

# Supporting Our Farsi-Speaking Community



North Shore Community Resources' mission is to provide programs and services for people of all ages, backgrounds and socioeconomic status that enhance individual and community well-being, social connections, empowerment and community participation. Our staff and volunteers work hard to achieve that goal, but there are barriers to success. We are lucky to live in a vibrant community with people from all walks of life. Many of our neighbours were not raised on the North Shore and lots were not born in this country. NSCR helps people by listening to and identifying their needs and connecting them to resources that can help them; but what happens when we can't understand what they need?

The North Shore has a large Farsi-speaking community. In West Vancouver alone, more than 14% of the community speaks Farsi at home. When NSCR's Seniors team experienced a huge increase in clients in the first months of the pandemic, it became clear they needed more support communicating with Farsi-speaking clients. Fortunately, the West Vancouver Foundation was there to help. With their support, we have been able to increase working hours for one of our Farsi-speaking staff members. "I speak with at least two or three people a day,"

says Parisa Amin, our Farsi Client Care and Community Information Assistant. "They are people that struggle to get help in English and they are very grateful for the support." Parisa helps clients with necessary tasks, such as translating and filling out forms, calling the CRA on their behalf and connecting them to other organizations that can assist them. Providing this service is helpful for any Farsi-speaking person who stops by our office or calls us on the phone, but it has deeper impact as well. Reducing a language barrier, especially for elderly clients, enables them to build connections, trust and rapport with their community. For Better at Home clients specifically, being able to access the service gives them a better chance of being able to age and flourish independently, at home.

NSCR is incredibly grateful for the West Vancouver Foundation's support.