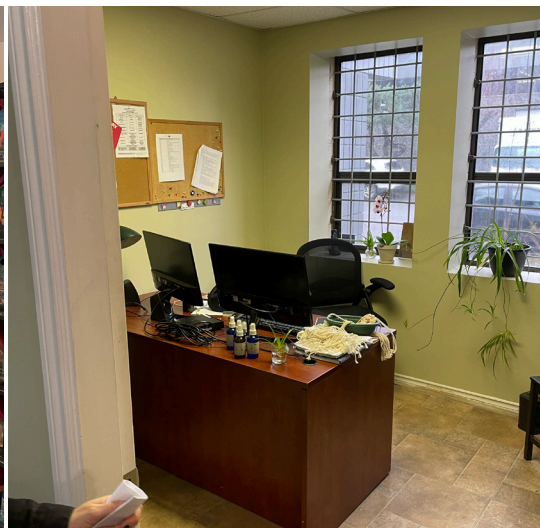
## Community Inclusion (Children Services, Pre-Teen & Teen)

Age Range 6-18  
24 P/T + 10 Casual Staff  
517 Children Services Provided  
513 Pre-Teen & Teen Services Provided  
1260 Service Hours for Pre-Teen & Teen  
6275 Service Hours for Children



**56 staff providing a total of 11,421 service hours to Community Inclusion (Life Skills, PSI, Outreach, Children Services, Pre-teen and Teen Programs)**

*Altenburg Painting donated supplies and their services to give STAGE a refresh!*



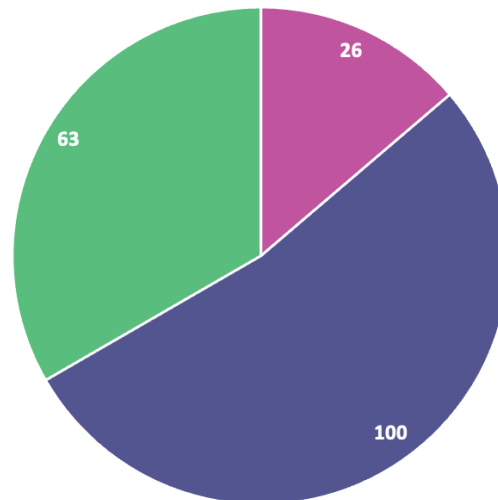


# INFANT DEVELOPMENT PROGRAM



The Infant Development Program (IDP) serves children from birth to three years old who are at risk for, or who already have a delay in development. IDP brings parents and professionals together to help children overcome developmental difficulties.

Participants in IDP



■ District of West Van & Bowen Island ■ District of North Van ■ City of North Van



**1,560 service hours provided**

## Quick Facts:

189 Participant/Families Served  
Grew From 4 Staff To 5 Staff  
1,560 Service Hours

# MOBILE MULTI-SENSORY ROOM

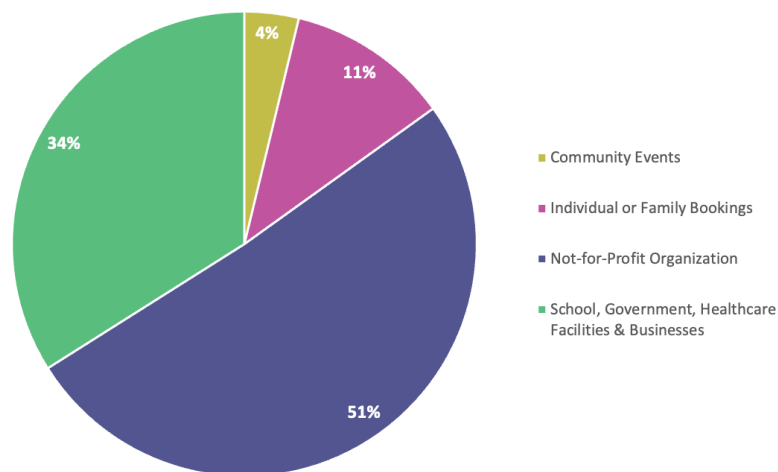
A safe and relaxing space, the Mobile Multi-Sensory Room is designed to stimulate senses to bring calm and wellness to individuals. It is our multi-sensory environment on wheels that is used for all ages and abilities in the following sectors:

- Private bookings for individual or families
- Not-for profit agencies
- Schools, healthcare facilities, government offices and businesses
- Community Events



## The majority of our bookings are in North Vancouver with Not-for-profit agencies

Appointments By Sector



### Quick Facts:

**Staff - 1**

**# Of Service Hours 447**

**53 Appointments booked through Acuity, our online booking platform**

**Most bookings were in North Vancouver with 1 in West Vancouver and 1 in Vancouver**

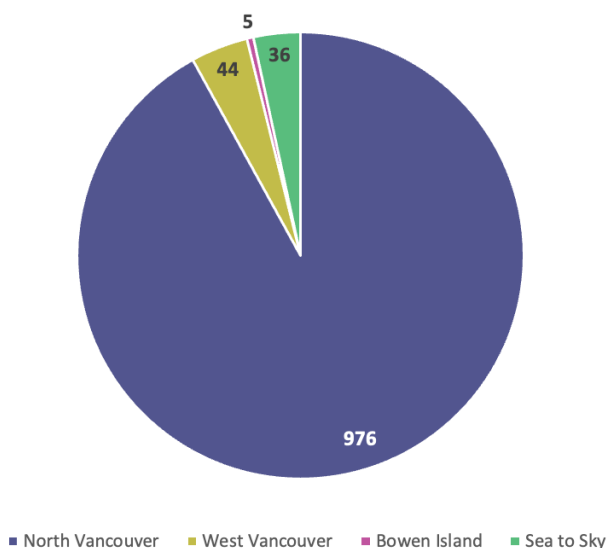
# INFORMATION & ADVOCACY PROGRAM

Our Information and Advocacy Program provides information and assistance to people with disabilities, their caregivers and families. Often the first point of contact for families and caregivers, our program extends beyond the North Shore with families reaching out to us to find services in their area. This past year, we have seen a large increase in contact and participation. Up 34%, we assisted almost 1,300 participants in various areas of the Information and Advocacy Program.

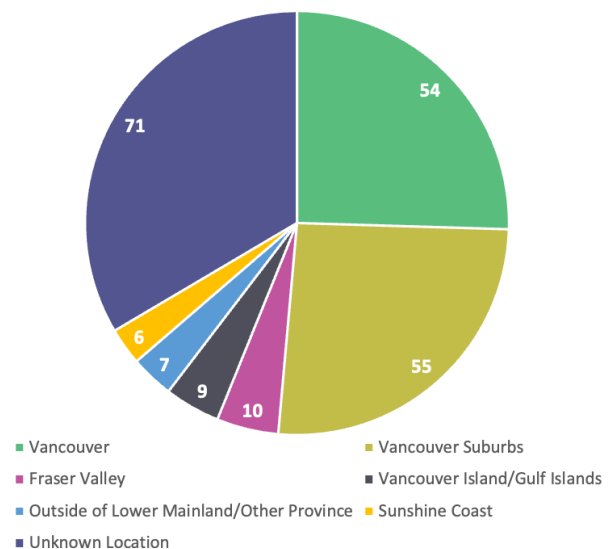


**1,298 people were served by the Information & Advocacy Program**

People Served - North Shore & Sea to Sky



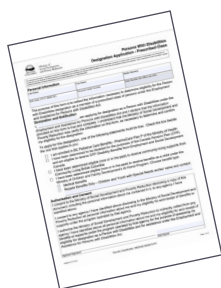
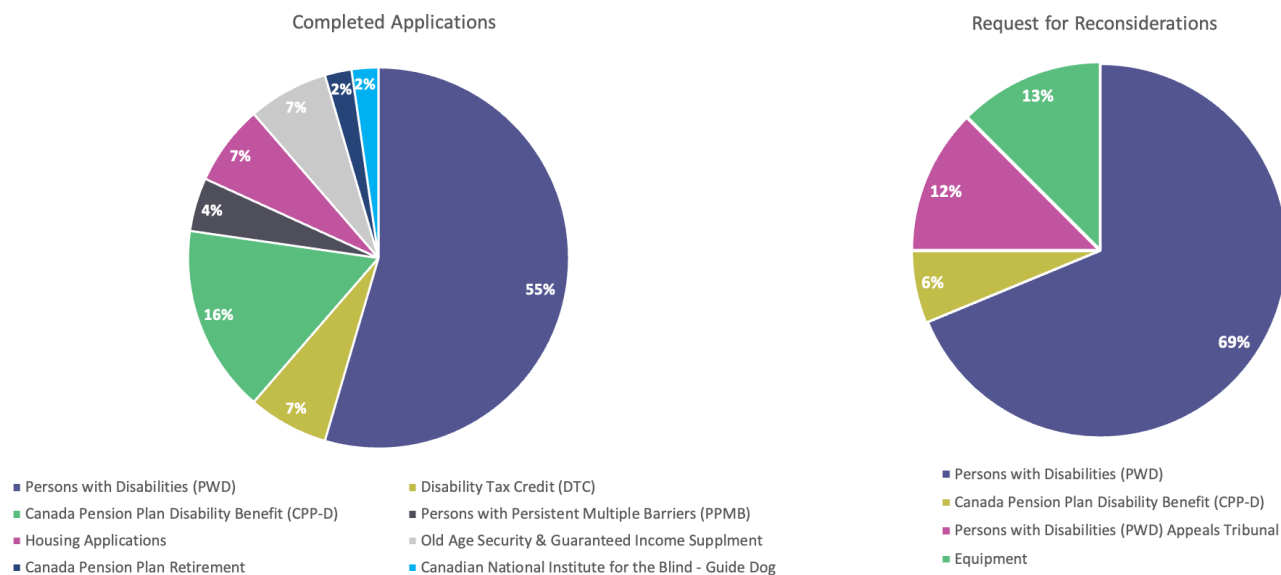
People Served - Other Areas



“ I have a lifelong physical disability. I have received assistance from the NSDRC numerous times in the past. The program has been invaluable in navigating through the programs that the government offers. With their assistance I was able to arrange my application for PWD and with the assistance of an advocate and my family doctor - a process that I was unsure of and needed help with. Gillian Burns was instrumental in helping me ... She has also been available countless times for any questions that I have ... I feel fortunate to have such an organization and people like Gillian in my community; they are helping me and others build better, more secure lives for the future. ”

# INFORMATION & ADVOCACY PROGRAM

Our advocates work with participants and families to provide information and apply for a wide range of disability benefits. They advocate for any applications that have been denied.



**55% are Persons with Disabilities applications**

**69% of our reconsiderations are for Persons with Disabilities applications**

“ I am writing to express my appreciation for the North Shore Disability Resource Centre's Information and Advocacy program. This past spring I received notice that my application for CPP disability benefits was denied. I was very disillusioned with the process and worried about my future because I have a serious medical condition that makes it impossible for me to work.

The government gave me a limited time to appeal the decision so I contacted the NSDRC and spoke to an advocate who, for no charge, confidently pursued the reconsideration appeal on my behalf. In the end, my appeal was successful and I was granted disability benefits which was a huge relief for me. There is no way I could have done it all by myself. The NSDRC's Information and Advocacy program is a vital service for people like me in the community. ”