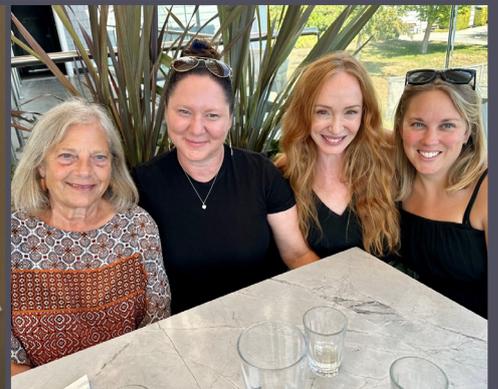




**NORTH SHORE
DISABILITY
RESOURCE CENTRE**

ANNUAL REPORT

2024/2025



LET'S BUILD BETTER COMMUNITIES



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THE BOARD & EXECUTIVE DIRECTOR

As we reflect on this past year, we are proud to share an update on the incredible momentum across the NSDRC. This has been a year of renewal, recommitment, and growth as we officially launched our new Strategic Plan—a roadmap designed to strengthen our mission, deepen our impact, and build a sustainable future.

At the heart of our work is our Mission, Vision, and Values. We remain steadfast in our mission to create inclusive communities where individuals with disabilities and their families have equal opportunities to thrive. Our vision of a community where everyone belongs continues to guide us, and our values of respect, inclusion, innovation, and accountability are lived out in everything we do.



STRATEGIC PLAN

The new strategic plan is anchored on three key pillars:

Expanded Engagement & Growth across Community Inclusion Programs – Broadening our programs and partnerships to serve more people and strengthen community belonging.

Person-Centered Human Resources – Supporting and empowering our dedicated staff through leadership development, wellness, and value-driven workplace practices.

Operational Sustainability – Ensuring that our systems, processes, and resources position us to thrive long into the future.

THE BOARD & EXECUTIVE DIRECTOR

This year also marked our first major fundraiser since COVID-19, a milestone that not only raised essential funds but also reconnected us with our community in a powerful way.

Looking ahead, 2026 will be a particularly special year as we celebrate our organization's 50th Anniversary. For five decades, we have grown together with the community, building inclusive programs, services, and supports that truly make a difference. Several anniversary celebrations are being planned, and we look forward to your participation and support in making this milestone year unforgettable.

On behalf of the Board of Directors and the leadership team, we extend our deepest gratitude to our staff, families, community partners, and supporters. Together, we are not only responding to today's needs but also shaping a future where inclusion is the standard, not the exception.

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.

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

With gratitude and commitment,

Kulvir

Kulvir Mann
Board President

Jessica

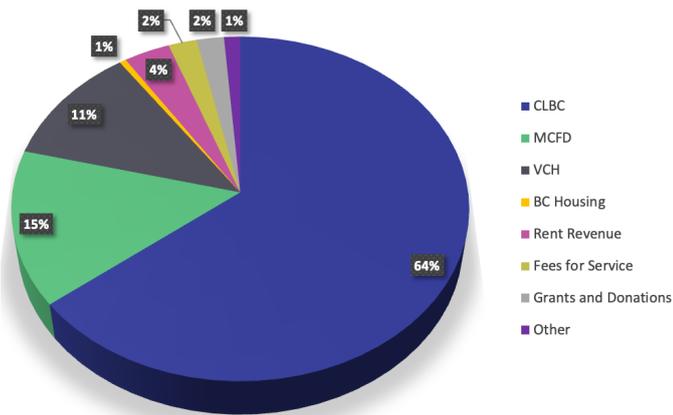
Jessica Neville MEd
Chief Executive Officer



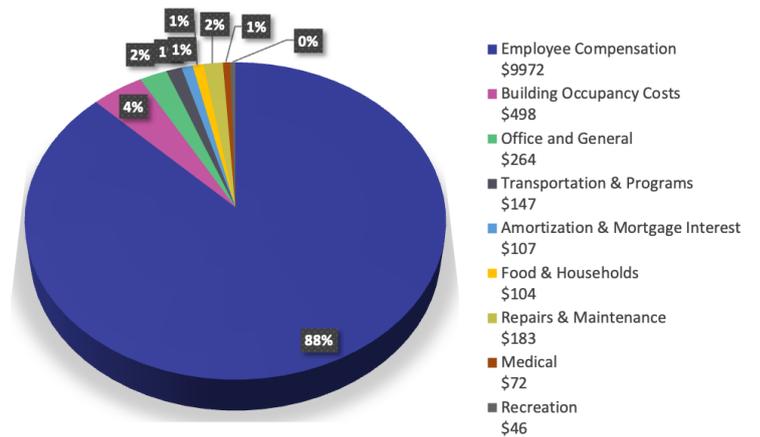
2023/2024 ... A YEAR IN REVIEW

Our Annual Report is based on our fiscal year which is April 1, 2024 - March 31, 2025. Here is a snap shot of our services by area, our revenue by source of funding and our expenditures for the fiscal year.

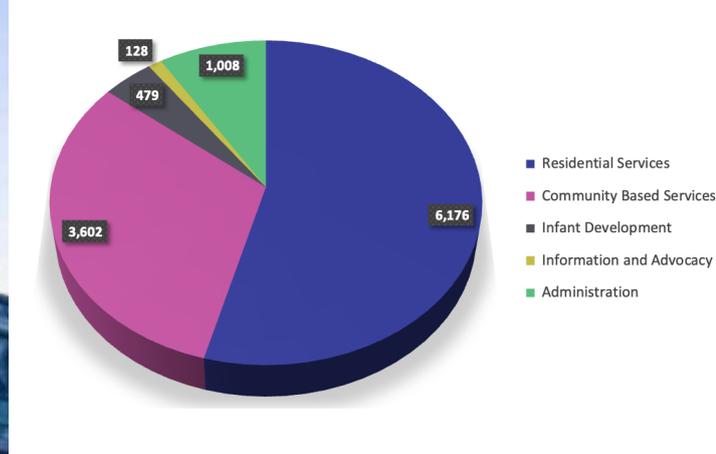
NSDRC Revenue by Source of Funding - 2025 FY



NSDRC Expenditures 2024-2025 Fiscal Year
Thousands of Dollars



NSDRC Services (Expenses) by Area



YOUR DONATIONS MAKES A DIFFERENCE



I&A

Donations, fundraising and grants help us to maintain our Information and Advocacy Program to support our clients seeking assistance in applications for various programs and benefits.



MMSR

Grants and donations help us maintain our Mobile Multi-Sensory Room to keep it running smoothly. It also allows us to purchase supplies such as fidget and sensory toys for participants to use.



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.



STAGE

Donations of supplies for our Supporting Transition Adult Group Education allows participants to learn or enhance skills creating a variety of goods.

These goods are donated to other programs to assist in fundraising as well as sold in the community to raise funds for the program.

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



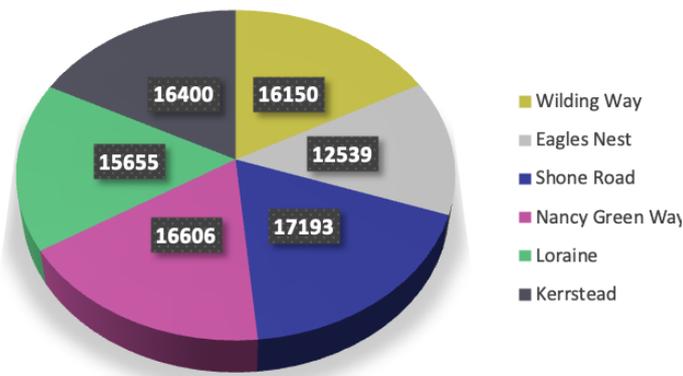
COMMUNITY HOUSING & INCLUSION

Our Community Housing and Inclusion Program focuses 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

Our Adult Supported Living Program is for adults who have physical and/or developmental disabilities and require 24 hour support. Core funding for our supported living is provided by Community Living BC (CLBC).

Service Hours in Adult Supported Living

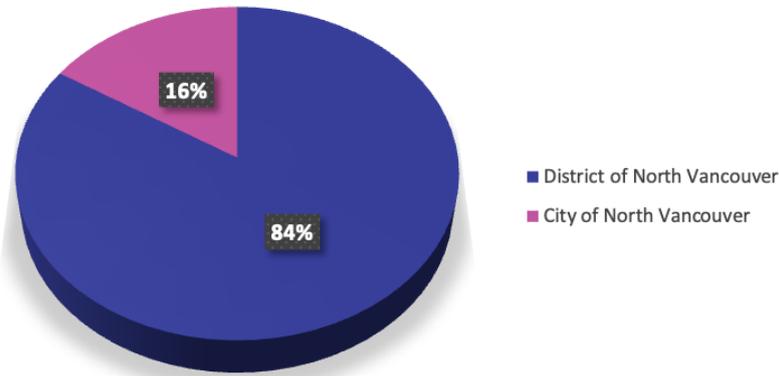


23 participants/families served with ages ranging from 18-76 years old

110 staff providing a total of 94,543 service hours

COMMUNITY HOUSING & INCLUSION

Location of Supported Living Participants



Quick Facts:

- Wilding Way (City of North Van):** 4 Participants; 4 F/T + 6 P/T + 7 Casual Staff
- Eagles Nest (District of North Van):** 2 Participants; 2 F/T + 5 P/T + 10 Casual Staff
- Shone Road (District of North Van):** 5 Participants; 6 F/T + 4 P/T + 12 Casual Staff
- Nancy Greene Way (District of North Van):** 4 Participants; 7 F/T + 3 P/T + 13 Casual Staff
- Lorraine (District of North Van):** 4 Participants; 6 F/T + 4 P/T + 7 Casual Staff
- Kerrstead (District of North Van):** 3 Full Time Participants and 1 Respite Participant; 6 F/T + 2 P/T + 6 Casual Staff



Adult Independent Living Program

This program is for adults with disabilities or health problems who are eligible for long-term care funding and who need some assistance to live in the community, but do not require 24 hour care. Core funding is provided by Vancouver Coastal Health (VCH).

Quick Facts:

The Ranch (District of North Van): 2 Participants; 3 P/T + 4 Casual Staff

Kilmer (District of North Van): 4 Participants; 7 P/T + 3 Casual Staff

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

Rufus (District of North Van): 3 Participants; 3 P/T + 2 Casual Staff

23rd Street (District of North Van): 4 Participants; 3 P/T + 1 Casual Staff

Mill House 4 one-bedroom apartments in the District of North Vancouver: Mill House has been open for over 8 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 – 29 - 68

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)

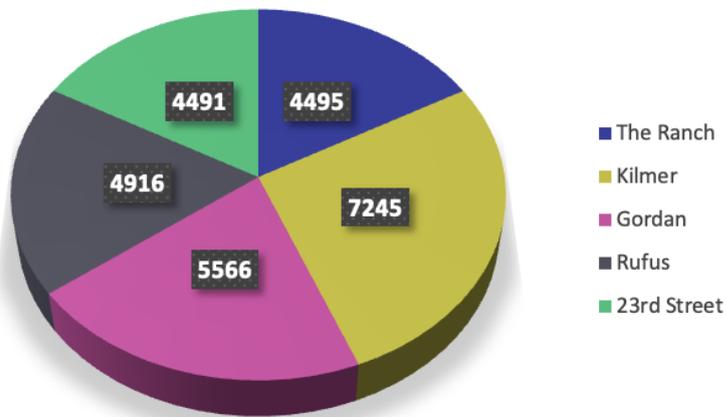
Chamberlain: Closed in September 2024 and the individual moved into another of the NSDRC program sites.

Unit 302 Library Lane (formerly Chamberlain): Rented to new tenants starting in April 2025

The Ranch: Offers 2 individuals with 16 hours per day 7 days a week support Core funding provided by VCH

COMMUNITY HOUSING & INCLUSION

Service Hours in Adult Independent Living



17-19 participants/families served with ages ranging from 40 - 82

A total of 26,713 staff hours provided in the Independent Living Program

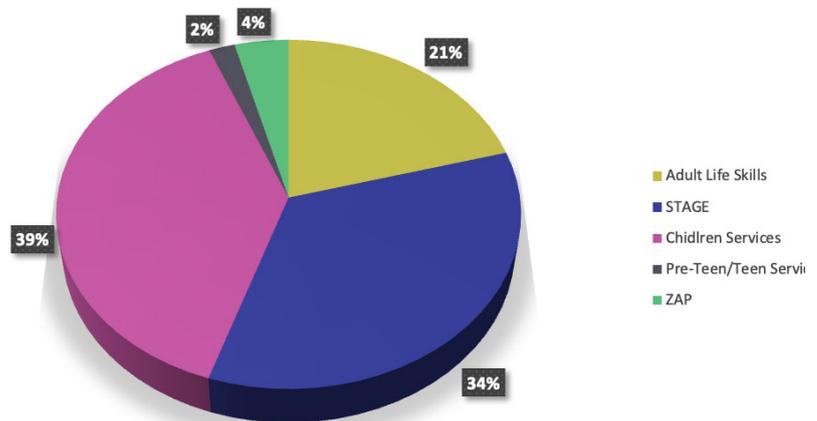


COMMUNITY INCLUSION PROGRAM

The Community Inclusion Program (previously known as Community Based Services) 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.



Service Hours in Community Inclusion Programs



29,545 service hours provided to STAGE, Children, Pre-teen and Teen, ZAP and Adult Life Skills Programs

COMMUNITY INCLUSION PROGRAM



Adult Life Skill

Age Range 19-75
21 staff in program

Supporting Transition Adult Group Education (STAGE)

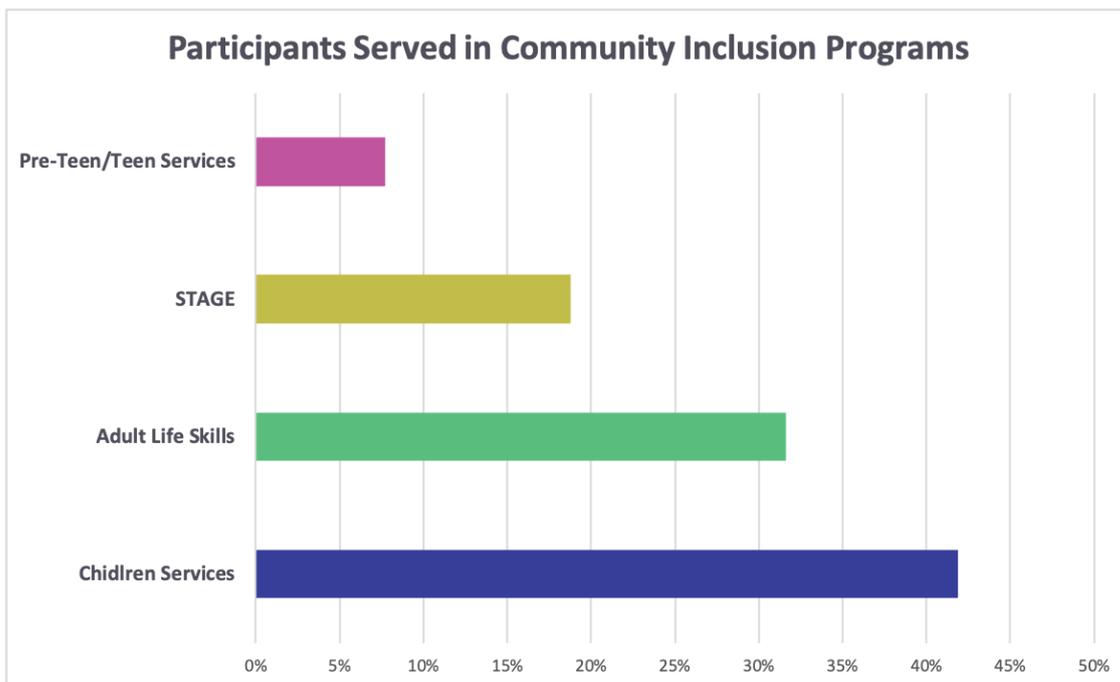
Age Range 19-42
6 staff in program

Children's After School Programs

Age Range 7-18
19 staff in program

Pre-teen and Teen Programs

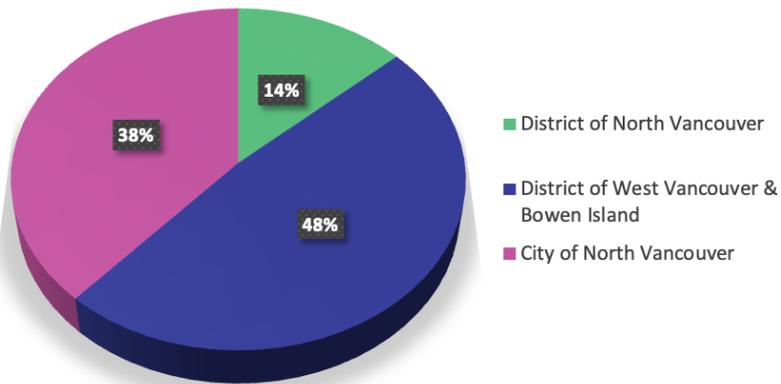
Age Range 11-18
4 staff in program



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.

Infant Development Program by Service Area



Quick Facts:

232 Participant/Families Served
(an increase from 189 from previous year)

1640 service hours provided by 5 staff



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

55% of our bookings were with not-for-profit agencies

30% of our bookings were for individual or family bookings

We use Acuity as our online booking platform through our website

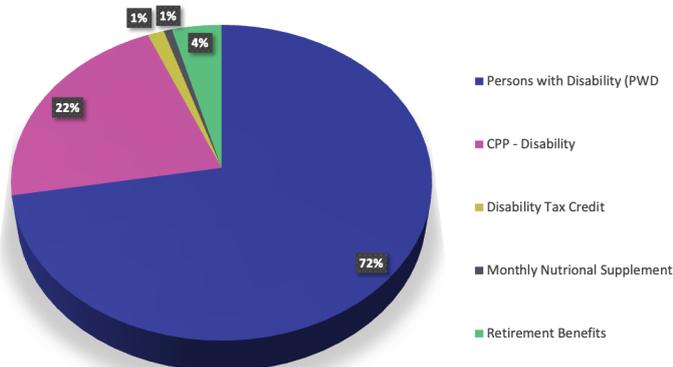
INFORMATION & ADVOCACY PROGRAM

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 program relies on grants and fundraising to operate.

This year marked our first Building Better Communities Luncheon in support of our Information and Advocacy Program. We successfully raised essential funds and strengthened our ties with the community.



Completed Applications



Quick Facts:

1,193 people were served by the Information & Advocacy Program

72% were Persons with Disabilities applications

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.

Persons With Disabilities Designation Application - Prescribed Class

Ministry of Social Development and Poverty Reduction

Personal Information: Name, Date of Birth, Social Insurance Number, Date of Designation, Date of Application.

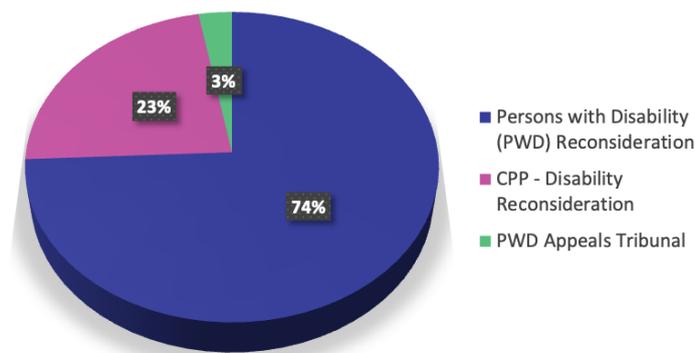
Declaration and Notification: I am applying for designation as a Person with Disabilities under the Employment and Assistance for Persons with Disabilities Act and I declare that the information provided on this form is true and complete. I understand that the Ministry of Social Development and Poverty Reduction may verify the information on this form, as necessary to determine and confirm my eligibility for the designation.

To apply for this designation, one of the following statements must be true. Check the box beside the one that applies to you:

- I am enrolled in BC Palliative Care Benefits - PharmaCare Plan P of the Ministry of Health and am eligible to receive CPP Disability Benefits from Employment and Social Development Canada.
- I have been determined eligible (now or in the past) to receive benefits as a child under the Community Living British Columbia Program. Choose benefit type: Medical Benefits Respite Benefits Only - Children and Youth with Special Needs worker name and contact.

Authorization and Consent: I consent to the Ministry of Social Development and Poverty Reduction disclosing a copy of this document, including the personal information about me and my eligibility for and receipt of benefits or support to any agency I have identified above regarding to indirectly collect from any identified above. I authorize the Ministry of Social Development and Poverty Reduction to indirectly collect from any agency I have identified above all personal information about me and my eligibility for and receipt of benefits or support to any agency I have identified above for the purpose of assessing my eligibility for designation as a Person with Disabilities and for assistance under the Employment and Assistance for Persons with Disabilities Act.

Requests for Reconsiderations/Appeals



74% of our reconsiderations are for Persons with Disabilities applications

“I have had the privilege of working with Brian Platts for the past 15+ years, and his unwavering dedication to disability advocacy has been instrumental in helping my clients successfully navigate the complex Persons with Disability (PWD) system. His expertise, up-to-date knowledge, and deep understanding of the process have not only provided invaluable support to those in need but have also enhanced my own ability to assist clients more effectively.” Lisa Young, VCH

“I cannot express enough gratitude for the incredible support I received from the Information & Advocacy Program, especially from my advocate, Gillian. Navigating the PWD application process was overwhelming, she was there every step of the way. She dedicated so much time and patience to my case. Her kindness, expertise, and support made a world of difference. This program is truly a need for people with disabilities in our community, and I hope it continues to receive the funding it needs to help others the way it helped me. I am forever grateful.”