2026

NORTH SHORE DISABILITY RESOURCE CENTRE



ANNUAL REPORT

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MESSAGE FROM THE BOARD PRESIDENT & CEO

This year has been an extraordinary one for the North Shore Disability Resource Centre. As we celebrate 50 years of service, we have had the opportunity to reflect on how far NSDRC has come, celebrate the people who have shaped our organization, and continue building toward an even stronger future.

For five decades, the NSDRC has grown and evolved alongside our community. While programs, services, and needs have changed considerably since 1976, our purpose has remained constant: supporting people with disabilities and their families to live meaningful, connected lives in communities where everyone belongs.

Our 50th Anniversary Gala brought together staff, families, friends, community partners, supporters, and people who have been part of NSDRC's story over many years. It was a wonderful celebration of our history and, equally importantly, of the people who continue to move our organization forward. We are incredibly grateful to everyone who joined us and helped make this milestone so memorable.

This anniversary year has also been one of significant growth and renewal.
We were especially excited to reopen Quinton Place, restoring an important 24-hour supported living program, and once again creating a welcoming home where individuals can receive the personalized support they need to thrive. The reopening represents much more than the return of a program—it reflects the NSDRC's ongoing commitment to responding to community needs and expanding opportunities for the people we serve.

Our STAGE program also began an exciting new chapter with its relocation to Mountain Highway. The new location provides an enhanced environment for participants and creates new possibilities for programming, learning, skill development, connection, and community participation. Having the STAGE program onsite has been a wonderful addition for our



LET'S BUILD BETTER COMMUNITIES

office team, bringing new energy, connection, and joy to our shared space and creating more opportunities for staff and participants to get to know one another.

Across the NSDRC, we have continued to expand and enhance programming, responding to the evolving goals and needs of individuals and families while looking for new and innovative ways to strengthen the quality and impact of our services.

Importantly, this growth is intentional. The progress we have made remains firmly aligned with our 2025–2028 Strategic Plan and its three priorities: Expanded Engagement & Growth, Person-Centred Human Resources, and Operational Sustainability. These priorities continue to guide our decisions as we strengthen existing services, pursue thoughtful opportunities for growth, invest in our people, and ensure NSDRC remains strong and sustainable for the future.

None of this would be possible without the extraordinary commitment of our staff. Every day, across programs and throughout the organization, they bring compassion, professionalism, creativity, and dedication to their work. We are equally grateful to our families, funders, community partners, donors, volunteers, and supporters whose trust and partnership allow us to continue this important work.

As we mark this milestone year, we also say goodbye to Jim Lanctot as a Director on the NSDRC Board of Directors. Jim has generously given many years of his time, experience, and leadership in service to the Association. His thoughtful contributions and commitment to NSDRC have helped support and strengthen the organization, and we are sincerely grateful for his years of service. On behalf of the Board, leadership, staff, and the entire NSDRC community, we thank Jim and wish him all the very best as he concludes his time on the Board.

Fifty years is an accomplishment worth celebrating—but it is also a foundation on which to build.

As we look toward the next chapter of NSDRC, we do so with tremendous appreciation for those who brought us here and genuine excitement about what lies ahead. We remain committed to growing thoughtfully, strengthening our services, listening to the people and families we support, and continuing to create opportunities for people with disabilities to thrive.

Thank you for being part of the NSDRC community and for being part of our first 50 years. We look forward to what we will accomplish together in the years ahead.

With gratitude,

Kulvir

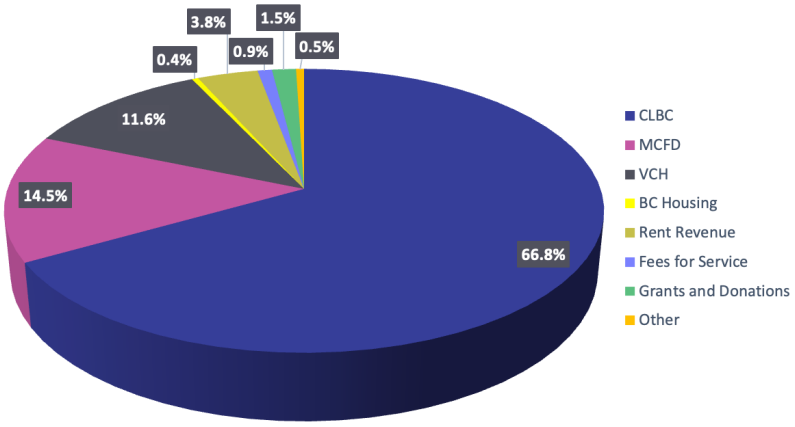
Kulvir Mann, Board President

Jessica

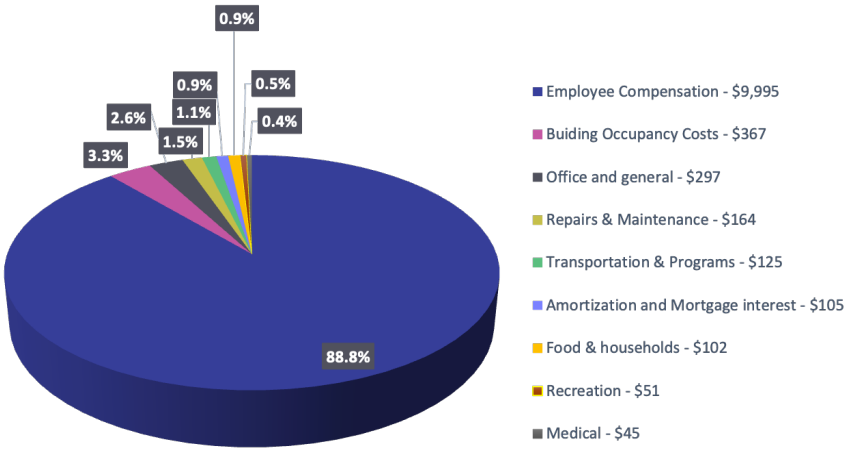
Jessica Neville, Chief Executive Officer

A YEAR IN REVIEW

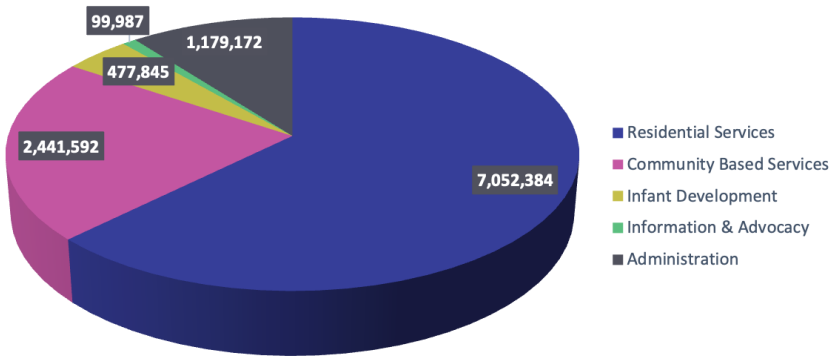
NSDRC Revenue by Source of Funding 2026 Fiscal Year



NSDRC Expenditures 2026 Fiscal Year Thousand of Dollars



NSDRC Services (Expenses) by Area Thousand of Dollars





A YEAR IN REVIEW

Fiscal year:
April 1, 2025 - March 31, 2026

Snap shot of our revenue by

- » **Source of funding**
- » **Expenditures for the fiscal year**
- » **Services by area**

OUR FUNDING PARTNERS

Thank you for helping us build a community for all

A Special Note of Thanks to CLBC

We are grateful to Community Living BC (CLBC) for providing additional funding to support important improvements to our homes. These investments help us maintain safe, accessible, and welcoming environments that respond to the needs of the people we support.

This year, CLBC contributed funding towards:

- Bathroom renovation at Wilding Way
- New driveway at Wilding Way
- New sprinkler system at Lorraine and Kerrstead



COMMUNITY HOUSING AND INCLUSION (CHIP)

For five decades, our Community Housing & Inclusion Program has empowered individuals to live independently and thrive in their communities. We provide affordable, accessible, and secure housing that celebrates choice, diversity, and inclusion. Each home is wheelchair accessible and situated within residential neighbourhoods across the North Shore, promoting meaningful community participation.

HIGHLIGHTS

Quinton Place

Quinton Place reopened in January 2026, marking an exciting return to the NSDRC's Supported Living Program. The home once again provides 24-hour individualized support for adults with disabilities, offering a safe, welcoming environment where residents are supported to build independence, participate in their community, and live meaningful lives based on their individual goals, needs, and choices.

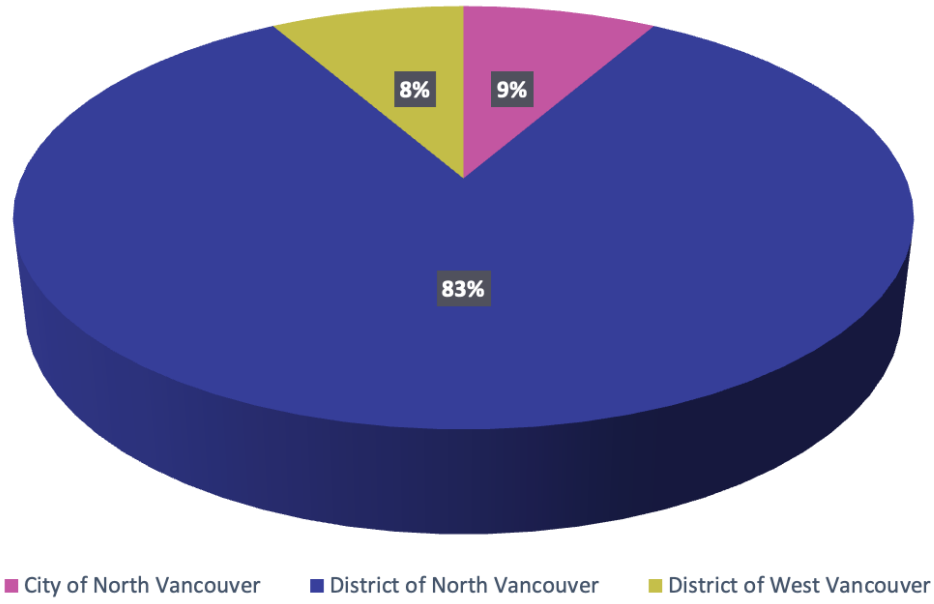
Kilmer House

This year, Kilmer House, part of the NSDRC's Independent Living Program, welcomed two new participants. Both have been wonderful additions to the home, bringing new energy, connections, and friendships. We are delighted to welcome them to the NSDRC community and look forward to supporting them as they settle in and make Kilmer House their home.

Wilding Way

This year, we were thrilled to welcome a new participant to Wilding Way, part of the NSDRC's Supported Living Program. We are delighted to have them join the home and the broader NSDRC community and look forward to supporting them as they build connections, pursue their individual goals, and make Wilding Way their home.

LOCATION OF COMMUNITY HOUSING AND INCLUSION PROGRAM HOMES



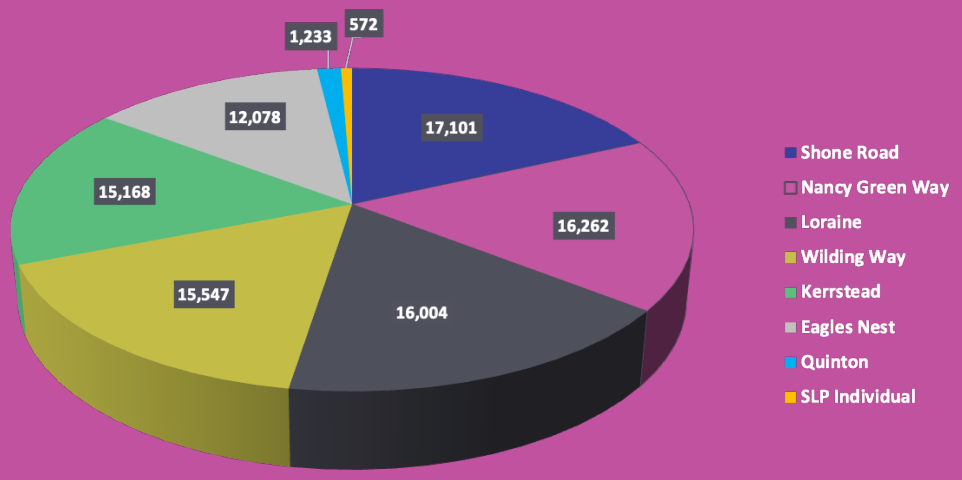


Quinton Place - newly completed backyard

Supported Living Program (SLP)

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).

SLP SERVICE HOURS 93,965



Quick Facts About the Supported Living Program:

Kerrstead
- 4 participants
- Ages 29-31
- 8 permanent employees and 4 casuals

Quinton Place
- 3 participants
- Ages 19-40
- 7 permanent employees and 3 casuals

Nancy Greene Way
- 4 participants
- Ages 32-69
- 9 permanent employees and 4 casuals

Shone Road
- 5 participants
- Ages 29-60
- 8 permanent employees and 4 casuals

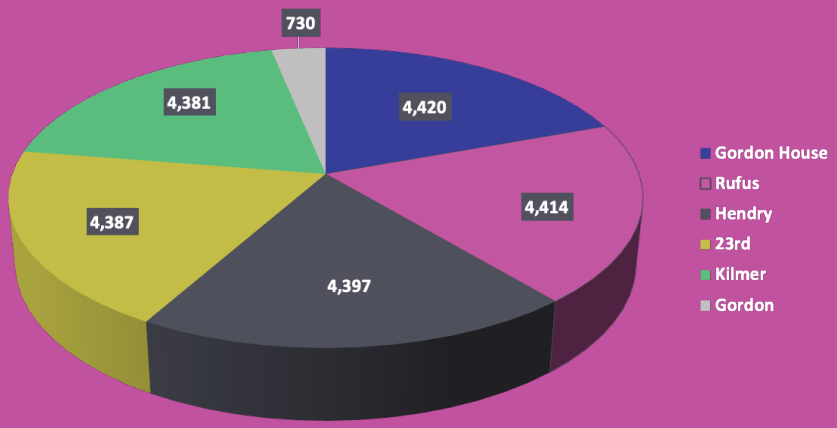
Eagles Nest
- 4 participants
- Ages 23
- 8 permanent employees and 4 casuals

Loraine
- 4 participants
- Ages 19-46
- 10 permanent employees and 4 casuals

Wilding Way
- 4 participants
- Ages 35-58
- 10 permanent employees and 4 casuals

Independent Living Program (ILP)

ILP SERVICE HOURS 22,729



Quick Facts About the Independent Living Program:

Kilmer
- 5 participants
- Ages 38-77
- 4 permanent employees and 4 casuals

Ranch
- 2 participants
- Ages 69-79
- 3 permanent employees and 4 casuals

23rd
- 3 participants
- Ages 57-74
- 3 permanent employees and 4 casuals

Gordon
- 4 participants
- Ages 47-61
- 3 permanent employees and 4 casuals

Rufus
- 2 participants
- Ages 24-54
- 3 permanent employees and 4 casuals



The Independent Living Program (ILP) supports adults with disabilities and/or acquired injuries who require ongoing assistance to live as independently as possible in the community, but do not require 24-hour care. Core funding for the program is provided by Vancouver Coastal Health.



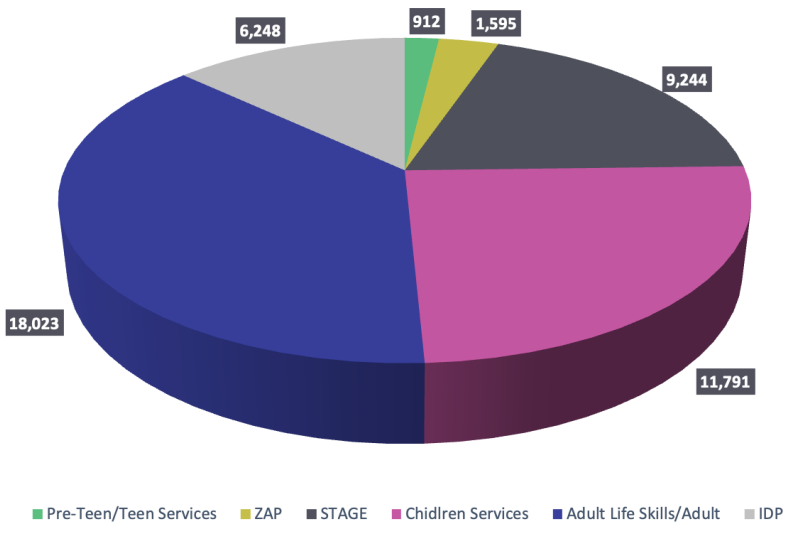
COMMUNITY INCLUSION

Our Community Inclusion Program provides individualized and group-based support to children and adults with disabilities, helping participants build skills, independence, and meaningful connections in their communities.

With support from Community Support Workers, participants work toward individual goals based on their interests, needs, and priorities, with a focus on developing practical life skills, confidence, and greater independence.

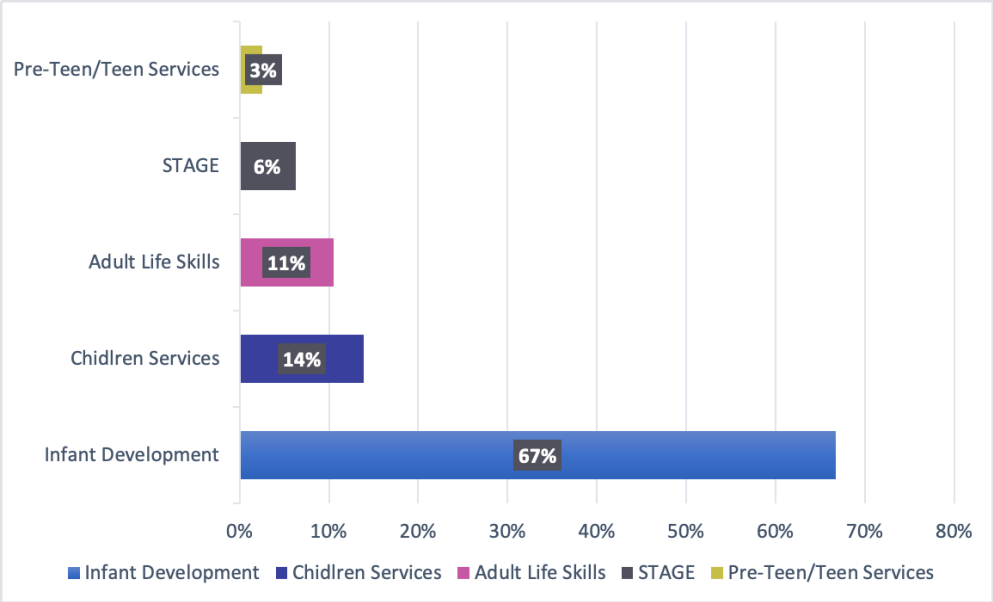
“Alone we can do so little; together we can do so much.” - Helen Keller

COMMUNITY INCLUSION SERVICE HOURS 47,813



NSDRC Community Inclusion Programs

PARTICIPANTS SERVED



Infant Development Program (IDP)

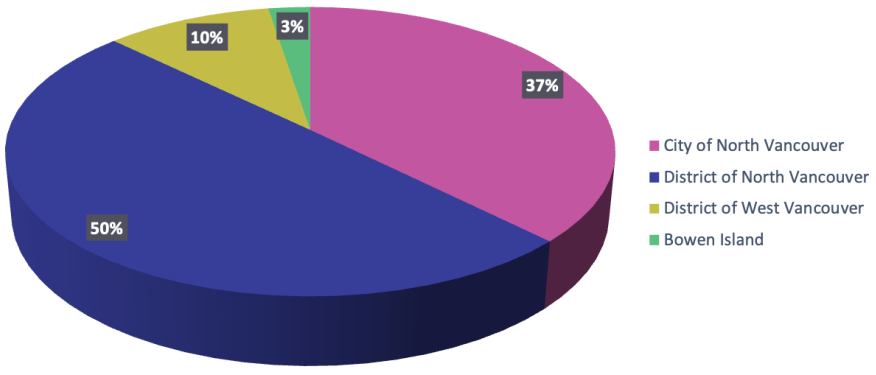


Quick Facts About the IDP:

- 235 Children Served
- 4 IDP Consultants
- 6,428 Service Hours

Our Infant Development Program (IDP) provides home-based support to families with children from birth to three years of age who have developmental delays or are at risk of delays. This year, the program continued to provide home visits and a variety of family groups, including our weekly playgroup, Infant Massage Groups, and the Lower Mainland Upside Down Group, creating opportunities for learning, connection, and support.

LOCATION OF IDP PARTICIPANTS



Children and Youth Programs

Our Special Services to Children (SSC) program supports 46 individuals, each receiving services tailored to their unique needs and funding provided through the Ministry of Children and Family Development. Support is offered through our after-school program, seasonal camps, Teen Club, and community and home settings.

Participants work toward individualized goals identified by themselves and their families or caregivers, both independently and in group environments. Through engaging, skill-building activities, participants develop social connections, independence, community participation, transit skills, and other personal goals.

Community-Based Support Workers are thoughtfully matched to individuals and groups to ensure meaningful and effective support. Weekly activities may include visits to local parks, swimming, bowling, cooking, art, and other community-based experiences.

Above all, the program provides a safe, inclusive environment where participants feel a sense of belonging, receive support tailored to their needs, and have opportunities to explore new experiences at their own pace.

Specific program areas include:

Special Services to Children

Individualized support for children and youth ages 5 to 18, focused on building skills, independence, confidence, and meaningful participation at home and in the community.

Teen & Pre-Teen Social Program

A small-group Saturday program for children and youth ages 9 to 18 that provides opportunities to socialize, build friendships, develop skills, and participate in fun community-based activities.

Youth Zone

A program designed specifically for youth on the autism spectrum, providing opportunities to build social connections, develop skills, increase confidence, and engage with their community.

Supporting Transition Adult Group Education (STAGE)

Quick Facts About the STAGE Program:

- 23 Participants
- Ages 19-26
- 4 full-time staff and 2 part-time staff
- Region served - District and City of North Vancouver, District of West Vancouver

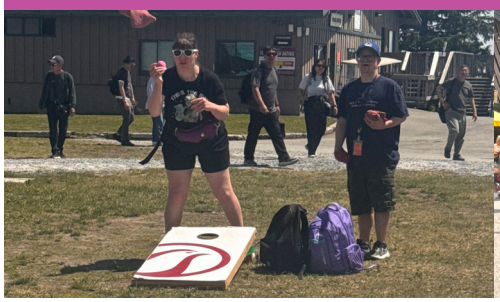
STAGE is a transition program for young adults ages 19 to 26 that bridges the gap between school and adult life, helping participants build the skills, confidence, experience, and connections they need for greater independence and meaningful participation in their community.

The program runs Monday to Friday, with participants attending two to three days per week or full-time. Programming is tailored to each participant's individual goals, interests, strengths, and abilities, with goals developed in collaboration with participants and their families or caregivers.

Through employment preparation, volunteering, product making, fitness, literacy and numeracy, and community-based learning, participants have opportunities to practice real-world skills and discover their strengths and interests. The ultimate goal of STAGE is to help each participant build a meaningful adult life with greater choice, independence, purpose, and connection to their community.

PROGRAM HIGHLIGHTS

- **Expanded volunteer opportunities that allow participants to gain practical experience and build employment and life skills.**
- **Hosted pop-up shops and participated in local events, giving participants opportunities to showcase and sell products they created.**
- **Increased community-based learning and engagement, creating more opportunities for participants to develop skills, build relationships, and actively participate in their community.**







Adult Life Skills & ZAP Programs

Adult Life Skills

Our Adult Life Skills Program provides individualized, community-based support for adults ages 19 and over, helping participants develop the practical skills, confidence, and independence needed to navigate everyday life and participate more fully in their communities.

Participants receive between three and 15 hours of support each week based on their individual needs and goals. Support may focus on cooking, household tasks, attending appointments, using public transit, accessing community resources, exploring leisure activities, and developing social connections.

Each participant works toward personalized goals identified by themselves and, where appropriate, their family or caregivers. By tailoring support to each person's strengths, interests, and circumstances, the program helps participants increase independence, make meaningful choices, build relationships, and become more actively engaged in their communities.

ZAP — Zoom Adult Program

ZAP provides an accessible virtual community for adults who may experience isolation or barriers to participating in person. Through regular online programming, participants have opportunities to socialize, build and maintain friendships, participate in engaging activities, and stay connected to others from home. The program helps reduce social isolation while creating an inclusive and welcoming space where participants can connect, contribute, and feel a sense of belonging.

Quick Facts About the Programs

- 35 Participants
- Ages 21-81
- Region served - District and City of North Vancouver, District of West Vancouver, Bowen Island



PROGRAM HIGHLIGHTS

- Maintained regular check-ins with participants and staff to strengthen communication, connection, and ongoing support.
- Restructured service hours and supports for participants at the Eleanor building to better respond to individual needs.
- Re-established monthly staff meetings to enhance communication, collaboration, training, and support across the team.

SUPPORTED EMPLOYMENT

Our Supported Employment Program helps adults ages 19 and over find and maintain meaningful employment in their community. Participants are matched with an NSDRC Employment Specialist who works one-on-one with them to identify their strengths, interests, abilities, and employment goals and connect them with opportunities that are a good fit.

Every participant's employment journey is different. Some are looking for their first job, while others want to increase their hours, explore a new career path, or strengthen their skills in an existing role. Employment Specialists provide individualized support throughout the process—from preparing resumes and practicing interviews to connecting with employers, developing workplace skills, and adjusting to a new job. Support continues after employment is secured, helping participants build confidence, navigate challenges, and achieve long-term success in the workplace.

A key strength of the program is our relationships with local businesses and employers. By understanding both the needs of participants and employers, we help create successful employment matches that provide participants with greater independence, financial opportunity, confidence, purpose, and connection to their community.

These partnerships also benefit local employers by connecting them with capable, motivated employees and supporting them in creating more diverse, accessible, and inclusive workplaces.

PROGRAM HIGHLIGHTS

- Supported 24 participants in pursuing and maintaining meaningful employment.
- Provided approximately 1,620 hours of individualized employment support throughout the year.
- Continued to strengthen relationships with local employers and identify new employment opportunities.
- Supported participants with job searches, interview preparation, workplace coaching, onboarding, and ongoing follow-up after employment.
- Helped participants build the skills, confidence, and independence needed to succeed and grow in the workplace.

SUPPORTED EMPLOYMENT

Quick Facts About the Supported Employment Program:

- **24 Participants**
- **Ages 22-65**
- **Region served - District and City of North Vancouver, District of West Vancouver**
- **Service Hours 1,620**

Program Successes

This year brought several meaningful employment successes. One participant increased their work hours with the benefit of ongoing coaching and workplace support, while another secured employment with Real Canadian Superstore and successfully increased their hours after completing their probationary period. Several other participants maintained employment throughout the year, accessing individualized support as needed to navigate workplace challenges and continue building confidence and independence.
The program also strengthened its professional expertise this year, with our Employment Specialist completing the Supported Employment Fundamentals Certificate through the BC Employment Network and the Canadian Association for Supported Employment. This training brings current best practices and additional expertise directly into our work with participants and employers.

Growing Need for Employment Support

Demand for individualized employment support continues to grow. Participants increasingly benefit from assistance with interview preparation, workplace communication, technology, adapting to new environments, and understanding workplace expectations. For many, support does not end once a job is secured. Ongoing coaching can be critical to building confidence, addressing challenges, strengthening workplace relationships, and maintaining successful long-term employment.

The Impact of Additional Funding

Additional funding allows us to provide more individualized support at every stage of a participant's employment journey—from preparing for work and connecting with employers to on-the-job coaching and continued support after employment is secured.

Funding can also help participants obtain employment-related certifications, such as FoodSafe and First Aid, removing barriers and opening the door to a wider range of opportunities. With additional resources, we can help more participants not simply find a job, but build the skills, confidence, and support they need to succeed and grow in the workplace.



INFORMATION AND ADVOCACY PROGRAM

Our Information & Advocacy Program is a valuable community resource for people with disabilities, their families, and caregivers seeking information, guidance, and support navigating disability-related programs, services, and benefits.

Our advocates work directly with participants and families to identify benefits and resources they may be eligible for and provide support throughout the application process. When applications for disability benefits are denied, advocates can help individuals understand the decision and advocate on their behalf through the review or appeal process.

Navigating disability benefits and support systems can be complex and overwhelming. By providing knowledgeable, individualized assistance, our advocates help reduce barriers, improve access to essential benefits and services, and ensure participants and families are supported in advocating for their needs and rights.

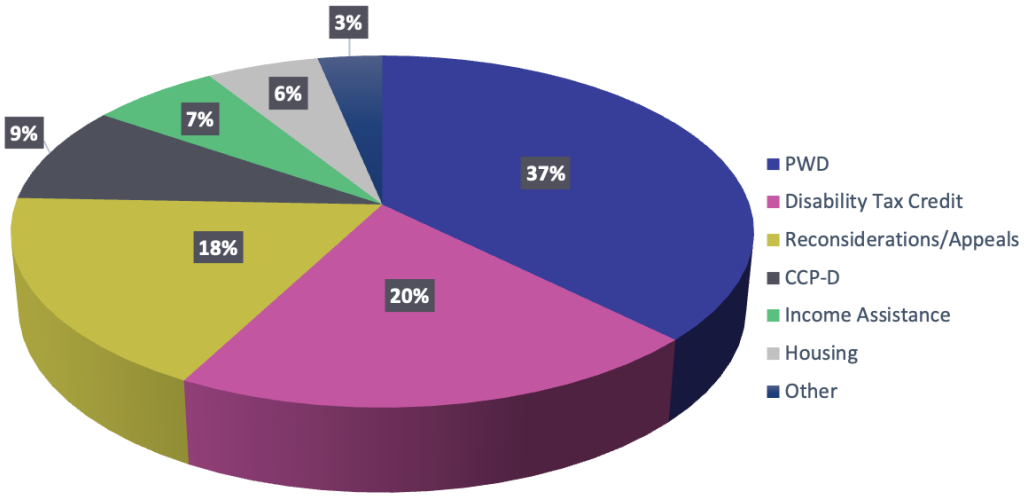
Despite the important role this program plays in our community, it receives no direct government funding. Personal and community donations are essential to sustaining this service and ensuring people with disabilities and their families have access to knowledgeable advocacy and support when they need it.

How We Help

- **Provide information and guidance about income and disability support programs**
- **Assist with applications for disability-related benefits and supports**
- **Support reconsiderations and appeals when applications are denied**
- **Provide referrals and connections to other community organizations and services**
- **Help individuals access education and employment programs in the community**
- **Support young people and families as they transition from youth to adult services**
- **Help individuals access adaptive equipment and devices that support independence and participation**

INFORMATION AND ADVOCACY

AREAS OF SUPPORT



Quick Facts About the Information & Advocacy Program:

- 1,226 people were served by the Information & Advocacy Program
- The number of individuals accessing the program increased this year, reflecting ongoing demand for our services within the community
- Assistance with Persons with Disabilities applications continue to be our greatest demand in the program
- We have seen a large increase in Disability Tax Credit support required

THE IMPACT OF YOUR GIVING

COMMUNITY HOUSING & INCLUSION PROGRAM (CHIP)

As the needs of the people we support continue to evolve, donations help ensure our Supported Living and Independent Living Programs (SLP & ILP) remain responsive, flexible, and person-centred. Contributions allow the NSDRC to enhance individualized supports, strengthen programming, and create meaningful opportunities for greater independence, connection, and community inclusion. Donor support helps us respond to changing needs while ensuring participants continue to receive the support they need to live fulfilling lives in their communities.

SUPPORTED EMPLOYMENT PROGRAM

Donations make a lasting impact by helping us provide individualized employment supports that go beyond our core CLBC funding. This additional support allows us to spend more time preparing participants for the workforce, providing on-the-job coaching, and building meaningful partnerships with local employers. Through these opportunities, participants gain confidence, develop new skills, build greater independence, and take important steps toward meaningful and sustainable employment.

COMMUNITY INCLUSION PROGRAM

Donations help us provide engaging, inclusive programming that reflects the diverse interests, goals, and needs of the people we support. Contributions expand access to community activities, recreation, and learning opportunities that build skills, confidence, friendships, and a stronger sense of belonging. Donor support also helps offset transportation costs and provides opportunities for participants to develop greater independence through community access and public transit training—helping everyone participate more fully in the communities where they live.

SUPPORTING TRANSITION ADULT GROUP EDUCATION (STAGE)

Thanks to the generous donation from a participant's family, this year the program was able to engage the support of a Behaviour Analyst. Through this partnership, staff received training in positive behaviour support strategies, including proactive approaches that help prevent challenges, respond respectfully when they arise, and identify meaningful adaptations to better meet the diverse needs of participants. This investment has strengthened staff knowledge and practice, enhancing participant support within our program while also promoting greater understanding and inclusion in the broader community.

INFANT DEVELOPMENT PROGRAM (IDP)

Demand for early intervention services continues to grow alongside the North Shore's expanding population. While MCFD funding provides the foundation for our Infant Development Program (IDP), donations help us respond to the evolving needs of children and families in our community. Donor support allows us to enhance services, provide additional resources and opportunities, and ensure families have access to responsive, individualized support during these important early years.

If you would like to support one of our programs, please visit www.nsdrc.org.