



HOLLYBURN
Community Services Society
Nurturing a Community of Caring



2025 IMPACT REPORT

WE FIND A WAY

Hollyburn Community
Services Society

104-267 West Esplanade,
North Vancouver BC V7M 1A5
t: 604-987-8211
f: 604-987-8122

Charitable Tax Number:
86378 5770 RR0001

HOLLYBURNSOCIETY.CA



SKWƵWÚ7MESH ŁXƵWUMIKƵW
SQUAMISH NATION

Hollyburn Community Services Society respectfully acknowledges that we operate on the unceded, ancestral territories of the Skwxwú7mesh (Squamish) and səlilwətał (Tsleil-Waututh) Nations. These lands and waters have been cared for since time immemorial.

We honour the ongoing presence, knowledge, and leadership of Indigenous Peoples, and we commit to learning, listening, and advancing reconciliation through our work in community.



Tsleil-Waututh Nation
PEOPLE OF THE INLET

SUPPORTING LOCALS. STRENGTHENING OUR COMMUNITY.

AT HOLLYBURN COMMUNITY SERVICES SOCIETY, WE FIND A WAY.

We're dedicated to building a North Shore where everyone feels welcome, supported, and empowered to thrive. Our holistic programs break down barriers, strengthen inclusion, and enhance access to safe and affordable housing for at-risk seniors, youth, families, and individuals facing life's toughest challenges.

Every day, we work to ensure individuals and families are safe from violence, marginalized youth are empowered to reach their full potential through education and employment, and that youth, seniors, and families have access to safe, affordable, and sustainable housing.

We walk alongside those we serve, offering respectful guidance without imposing solutions, because we believe the richness of the North Shore community and that support should be accessible to all, especially in times of need. We believe strong communities are built when everyone belongs – and when support is accessible, compassionate, and human.

A NOTE FROM NANCY

2025 was truly one for the record books!

It marked the first full year under the leadership of Mark Friesen, whose collaborative approach, insight, and compassion have made a meaningful impact across the organization. The Board is grateful to have him at the helm.

We are equally fortunate to work alongside a highly engaged Board united around Hollyburn 2.0. As we enter our next chapter, we see greater opportunity to support all our neighbours across the North Shore.

While we continue to hope for a future where our services are no longer needed, today we remain focused on responding to urgent community needs—particularly housing. We are proud to now have access to or ownership of more than 130 housing units and remain committed to innovative, collaborative solutions through strong partnerships.

To our donors: we recognize these are challenging economic times. Your generosity, trust, and belief in our work are deeply appreciated, now more than ever. Thank you for standing with us.

As we look to 2026, collaboration, creativity, and meaningful impact will guide us.



A MESSAGE FROM MARK

I joined Hollyburn Community Services Society in the summer of 2024 I continue to be astounded by the level of trust our team members have with each other, and the trust of our community.

The depth of relationships across the North Shore with our partners, donors, and supporters is truly an inspiration. I had the great privilege to step into an organization with a strong reputation and deep trust developed over time by those who came before me, as well as those who continue to work to advance our mission.

Our team has big ambitions in the years ahead, which you'll learn more about in this report. And with growing recognition that lasting social impact is best achieved on the basis of trust and relationships, ours is a foundation from which, I am sure, great things are possible.

On behalf of our entire team: thank you making a thriving and inclusive North Shore possible.

With gratitude,

A handwritten signature in cursive script, reading "Nancy Farran".

Nancy Farran, Board Chair



A handwritten signature in cursive script, reading "Mark Friesen".

Mark Friesen, Executive Director

IMPACT HIGHLIGHTS

Hollyburn Community Services Society delivered life-changing support across the North Shore for at-risk youth, seniors, families, and survivors of abuse and violence which was only made possible by your support.



1047

Individuals supported through Hollyburn's programs and services.



16

Community-based programs delivered on the North Shore.



620

New clients accessed Hollyburn's programs and services.



130+

Housing units accessed or operated across the North Shore.



438

Youth supported through housing, education, employment & recreation



208

Seniors supported to secure or retain safe housing.



353

Survivors of abuse and violence received trauma-informed support.

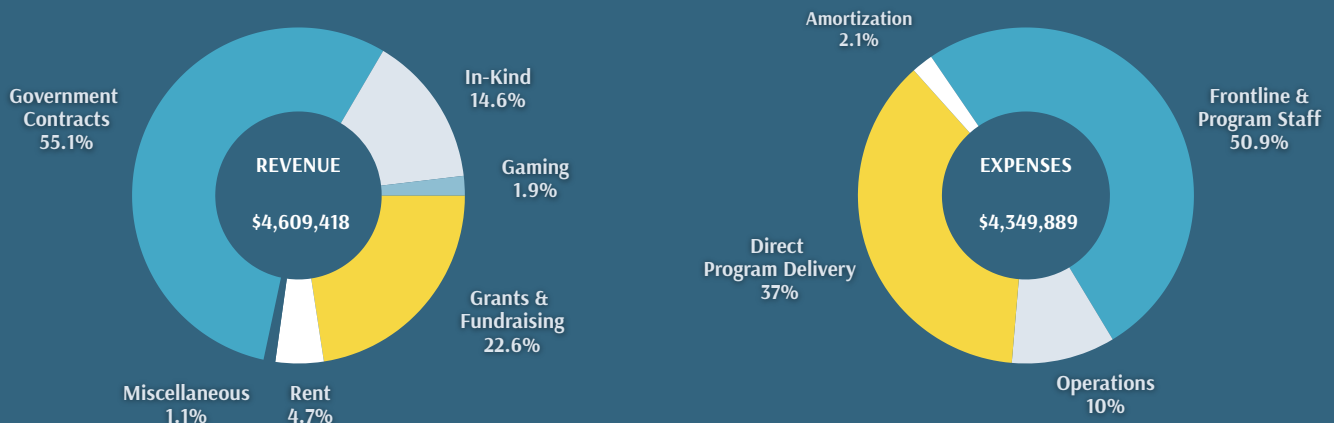


86

New units opened at Hollybrook to house individuals and families.

FINANCIAL SNAPSHOT

Hollyburn Community Services Society is committed to transparency and accountability. Every dollar donated to us stays right here on the North Shore to help locals when they need it most.





YOUTH SERVICES



Having someone who didn't give up on me made all the difference. I wasn't just housed, I was supported. This program gave me structure without taking away my independence.

~ LSP client



Even when I thought I had no direction, I always knew I could come home to Hollyburn. Even when we didn't know the path, we built one together.

~ T. aged 17

Building Stability. Creating Opportunity. Empowering Youth.

Hollyburn Community Services Society supports youth facing homelessness, crisis, and systemic barriers through an integrated continuum of housing, education, employment, and recreation programs.

Our holistic approach supports young people to move from uncertainty to safety, build stability, access opportunity, and achieve long-term independence. Together, we are empowering youth on the North Shore to realize their full potential and build futures they believe in.

Belonging & Well-being

Hockey Heroes and the Hollyburn Kickbacks recreation-based programs build confidence, social connection, and a sense of belonging.

Crisis & Housing Stability

The North Shore Youth Safe House provides 24/7 crisis support and emergency housing for youth aged 13–18.

Reaching Home and the Life Success Program assist young adults with safe housing, prevent homelessness, and build vital life skills needed for long-term independence.

Education & Employment Pathways

The Youth Education Navigator Program helps at-risk youth overcome systemic barriers supporting high school completion and entry into post-secondary education.

Through Rewired for the Trades, youth gain practical skills, recognized certifications, and real work experience—opening doors to long-term careers in the trades.



450+

Youth supported through crisis, housing, education, employment & recreation services



100%

North Shore Youth Safe House residents transitioned to safe, stable housing post-stay



97

Youth supported through the Reaching Home and Life Success Programs



121

Youth received tailored support through our Youth Education Navigator program



90%

Rewired for the Trades participants completed classroom training.



100

Hockey Heroes built confidence, connection, and social skills through sport.



SENIORS & FAMILY SERVICES

“

I didn't just get help finding housing. I finally felt supported and seen, with people who genuinely cared about my well-being and future.

~ A. aged 61 ”

“

Your support and kindness carried us through a time that tested everything I had. It helped me hold things together for my children when I didn't know how I would.

~ S. aged 40 ”

Housing Stability That Preserves Dignity and Belonging.

For seniors experiencing homelessness or housing instability, the risks are immediate and profound—affecting physical health, mental well-being, and personal safety.

Hollyburn's Seniors & Families Housing Outreach program meets older adults where they are, providing individualized support to secure housing, prevent eviction, and reduce isolation in one of the most challenging rental markets in the province.

Expanding Early Support for Families

In response to rising community need, we created a Family Outreach Worker role to provide individualized, family-centred support, connecting with families earlier, reducing housing instability, and supporting parents and children through complex housing systems.

No Senior Left Behind

Through persistent advocacy, strong partnerships, and access to vital rent supports, our seniors team exceeded housing placement targets this year. Key enablers of success included:

- Rent supplements such as SAFER, RAP, and the Canada-BC Housing Benefit
- Close collaboration with housing providers and health partners
- The opening of Morningstar - the North Shore's New Seniors Safe House that expands our crisis support for older adults.

Reducing Isolation, Restoring Belonging

Outreach workshops and community gatherings help seniors build confidence and stay connected. These include financial literacy sessions, dental care education, and social opportunities designed to reduce isolation.



208

Seniors, families, and individuals received tailored support.



7

Unit Seniors Safe House, Morningstar, opened for unhoused seniors in our community.



119

Clients aged 65+ supported with complex health, mental health, or trauma-related needs.



6

Townhouses secured for low-income, female-led families in West Vancouver.



SURVIVORS OF ABUSE & VIOLENCE



Thank you for standing by my side and giving me the strength to face each day. Your compassion will never be forgotten.

~ Survivor



Despite the stress, the witness testified competently and reflected Queenie's calm demeanor. I will seek to use Queenie whenever possible.

~ Crown Counsel

Standing with Survivors. Strengthening Pathways to Safety and Justice.

When survivors of gender-based violence reach out for help, timing, trust, and compassionate support can make all the difference.

Through Hollyburn's Gender-Based Violence Counselling Program and Accredited Facility Dog Program, survivors and witnesses are met with trauma-informed care that prioritizes safety, dignity, and healing—when they need it most.

Hollyburn's Specialized Community-Based Victim Services Program supports individuals impacted by intimate partner violence, family violence, sexualized violence, and criminal harassment.

By meeting survivors where they are—in the community— We help them navigate pathways to safety, healing, and justice—ensuring no one has to face violence or its impacts alone.

What Support Looks Like

Clients receive a coordinated blend of services designed to address immediate safety needs and support lasting recovery:

- Trauma-informed counselling
- Emotional and practical support
- Assistance navigating police and court processes
- Referrals to specialized community services

Faster Access to Life-Changing Care

Our Victim Services are embedded in the community, offering a trusted alternative to formal justice-system settings. Survivors feel safer and more comfortable accessing support, reducing fear and stigma and enabling earlier intervention.

Strong North Shore Collaboration

The program works closely with RCMP, municipal police departments, health services, child protection, and community organizations. Weekly IPVU meetings ensure faster, more coordinated responses for survivors at high risk.



353

Survivors supported through counselling, court accompaniment, and advocacy.



0

Wait time for Survivors to access gender-based violence counselling. Previously 6-8 week wait.



277

Hours spent by Queenie in court providing emotional support to vulnerable witnesses.



48

Survivors supported with free gender-based violence counselling



152

New clients supported, including referrals from police-based units and community partners.



COLLABORATION DRIVING IMPACT

Building a Stronger North Shore

Across the North Shore, individuals and families continue to face barriers to safety, stability, and belonging. Meeting these challenges requires more than intention—it calls for sustained leadership, shared responsibility, and action rooted in care and consistency.

There is work to be done, and we move forward with purpose, and intention.

Our 2025–2028 Strategic Plan reinforces our commitment to ensure that people across the North Shore—regardless of background or circumstance—are heard, supported, and empowered to achieve long term stability.

Through safe and affordable housing, comprehensive wraparound supports, and authentic relationships, we deliver practical, people-centred solutions that strengthen individual potential, expand opportunity, and create lasting change for our community, today and for generations to come.



2025–2028

Strategic Priorities



Innovative Holistic Support

Deliver trauma-informed, culturally responsive services that blend human connection with integrated supports



Catalyst for Collaboration

Strengthen impact across the North Shore through seamless collaboration and innovative partnerships.



Cultivating Belonging

Build inclusive environments where everyone is respected, valued, and feels at home.



Community-Based Governance

Centre community voice through transparent, participatory decision-making.



Pioneering Housing Solutions

Advance creative, sustainable housing models that ensure stability, affordability, and dignity.



THANK YOU FOR BEING PART OF OUR HOLLYBURN COMMUNITY.

**THE NORTH SHORE COMMUNITY IS AT THE HEART OF EVERYTHING WE DO.
YOUR SUPPORT REMINDS US WHAT IS POSSIBLE WHEN A COMMUNITY COMES TOGETHER.**

THANK YOU TO OUR COMMUNITY AND FUNDING PARTNERS



We recognize that impact is made possible by many, and we are deeply grateful to our funders, donors, allies, and community partners whose support and collaboration make this work possible. Your commitment creates lasting impact across our community.

GET INVOLVED

If you would like to join our community of supporters and make an impact on the North Shore, connect with us to:

- Donate
- Partner with Us
- Host a Fundraiser
- Volunteer



Follow us @hollyburnsociety



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