



Parkgate Society

Community Services



PARKGATE

ANNUAL

REPORT 2020

Live Life Better • Connecting Community

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:

Trelawny Bell

Board Members:

Susan Chan

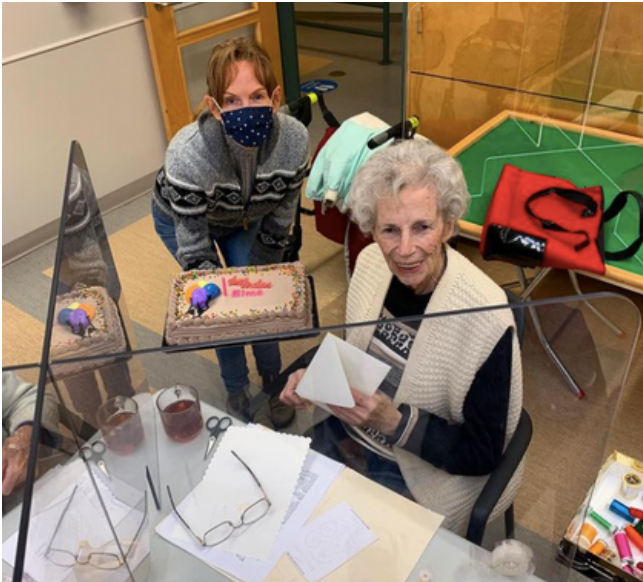
Patrick Weafer

Carol Donohoe

John Wiggins

Andrew Szymanski

Liliana Vargas



EXECUTIVE DIRECTOR'S REPORT

Adele Wilson

What can be said about 2020?

We spent the majority of this past year in a state of crisis and uncertainty, pivoting and pirouetting our way towards some form of temporary normalcy. Our staff team rose to the challenge that only a global pandemic can bring. We developed new policies, created new health and safety plans, revised these plans, and revised them yet again. We created new programs, revised old programs, moved online and outdoors, despite some excessive wind and rain. The weather may have destroyed our tent, but it did not destroy our ingenuity! We waited in anticipation for each new announcement from the Health Authorities, which inevitably created more challenges and complications as we scrambled to continue serving our community within the confines of ever-changing constraints. At times, we were frustrated, annoyed, depressed, anxious, over-worked and burned-out. Yet we somehow managed to grow stronger and more resilient with each passing day, and we are here today with renewed optimism and strength.



Every crisis brings opportunities for growth: we realized many of the changes we implemented in the past year will augment our future programming mix to allow more accessible and barrier-free programming to a wider audience. We welcomed new faces while saying good-bye to some old friends. We found new community partners and financial resources to help our organization stay financially viable while maintaining our low-cost and no-cost programming mix. We did all this, while launching a new brand with a vibrant new look that tells our community WE ARE HERE!

I am eternally grateful for the creativity and ingenuity of Parkgate's amazing staff team, who never submitted to defeat. They exhibited undying determination to ensure our community thrived throughout the darkest days of the pandemic. Even as plans kept changing, they stayed the course of continually creating and re-creating opportunities for people in our community to live life better. I am so very proud of each and every one of them. I am blessed to be part of this amazing team, and I am humbled by their vast array of talents. I thank each of them for just being who they are.

PRESIDENT'S REPORT

Teresa Comey

Good things happen at Parkgate!

This has been my second year as President of Parkgate Society, and my 5th year as a Board Member. Without a doubt it has been a year that no one could have predicted. Parkgate Society has always been a dedicated responsive organization and COVID-19 really demonstrated how agile, and community orientated we are. In a moment, Parkgate Society staff flipped the delivery of services and support for the community in an unprecedented time. I am truthfully in awe of our staff and extremely proud of the good work they all do. Good things indeed happen at Parkgate.



During these times, the Parkgate Board of Directors has been strategically focused on serving the organization. While our meetings have shifted to Zoom (who even heard of it a year ago?), we have been productive in achieving many significant projects, while maintaining our governance role. Some of the projects we have worked on and completed include a Communications Plan, a Community Engagement Strategy, a Fund Development Strategy, and an Event Strategy. We finalized the renewal of our Partnership Agreement with the North Vancouver Recreation and Culture Commissions (NVRC), updated our policies, and improved the financial reporting to the board. I am impressed by what we have accomplished together, while physically separated.

Parkgate Society's Board of Directors greatly appreciates the relationship we have with NVRC and the District of North Vancouver, which provides us with the budget stability that allows us to focus on what we do best, the delivery of community-based programs and services. These relationships allowed us to continue our community service during these challenging times.

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. Last year I ended my report by saying "I look forward to another exciting year and seeing what happens next here at Parkgate". This year my wish is for a less turbulent year, and for an opportunity for our community to resume more in-person opportunities. I have my fingers crossed!

FINANCIALS

Pam Mann B.Comm, CPA, Board Treasurer

Parkgate Society's financials for the year ended December 31, 2020 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 our website: 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 2020 financial year.

Some highlights of 2020:

Of course, 2020 was a year of pivoting and adjusting for all of Parkgate. The finance team was able to research and secure COVID-19 relief funding from both Federal and Provincial levels of Government. These benefits were instrumental in allowing Parkgate to support the staff through several modifications & cancellations, as well as a prolonged closure of the Child Care centre in the early days of the pandemic.

Despite the numerous challenges, funding received in 2020, along with great reductions in expenses resulted in a significant positive net income which will continue to help support our COVID-19 Safety Measures in 2021.

Management and Board Members are looking forward to being able to restart our programs in 2021 and we are fortunate to be in a financially sound position to do so.

2020 Year End Financials

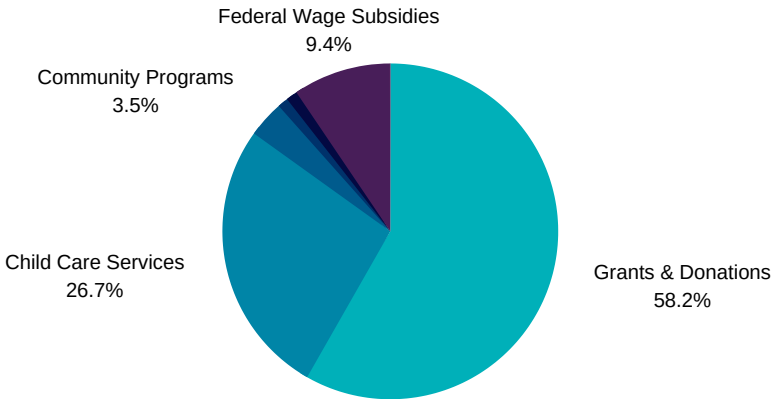
Revenue

Grants and Donations	1,227,246
Child Care Services	561,702
Community Programs and Service:	74,152
Facility and Rental Sundry	879
Fundraising and Special Events	21,408
Interest Income	23,071
Federal Wage Subsidies	198,425
Total Revenue	2,106,883

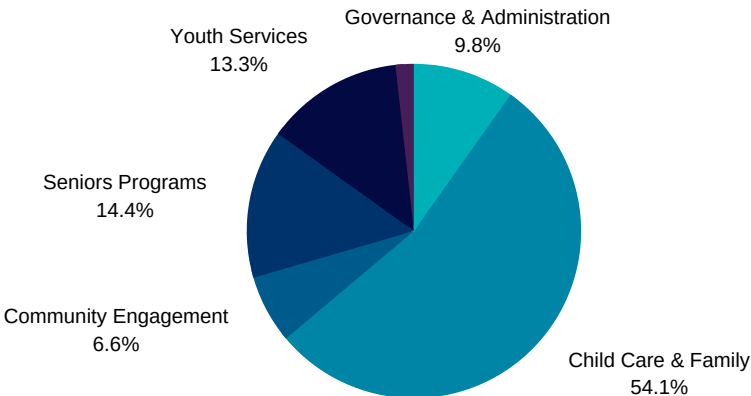
Expenses (by Program)

Governance and Administration	191,693
Child Care Services	929,378
Family Programs	126,332
Youth Services	260,362
Seniors Programs	281,345
Community Engagement	129,043
Amortization & Misc. Expenses	34,647
Total Expenses	1,952,800
Net Revenue minus Expenses	154,083

TOTAL REVENUE



TOTAL EXPENSES



VOLUNTEERS



Parkgate Society volunteers have shown the resilience of our community this year. Along with all the usual programs our volunteers helped maintain, this year they also helped with our Phone Trees, Meal Deliveries, Mask Making, and our Cleaning Crews; helping to strengthen our Seniors Programs. Eighteen households made and donated 524 masks for our community. We are extremely lucky to live and work in this community.

Total Volunteers: 147
Total hours: 5,799



Senior Services
850 hours



My Parkgate Break
667 hours



Daycamps
2,607 hours



Child Care Services
163 hours



Board of Directors
408 hours



Crafters
3053 hours



Youth Services
55 hours



COVID-19 Programs
346 hours



Other
8 hours



NVRC Programs
242 hours

CHILD CARE & FAMILY PROGRAMS

Parkgate Society Child Care programs provide up to 135 licensed child care spaces:

- Toddler On My Own Program (formally My First Preschool),
- Infant & Toddler Program,
- 3-5 Program, and
- Parkgate and Seymour School Age Care.

Our Family Programs, partially funded by Community Action Program for Children, include:

- Family Playgroups at Parkgate Community Centre,
- Outdoor Playgroups in local parks,
- Online Coffee Chats for parents,
- 'Mother Goose' inspired Early Literacy programming, and
- Special events support, such as food hampers and give-aways.



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 the important players in the children's lives, including their families, educators, and the community.



Pandemic Response:

We closed our onsite/in-person services in March 2020 due to the pandemic, following public health recommendations. Family Program staff created many online offerings for our families. Amazing support and resources were provided to us by local and small businesses including donations of masks, hand sanitizer, and small individual funding.

Policies and procedures were developed so that Parkgate Society's in-person indoor and outdoor family programming could be re-opened. This enabled us to deliver quality programs to families, no longer as drop-ins, but now as registered programs.

Our Child Care also temporarily closed in March 2020. The child care team was able to pivot their programs and environment, to match physical distancing and enhanced health and safety requirements, and we re-opened our doors in June 2020 to all child care programs. Parkgate Society was able to re-hire all staff as the Ministry of Children and Family Development (MCFD) supported child care through to the end of August 2020 with Temporary Emergency Funding (TEF). Due to the

pandemic, child care enrollment was temporarily reduced but picked up again towards the end of the year, while summer camps saw a significant drop in enrollment.

In 2020, our staff gained a wealth of experience in outdoor play. It was their commitment and resiliency that made it possible for these programs to not only continue, but to thrive! Our child care and family programs were shaken but our teams remained solid: we are proud and appreciative of all the work they have done.



2020 Family Resource Centre Highlights:

- Continued Funding through Community Action Program for Children (CAPC) and MCFD
- Increased outdoor playgroups
- New: Online programming

2020 Child Care Highlights:

- Continued 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, despite pandemic

2020 Child Care and Family Programs

- Toddler On My Own
(Formally My First Preschool for 2 year olds)
- Infant Toddler Group Child Care
- 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
- Online Family Coffee Chats, evenings
- Online Family Counsellor Chats, daytime
- Online Mother Goose
- Deep Cove Outdoor Playgroup
- Lynnmour Outdoor Playgroup
- Parkgate Playgroup, incl. Saturdays
- Mother's Day, Father's Day, Christmas Drive By Giveaways
- Meal Support
- Thanksgiving and Christmas Hampers



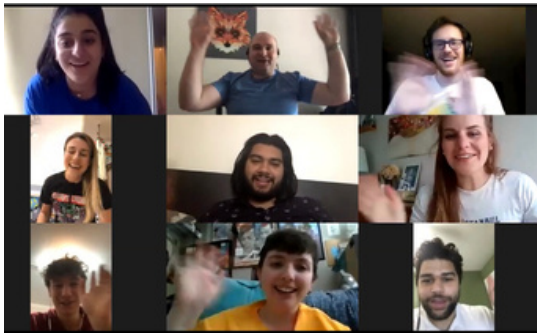
2020 Child Care and Family Statistics

1881 children & 1489 adults attended our Family Programs:

- 894 families visited Parkgate Playgroup, incl. Saturday Playgroup
- 86 families visited Lynnmour Playgroup
- 192 families visited CapC Playgroups & Events
- 149 children registered in Licensed Child Care Programs
- 64 children /day enrolled in Summer Camps for a total attendance of 707 over 9 weeks

YOUTH SERVICES

In 2020, Parkgate Society Youth Services team and the youth they work with experienced a major adjustment to their daily routines, programs, and services. Similar to many other industries, mid-March marked a transformation in the way youth work would be done going forward. The pandemic increased the importance of our work as youth adjusted to online schooling, parents/guardians working from home, experiencing new limitations around peer socialization, and a general anxiety of COVID-19 and other world political events. The Youth Services team acknowledges that the learning curve was steep and the new safety protocols for access to traditional avenues of youth engagement made the work twice as hard for half the results. This report is intended to highlight the resiliency and some of the pivots that the department made in 2020 in order to provide services and 6,406 interactions with youth between the age range of 10 to 24 years old.



Before the pandemic took hold, Parkgate Society Youth Services team were able to hold three successful and sold out preteen dances of 550 grade 6s and 7s. The last one occurred on Saturday, March 7th. By the following Saturday we were forced to discontinue all our in-person youth programs. The preteen dances, Youth Centre space, and visits to the various catchment schools all ceased. The next month included core youth staff meetings three times a week in order to support each other as well as establish a game-plan on how to continue to serve local youth. The department set up Google Docs, a Parkgate Youth Discord Server, and attended training offered by the Foundry Central on "meeting with clients online". In the first couple months of the pandemic the team's focus was on supporting the youth with whom we already had strong connections.

Throughout April to June, the youth workers were working with limited access to the community centre space and doing their work via online mediums. 105 youth one-to-one meetings occurred through Zoom, FaceTime, Discord, and text message. The need for support was up by 46% compared to the same time last year. Frequently occurring topics were stress, COVID-19, isolation, and both peer and family relationships. In replacement of the usually vibrant Youth Centre space, Discord and the House Party app become our new hangouts. Each week, there were about 6 hours of group hangouts facilitated by the department. These hangouts included check-ins, discussions, and the playing of popular games such as Jackbox and Among Us.

The Parkgate Youth Discord server went from non-existent to 64 members in the span of a couple of months. 594 total youth joined nightly for these drop-ins from April to June. This transformation was made possible from the dedicated effort of the four core Youth Services staff members along with the Youth Centre casuals who volunteered their time for these online drop-ins. In total, these staff massed about 250 hours with the goal of giving the local Deep Cove and Mount Seymour youth the support needed and continuing the connections they had built in the Youth Centre.

FRIDAY, APRIL 17TH

PARKGATE YOUTH

SERVICES LIVE CHATS

PARKGATE PRE-TEEN DISCORD DROP IN 3:30PM-5:00PM

PARKGATE TEEN DISCORD DROP IN 7:00PM-8:30PM

Message Parkgate.Youth.Centre to Join Todays Chat

Furthermore, we were able to strengthen our Instagram presence by doubling our follower count to over a 1000 this year. This platform became more than a way of advertising upcoming events. Posts of learning slides on subjects such as Black Lives Matter, Healthy Eating, Mindfulness, and Being A Good Friend allowed the youth to gain facts and process these hefty topics. Going live on Instagram also became a regular occurrence for the youth workers, as they would ask youth 'get to know you' questions or challenge them to find various items in their house in a minute. Even after the pandemic, it is very likely that a hybrid of virtual and in person will remain as numerous benefits emerged as a result of the online interactions.

In June, it became clear there would be no final year preteen dance or graduation ceremonies. Without the preteen dance revenue, we looked for other revenue streams to support our work and were fortunate to receive additional grants from West Vancouver Foundation and the City of North Vancouver. The summer marked the return of some in-person youth programs: one-to-one youth support meetings; outdoor youth group “drop-ins”; and in late July, Youth Outreach Workers returned to supporting the Foundry drop-ins.

Unfortunately, none of our annual youth surf trips could run this year. Instead, we ran two separate weeks of a camp aimed to build leadership and social connections for students moving into Grade 8 in September. This was achieved through various team building activities along with highlighting some of the best attractions in the Deep Cove/Seymour area: hikes to the Seymour River, kayaking around Deep Cove, and swimming in Cates Park. These camps were highly successful, operating at near capacity (20 total attendees) and both parents and youth were thankful for the social opportunities they provided.



In September, the Youth Centre space was mapped out and received approval to run in-person “drop-ins” for up to 10 youth. We continued to collect necessary waivers and ensure COVID-19 protocols were in place. While the drop-ins started slowly, within a couple weeks they were hitting capacity and forced us to ask the youth to take turns attending so everyone could get an opportunity. One benefit of the smaller numbers was the space became more comfortable for youth with lower social and communication skills and the quieter, more intimate environment allowed staff to work more directly with youth in need of support.

The changes in the capacity also allowed us to implement big dream ideas such as a Dungeons and Dragons group on Saturdays. We not only had youth fully engaged for six weeks, but youth took turns leading and crafting the campaigns for their peers. The drop-ins operated on Thursdays, Fridays, and Saturdays with designated times/days for both preteens and teenagers. By the end of year, we had a total of 1,383 attendees in our Youth Centre space.



Our Youth Outreach Workers provided 500 one-to-one support sessions to youth within our community along with 75 hours of drop-in support to The North Shore Foundry. In addition, we ran two separate six-week groups of a partnered program with the YMCA focused on helping teens develop techniques and strategies for coping with anxiety. Similar to many of the other youth programs, this skill

development series was also adapted to an online format. Extra little touches such as care-baskets were prepared by the Youth Outreach Workers to help connect participants who were now sharing only through computer screens.

2020 was a year not without its challenges. While our overall numbers served were down by about half in many cases, quality work and connections were achieved. By the end of the year the Youth Centre/in-person drop-ins had 1,383 visits, the online programs engaged 427 youth, and 500 1-to-1 youth meetings occurred (343 in person and 163 online).

2020 Parkgate Youth Programs:

- 1 to 1 Support • Resource Based Info • Summer Camps
- Youth Drop-In Centre • Supporting Foundry North Shore
- Social Justice Awareness • Group Workshops • Skill Development

2020 Parkgate Youth Statistics:

In 2020, the Youth Services team provided services, programs and engaged 6,406 youth in the community.

SENIOR SERVICES

Everything we know about the delivery of services to seniors changed in March 2020. It is difficult to put into words the magnitude of change that took place and at the same time it is hard to look back when all we want to do is look ahead. Overnight, our vibrant community of seniors' members, and volunteers retreated to the safety of their homes and were told not to leave. Our busy centre was shuttered and plans for newly funded programs halted.

The Seniors Department went remote, and it was clear that our staff did not want to stop serving seniors. We moved to home offices, learned how to communicate through Zoom, and set to work as best we could under these new and challenging conditions.



Phone calls were made to our members to let them know we were there for them. United Way funding was shifted to support seniors at home and community sponsorships were assembled by a hard-working Executive Director. We hosted chat groups, Zoom Crosswords and Bingo, and iPad Club. Parkgate Pacers walked on their own and socialized online from home. Our dementia services went online in the most creative way to support families and members, and Virtual My Parkgate Break was formed. Zoom became our link to the community and YouTube our platform for Chair Yoga, Keep Well, Surefeet, Brain and Body Fitness, Cooking with Nargis, and a Spring Blossom Tour with Katie.



We did not know exactly how best to support our seniors, but we knew that we did not want to lose the connections we had established prior to Covid. Food is a large part of what we do at Parkgate and in April we got back into food services, but this time with weekly take-home meals. Seniors love to eat and by the end of the year, we were serving almost 100 seniors at each meal service.



As the pandemic progressed, we adapted, taking programming outside during the summer months and opening in-person dementia services. In the fall we purchased cleaning supplies, plexiglass screens, and made Covid-19 safety plans that approved us to open indoors in a limited capacity.

We tried our level best to keep seniors educated and informed and most importantly, connected. Our staff and volunteers never gave up and worked tirelessly. There is no substitute for in-person programming, and we miss what we used to have, and when we re-open things might look a little different. 2020 has compelled us to walk through the challenges that a pandemic brings and has been a character-building year. In the end, it puts into perspective how important community is and how lucky we are to live and work where we do.



2020 Seniors Programs:

- Parkgate Pacers
- Games: Bridge, Mah Jong, Cribbage, and Scrabble
- YouTube: Yoga, Surefeet, Keep Well, and Brain & Body Fitness
- Chair Yoga
- iPad Club on Zoom
- Zoom Crosswords
- Meal Program
- My Parkgate Break
- Craft Group
- Outdoor Plaza Safe Space for Seniors



2020 Seniors Statistics:

Meals served before March:	400
Meals served since March:	3901
Individuals receiving meals:	160
Parkgate Pacers:	12
Zoom Services:	32
Games and Crafts:	63
My Parkgate Break Participants:	24
Chair Yoga	8
iPad Class	11

SUPPORTERS

Government

City of North Vancouver
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
Worksafe BC

Community Groups

Deep Cove Lions Club
DNV Fire Fighters Charitable Society
Mount Seymour Lions Club
Mount Seymour United Church
North Shore Community Foundation
North Shore Community Resources
North Vancouver Public Library
North Vancouver Recreation and Culture Commission
Seymour Heights Play-Based Preschool
United Way of the Lower Mainland
West Vancouver Foundation
YMCA

Local Businesses

Anthem Developments	Everything Wine
Arms Reach Bistro	Fawcett Insurance Agency
Bean Around the World	Integra Tire
Blu House Cafe	Mountain Equipment Co-op
Blue Shore Financial	Mt. Seymour Resorts
Canlan Ice Sports	Neptune Terminals
Coast Capital Savings	Nester's Market
COBS Bread (Jas Bread Ltd.)	North Shore News
Cork-It Winemaking	North Van Landscaping

PARC Communities
Management Ltd (Cedar Springs)
Royal Bank of Canada -
Volunteer Program
Safeway - Parkgate
Seaspan

Starbucks
Stongs Market
Telus
Twin Lions Contracting
Zuckers Deep Cove

Individuals

Joy Apdan
Ann Butcher
Caleb Chan
Susan Chan
Earle Cherneski
Joan Chilton
Ellen Clague
Kimberley Coulter
Shirley Cox
Joanne Fedora
Don Fraser
Phamie Gibson
Kathryn Gillis
Kelsey Grass
Doug & Sharon Greville
Reva Grunwell
Allan Hansell
Roni Helmer
Leah Hickson
Nicole Hiebert
Nao Kanbert
Marg Lamb
Morley Letzman
Christine Mann

Marylile Martin
Nancy MacKay
Olivia Matthews
Riva Nelson
Joan Packer
Ethel Pattison
Erika Reidlinger
Catherine Robinson
JoAnne Slamon
Anne Slater
Erin Smith
Mary Smulders & Matt Mackinnon
Pam Shearar
Joan Stickney
Aarden Stone
Helena Telena
Leslie Thompson
Patricia Turner
Sharon Walker
Adele Wilson
Penny Whittam
Bryan Wong
Linda E.R. Zilli

TD Canada Trust on behalf of Philip Lau

CONTACT

Parkgate Society
3625 Banff Court,
North Vancouver, Bc
V7H 2Z8

Front Desk: 604.983.6350
info@parkgatesociety.ca
parkgatesociety.ca



Live Life Better • Connecting Community