



**Parkgate
Society**

Community Services



PARKGATE SOCIETY

ANNUAL REPORT

2021

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:	Carmel Wiseman
Vice President:	Trelawny Bell
Treasurer:	John Wiggins
Secretary:	Marnie Schigas

Board Members:

Susan Chan	Liliana Vargas
Stephen Cheung	Natalie Wagorn
Teresa Comey	Patrick Weafer
Zachary McKnight	Shaun Wysiecki
Andrew Szymanski	



EXECUTIVE DIRECTOR'S REPORT

Adele Wilson

2021 proved to be another interesting year of constant changes, uncertainties, and challenges.



Throughout the year, however, we met the challenges head-on, keeping our vision of a vibrant, connected community foremost in our minds. We held outdoor events so we could all connect in safety, even in winter.

We revised safety plans, changed capacity limits, and created virtual worlds, all so we could connect with each other while staying healthy. Although frustrating, we persevered in the hopes that all would go back to normal soon enough, and we would celebrate normalcy with our community. With cautious optimism, we now review what we have learned and move forward into a manageable future that includes health and safety priorities, zero-tolerance sick policies, and the convenience of virtual meetings and AGMs.

As I look toward this future, I am confident Parkgate Society will continue to provide the community with a place to connect and thrive. Moving beyond this past year, our Society grows stronger through new funding opportunities to stabilize our financial situation. We are now a \$10 a Day ChildCareBC Prototype site offering parents the opportunity to reduce their financial burdens so they can thrive together as a family. We received ongoing funding for our seniors' program with grants from United Way BC. Between corporate sponsorships and community partnerships, we have new and exciting programming opportunities. We see whispers of our Preteen Dances starting up again, and new opportunities for the growth of our youth outreach services through virtual platforms. We are opening a new child care facility in the Lynn Creek area to serve families moving into that developing community. Large gatherings and educational events are in the planning stages to further keep our community connected, and we are branching out to include more programming such as our new English Language program. It promises to be an exciting future and I'm happy to be part of experiencing this organizational growth.

None of this would be possible without the steadfast loyalty of our staff, volunteers, and board of directors, all of whom I thank from the bottom of my heart for staying strong, flexible, and positive. All of us together make an incredible team.

PRESIDENT'S REPORT

Carmel Wiseman

2021: A year of stability; a year of change.

At the end of 2020, hope reigned as we learned of the unprecedented rapid development of vaccines to combat the first global pandemic in a century. At Parkgate Society, we continued to meet and develop programs virtually but hoped that life would soon be back to normal. It wasn't. Constant change was the norm as we shifted programming to respond to ever-changing realities: sickness policies, vaccine mandates, vaccine passports, boosters, remote work. What didn't change was our dedication to the Seymour community and our commitment to making life better for our community members.



2021 was also a year of change and stability for the board. At the 2021 AGM, Society members elected 5 new board members – a 40% change to the board composition. This resulted in a more demographically diverse board that better represents the Seymour community.

In 2021, the board embarked on the creation of a succession plan and developed a crisis management plan, a risk management policy, and a community engagement plan. We approved draft bylaw changes (to be voted on at the 2022 AGM) to streamline the board election process. We committed to improving and stabilizing our funding. While staff successfully applied for some new grants, the board appointed a fund development committee to begin work on fund development strategies.

We worked on our community partnerships: we renewed our partnership agreement with NVRC and met with our new MLA Susie Chant. We continued to liaise and work with our contacts at the City and District of North Vancouver and continued our relationship with our MP Terry Beech.

In August, the chance to apply to be a \$10/Day ChildCareBC prototype site, sponsored by the provincial government, was presented to the board. As a non-profit society that already provides licensed child care, we decided we were ideally placed to apply. Knowing affordable child care could dramatically enhance the quality of life for families in our community, our staff pursued the applications.

I'm always surprised when I take a look at how much an organization can accomplish in a relatively short amount of time. I'm proud of what we achieved in 2021 but mostly I am grateful for the dedicated staff and board members who worked so diligently to make life better for our community.

FINANCIALS

John Wiggins, Treasurer

2021: Another challenging year for Parkgate Society due to the ongoing COVID-19 pandemic.

In 2020, Parkgate was able to secure COVID-19 relief funding from both Federal and Provincial levels of Government, helping us to achieve a significant net income. In 2021, these sources of funding were greatly reduced. However, with fewer restrictions, increased services, and increases to traditional funding sources, Parkgate was able to end the year with only a small deficit. Considering all the challenges, restrictions and additional costs associated with COVID-19 safety measures, Parkgate Society managed the year with a high level of financial prudence.



I would personally like to thank our committed and engaged Board of Directors, Executive Director, Finance Manager, Department Managers, and the entire staff team, for an outstanding job through these very unpredictable times. Despite numerous challenges, Parkgate Society held true to its mission and vision of connecting our community through the provision of low-cost and no-cost community services, albeit with limited capacity.

Parkgate Society's governance and management team feel well-positioned to continue offering services to the community and are looking forward to a greater level of financial stability in 2022.

Parkgate Society's financials for the year ended December 31, 2021, 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 complete set of these financial statements is available on our website: parkgatesociety.ca

2021 Financials

Revenue:

Grants & Donations	\$1,211,990
Child Care Services	660,504
Community Programs & Services	190,370
Facility & Rental Revenue	164
Fundraising & Special Events	12,906
Interest Income	18,082

Total Revenue \$2,094,016

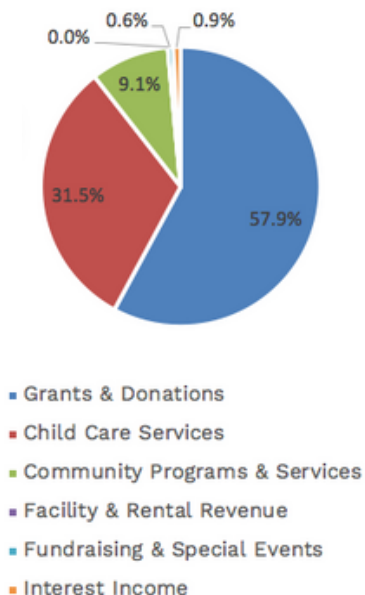
Expenses

Governance & Administration	\$ 153,666
Child Care Services	1,082,721
Family Programs	165,509
Youth Services	274,849
Seniors Programs	229,214
Community Engagement	144,381
Amortization & Misc. Expenses	70,000

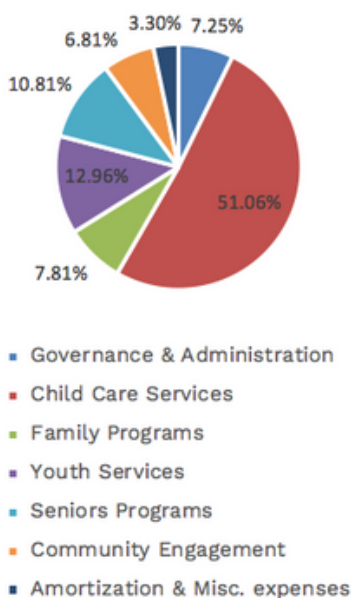
Total Expenses \$2,120,340

Net Revenue minus Expenses \$ **-26,324**

Total Revenue



Total Expenses



VOLUNTEERS



2021 was another year that showed the strength of our community. Our volunteers stepped up to come in to prepare meals, make deliveries, and work with youth and children. With added safety procedures, we were able to welcome back camp volunteers.

Volunteers were the backbone of our programs. To our 115 active volunteers in 2021 - thank you!

Total Volunteers: 115
Total hours: 8,349



Senior Services
1037 hours



My Parkgate Break
567 hours



Daycamps
863 hours



Child Care Services
364 hours



Board of Directors
334 hours



Crafters
4715 hours



Youth Services
21 hours



Family Programs
16 hours



Other
133 hours



NVRC Programs
299 hours

CHILD CARE & FAMILY PROGRAMS

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

- Toddler On My Own Program
- Infant & Toddler Program
- 3-5 Program
- Parkgate & Seymour School Age Care
- Summer Camps

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
- Special events support, such as food hampers and giveaways



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.

2021 was a year of acceptance, adaptation, and growth.

Child Care and Family Program staff are true frontline workers and faced a lot of exposure throughout the year. After much anticipation, in late April 2021, staff received their invitation for COVID-19 priority vaccination. At the beginning of 2021, the guidelines through BCCDC and Licensing were vague. Finally, in the summer months, all organizations received much-anticipated guidance for the development of Health & Safety policies.



After the initial insecurities about how to work in the midst of a pandemic, both Child Care and Family Programs developed a greater acceptance and understanding. The teams bonded strongly together, experienced great growth and created program adaptations: Family Program moved all programs outdoors and all drop-ins became nature-based forest exploration programs. The delivery of online programs ended. Even the Mother Goose program, an Early Literacy Program that helps parents to connect with their children while creating new friendships, was held outside. Child Care held their programs almost entirely outside in their playgrounds.

PHO restrictions changed often and quickly. This had an impact on our enrollment and attendance. Families faced many insecurities, not only for the health & safety of their children but also financially, as many parents needed to change their working hours as well. Many parents were able to create a home office with flexible hours, some changed their place of employment, and others stopped working entirely. Slowly, in late fall, all Child Care and Family Programs encouraged a return to inside activities. Indoor masking and vaccine passport checks helped everyone feel safe.

Together we learned a lot; with smaller enrollment/lower attendance, we created stronger connections to the families in our programs. At Parkgate Society, we care about the health and needs of others. This support system continues to keep our teams together and helps us to thrive despite many unknowns.

I would like to express my appreciation to all the teams for all the work they have done!

2021 Family Resource Centre Highlights:

- Continued Funding through Community Action Program for Children (CAPC) and MCFD
- Increased outdoor playgroups
- Forest exploration groups

2021 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

2021 Child Care and Family Programs

- Toddler On My Own
- 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 (children 5-12 years)
- Outdoor Mother Goose
- Deep Cove Outdoor Playgroup
- Lynnmour Outdoor Playgroup
- Parkgate Playgroup, incl. Saturdays
- Forest Exploration groups
- Mother's Day, Father's Day, Christmas Giveaways
- Thanksgiving and Christmas Hampers



2021 Child Care and Family Statistics

- Parkgate and Lynnmour Playgroup offered 185 drop-ins. This allowed 1035 children to attend with 736 adults (the child's parent, guardian, or caregiver)
- 237 adults and 252 children for a total of 489 participants visited CapC Funded Playgroups including Mother Goose & Summer in the Park (2021 was by registration only so numbers were limited)
- Parkgate Society Child Care including Summer Camps operated 257 working days. This provided 14,995 daily child care spaces for children to attend throughout the year!

YOUTH SERVICES

In 2021, the Parkgate Society Youth Services team and the youth adjusted to the notion of “a new normal.” We used a hybrid model for our work and for connecting with youth: using online tools such as Zoom, Discord, and a variety of other virtual formats while also having in-person services and programs return. While the Parkgate Preteen Dances have yet to return, there was still a lot to celebrate in 2021 as the Youth Services team found new ways to continue to grow and empower youth within the Deep Cove, Mount Seymour and Blueridge areas. This work amounted to 2,608 interactions with youth between the ages of 10 to 24 years old in 2021.

The goal of this report is to bring the numbers to life and help illustrate the successes and struggles of the Youth Services team. Some numbers that stand out from last year: the almost 200 waivers collected by the Youth Services team, allowing youth to attend in-person drop-ins; an active community on our Discord Server with about 75 youth; and reaching 700 followers on our Parkgate Youth Centre Instagram.



One-to-one support remained a major focus of our Youth Services team with 334 one-to-ones occurring in 2021. Of these, 211 included getting outside and utilizing local trails or a park bench located in the sunshine during the spring and summer months. As the weather began to turn in

the fall and more people became vaccinated, approval was given to once again meet with clients in public restaurants and coffee shops. This helped the youth workers meet the demands of their clients as the Youth Centre was already being used for office space and after-school drop-ins programs. Virtual meetings were an option when COVID symptoms were present but were also utilized frequently for check-ins/positive reinforcement for healthy coping strategies around topics including suicide ideation, self-harm, and panic attacks. In total, 123 one-to-one meetings occurred through Zoom, FaceTime, Discord, and text message. There are a couple of reasons for the 37% decrease in one-to-one volume. First, both of the full-time Youth Outreach Worker positions were newly filled as we welcomed two internal candidates to the team - Nic McCullough, in May, and Molly Dobie, in September. Second, our commitment to having a representative from our team attend and support the North Shore Foundry's Tuesday drop-in along with having our the Youth Outreach Workers involved with the Youth Centre drop-in again meant less time for after-school meetings.

The highest in-demand timeslot for the Youth Services staff members is between 3:30 - 5:30 PM on weekdays; whether is it with one-to-ones, walk arounds in the plaza area to connect with youth, or our various after school Youth Centre drop-ins.

Similar to one-to-ones, there was an increased desire by youth to connect with peers in person. This manifested in a total 1,955 visits to our in-person programs. With the decreased interest in our Discord drop-ins (60 youth a month), the decision was made to discontinue the virtual drop-ins in May 2021, focusing instead on adding back new in-person programming on Tuesdays, Fridays, and Saturdays. The interest in Dungeons and Dragons remained popular which led us to add two groups on Saturdays, which continually renewed every seven weeks. Fridays started as an all youth age drop-in with the majority of the



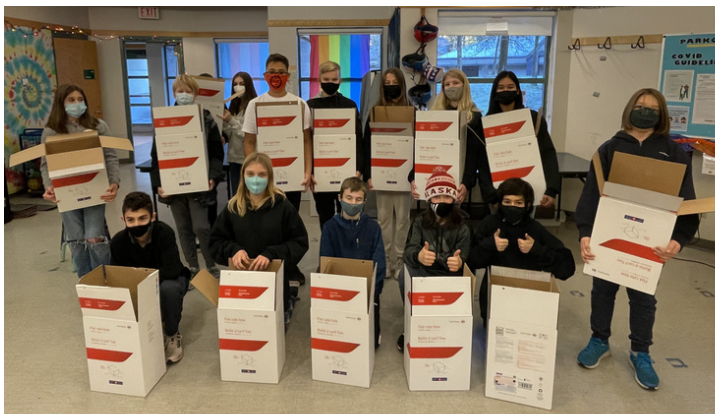
attendees ranging from grades 5 to 10. However, in June we went back to programming both a preteen and teen drop-in on Fridays, recognizing the need to aid the Grade 7s in their transition into high school while also acknowledging the necessity for unique teen space and exploration of more mature discussions. These teen drop-ins ran on Fridays from 6:30 - 8:30 pm. In the Youth Centre, we still allowed a mixture of grades and peer encouragement through DnD campaigns and Tuesday all youth drop-ins (at the request of many youth).

The team did our best to keep the Youth Centre safe for all participants which entailed us completing COVID screeners for attendees, wearing our masks in the space and continuing to clean regularly. Getting outside was another way we were able to keep things safe through camps, exploring local attractions, hosting monthly outdoor movies nights, and starting an after school ultimate Frisbee program. We are happy to report that in 2021 we had no incidents that would have required us to shutdown our youth programs due to COVID related issues.



Our established social media platforms remained an important part of our goal of empowering and connecting youth. Posts focused on learning about subjects such as Black Lives Matter, Healthy Eating, Mindfulness, Transgender Awareness, and many others. These posts allowed the youth to expand their knowledge and explore hefty topics. The Youth Centre Coordinator, Natasha Rivard-Morton, was instrumental in coordinating and leading the Youth Services team's posts.

Opportunities and space for social justice were fostered through groups like Tuesday evening "Gals N Pals", which focuses on creating a safe space for female and non-binary voices. Moreover, we had a busload of local youth join us on Orange Shirt Day (Sept. 30th) for an evening of learning about Truth and Reconciliation. Many local youth, including an entire Grade 7 class from Dorothy Lynas participated in collecting and packing up items for this year's #WeSeeYou activity box drive, a collaboration with The Ballantyne Project. It was amazing to see the strides of the youth in working to educate themselves and actively build a better future.



Our Camp Extreme is becoming a popular program amongst the local youth. The five weeks of camp we run operated at near capacity (1 week at spring break and 4 weeks during summer), totalling 56 participants. This camp fills a void in programming at the community centre as youth wanted more independence and intense activities, while parents wanted them to get outside and off their phones. The Youth Services team led these camps by finding engaging ways to achieve connection through hikes, kayaking trips, and various mini-games intended to break the ice of meeting new campers. One major success is that over 50% of camp attendees took part in other Youth Services programming outside their time at camp, including drop-ins and one-to-one support, which speaks to the connection the youth workers were able to establish.

2021 Parkgate Youth Programs & Statistics:

In 2021, the Youth Services team provided services and programs, and engaged 2,548 youth in the community in a variety of ways:

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

Our Youth Outreach Workers provided 334 one-to-one support sessions to youth within our community and contributed 147 hours of support towards the North Shore Foundry drop-in support program - almost three times the amount of support contributed in 2020 (50 hours). In addition, the Youth Outreach Workers, in partnership with the YMCA, ran a seven-week group program called Y-Minds, which focused on helping teens develop techniques and strategies for coping with anxiety. 7 youth participated in this program and the online format made it possible for us to support 4 DNV youth and 3 youth from CNV with their anxiety. The Youth Services team ran 5 weeks of in-person camps which had 56 youth attend. By the end of the year, the Youth Centre was running drop-ins four days a week with numbers up by 18%, and the in-person drop-ins often had a waitlist due to COVID room capacity. In 2021, in-person drop-ins had 1,955 visits and the online programs had 259.



SENIOR SERVICES

Parkgate Society Seniors Department faced a lot of change this past year; changing hours, programs, safety measures, volunteers and staff. Through all this change, we were able to maintain our passion and focus on our mission. We recognized that the loss of social programming was greatly affecting the mental health of our community and the changing restrictions were causing more seniors' isolation than we had ever seen previously. With a focus on social practices and mental health, we came together to support seniors and provide new resources. We became a community hub for referrals and a safe space to voice concerns or ask for help.

Seniors' social programs bring joy and wellness to our community. In 2021 we brought back drop-in games, bridge programs, Keep Well, walking groups, language programs, and our Access Bus. We refined our meal program to cater to the fulsome list of seniors in need of home help and to those who were able to come to Parkgate to pick up their meals and connect with others while doing so. We reinstated the plaza Safe Space for Seniors and even had live music and outdoor dancing.



We also began to focus our office hours on "social prescribing": social programming and physical activity keep seniors healthy and at home longer. Therefore, we are now working with the United Way British Columbia to track and provide evidence that increased social participation helps seniors stay healthy and at home as well as continuing our work to help seniors in our community increase their social connections and activities.

My Parkgate Break returned to in-person programming and this brought with it an opportunity to expand this important service. Through a year-long partnership with Capilano Community Services Society, Pam and Lannie were able to mentor a new team to start a sister program at the new Capilano Community Centre.



Fundraising is always an important part of life for a non-profit and despite the difficulties during these past few years, our amazing Parkgate Crafters stepped up their knitting, sewing, and card making to make this a record-breaking year in their fundraising efforts! .



The Deep Cove Lions Club hosted two amazingly rewarding Shred It events and proved we can all make changes to keep the community safe, and involved while also successfully fundraising. We are so grateful for our supporters!

This past year, the seniors' department said farewell to Erin and Nargis as they moved on to pursue other passions, and welcomed Kelsey and Maryanne who stepped in to fill these positions. Having a solid core staff team has allowed us to continue to maintain and build stronger community relationships. We are very thankful to be able to meet new seniors and welcome them to our community.

2021 Seniors Programs:

- Parkgate Pacers
- Outdoor Plaza Safe Space for Seniors
- Games: Bridge, Mah Jong, Cribbage, & Scrabble
- Keep Well
- Yoga
- iPad Club / Lessons
- Zoom Crosswords
- Meal Program
- My Parkgate Break
- Parkgate Singers
- Craft Group



2021 Seniors Statistics:

Individuals receiving meals:	130
Total meals served:	4,928
Parkgate Pacers:	24
Zoom Services:	6
Games and Crafts:	96
My Parkgate Break Participants:	23
Fitness:	33
Clubs & Lessons:	30
Access Bus:	18
Total Participants excluding meals:	230

SUPPORTERS

Government

City of North Vancouver

District of North Vancouver

Employment & Social Development Canada: Canada Summer Jobs

Employment & Social Development Canada: New Horizons for Seniors

Ministry of Children and Family Development

Province of BC – Community Gaming Grant

Public Health Agency of Canada - CAPC

Vancouver Coastal Health

Community Groups

BC Council for Families

Deep Cove Lions Club

DNV Fire Fighters Charitable Society

DNV Libraries - Parkgate Branch

Help Age Canada

Mount Seymour Lions Club

Mount Seymour United Church

North Shore Black Bear Society

North Shore Community Foundation

North Shore Community Resources

North Shore Mountain Bike Association

North Vancouver Public Library

North Vancouver Recreation & Culture Commission

Seymour District Girl Guides

Seymour Heights Play-Based Preschool

United Way of the Lower Mainland

West Vancouver Foundation

YMCA



Local Businesses

Anthem Developments

Bartlett Tree Experts

Bean Around the World

Blue Shore Financial

Canadian Tire

Capilano University

Coast Capital Savings

COBS Bread (Jas Bread Ltd.)

Dr. Joslin Inc

Deep Cove Kayak & Coast Outdoors

Everything Wine

Fawcett Insurance Agency

Great Clips

Ignited Mothers Coalition

Integra Tire

Kids Physio & Jump Gymnastics

Liz de Beer

Mountain Equipment Co-op

Mt. Seymour Resorts

Neptune Terminals

Nester's Market

North Shore News

North Van Landscaping

PARC Communities Management

Ltd (Cedar Springs)

Royal Bank of Canada - Volunteer Program

Safeway - Parkgate

Seaspan

Starbucks

Stongs Market

Superstore

TD Wealth

Telus

Twin Lions Contracting

Zuckers Deep Cove



Individuals

Joy Apdan	Zach McKnight
Eriko Arai	Jackie Mes
Trelawny Bell	Karen Munro
Alan Betts	Austin Nairn
Ann Butcher	Riva Nelson
Caleb Chan	Kavel Nordstrom
Susan Chan	Joan Packer
Earle Cherneski	Ethel Pattison
Joanne Chilton & Paul Martin	Donna & John Phillips
Ellen Clague	Erika Reidlinger
Lindsay Clague	Catherine Robinson
Teresa Comey	Vince Santacroce
Kimberley Coulter	Alison Schoenhardt
Shirley Cox	Krista Shackelford
Anna Danielson	Pam Shearar
Joanne Fedora	JoAnne Slamon
Don Fraser	Anne Slater
Steven Galvin	Erin Smith
Phamie Gibson	Mary Smulders & Matt Mackinnon
Kathryn Gillis	Bob Sonntag
Kelsey Grass	Anna Stasiak
Doug & Sharon Greville	Kim Steinhart
Reva Grunwell	Joan Stickney
Allan Hansell	Aarden Stone
Roni Helmer	Andrew Szymanski
Leah Hickson	Helena Telena
Nicole Hiebert	Leslie Thompson
Nao Kanbert	Patricia Turner
Klaassen Family	Marsha Unheim
Monique Konkin	Liliana Vargas
Lindy Kristinsson	Natalie Wagorn
Marg Lamb	Sharon Walker
Agnes Liau	Adele Wilson
Morley Letzman	Patrick Wilson
Ximena Lopez	Carmel Wiseman
Christine Mann	Penny Whittam
Marylile Martin	Bryan Wong
Nancy MacKay	Shaun Wysiecki
Olivia Matthews	Linda E.R. Zilli
Emily McCance	

TD Canada Trust on behalf of Philip Lau

CONTACT



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Live Life Better • Connecting Community