



PARKGATE SOCIETY ANNUAL REPORT

April 1, 2023–March 31, 2024

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 in belonging, listening, responding, connecting and welcoming.



BOARD OF DIRECTORS

Our Board of Directors brings diverse backgrounds and unique expertise, giving Parkgate Society strategic and adaptable leadership. Their wide-ranging perspectives and skills ensure we excel in meeting the evolving needs of our community.

President

Vice-President

Treasurer

Secretary

Trey Bell

Shaun Wysiecki

Natalie Wagorn

Marnie Schigas

Board Members

Marcus Acaster

Kathy Campbell

Susan Chan

Stephen Cheung

Zachary McKnight

Andrew Szymanski

Patrick Weafer

Carmel Wiseman



EXECUTIVE DIRECTOR'S REPORT



Ellen Clague
Executive Director

As I reflect on my first year as the Executive Director of Parkgate Society, I am filled with gratitude and a deep sense of responsibility. This year has been one of tremendous personal growth and learning, as well as a time to assess how Parkgate Society operates and serves our community.

I am profoundly thankful for our Board of Directors' strong governance, our staff's unwavering dedication, our funders' and donors' generous support, our partners, and our volunteers, who are the heart of our work. Together, we are creating a community where diverse people of all ages, abilities, and backgrounds feel a sense of belonging and connection.

With a vision of a vibrant, connected community, our leadership team developed a new strategic plan to guide us over the next five years. Central to our success is a supported, valued staff and volunteer team who are deeply aligned with our mission. Emerging from the pandemic, the resiliency of our staff has been remarkable, and it is a testament to their ongoing commitment that not only have our programs and services bounced back, but they have expanded with participation surpassing pre-pandemic levels. However, increasing community needs and rising costs are straining our team, making staff and volunteer support a strategic priority. We are focused on strengthening organizational systems and policies that enhance staff well-being and professional development while continuing to be responsive to community needs.

This past year, our programs and services operated at full capacity, reaching new milestones. Key organization-wide accomplishments include the "Shaping Our Community: Your Voice Matters" survey, hiring a project manager for the new Lynn Creek Child Care (opening in late 2024), and creating a new HR position to improve internal processes. Additionally, Parkgate Community Day and Parkgate Winter Lights were our most successful community events in recent years.

PRESIDENT'S REPORT



Trey Bell
President

Parkgate Society has had a great year and a tremendous quarter century in the Parkgate Community Centre. Providing high-quality, affordable services to members of the Seymour, Blueridge, and Deep Cove communities. From babies to seniors and everyone in between, Parkgate welcomes everyone with warmth and kindness. We couldn't run all the outstanding programs without diligent and committed staff and volunteers. It's truly their passion and dedication that drive Parkgate Society's mission forward every day. I'd also like to extend a special thank you to our partners and donors, whose support is crucial to our ongoing success.

Since the beginning, our organization's mission has been dedicated to helping people "live life better." This mission guides every decision we make and every initiative we undertake as we strive to create positive change in our community and beyond. In this 25th anniversary year, we can celebrate the holistic nature of Parkgate Society.

We have seen children attend our child care programs, grow up to participate in pre-teen dances and youth drop-ins, volunteer, and even become staff members. Some have even started their own families and now send their children to Parkgate. Parkgate's programs truly are invaluable community resources and we will continue to support everyone in our community with our program offerings.

Looking ahead, we are excited about the possibilities that the future holds. We are excited to be opening a new child care centre in the lower Lynn Creek area, expanding the reach of Parkgate Society's mission to new areas of North Vancouver. Here is to the next 25 years being just as innovative, collaborative, and inclusive as the last 25 have been at Parkgate Society.

TREASURER'S REPORT



Natalie Wagorn
Treasurer

Parkgate Society's financial statements for the year ended March 31, 2024 were prepared by the Finance Manager, Lee-Anne Robertson, and reviewed by external accountants, KPMG. KPMG's review of the financial statements was conducted 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 the financial statements. The complete set of financial statements is available on the Parkgate Society website: parkgatesociety.ca.

In the year ended March 31, 2024, Parkgate Society's leadership transitioned to a new Executive Director, Ellen Clague, and the staff were guided by a new Strategic Plan. This new plan reminds staff, the Board of Directors, and the community of Parkgate's mandate, values, and strategic goals for a five-year period. Some of the objectives include ensuring long-term financial security and sustainability, amongst other things.

Fiscal 2023-2024 was challenged in predicting budget amounts for a post-pandemic world where historical years have seen significant fluctuations and changes, there have been high inflation rates, and there will continue to be more organizational changes as planning progresses for the opening of a new child care facility next fiscal year. While actual results were at a deficit, income significantly exceeded budget. The team continues to work hard to increase funding from existing sources and apply for new sources of funding, particularly for the new child care centre opening in late 2024.

I would like to thank the Parkgate Society team for their work this year in managing the large offering of programs in what proved to be another difficult economic year. The efforts do not go unnoticed.

FINANCIAL OVERVIEW

APRIL 1, 2023–MARCH 31, 2024

Revenue:

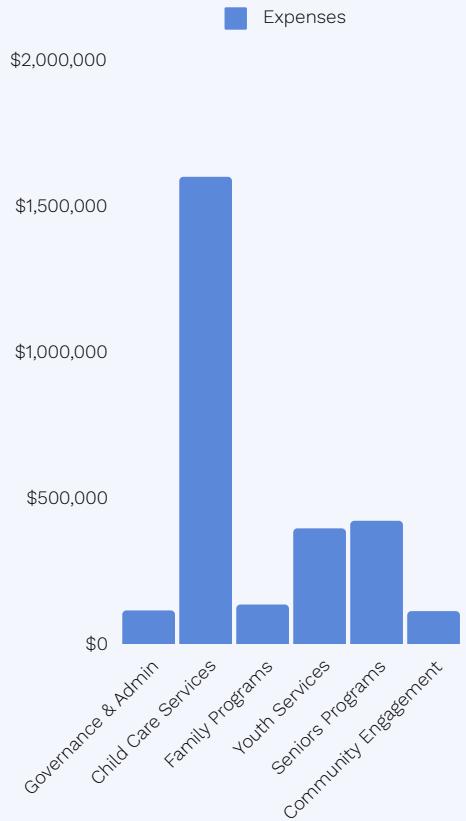
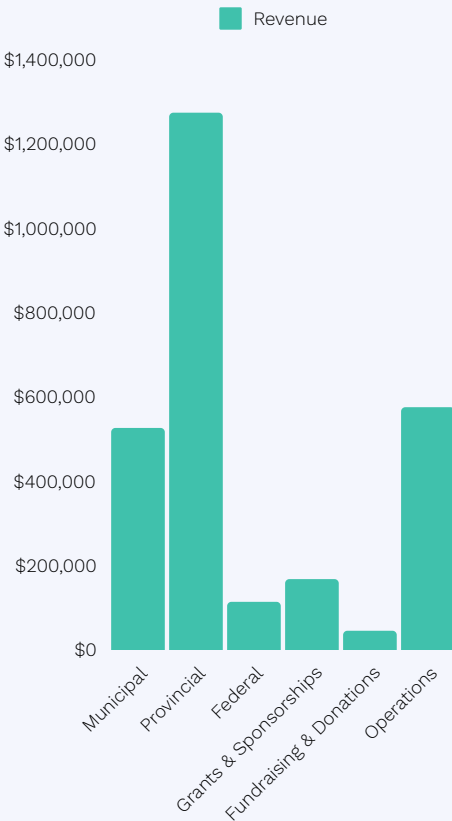
Municipal	\$525,774
Provincial	\$1,273,262
Federal	\$113,456
Grants & Sponsorship	\$167,339
Fundraising & Donations	\$44,885
Operations	\$574,950

Total Revenue **\$2,699,666**

Expenses:

Governance & Administration	\$112,268
Child Care Services	\$1,597,341
Family Programs	\$132,486
Youth Services	\$393,355
Seniors Programs	\$419,290
Community Engagement	\$109,902

Total Expenses **\$2,764,642**
Net Loss **\$ -64,976**



VOLUNTEERS



We love our volunteers.

Here's what they accomplished in a single year.

Parkgate Crafters	4991 hours creating
Day Camps	3265 hours inspiring
Seniors Programs	2442 hours empowering
My Parkgate Break	781 hours supporting
Board of Directors	284 hours leading
Child Care	219 hours nurturing
Youth Services	216 hours advocating
NVRC Programs	145 hours collaborating
Events	64 hours celebrating
Other	275 hours assisting



Parkgate Crafters

4991 Hours

Day Camps

3265 Hours

Seniors Programs

2442 Hours

My Parkgate Break

781 Hours

Board of Directors

284 Hours

Other

275 Hours

Youth

216 Hours

Childcare

219 Hours

NVRC

145 Hours

Events

CHILD CARE

From April 2023 to March 2024, Parkgate Child Care Centre provided the following programs for children aged 6 months to 12 years with up to 150 licensed child care spaces:

- Infant & Toddler Group Child Care
- Three to Five-Year-Old Group Child Care
- Parkgate School Age Group Child Care
- Seymour School Age Group Child Care
- School Age Summer Day Camps

All of our regular child care programs were approved in 2022 to serve as a \$10-a-day Child Care BC prototype program. This gave our families a substantial discount on their child care fees and made the challenge of raising children that much easier. We will continue to work hard to ensure this program is successful so that the government is able to move forward into all communities in BC to give everyone the opportunity to enjoy quality child care at an affordable price.



Our highly qualified early learning educators and facilitators have a genuine interest in forming close relationships with the children and their families. They believe learning best occurs when strong, trusting relationships are developed between all important players in the children's lives, including their families, educators, and the community.

Our child care and summer camp programs operate Monday to Friday throughout the year, excluding statutory holidays. This year, we had two annual closures for professional development days, during which our staff stayed updated on child care and early learning best practices. Additionally, we provided our staff with a well-deserved seasonal break between Christmas and New Year's, during which our programs were also closed.



FAMILY PROGRAMS

From April 2023 to March 2024, Parkgate Family Centre provided the following programs for young families:

- Mother Goose-inspired Early Literacy Program
- Baby and Me
- Lynnmour Playgroup
- Parkgate Playgroup
- Dad and Tot Sports Night
- Free Playgroup in the Park
- Community celebrations and special events

Our low-cost Parkgate Family Programs are supported by grants from the Province of BC and the Government of Canada's Community Action Program for Children.



In partnership with

Canada



BRITISH
COLUMBIA



The Parkgate Family Centre provided quality family programs for 391 adults and 431 children with a team of six.



YOUTH SERVICES

This year, the Parkgate Youth Services Team engaged with 6,341 youth between the ages of 10 and 24. Below are some of our most well-known programs, along with the corresponding participant involvement:

5795

Youth Centre Drop-In Visits



405

1 to 1 Support Meetings



2327

School Outreach Connections



4950

Preteen Dances Attendees



Though our primary focus is east of the Seymour River, we are seeing an increased uptake from youth across the North Shore, given the niche focus of some of our programs. Parkgate Preteen Dances have long been a unique program that attracts youth from various areas, setting Parkgate apart. However, the skill and knowledge base of youth centre staff has led to high enrollment in newer programs such as Dungeons and Dragons, which runs for six hours and has 18 participants each Saturday, with youth coming from well beyond the Parkgate area to attend.

Youth centre-based programs are up by 10% within a six-year period, from 2018 to 2023.

Youth engagement, staff connection, and development remain a cornerstone to our program's success. This increase in numbers is a remarkable achievement, which demonstrates that the youth centre is not only a safe environment but a place where the activities and conversation are reflective of youth culture. Parkgate's Youth Centre Coordinator, Natasha Rivard-Morton, wanted this excellence to be acknowledged, so she nominated the entire Youth Centre team for the District of North Vancouver Youth Award as "Outstanding Supporters of Youth" in March. Rather than leaving you hanging for next year's report, we are thrilled to state they were in fact honoured by The District in May 2024 for their work and commitment to local youth.



YOUTH SERVICES

Having an outstanding and passionate Youth Centre team has allowed for the creation and implementation of innovative programs such as Good Grief by our Youth Centre Coordinator. From January to March 2024, significant effort was dedicated to developing a 7-week program and promoting it effectively. This program will launch in April 2024 with nine youth and address the often-neglected topic of grief, bereavement, and surviving loss amongst youth. The group will be facilitated by Youth Centre staff with lived experience and bereavement training, with a focus on connecting youth with their peers while exploring strategies to heal.

Regarding trends, our Youth Team, Molly Dobie and Ry Forsythe, had a busy year connecting with youth “where they are,” as we saw a 3% increase in 1 to 1 meetings offered.



The most frequently centred topics of support were stress, bullying, discrimination, education, and anxiety. In addition to the 1 to 1 meetings with clients, the Youth Outreach Workers (YOWs) run weekly lunchtime school groups at elementary schools Lynnmour and Sherwood Park, along with the two local high schools, Seycove and Windsor. In both one-on-one and school group settings, the priority remains to provide a non-judgmental approach to youth experiences while fostering resilience and empowerment.

Our education and guidance of youth is also delivered through well-received social media posts on important topics such as self-harm, emotional first aid kits, ADHD strategies, Black History Month, and other issues relevant to today's youth.




YOUTH SERVICES

Parkgate Youth Services remains keenly focused on creating spaces and rich programming for the 2SLGBTQ1A+ community. The Gals N Pals youth group meets regularly throughout the school year. Where the roughly 20 members share experiences and strategies to improve Parkgate Society's awareness of queer and gender topics. The support and vision of these youth is integral to us running events like our annual Drag Brunch.



This event sold out, with notable attendees such as Terry Beech and the North Shore Pride Alliance crew showing up. Due to strong allyship with NSPA, the Youth Services team was invited to host a youth-friendly "chill-out" space at Pride at the Pier on August 4th, 2023.



Youth Services staff and volunteers successfully ran the "Rainbow Lounge," helping establish Parkgate as a safe space for queer youth. However, many of the youth involved expressed a desire for more time to explore and celebrate independently. We're grateful to have such dedicated youth who not only contribute their time but also provide valuable feedback. More than 20 youth contributed over 250 hours in support of programs like Preteen Dances, DnD, Let's Talk Shop, and other community events.

Our goal is to support, mentor, and empower youth within the community through:

- 1 to 1 Support
- Resource-Based Info
- Youth Drop-In Centre
- School Groups
- Skill Development
- Social Justice Awareness
- Supporting Foundry
- Special Events
- Youth Summer Camps
- Movie Nights



SENIORS SERVICES

This past year was one of growth for the seniors' department at Parkgate Society—in numbers, quality, and impact.

Under the passionate leadership of Wafaa Masri alongside a hardworking volunteer team, the lunch program doubled the number of meals served. People love the variety and creativity in our dishes, and we've received countless compliments on how delicious and nutritious the food is.

On Oct. 21, 2023, the seniors' department held its first Health Fair in partnership with PARC Cedar Springs and The Keep Well Society. With 20 organizations and more than 200 seniors in attendance, the fair provided an excellent opportunity to connect with local home care/support, hearing, chiropractor, naturopathic, meals, optometry, sports medicine, medical supplies, financial, and health services.





2023-2024 Programs

Fitness

- Balance and Mobility Exercises
- Parkgate Pacers
- Chair Yoga
- Keep Well
- Line Dancing
- Men's Walking Club

Events and Fairs

- Easter Lunch
- Seniors' Week
- Thanksgiving Lunch
- Holiday Celebration
- St. Patrick's Day High Tea
- Seniors Health Fair

Applied Arts

- Craft Circle

Games

- Chess
- Cribbage
- Scrabble
- Mahjong
- Bridge
- Duplicate Bridge

Social

- Parkgate Singers
- What's News
- Bus Trips
- Movies

Lessons

- iPad Club
- Bridge
- Mahjong
- French Club

Dementia

- My Parkgate Break

Presentations & Workshops

- Q&A with an Emergency Physician
- TransLink and HandyDART services
- Chronic Pain Self-Management
- Heart to Home Meals

Meal Programs

- Dine In Lunches
- BBQs

Outreach

- Access Bus
- Social Prescribing

SENIORS SERVICES

The seniors' Social Prescribing Program grew rapidly during the last year because of our Community Connector Angela Sealy's presentations to healthcare professionals across the North Shore and the strengthening of our partnerships with VCH and the North Shore Primary Care Network. United Way featured Parkgate's Social Prescribing program in a video highlighting its impact as one of the leading initiatives in BC.

In response to the increased number of referrals and the identified needs of all of our participants, we partnered with Self Management BC and offered a free 6-week program that helps people living with chronic pain to make lifestyle changes and gain the skills and confidence to live active lives. We also added twice-a-week balance, mobility, and fall prevention classes to address the increased need for this specific type of exercise. In addition, we created a presentation series on relevant topics that help older adults navigate and make use of existing transportation, pharmacy, legal, government, and other services.

367

Drop-ins



241

Registered Participants



90

Individuals Receiving Meals



70

Social Prescribing Participants



52


My Parkgate Break Participants



21

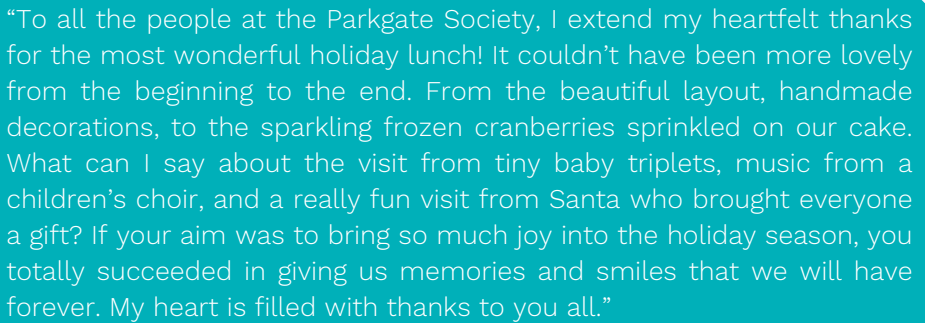
Access Bus Users





The intergenerational dementia choir Noteworthy Singers became a curriculum-credited course in 2024. The Noteworthy Singers include My Parkgate Break participants, their family members, and Windsor Secondary students. We are proud of the choir's positive impact on the community and thankful to Windsor Secondary for their forward thinking.

The Seniors' Holiday Event in December was well attended with 64 participants and 5 volunteers. PARC Cedar Springs staff served a full turkey lunch prepared by the seniors' team. Participating seniors loved this event!



"To all the people at the Parkgate Society, I extend my heartfelt thanks for the most wonderful holiday lunch! It couldn't have been more lovely from the beginning to the end. From the beautiful layout, handmade decorations, to the sparkling frozen cranberries sprinkled on our cake. What can I say about the visit from tiny baby triplets, music from a children's choir, and a really fun visit from Santa who brought everyone a gift? If your aim was to bring so much joy into the holiday season, you totally succeeded in giving us memories and smiles that we will have forever. My heart is filled with thanks to you all."

- Gretchen Santoro

The department's My Parkgate Break program was able to accommodate 25% more participants compared to the previous year. Staff and volunteers worked together to meet participants' needs and provide respite and resources to their caregivers. Our participants shared that they felt safe, engaged, and appreciated in it.

COMMUNITY ENGAGEMENT



This is us



This is them



In our latest assessment of communication effectiveness, we are proud to report an extraordinary email open rate of 70% across emails sent to our community, far surpassing the non-profit average of 25%. This statistic underscores the deep engagement, commitment, and involvement that our community maintains with Parkgate Society.



Elevating our engagement every year

Year over year, we've made significant strides in enhancing our communication efforts and strengthening the Parkgate Society brand. Our Facebook reach grew from 7,100 users to 12,400, while our Instagram reach increased from 2,100 to 2,700. These gains reflect our ongoing commitment to improving how we engage with the community and present our brand.



Beyond the numbers, it's the personal connections we foster that define the success of Community Engagement. When we connect with our staff and community, whether through volunteerism, events, programs, social media, newsletters, or just a conversation in the hallway, we find meaningful discourse. This discourse continues to help guide us in evolving as an organization dedicated to serving our community.



SUPPORTERS

Government

City of North Vancouver
District of North Vancouver
ESDC: Canada Summer Jobs
ESDC: New Horizons for Seniors
Ministry of Child and Family Development
Ministry of Education and Child Care
Province of BC – Community Gaming Grant
Public Health Agency of Canada - CAPC
Vancouver Coastal Health

Community Groups

Deep Cove Lions Club
DNV Fire Fighters Charitable Society
DNV Libraries - Parkgate Branch
Help Age Canada
Ignited Mothers Coalition
Innovative Research Group Inc.
Lionsview TAPS
Lynn Valley Legion
Mount Seymour Lions Club
Mt. Seymour Lions Housing Society
Mt. Seymour United Church
North Shore Black Bear Society
North Shore Community Foundation
North Shore Community Resources
North Shore Pride Alliance
North Vancouver Recreation &
Culture Commission
Seymour Community Association
United Way of BC
Vancouver's North Shore Tourism
Association
Variety Children's Charity
Woodlands Collective
YMCA

Local Businesses

Anthem Developments
Bartlett Tree Experts
Bayshore Home Health
Bean Around the World
BlueShore Financial
Bridge Brewing Company
Canlan Sports
Capilano University
COBS Bread
COIT Services Inc.
Comfort Keepers
Cream Pony
Dr. Joslin, Inc.
Earnest Ice Cream
Everything Wine
Fawcett Insurance Agency
Great Clips
Honey's Doughnuts & Goodies
Mt. Seymour Resorts
Neptune Terminals
Northlands Bar & Grill
PARC Cedar Springs
Pilkington Lawn & Landscape
RBC Volunteer Program
Safeway - Parkgate
Seaspan
Stongs Market
Telus

Abram Froese	Gillian Levy	Michelle Biagini
Adele Wilson	Gillian Saidman	Michelle Reid
Alexander Thompson	Glade Schoenfeld	Mike Parminter
Alison Lea	Gurmeet Kubicek	Miyuki Davidson
Allan Hansell	Hamid Haghdad	Morgan Troke
Amberlea Schaab	Hangfei Li	Morley Lertzman
Andrea Prescott-Cornejo	Harbans Dhingra	Murray Mollard
Andrew Szymanski	Jade Munro	Myrna Ross
Anna Danielson	Jan & Allan Argent	Nancy Porhownik
Anna O'Brian	Janet Pavlik	Natalie Hoppe
Anna Sharonova	Jennifer Butcher	Natalie Wagorn
Anthony Lyons	Jennifer McCarron	Orla Robinson
Ashley Inouye	Jennifer Schoenfeld	Patricia Laimon
Ashley McLaren	Jennifer Woodside	Patrick Weafer
Barbara Kryger	Jeremy Trigg	Penny Gray
Barry & Lorna Goodwin	Jesse and Jarret Wall	QiYu Dai
Bob Johnstone	Joan Packer	Renee Shrieves
Bonnie Hawkes	Joanne Haberlin	Ryan Heeps
Bonnie L Reed	Joanne Patrick	Ruth Ellen Greenwood
Bronwyn & Graham Lorimer	Joy R. Gardiner	Ruth Sherwood
Bronwyn Lorimer	Kai Nguyen	Sandi Smith
Carmel Wiseman	Katherine Kearney	Sandy Helloer
Carmel Zapf	Kathy Campbell	Sara Israels
Carolann Fraenkel	Kelila Heller	Sarah Manvell
Carole Conlin	Kira Lowell-Pellettier	Sarah McPhee
Cherly-Ann Henning	Kit Chan	Sarah Pilkington
Christine Hanson	Laurie Habkirk	Sari McCall
Christine Miller	LeeAnne Robertson	Shadi Morasaneshan
Ckarlo Zupan	Leora Fenner	Shannon Wood
Clinton Stoffberg	Liam Embury	Shaun Wysiacki
Collette Martin	Lisa Dooling	Shirley Cox
Darren Silcox	Lois Taylor	Siegfried Welscher
Desiree Olsten	Lori Bell	Sonya G Klassen
Dona & John Phillips	Lynn Spence	Stephanie Gooding
Doug and Sharon Greville	Marcus Acaster	Stephanie Ngai
Ed Kry	Mareike Grunwald	Stephen Chueng
Eileen and Patrick Wilson	Marguerite Ellis	Stephen Galvin
Elina Gazizova	Marianne V Smee	Susan Chan
Elizabeth Bell	Marion Gillis	Tamara Van Wyck
Ellen Clague	Marnie Shigas	Tammy & Jonathan Page
Elva Kim	Mary Smulders	Teresa Comey
Eriam Baxter	Meaghan Besseyre	Tiffany Trownson
Ethel Adachi	Mechtild Morin	Trelawny Bell
Evelyn Harris	Meghan Crowe	Tyson Creaney
Frank Musson	Melanie Naylor	Valerie Wilkins
Gary Lam	Melissa & Nick McGrath	Vince Santacroce
Georgiana Forgunson	Michael Charrois	Wendy Law
Georgina Wysiacki	Michelle & Jay Fitch	Zachary McKnight

Contact Us

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