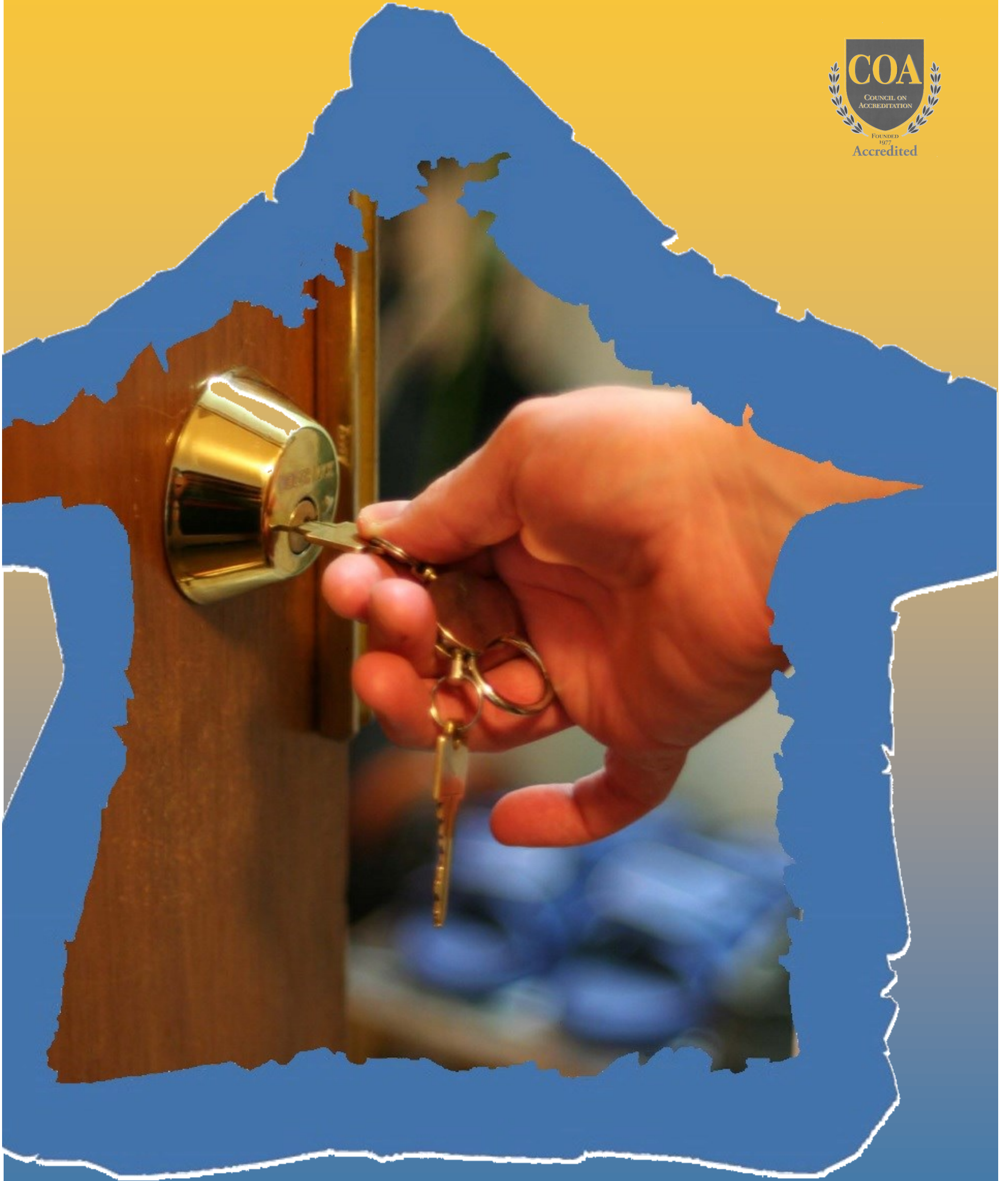




Lookout
SOLUTIONS TO HOMELESSNESS

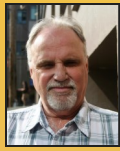
**Solutions
Outcomes**



The Lookout Emergency Aid Society
2015-2016 ANNUAL REPORT



Board of Directors



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Board President



Georges Maltais
Honorary Vice-Chair



Baird Blackstone
Vice Chair



Annie Storey
Treasurer



Terry Brock
Director



Janet Currie
Director



John Dyer
Director



Luke Johnson
Director



Dan Steinberg
Director

Mandate

We are a “social safety-net” that provides housing and a range of services to adults with low or no income who have few, if any, housing or support options. Because they have challenges in meeting needs and goals, we place minimal barriers between them and our services.

Vision

To help transform the lives of people with few, if any, housing options. To go beyond traditional solutions to homelessness by fostering growth and change, providing innovative services and building collaborative partnerships.

Values

Being client-centered and nonjudgmental

Serving with compassion

Acting respectfully

Ensuring all persons are treated with dignity and integrity

Practicing strong communication and teamwork skills

Demonstrating flexibility, creativity and an open mind

Reducing harm

Senior Staff

Shayne Williams
Executive Director



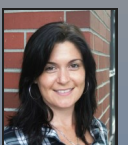
Keir Macdonald
Deputy
Executive Director



Wes Everaars
Director of
Development



Megan Kriger
Director of
Administration



Leonard Levy
Director of
Operations

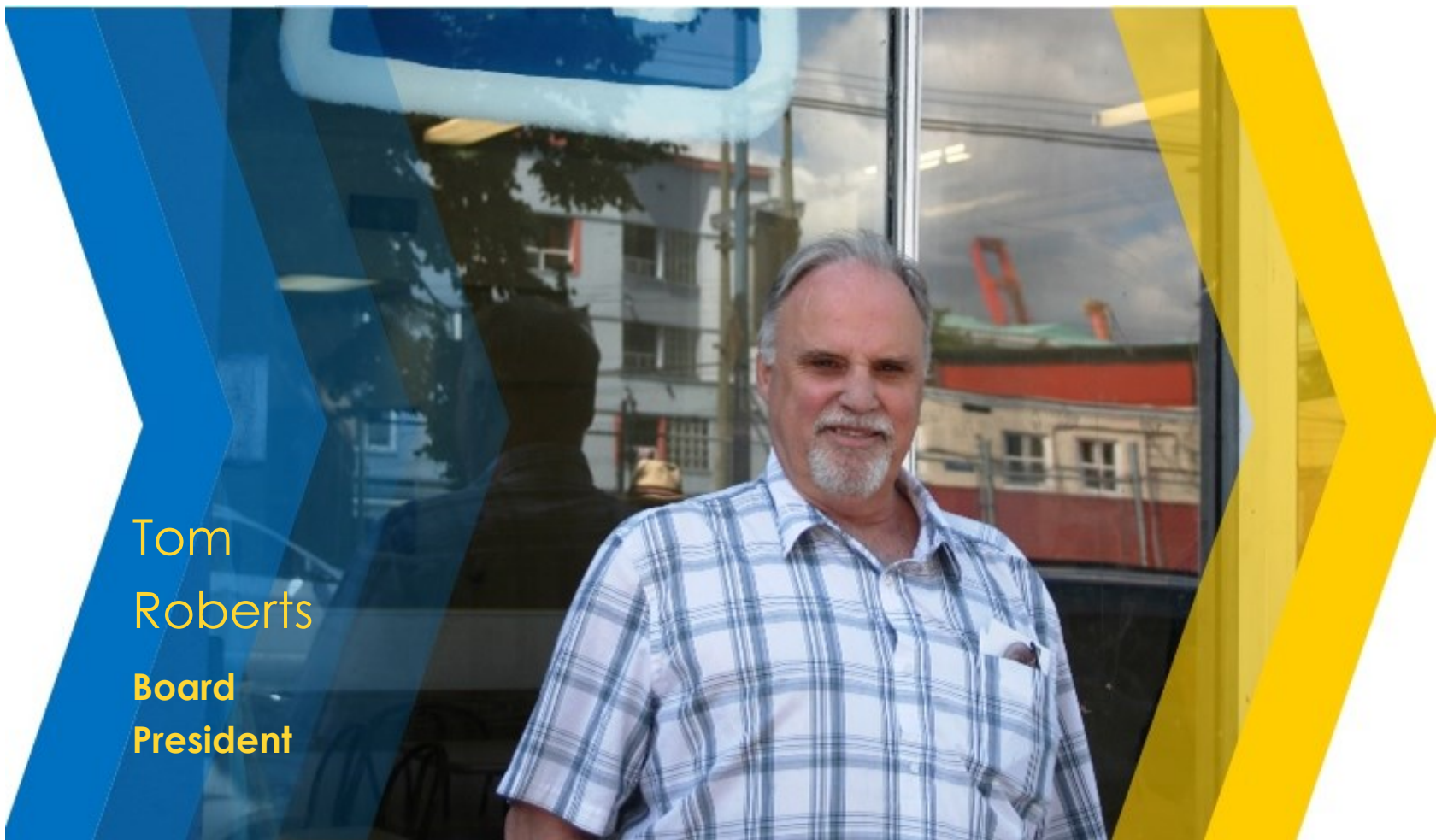


Leo Lu
Director of
Financial Services



Lookout Society's sound fiscal management practices and commitment to accountability and transparency earned it a 4-star rating from Charity Intelligence, Canada's independent charity evaluator.

[@LookoutSociety](https://twitter.com/LookoutSociety) [/Lookoutsociety](https://www.facebook.com/Lookoutsociety) [/lookout-emergency-aid-society](https://www.linkedin.com/company/lookout-emergency-aid-society)



Tom
Roberts
Board
President

The past year has been one of remarkable growth for Lookout: in programs offered, in communities served, and in partnerships that have been made. That growth has been under the direction of Executive Director, Shayne Williams, who, since assuming his role two years ago, has ushered a new energy into the Society.

It's strange to think that a year ago we were a newly merged Board of Directors originating from both Lookout Society and Keys: Housing and Health Solutions who were still getting to know one another. We have since become a unified group of dedicated members, each bringing our own strengths, passion and expertise to the governance of the Society. My kudos go to each member of this team for steering Lookout during this phenomenal past year.

Under Shayne's leadership we have set our eyes beyond some of our traditional communities to look at the bigger picture and where we can fit in to help those in need. Always we have used the 3-year Strategic Plan as a guiding template. This has included opening the Riverside Shelter in Abbotsford to address the challenges facing that community, as well as opening the Boulevard Shelter in Surrey to meet the rising needs in that region. By demonstrating solid organizational practices to our funders, we won the confidence of BC Housing and the Cities to extend operations of both shelters into 2017 rather than only for the winter months.

Part of this confidence was achieved by completing the accreditation process required to attain approval from the Council on Accreditation (COA), an independent body which promotes service delivery, outcomes and standards for non-profits. After a successful visit by three COA reviewers in December 2015, I am pleased to announce that Lookout has been fully accredited. Lookout meets or exceeds all 407 standards set by COA! Outstanding job, team! More information about COA is available at <http://coanet.org/home/>.

Our combined efforts to achieve accountability, transparency and improve efficiency have allowed us to see unprecedented program growth for Lookout. My hat goes off to my fellow board members and to each member of the Leadership Team for the impetus to imagine and drive to fulfill ways that we can meet the rising scope of need we see from the North Shore all the way through to the Fraser Valley.

Finally, I commend our Treasurer Annie Storey and our Director of Finance Leo Lu, for their thorough review of Lookout's financial systems. Together they improved upon our overall efficiency and eliminated the deficit we saw in the prior year. Balancing our books meant we were able to reach out and grow our organization with confidence during this critical year of opportunity.

3-year strategic plan - year 1

- Enhance community profile **B+**
- Boost governance + accountability **B**
- Strengthen program effectiveness **A**
- Expand communication **B-**
- Increase capacity + versatility **A**
- Grow a positive culture **C+**



**Shayne
Williams**
**Executive
Director**

A year ago the Board of Directors introduced Lookout’s new Strategic Plan that focused on six clearly defined goals. At the end of the first year, I am pleased to report that these goals are becoming reality.

Lookout is now fully accredited by COA! This status from the Council on Accreditation verified that best practices are in place at all levels of the organization. Pursuing accreditation gave us the opportunity to internally assess all areas of service and operations for improvement. This led to internal quarterly reviews where potential risks are identified and the performance and quality of our services are assessed for areas of possible improvement.

A major achievement this year was Lookout’s successful bid to operate Vancouver Coastal Health’s new DTES Mental Health & Substance Use Drop-In Centre (MHSU), a new service which aligns with VCH’s Downtown Eastside Second Generation Strategy (<http://dtes.vch.ca/secondgenerationstrategy>). The Lookout Drop-In will complement VCH’s new low threshold addictions service that will open in the DTES this fall. We are excited to be partnering with VCH in this initiative.

Lookout also extended its services by opening two new 40-bed shelters, one in Surrey, and the other in Abbotsford. Originally funded as winter shelters, both have proven so successful in meeting the needs of their communities that BC Housing has extended funding to provide year-long service.

This year Lookout made a deliberate effort to develop innovative partnerships that respond to changing dynamics within the community and extend opportunities to the individuals we serve. These include:

- Our Employment Navigator partnership that broadened our approach towards skill building and employment services for our clients. With an office in the Jim Green Residence, two staff (one from Lookout, the other from partner OpenDoor Group) work with Lookout tenants so they can learn and enhance skills applicable for employment.
- Lookout’s response to the dramatic rise in fentanyl-related overdoses by partnering with Fraser, Vancouver Coastal and Provincial Health Services Authorities to establish protocols, training and access to treat people who are experiencing opioid overdoses.

Working with Lookout’s Board of Directors has been inspiring - they continually share their wisdom and guidance, always keeping the Strategic Plan in mind to keep Lookout on target as we meet and exceed our goals. I thank the Executive team who have worked with me in making both exciting and tough decisions. I also thank the Leadership team for rising to the challenges we continually face. We welcome Keir Macdonald to his new role as Deputy Executive Director - his expertise strengthens our team.

My sincere appreciation to the whole Lookout staff who work the front line to ensure that everything that needs to be done, gets done. Finally, thank you to the many funders, donors and volunteers. With all of us working together, we will explore innovative strategies that help people live safer, healthier and more stable lives.

Where residents went after Lookout

27 shelter/hostel
9 street
8 jail
6 acute care/psych hospital
3 couch surf with friends



34.4%



65.6%



44 Supported subsidized housing
24 Unsupported self-contained housing
11 SRO hotel
10 Detox/substance abuse facility
7 Partner or friend
5 Long term care

Potential: A Day at Gateway - Front Room

Surrey's Gateway Shelter and The Front Room Resource Centre are unique programs in Lookout's shelter network. These programs offer services to extremely vulnerable people in less than ideal space. Until Lookout's Boulevard Winter Shelter opened in December 2015, Gateway was the only minimal barrier shelter in Surrey where people can access harm reduction services. Amazing things happen on 135A Street every day!

Manager Linda Fox describes "it's raw here . . . I imagine this is what the Downtown Eastside was like before all the non-profits, housing, medical and social services began. There is so much potential here!"

The Gateway Shelter is located at the back of the building. It is a large area with bunk beds for 32 male guests and a separated area of bunk beds for 8 women; each with its own bathroom. Guests can access the shelter at 3 callout times – 7pm, 9pm and 11pm. Between those times, guests are asked to remain quiet and respectful of their bunk mates. Every morning they must wake at 6:45am and leave the shelter by 7am. During the day the shelter remains closed until guests can return. Vacant beds are held for new intakes that are booked by phone or in person. Client storage is an issue as shelter space is extremely limited. There's one bin for each bed and locked cupboards for personal storage for each shelter guest. Pet kennels are available outside as well as limited bike and buggy storage.

The Front Room Drop In is located in the front of the same building with limited space for staff, outreach and our community kitchen. It is the gathering place for shelter guests and community members. The large community space is open 24/7 and serves 3 daily meals plus 2 snacks cafeteria style. On any given day, there may be 150-300 people receiving dinner. The one TV is on all day; the only shower and one washer and dryer are available by sign up. The Front Room opens onto an enclosed courtyard with a few benches, tables, potted plants and a covered area for smoking that is open during the day.

Lookout staff manage the building and help fast track individuals to services including social assistance and their medical needs. Located next door is Lookout's health services building with a free medical clinic, low cost dental clinic, harm reduction supplies and a peer-led drop in centre that focusses on people living with HIV/HepC. Staff work closely with Lookout outreach workers who help connect guests with housing and community services. It's a busy place with constant activity. In working with the people, Lookout staff teams at Gateway/Front Room, outreach and health service programs have come to know them and, despite many challenges, however, a great rapport exists between staff and client—helping them move forward.

Joe and Sara, two unrelated "regulars" call the Front Room home. After being burned in a fire, Joe has been staying at Gateway since the winter of 2012 - he knows the people and feels comfortable at the Front Room. It offers a safe place with amenities that would otherwise be inaccessible. Diagnosed with several mental health challenges, Sara spends most nights on the street as the shelter feels "too close" but her days are spent at the Front Room. Since coming in 2014, she has helped with outdoor cleanup and others have followed her lead.

Sara states that most people "make homeless people feel that they don't even exist" but Lookout's Front Room is "the most friendliest place I've been".



Outcomes: 3 lives on the same path

Lookout has three purpose built housing centres: Al Mitchell Place, Yukon Housing Centre and North Shore Housing Centre. Each offers outreach services, emergency shelter and transitional housing to people needing some help before moving to permanent housing and the next steps towards greater independence and better health.

Agnes, 45, was in a “bad relationship” with two children, feeling depressed and drinking heavily. Then one day she decided that she had to help herself or nothing would change. After 14 years she left her relationship to stay at a safe house for battered women and then moved into a sobriety program. Finding a home was hard without a job and that was impossible with no work history. She couch surfed with friends as long as she could. Homeless in 2013, Agnes first met with a Lookout Outreach worker who arranged for a bed for her in the Lookout shelter. There, staff helped her apply for social assistance and begin a plan. In January 2014 Agnes moved upstairs to the transitional housing - it was a new year and a new start! Tenancy staff helped her develop a plan to get a job. Agnes began by volunteering in the building - first with the community kitchens, then started a women’s group, joined the Tenants Council and became a mentor for her co-tenants. Her next goal was to attend college but first she had to complete Grade 9 English; she did and then passed Grade 10. After finding help with tuition costs, Agnes entered a Care Aide program and graduated with a 89% average. That led to a casual position in a care home and she just found a permanent job! Agnes is enormously proud that she no longer receives welfare, has her first bank account in 7 years, pays her rent with money she earns and has great relationships with her children and family. She is ready to move on and, with the stability of a permanent job, that will be soon. Until then, she is saving for that future. She says that it was hard for her to admit needing help but the Lookout staff saw her potential and offered encouragement whenever it was needed.



Harry, 56, quit his job when his mental health challenges became too difficult. He soon became homeless and began living under a tree in a park. For 2 years the Lookout Outreach team checked in with him regularly and slowly built some trust. They managed to bring Harry to the shelter a few times but he left, preferring the comfort of his tree. Outreach kept checking with him and, while he was experiencing a major depression, managed to convince him to move to Lookout’s transitional housing in 2014. The tenancy staff continued to work with him, offering encouragement to connect with the local mental health team. Eventually Harry agreed and, after thorough examinations and many tests, the doctor changed his medication. Miraculously, his depression began to lift. Harry admits that his life has now come full circle - he’s back at his old job driving for a local charity and earns an income that covers his rent. Harry still has a few challenges to overcome but is moving towards his goals. In the meantime, he is saving money and playing chess with friends he’s made while at Lookout. He claims that he could never have escaped his depression without the continuing support of the full Lookout team.



Dan, 52, started using drugs when he was 13 years old and became a severe heroin addict. He spent four years living mostly on the street. At times he would come to a shelter, including Lookout, but he never stayed long. In October 2014, Dan’s friend was in poor health, living in Lookout’s transitional housing. Dan stayed at the Lookout shelter to be near and, as staff got to know him, he was invited to move upstairs into the housing. His first six months didn’t go particularly well but staff patiently encouraged Dan to connect with local health services to treat his HepC. Eventually he agreed to the treatment and then decided to quit drugs as well. He attended detox and “many, many meetings”. At first Dan was angry - it was hard to live in a harm reduction building, especially when trying to stay clean. Then Dan decided to do something positive. He asked staff for tongs, gloves and a needle container and spent every day picking up dirty needles from neighbourhood streets. As he says, he knew right where to look for those needles. Dan’s HepC is now undetectable. He’s been drug free since February 2015 and attends meetings regularly. He has a job at a homeless shelter (not Lookout – but refers people here sometimes) and lives in his own housing. Dan still feels part of the Lookout community and visits to let us know how well he is doing.



Agnes, Harry and Dan all were homeless for different reasons. Each credits Lookout staff support in making positive choices in their lives. They claim that it is the caring perseverance and encouragement of the full team (outreach, shelter and housing) that helped them be successful. As Dan eloquently stated, “I had no problem being on the street, but Lookout gave me my own place and they gave me a chance. For that I am extremely grateful.”



Opportunities: Working forward

Scott was just out of high school, living the high life and earning big bucks while working in the Alberta oil fields. He had started using pot at 12, using coke in high school but booze was most common. But too much money and heavy partying comes with consequences. He soon found himself unemployed but still partying with the “wrong guys”. It didn’t take long before the lack of income led to violence and petty crimes. Scott found himself in the drunk tank or hospital on several occasions. By October 2015, he was serving a 2-3 months sentence in jail to be followed with 18 month probation. His family arranged for him to attend a recovery house in Metro Vancouver that was away from family and friends. To Scott, the strict rules and restrictions in the treatment centre felt like he was still in jail.

Scott learned about Lookout’s Dovercourt at a 12-step meeting. He moved in when an opening came available in January 2016. The tenants are a “great group of guys” who support each other through their sobriety and the food (catered by Lookout’s North Shore Shelter kitchen) is fantastic with lots of nutritious fruits, vegetables and protein. The Dovercourt program allows for more freedom such as going for hikes in the nearby forest. As well, he was able to help in the Shelter kitchen and his community hours were completed in record time! For Scott, it was an “opportunity to give back to Lookout” as well as a good way to pass the time and avoid trouble. He continues to help out in the kitchen whenever he can and even had his parents working there during a recent visit.

From volunteering in the kitchen, Scott began working with the social enterprise delivered through Lookout’s North Shore Housing Centre, first with the moving side and now with the flooring enterprise.

Social enterprises offer the opportunity for Lookout clients to build skills and valuable experience that can be used for resumes when re-entering the workforce. For the vulnerable population served by Lookout, many of the same challenges that cause homelessness (physical or mental illnesses, substance use, disabilities) reap havoc on a person’s self esteem and their ability to even imagine stability in their lives such as maintaining a job. Social enterprises offer an excellent opportunity for individuals to spend their time productively. At the same time they begin to believe in themselves and take pride in their abilities. Now 23, Scott is grateful that Lookout gave him the “opportunity to get back into society.”

WHAT IS A SOCIAL ENTERPRISE?

A social enterprise is an organization that applies business strategies to maximize improvements in human and environmental wellbeing. In 2015, Lookout North Shore started a social enterprise called HOME Moving that focuses in two areas:

- The first is a low cost moving and delivery service that has a number of local clients (HAVE Café, Mills Basic, local women’s safe house). It also helps to move Lookout clients who have found housing and runs errands for Lookout such as picking up large donations.
- The other is a small workshop where sample pieces of flooring are produced. Lookout has been contracted by XL Flooring to produce the samples that are needed for trade shows and distributed to over 1,000 XL retail outlets. Currently Lookout is searching for a larger space to expand our services.

Hope: A life reclaimed

Roberta was a single child who bounced between mother, grandmother, father and foster care. No one was willing to take full responsibility. Molested as a young child with little sense of family, Roberta was a rebellious teen who was angry with everything. Roberta struggled with her mental health largely due to a sense of abandonment and her history of abuse.

At age 11 she was sent to live with her father in the Kootenays, a violent alcoholic who imposed many strict rules. Within 3 years her father signed over his parental rights to a social worker who put Roberta on a bus and sent back to the Lower Mainland. Being back with her mother didn't work so she usually stayed with a friend . . . until she was charged with stealing her mother's bank cards and was sent to live in a group home.

While staying there, she met a couple of guys, smoked pot and hung out on Granville Street. By age 16 Roberta found herself addicted, homeless and pregnant. Trying to do the best for her baby, Roberta wanted to change her lifestyle and she "almost quit everything". Both the birth and the baby boy were extremely difficult. Parenting was a challenge and, within a year, Roberta signed away custody of her son. Soon after Roberta was back on Granville Street using cocaine and heroin. Within 3 years Roberta was in jail where she was diagnosed with HIV, HepC and cervical cancer. She was 20 years old.

Roberta was treated for the cancer and prescribed methadone but relapsed frequently. Then she met a new partner and began a ten-year relationship that produced two daughters. In an attempt to have a good family life away from the drug scene, they moved to Chilliwack. But the relationship was violent and fell apart. She moved back to Surrey and shares parenting responsibilities.

She first came to the Djaef Mahler HIV Food Bank at Lookout (then Keys) about 3 years ago. Over repeated visits, Roberta got to know people and began talking with them. She was invited to participate in and then help with the OWL (Other Women's Lives) program. Roberta discovered a fondness for arts-and-crafts and likes to bring materials so others can participate in different activities. She finds that it's a therapeutic way for people to begin talking with each other. She comes to Lookout's Positive Haven at least twice a week to help with the HIV Food Bank and provides peer mentoring for the HIV and HepC groups. She also participates in Lookout's Rig Dig program where clients pick up dirty needles left on the street. Roberta currently receives a disability pension supplemented by the stipend earned for her volunteer Rig Dig work.

No longer using street drugs, Roberta receives treatment for HIV and mental health. Her HepC treatment is on hold as doctors continue to search for a medication mix that has fewer side effects. Roberta's prime goal is to find a job, but at 35, she has never been employed. She wants to be able to provide her daughters (now 11 and 13) so they can better lives to than the one she lived. She also maintains contact with her 20-year old son who is doing well.





Heroes: many hands make light work

Lookout is privileged to have many volunteers. Some arrive in groups, others on their own. Some make long-term commitments while others help only once. They volunteer for different reasons, performing a variety of tasks that we all deeply appreciate.

Samantha began volunteering at Lookout In 2013. Originally from London England, she was educated in the field of social services and began her career working in the non-profit sector. Passionate about human rights, Samantha spent some time volunteering in Ecuador before switching her career and entered the corporate world. She arrived in Vancouver 9 years ago and became a Canadian five years later. When taking the Oath of Citizenship, Samantha clearly recalls a statement that spoke about the importance of volunteerism in Canada. She took that to heart and sent a volunteer application to Lookout. She remembered dropping off donations here and wanted to become more involved. She started in the shelter kitchen at Al Mitchell Place. When help was needed at the LivingRoom, she was happy to go. Samantha found her niche and today volunteers every other Sunday, doing whatever jobs need to be done. The best part for Samantha is talking with the members - "engaging with a wide range of people who have different life experiences." The experience is positive and puts her life into perspective. She is continually amazed with the LivingRoom staff and claims the Downtown Eastside is the "friendliest part of Vancouver."

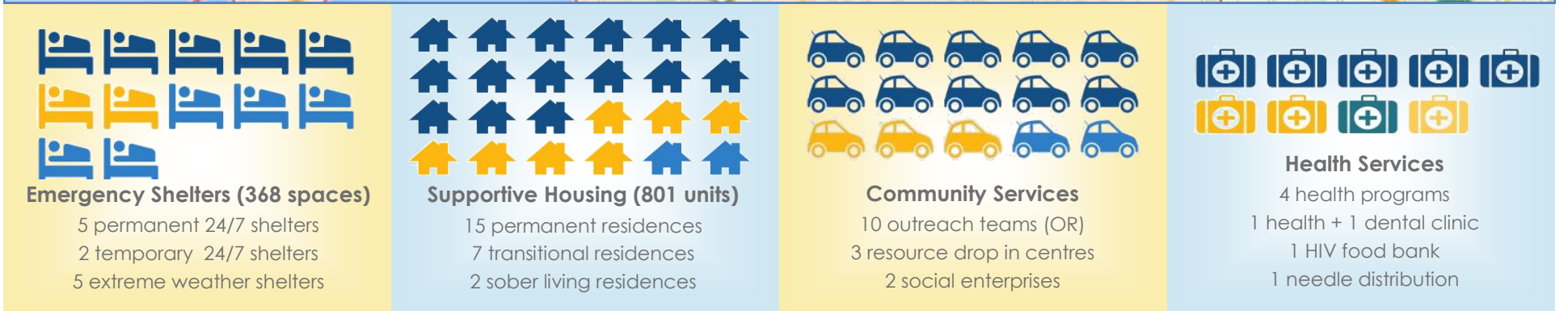
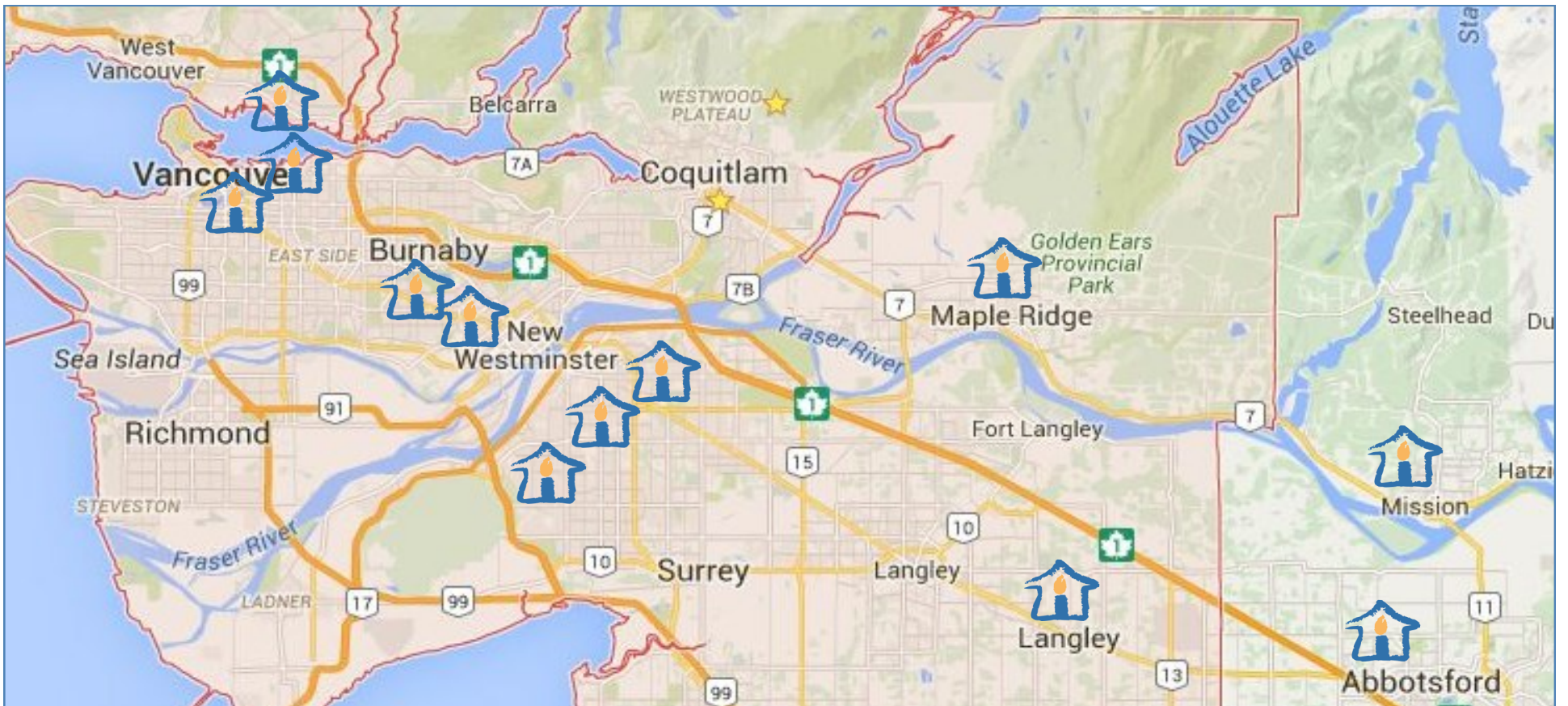
By far, the largest number of volunteer hours are contributed by people who come to us for help. Individuals who stay in our shelters or live in our residences want to give back. They make morning coffee, help with social activities, shop for their neighbours, organize a neighbourhood clean up, welcome new tenants into their buildings, work in community gardens . . .there are endless ways that Lookout tenants and shelter guests offer their assistance. They may want to express gratitude for services received or to keep themselves busy or simply to offer a helping hand to their neighbours. No matter the reason, it creates a sense of community and home for each other.

Thank you!

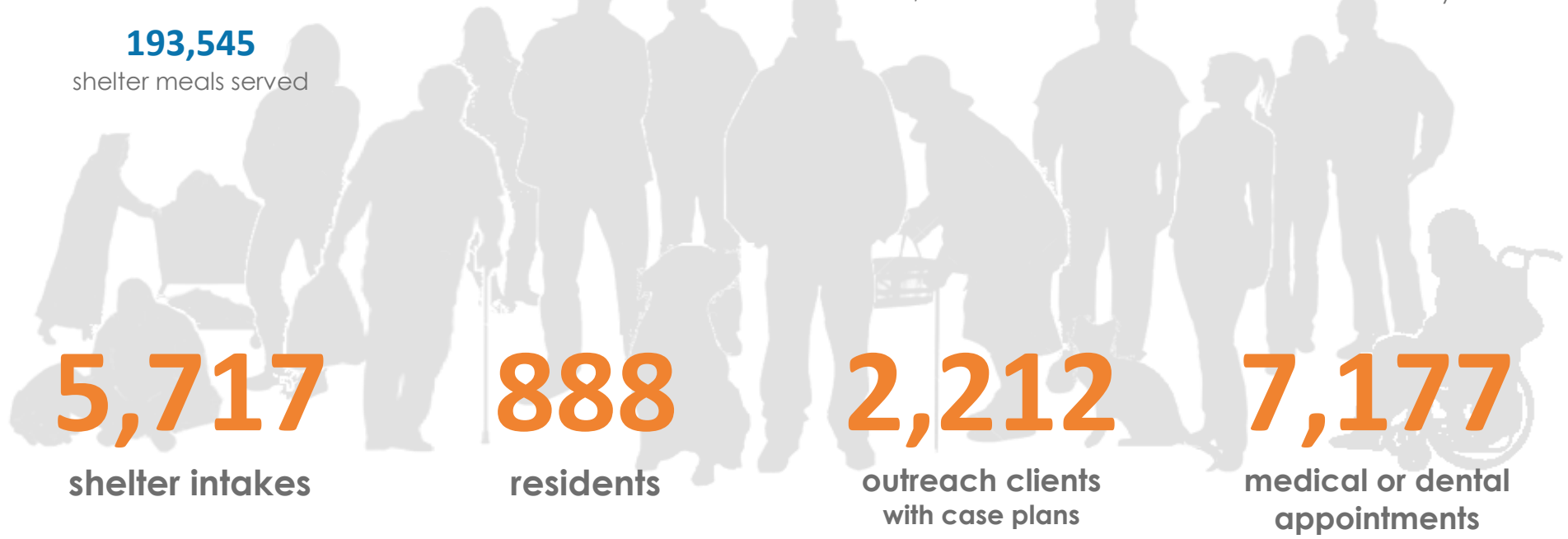


Lookout by the numbers

2015—2016



181 permanent shelter beds	586 permanent housing units	14,484 drop in visits	2,454 individuals accessed food bank
80 temporary shelter beds	183 transitional housing units	198,842 drop in meals served	592,073 harm reduction supplies collected in Surrey alone
107 extreme weather mats	32 sober living units	1,052 referrals made to housing, health, financial services	496,794 harm reduction supplies distributed in Surrey alone



920 unique shelter clients housed	231,194 nights spent in own unit	533 outreach clients housed	3,228 needle distribution clients
78,428 bednights used (permanent shelters only)	74 sober living residents	841 BC rent subsidies distributed	1,600 OWL connections (other women's lives)
13,472 Turnaways (excludes Surrey)	2.5% residential vacancy rate	12.5 referrals to external supports for each outreach client	971 HIV/AIDS counseling sessions

Lookout milestones 2015-2016

- Major renovations at **Tamura House** requires all 102 tenants to be relocated to other BC Housing residences until work finishes in summer 2016
- Lookout's social enterprise **HOME Moving** begins operations on April 12 on the North Shore
- All tenants return on July 11 after completion of renovations at **Jeffrey Ross**
- On October 1, **H'Arts for the Homeless** benefit raises almost \$40,000 to benefit Lookout's health and dental clinics
- After staff member Mark Macmillan's untimely death in October, the Board of Directors agreed to rename Foundation House to **MacMillan House** to honour his commitment in developing that program—official naming on April 14, 2016
- BC Housing funds new **Boulevard Winter Shelter** with 40 beds that opens in Surrey on December 1
- Successful visit from the **COA team** of professional peer reviewers occurs December 13-16 - full accreditation received on May 18, 2016
- Proposal to operate the **DTES Drop-In Program** for Vancouver Community Mental Health and Addictions Clients submitted on December 17—VCH announces Lookout as successful proponent on April 7, 2016
- BC Housing funds new **Riverside Winter Shelter** another 40 beds located in Abbotsford that opens on December 21
- In March 2016, Lookout finalizes the purchase of **Crawford Manor**, a duplex in Surrey that will house people with acquired brain injury

LivingRoom changes

The LivingRoom Drop In Centre opened in 1993 in the Downtown Eastside. As reflected in its name, the intention was to create a social space for people living in local SRO's who live without a living room or other common space. Over the years the LivingRoom evolved to offer thousands of life skill opportunities, leisure activities, social functions and food programs.

The minimal barrier program was designed to help protect its members who live with various mental health challenges. With up to 7,000 unique individuals accessing the programs in a single year, the LivingRoom has served as an inclusive community space for people in the neighbourhood.

In order to align with Vancouver Coastal Health's 2nd Generation Strategy, the Drop-in is changing to become a community hub that provides a safe space offering socialization, an active resource for a broader constituency and offers referrals to health organizations, community partners, and services.

The LivingRoom will be renamed in the coming year, but will continue Lookout Society's evolution to serve the changing needs of the most vulnerable and marginalized people in the Downtown Eastside. The new Drop-in will have a greater health focus and include new programming for seniors, addicts, women, LGBTQ and aboriginal communities.

We are excited with this new challenge to re-make the Drop-in with the same inclusive and minimal barrier approach we've had in the past, while offering more services and resources to help individuals make their way to a better future.

The increased prevalence of fentanyl and the dramatic rise in the numbers of overdoses and related deaths has been devastating. It is Lookout's single greatest health challenge. With support of the doctors at the North Surrey Health Clinic, Lookout staff had been trained to administer naloxone, a fast acting antidote reviving individuals with no harmful side effects.

With OD's at a crisis level, Lookout entered into a partnership with Fraser, Vancouver Coastal and Provincial Health Authorities who supply naloxone kits and train all Lookout front line staff in the use and administration of the antidote while waiting for first responders. This has saved many lives.

However, and by far, the most drug ODs have occurred in Surrey where Lookout is the only minimal barrier service provider that practices harm reduction. Of 172 naloxone interventions recorded at all Lookout sites, 161 (93.6%) occurred at the 135A Street location. In addition to saving lives, the availability of Naloxone has strengthened relationships between staff, clients and Fraser Health. Lookout Outreach teams are also trained and carry naloxone kits.

Donors

2015-2016

The Lookout Society is very grateful for the amazing support provided by our community and volunteers with special recognition to the following amazing individuals, businesses and organizations

Individuals and Families:

Pat Akin
Eugenius Ang Jr.
Herb Barbolet
Craig Bavis
Karen/R Bertini
Nigel Bester
Frances Bickerstaff
Teresa Blackstone
Ellen Campbell
Kris Carabetta
Glenda Chapman
Chris Christensen
Daryl Cockle
John Cole
Sawra Dar Santos
Charlotte David
Michael Desrochers
Leah Emmott
Susan Entwistle
Dana Felske
Georgiana Ferguson
Marilyn Goebel
Jim Grey
John Gunn
John Hall
Nathan Hibberd
Brenda Hogg
Robert Homewood
Kenneth/Tammy Ketola
Daniel Kovacek
David Lach
Maryse Lalonde
Graham Lawrey
Gerald Leclair
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Paula McKechnie
Ken McNaughton
Penny Mitchell
Warren J.A. Mitchell
Jamie Morrison
Meghan Neathway
Kathryn Neilson
Margaret W. Newton
Arjang Nowtash
Don Paul
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Harley Rothstein
Stuart Rowles
Cecile Ryder

Adam Rytwinski
Jayce Salloum
Schaafsma Household
John Schleimer
Brenlea Smith
David & Sherry Steele
Gunda & Wayne Stewart
Cheryl Sy
Judy Taylor
Don Vicic
Jessenia Villamil
Kashyap Vora
Peter Waldkirch
Madelene Waters
Dennis Weston
Simon Whippy
Bruce/Chris/Gladys Whyte
Louis Woolf
Ieva Wool
Helen Yee/Peter Whitelaw
Suzann Zimmering

Community Neighbours:

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BlueShore Financial
C. Walker Group Inc.
Canadian Mattress Recycling
Carillion Plc
Cassady & Company
Chapman Land Surveying Ltd.
Churchill House (696277 B.C. Ltd.)
CJS Enterprises Ltd.
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Harper Grey LLP
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Los Beans Trading Company Ltd.
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New Westminster Secondary School
North Shore Alliance Church
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PC Urban Properties Corp
Pond Psychotherapy Ltd.

Radio Hype Productions Inc.
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Sager Legal Advisors LLP
Sewell's Landing Inc.
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Special thanks to the hundreds of individuals who brought sleeping bags, blankets and warm clothing during the winter. Also thanks to everyone who brought gently used furniture for people moving into their own homes.