



**Parkgate
Society**

Community Services



PARKGATE

ANNUAL

REPORT 2019

Live Life Better | parkgatesociety.ca

OUR VISION

A vibrant, connected community

OUR MISSION

To create opportunities for people in our community to live life better.

OUR VALUES

We believe...

Belonging:

establishing and developing meaningful relationships creates an engaged, connected and resilient community.

Listening:

active listening and positive interactions build a foundation of community connections, engagement and trust.

Responding:

responding to the ever-changing needs of our community can be achieved by creating a unique blend of programs and services that appeal to a diverse population.

Connecting:

connecting with individuals, groups, agencies and businesses, helps us accomplish more together than apart.

Welcoming:

programs and services should be welcoming, inclusive and accessible to people of all generations, cultures, means and abilities.

BOARD OF DIRECTORS

President:

Teresa Comey

Vice President:

Carmel Wiseman

Treasurer:

Pamela Mann

Secretary:

Carol Donohoe

Board Members:

Trelawny Bell

Nick Hosseinzadeh

Susan Chan

Patrick Weafer

Earle Cherneski

John Wiggins

Besire Culhaoglu



EXECUTIVE DIRECTOR'S REPORT

2019 was a year of transition & celebration!

The year began with a revised partnership arrangement with the North Vancouver Recreation and Culture Commission (NVRC), which transitioned us away from a partner program funding model to a new core funding model with the District of North Vancouver.



This change in our programming and financial structure provided us with greater financial stability while at the same time offered us an interesting exercise in change management. Along with this, NVRC introduced a new registration system that created its own unique set of challenges. Situations such as these can make or break working relationships, and I believe these challenges gave us the opportunity to develop a stronger and more resilient staff team. I congratulate all Parkgate staff for coming out the other side of this transitional period with a deeper commitment to our vision of a vibrant, connected community.

2019 also marked the 20th Anniversary of the opening of Parkgate Community Centre. In celebration of this milestone, Parkgate Society joined forces with Parkgate Public Library and NVRC to host an extra special Parkgate Community Day in early September. The electric excitement of that day remained in our hearts throughout the rest of the year and carried over to an exceptional Winter Lights celebration in December.

Although 2019 had its challenges, 2020 has seen even greater challenges affecting not only our community, but the entire world. The swift response from our staff to create adapted services for the community in response to the COVID-19 pandemic is nothing short of miraculous, and I am truly proud of each member of our team for taking the initiative to keep the community connected during this most unprecedented time in recent history. I know our strong operations team will continue to meet these challenges with unswerving dedication to keep us all connected in good times as well as bad. Our mission, after all, is to create opportunities for people in our community to live life better, so this is just how we roll.

~ Adele Wilson ~

PRESIDENT'S REPORT

Good things happen at Parkgate!

This has been my first year as President of Parkgate Society, and my 4th year as a Board Member. Over my tenure I have been deeply moved by the dedication and responsiveness of the Parkgate Staff, and the Board who tirelessly put in hours ensuring that Parkgate meets the needs of our community in ways that are effective and meaningful.



While the 2017 strategic plan kept us focused for 2019, a new 2020 Strategic Plan is being presented to the members at the 2020 AGM. In this plan we clarify Parkgate's mandate, and updated our constitution. We have simplified the Vision, and Mission statements, and updated the Core Values to align with who we are today. The work we do is the same, only how we communicate it has changed. Parkgate continues to be community-inspired, community-supported and community-driven.

Parkgate Society appreciates the relationships we have with the North Vancouver Recreation and Culture Commission (NVRC) and the District of North Vancouver - being a Core Funded agency provides the budget stability that allows us to focus on what we do best, the delivery of community based programs and services.

Finally, I would like to thank all the members of Parkgate Society's Board of Directors for their ongoing commitment to the governing of the Society's affairs. I look forward to another exciting year and seeing what happens next here at Parkgate.

~ Teresa Comey ~

FINANCIALS

Parkgate Society's financials for the year ended December 31, 2019 were prepared by our Finance Manager, Lee-Anne Robertson, and reviewed by our external accountants, KPMG. KPMG's review of these financials was made in accordance with Canadian Generally Accepted Standards for Review Engagements. The procedures performed in a review vary in nature and are less rigorous than an audit, and as such, no audit opinion is expressed on these financial statements.



The summary of revenue and expenses follows, and the complete set of financials is available onsite as well as on our website: myparkgate.com / parkgatesociety.ca The notes to the financial statements provide greater detail of the statements of financial position and operations, including a detailed listing of all financial support that the Society received and utilized in the 2019 financial year.

Some highlights of 2019:

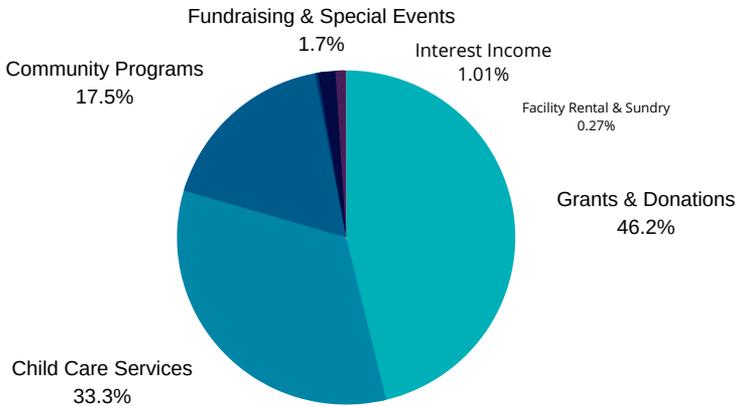
This year Parkgate Society's Partnership Agreement with the North Vancouver Recreation & Culture Commission (NVRC) was revised, creating a new core funding model with the District of North Vancouver effective January 1, 2019. The Society worked with the District of North Vancouver to confirm an additional \$230,000 in core funding to replace funding formerly received from the Partner Programs model. It became apparent in late 2018 that a complete wage review of all Child Care staff was needed in order to create fair and equitable pay and enhance our ability to attract qualified staff. In 2019 this review was completed and a new wage scale was created, resulting in an increase to the staff salaries line item in the financial statements.

~ Pam Mann ~
B.Comm, CPA, Parkgate Society,
Board Treasurer

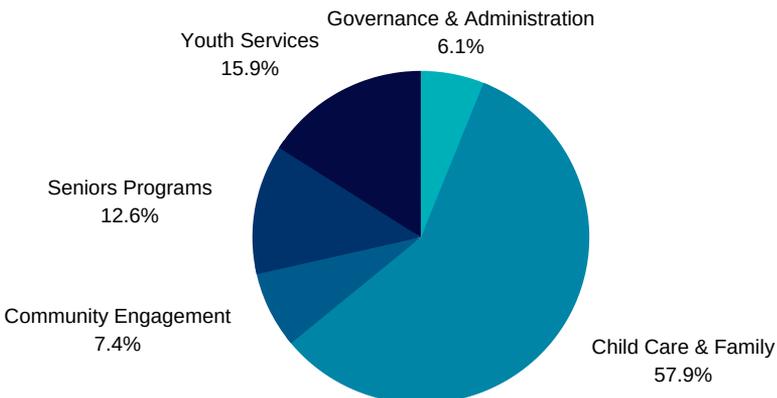
2019 Year-End Financials

Revenue		Expenses (by Program)	
Grants and Donations	995,998	Governance & Administration	136,839
Child Care Services	718,947	Childcare & Family	1,305,227
Community Programs	377,416	Community Engagement	167,342
Facility Rental and Sundry	5,817	Seniors Programs	284,538
Fundraising and Special Events	36,155	Youth Services	359,268
Interest Income	21,844		
Total Revenue	2,156,177	Total Expenses	2,253,214
		Net Revenue minus Expenses -	97,037

TOTAL REVENUE



TOTAL EXPENSES



VOLUNTEERS



In 2019, Parkgate's 330 active volunteers contributed more than 19,580 hours of service to our community! These amazing volunteers start as early as grade 4 and continue into their 90s. We appreciate all of our volunteers for giving their time, experience, and energy to help the Parkgate community "live life better".

GRAND TOTAL
19,574 hours



Senior Services
9,605 hours



My Parkgate Break
2,835 hours



Daycamps
2,607 hours



Child Care Services
925 hours



Board of Directors
547 hours



Weight Room
243 hours



Youth Services
79 hours



Special Events
214 hours



Other
317 hours



NVRC Programs
2,202 hours

CHILD CARE & FAMILY PROGRAMS

Parkgate Child Care comprises My First Preschool, Infant & Toddler Program, 3-5 Program, and Parkgate and Seymour School Age Care. These programs offer up to 135 licensed child care spaces.

Our Family Programs provides Family Drop-Ins at Parkgate, Lynnmour and Seymour Youth Centre, as well as 'Mother Goose' inspired Early Literacy programming and special events. We are particularly proud of our well attended Dad's Night Out, Outdoor Play Group and Evening Drop-In at which we include light dinners.



In 2019, Family Programs received funding from the United Way of the Lower Mainland to start a School's Out Program, serving children ages 9 to 12 who are not enrolled in after school care but are looking for a supervised program, free of charge.

Our dedicated staff consists of 29 regular and 16 casual employees who are very dynamic and supportive in their team and work approach. It is our staff's commitment to Parkgate Society's programs and services that keep neighbourhood families coming back and our waitlist full. We have a high staff retention rate and you can connect with staff who have been working at our child care and family programs for many years.

Our highly qualified educators and facilitators are genuinely interested in forming close relationships with the children and their families. They believe that learning can best occur when strong, trusting relationships are developed between all of the important players in the children's lives, including their families, educators, and the community.

2019 Family Resource Centre Highlights:

- Saturday morning Family Drop-Ins continue despite funding loss
- Continued Funding through Community Action Program for Children (CAPC)
- NEW: Intergenerational Mother Goose Program
- NEW: United Way Funding / School's Out Program

2019 Child Care Highlights:

- Implemented MCFD Early Childhood Educator Wage Enhancement, raising wages of ECE staff
- Continued MCFD Fee Reduction Initiative, lowering child care fees for parents
- 9 weeks of Summer Day Camps

2019 Child Care and Family Programs

- Infant Toddler Group Child Care
- My First Preschool program for 2 year olds
- 3-5 year old Group Child Care
- School Age Group Child Care
- Middle Years After School program
- Summer Day Camps for children 5-12 years
- Parkgate Playgroup
- Saturday Playgroup
- Lynnmour Playgroup
- CapC Playgroups
- Summer in the Park Playgroups
- Parent Workshops
- Special Events



2019 Child Care and Family Statistics

3142 children & 2149 adults attended our Family Programs:

- 2020 families visited Parkgate Playgroup
- 435 families visited Saturday Playgroup
- 314 families visited Lynnmour Playgroup
- 598 families visited CapC Playgroups & Events
- 153 children registered in Licensed Child Care Programs
- 30 children /day enrolled in Spring & Winter Camps
- 83 children /day enrolled in Summer Camps

YOUTH SERVICES

In 2019, Parkgate Society Youth Services programs were accessed 22,104 times by youth between the age range of 10 to 24 years old. These connections were made via our drop-ins, out-trips, special events, programs, and general community outreach.

Our preteen dances continue to be very popular and sellout every time. We increased the capacity for each dance by 50 in 2019 with a total of 4,950 preteens attending the 9 dances we ran throughout the year. While many of the participants are from the Deep Cove/Mount Seymour community we get youth from all over the North Shore at these events. Revenue generated from these dances goes back into the food and supplies for our Youth Centre drop-ins. Moreover, the dances provide a great platform for engagement and demonstrating what a youth worker does and informing people about the services/programs the Parkgate Youth Services department offers.

Social media, particularly Instagram, is a major way we ensure that local youth are aware of the various opportunities and programs we run. We have over 500 followers and each month we produced a jam-packed calendar with different themed drop-ins, special events and information on how youth can connect with youth workers. The Youth Centre Coordinator and drop-in staff encourage youth input and ideas to ensure that our programming reflects the interests of the participants. We had over 100 youth participate in a youth survey in June 2019. This engagement helped us gather information on why youth come to the Youth Centre, their awareness of the services we offer, and what kind of activities and snacks they would like to have offered.



In 2019 we ran an average of 12 hours a week of drop-in times designated to different ages groups: preteens, teenagers and middle school youth. These Parkgate Youth Services drop-ins operate Wednesday through to Saturday with preteen and middle school times occurring after school and the later evening drop-ins on Friday and Saturday (7:00pm - 9:30pm) are aimed at appealing to teen participants. A total of 4,581 youth accessed our Youth Centre drop-ins throughout 2019.

Physical literacy/activity is an important component to the preteen drop-ins as access to gym space is very popular and our youth workers facilitate fair play amongst the attendees. Gym access for the teenagers remains an issue. On Fridays we were able to utilize the outside basketball court when the weather permitted along with having full access to the Parkgate gym on Saturday evening drop-ins. Gym space was a highly desired amenity in the aforementioned youth survey.

Our Youth Outreach Workers provided 501 one-to-one support sessions to youth within our community along with 156 hours of drop-in support to The North Shore Foundry. This year for the first time, we received special funding to run a 6 week group focused on fostering mindfulness and coping techniques for teenagers experiencing mild to moderate anxiety. This group consisted of 8 youth and was facilitated by two Youth Outreach Workers. In addition, the core Youth Services team ran weekly school groups at the following elementary and secondary schools: Windsor, Seycove, Dorothy Lynas and Lynnmour. These groups were focused on building connections and social education on a variety of youth related topics.

2019 Parkgate Youth Programs:

- 1 to 1 Support • Adventure Camps and Out-Trips
- Youth Drop-in Centre • Supporting Foundry North Shore
- Drop-Ins • School Lunch Groups • Skill Development

2019 Parkgate Youth Statistics:

In 2019, the Youth Services team provided services, programs and engaged 22,104 youth in the community.

In 2019, we programmed three summer camps along with a couple other smaller day trips throughout the summer. Two of the three camps ran along with three separate smaller day trips to the PNE, Playland and Ambleside Skatepark. Unfortunately, our Girls Surf Camp did not have an enough enrolled participants to make the camp viable.



Camp Extreme had 11 participants and involved a week of out-trips for youth entering grade 8. The camp provides fun and often extreme activities intended to foster leadership, personal reflection, and self confidence in preparation of the start of their high school journey.

We also ran a successful 10 person Boys Surf Camp which included three days of Tofino surfing and four nights of camping on the beach. The goal of surf camp is to build a supportive environment as these teenagers challenge their comfort zone, often camping or surfing for the first time. As a result, many campers build connections and lasting friendships with their fellow surfers.



SENIOR SERVICES

Older Adult Programs

As the population ages we have been able to react to the changing needs of our community. Much like our previous year we have been able to reach the growing population in the community with innovative programs and services. In 2019, our seniors' membership was combined into one Parkgate Society membership. We reduced the fee for membership and added a Free Meal or Drop-in games to encourage participation and as a way to say thank you for joining.

Our department has a vibrant energy, thanks to the dedicated and caring support of staff, instructors, and volunteers. We are experiencing a mini boom of seniors enjoying programs and services at Parkgate and most of our programs are running at capacity. We are seeing new residents who are just getting acquainted with the community; young active seniors enjoying the fruits of retirement; plus a host of 'senior-seniors' who are choosing to age in place.



Most remarkable is in the growth of our Dementia Services. Pam Havens, hired late in 2018, has taken our day program to the next level with a new vision and direction for My Parkgate Break, using the best of what we had while tailoring support for individuals and their families. The twice weekly program grew so much that we added additional staff and an additional program. 'Mini Break' supports seniors on the waitlist for the twice weekly program, reducing isolation often felt by families on the dementia journey. Further, My Parkgate Break partnered with Windsor Secondary Choir and Vancouver Coastal Health to create the NoteWorthy Singers, a choir for adults living with memory loss, family caregivers and students.

As the year was winding down, our department was approached by community members who wanted to see a duplicate bridge program East of the Seymour. After many meetings and exploration of space and with the support of Parkgate Society, the society Duplicate Bridge was launched as a trial in 2020.



Parkgate Society is host to hundreds of seniors each week and we are grateful that we live in such a vibrant community. We are proud of what we do but we do not do this work in isolation and are forever grateful to our partners and sponsors, the personal donations from our supporters, and all three levels of government. Each makes the work we do possible and keeps our seniors healthy, active and connected.



2019 Seniors Programs:

- 7 year-round registered programs including:
Parkgate Singers, iPad Club, Bridge Lessons, Chair Yoga, symphony bus trips, My Parkgate Break and Surefeet.
- Wednesday Community Lunch & Summer BBQ with live music on the plaza
- Weekly congregate meal program: Diner's Club
- 7 weekly drop-in games programs
- 4 weekly drop-in FREE programs
- Highly attended Bus Trips

2019 Seniors Statistics:

Meals Served.	3880
Drop-in fitness	2537
Drop-in FREE programs	4221
Drop in Games	5562
Session Courses	358
Special Events	546
Bus Trips	239
Workshops	52
Members	478



SUPPORTERS

Government

District of North Vancouver
Employment & Social Development Canada: Canada
Summer Jobs
Ministry of Children and Family Development
Province of BC – Community Gaming Grant
Province of BC - Multicultural Grant
Public Health Agency of Canada - CAPC
Vancouver Coastal Health

Community Groups

Deep Cove Lions Club
Mount Seymour Lions Club
North Shore Community Resources
North Vancouver Public Library
North Vancouver Recreation and Culture Commission
United Way of the Lower Mainland
YMCA

Local Businesses

Anthem Developments	Ingrain Pastificio
Arms Reach Bistro	Integra Tire
Bean Around the World	JJ Bean at Park & Tilford
Blu House Cafe	Meat the Butcher
Blue Shore Financial	Mountain Equipment Co-op
Capilano Suspension Bridge	Mt. Seymour Resorts
Capilano University	Neptune Terminals
COBS Bread (Jas Bread Ltd.)	Nester's Market
Cork-It Winemaking	North Shore News
Deep Cove Kayaking & Outdoors	North Shore Optometry
Dijkof Nurseries	Oasis Car Wash
DJJ's Pizza	Pacific National Exhibition (PNE)
Earnest Ice Cream	PARC Communities
Escape Travel Wear	Management Ltd (Cedar Springs)
Everything Wine	Parkgate Eyecare
Fawcett Insurance Agency	Real Canadian Superstore
Hive North Shore	ReFresh

Royal Bank of Canada -
Volunteer Program
Saputo
Safeway - Parkgate
Shoppers Drug Mart

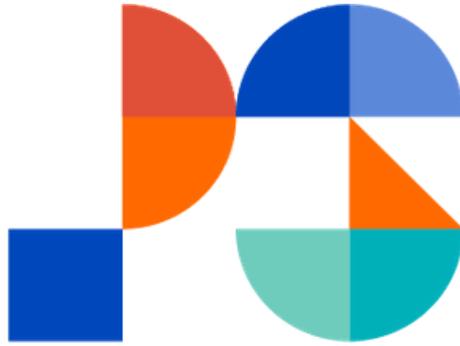
Starbucks
Stongs Market
Techniks Hair Studio & Spa
The Raven
Worksafe BC

Individuals

Beryl Bayne
Diane Charlebois
Teresa Comey
Karima Dhanji
Martin Eskes
Michelle & Jay Fitch
Hayley Gerelle
Marilyn Henderson
Stan Henderson
Nick Hosseinzadeh
Philip Lau & Family
Bronwyn Lorimer
Graham MacKenzie
Mary & Matt MacKinnon

Elizabeth Mcfarlane
Sarah & Chad McPhee
Jen & Alex Messina
Lesley Miller
Elma Mae Moebes
Yoko Morimoto & Kohei
Nagashima
J.A. Packer
Christine Smith
Bryan Taguchi
Adele Wilson
Annelis Wilson
June Yu





myparkgate.com = parkgatesociety.ca

New Look, New Website
Same Commitment to
Connecting Community

CONTACT



Parkgate Society

Community Services

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