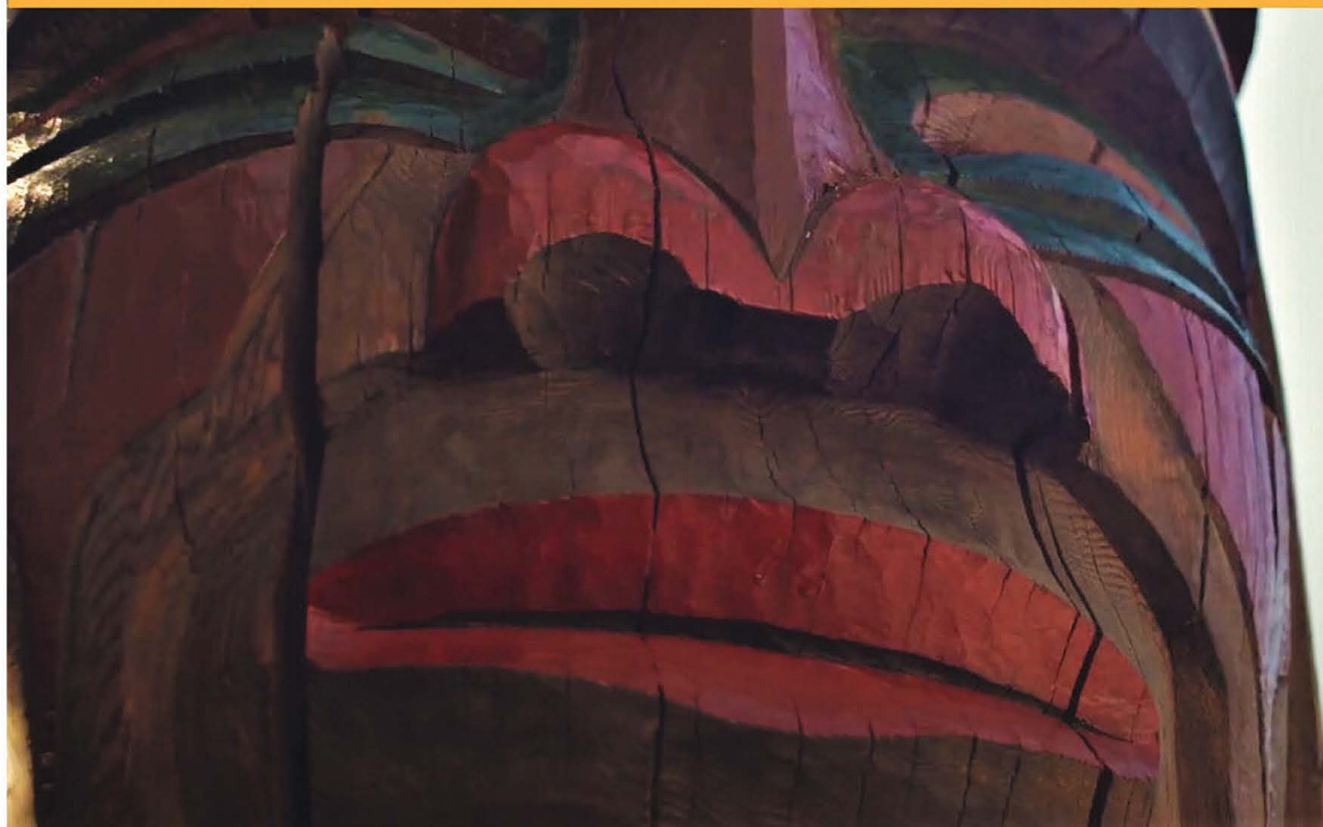




# L50<sup>th</sup>kout

Housing + Health Society

2020-2021  
ANNUAL  
REPORT

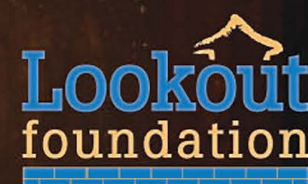


k'AY'ACHTN:  
"I reach my  
arms out  
to you and  
welcome  
you to this  
sacred land!"



MOOD DISORDERS ASSOCIATION  
OF BRITISH COLUMBIA

A BRANCH OF  Lookout  
Housing + Health Society



## 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.

## Mission

We respectfully provide caring non-judgmental, non-sectarian, flexible services. Through advocacy, support and minimal-barriers we reduce harm to people who have a diversity of challenges. We assist them to regain and maintain stability and achieve a greater quality of life.

## Vision

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



## Board of Directors

2020-2021



**Chuck Puchmair**  
Board Chair



**Baird Blackstone**  
Vice Chair



**Linda Steinhauer**  
Director



**Grant T. Smith**  
Vice Chair/ Treasurer



**Dr. Caroline Ferris**  
Director



**Janet Currie**  
Director



**Chris Kenny**  
Director



**Duncan Bees**  
Director



**Sharon Prescott**  
Director



**Peter James**  
Director



**Dan Steinberg**  
Director

## Senior Staff

2020-2021



**Shayne Williams**  
Chief Executive Officer



**Lynn Seabrook**  
Director of Administration and Property Management



**Terri Mackay**  
Director of People and Culture



**Leo Lu**  
Chief Financial Officer



**Dr. Ron Remick**  
Director of Clinical Health



**Wes Everaars**  
Director of Development



**Megan Kriger**  
Director of Health Operations, Vancouver Region



**Terry Brock**  
Director of Health Operations, Fraser Region





**Leonard Levy**  
Director of Operations, Fraser Region



**Tamara Speiran**  
Director of Operations, Vancouver Region

(Front Page: Photos from “k’AY’ACHTN the Welcoming Pole”, a film produced by John Fleming on the restoration of the totem pole located in the North Shore Housing Centre)

 /LookoutSociety     Lookout Housing + Health Society  
 @LookoutSociety     /lookoutsociety

www.lookoutsociety.ca



**Chuck Puchmayr**  
—  
Board Chair

## Housing, Health and Beyond

It has been another challenging yet successful year for the Lookout Housing and Health Society, as we navigate through the COVID 19 pandemic. Our teams have shown to be strong, resilient, and creative throughout this time and have been able to contain and prevent the spread of COVID 19 when detected. BC Housing as well as the provincial health authorities have been instrumental in assisting us in our work to control this deadly disease and to provide us with offsite quarantine facilities, for the few cases which presented. As the pandemic began to take hold and spread in the greater community, we mobilized everyone, from our directors to our health, housing and outreach teams with the goal to keep our guests and staff as safe and protected. So far we have accomplished this with minimal transmission and quick response when needed, thanks to the amazing work of our organization and the Provincial Health Authority.

As the housing crisis continues to challenge communities in our province, Lookout has been able to respond quickly and effectively when called upon by local governments and the provincial government. We have successfully expanded on Vancouver Island where we are recognized as an able provider of services to guests suffering with serious barriers to shelter and housing. I want to recognize the hard work of the Society Board of Directors and Lookout’s executive team on how they have responded to the many challenges which we were presented with during this last year.

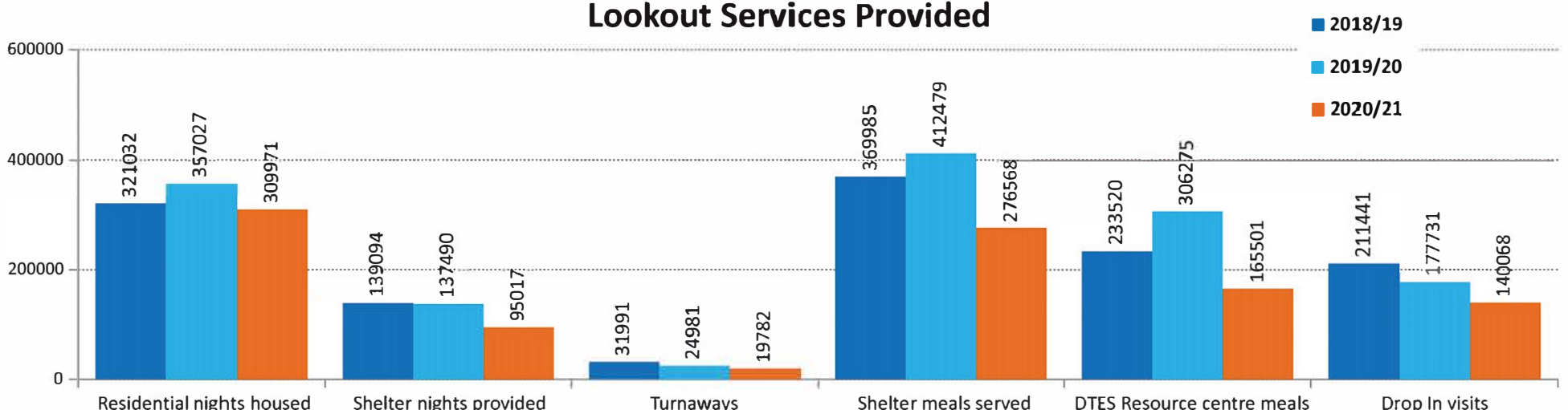
When it comes to the overdose crisis, Lookout has been front and centre in providing, not only four safe consumption and ten overdose prevention sites throughout the province, but also having professional and skilled staff delivering safe consumption service to those needing to reduce the

risk of overdose. Beyond these health services, our teams have mentored and guided those ready to take the next steps toward recovery. With our Mood Disorder Association Mental Health teams, and our partnership with the psychiatry program at Adler University, we have diverted hundreds of guests from the provincial healthcare system and provided ongoing expert professional treatment within the Lookout community of services.

Housing and shelter is one of the greatest challenges facing us today, as affordable housing becomes virtually non-existent in our service areas. It is great to see our provincial and federal governments funding affordable housing after more than a decade and a half of underfunding. It will take an unprecedented infusion of funding to make further inroads into this crisis. Creative partnerships to meet the growing need. We continue to experience a disproportionate number of Indigenous and First Nations persons requiring our services. With so few employment opportunities for our First Nations friends living in rural BC, many travel to our regions only to find out how unaffordable accommodations can be. One third of our guests identify as Indigenous or Metis. Whereas the provincial government is funding culturally appropriate housing, the need is currently at a crisis level.

I want to recognize the great resource of the Lookout Foundation and its Board of Directors. Without the support of the Lookout Foundation, we would not be able to provide and fund such important initiatives as the HIV/Hep C Protein Food Bank, the Mission Garden, our Dentistry Clinic, just to name a few. The Mission Garden program has provided hundreds of thousands of Kilos of produce, not only for Lookout facilities, but to many community food programs as well as First Nations Communities.

**Lookout Services Provided**



# Lookout 2020-2021: By the Numbers



**1,283** Tenants housed at Lookout

**315,068** Residential bed-nights spent in own unit

**99.2%** Occupancy rate

**10,860** On-site overdose prevention visits

IN **32** LOOKOUT RESIDENCES

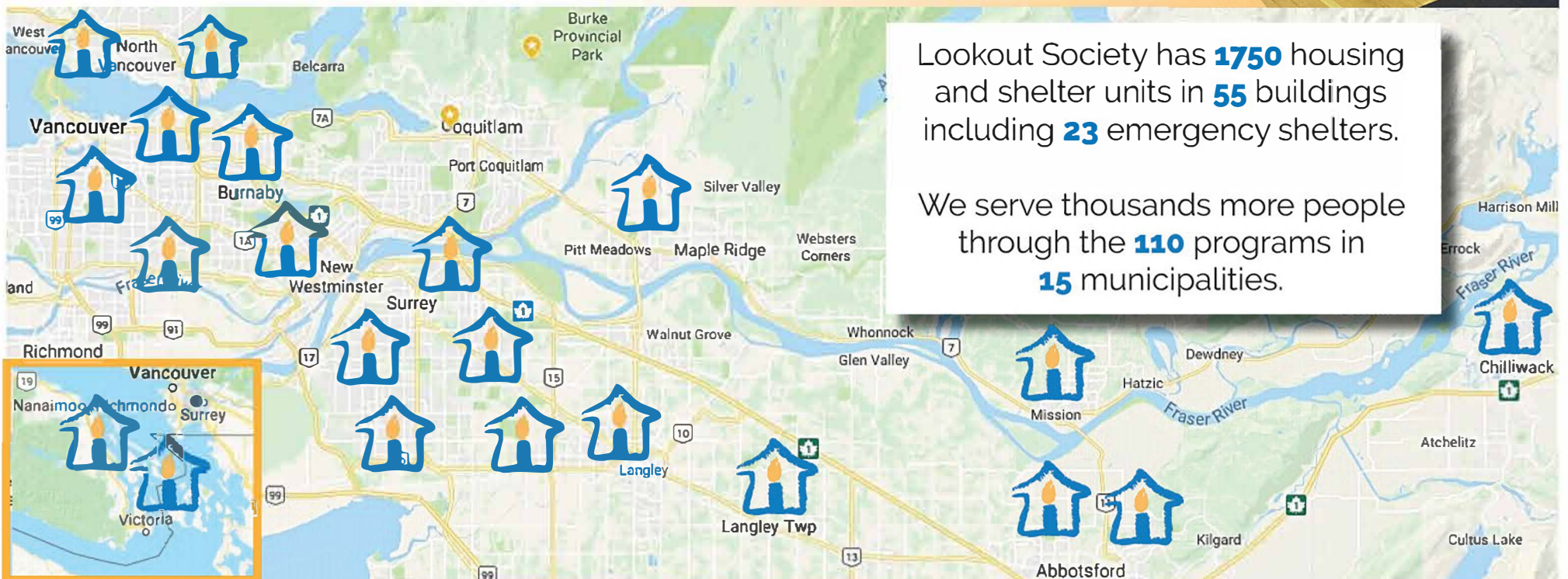
**23** EMERGENCY SHELTERS & **16** OUTREACH PROGRAMS

**1,069** Sheltered at 7 COVID-19 Emergency Response Centres

**276,568** Shelter meals served

**597** Individuals housed

**7,311** Emergency Weather Response shelter guests overnight



**140,068** Resource centre visits

**165,500** Meals served at resource centres

**38** Peer counseling and support programs across the province

**36,992** Needles collected by Rig Dig peers

THROUGH **15** COMMUNITY SERVICES

**30** PROVIDED HEALTH SERVICES

**132,304** Visits to supervised consumption sites

**6,848** Site visits by Lookout nurses

**548** Dental appointments

**629,567** Needles collected





**Shayne Williams**  
—  
CEO

## A Year of Change and Growth

In a year dominated by COVID, Lookout continues to support nearly 3,000 individuals daily in our shelters, housing, health, outreach and support services. We worked closely with BC Housing, municipal governments and community partners to operate Emergency Response Centres, providing safe accommodation for individuals living in Vancouver, North Shore, Surrey, Langley and New Westminster. We successfully obtained numerous community grants for innovative programs that promoted safety and wellness among our guests and staff. As COVID consumed headlines, BC continued to experience devastating increases in overdose events and deaths as the overdose public health emergency entered its sixth year since its declaration. I commend Lookout staff teams and those across the sector for their dedication and perseverance in responding to these dual crises.

Lookout’s goal of building on the Powell Street Getaway site in Vancouver’s Downtown Eastside is finally coming to fruition. In June we announced that funding from BC Housing and Canadian Mortgage and Housing Corporation was in place to begin construction of a new 7-storey building. This project will provide 114 units of affordable social housing for individuals and families living in the Downtown Eastside. The building will also include a community amenity space on the first 2 floors to support people living in the community.

This year Lookout continued to meet the needs of the vulnerable population in our community. To maintain affordable housing for individuals living with low income, we purchased a 16-unit residence in Vancouver’s Strathcona neighbourhood. Lookout also celebrated the opening of Carr’s Place, an 11-bed living facility in Surrey for men in recovery who also cope with mental wellness. Our Vancouver Island services expanded to Duncan Cowichan Valley with the opening of the harm reduction services.

After years of planning, we launched the Lookout Ethical Employment Program, a unique training program for individuals struggling with complex barriers to employment. Supported by the Ministry of Social Development and Poverty Reduction, Lookout is developing and delivering pre-employment training and job placement with ongoing support for 225 individuals over the duration of the 3-year research project.

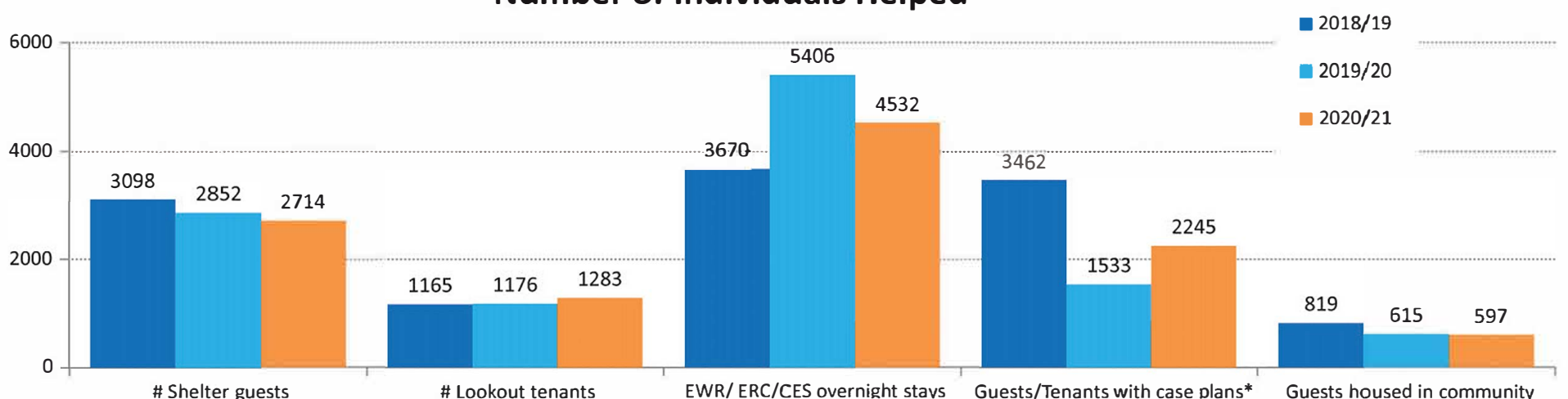
I would be remiss in not acknowledging 2021 is Lookout’s 50th anniversary. However, the COVID-19 pandemic has drawn our attention away from celebrating the milestone this year. We are planning “50+1” activities as we return to more normal, safer times.

In the coming year, Lookout also looks forward to the opening of:

- 61 units of supportive transitional housing in Surrey’s Guildford neighbourhood; it is named the Baird Blackstone Building, acknowledging the tremendous contributions of our board member and community champion who passed away suddenly in January 2021.
- Health Contact Services in the Fraser Region to support individuals struggling with substance use.
- 51 units of permanent supportive housing on Drinkwater Road, complementing our harm reduction services provided in Duncan Cowichan Valley.
- The implementation of a comprehensive software platform that integrates financial, human resources, and housing management systems

In closing, I want to welcome Chuck Puchmayr as Lookout’s new Board Chair. Previously the Chair of Lookout Foundation, Chuck is a strong advocate for social justice and human rights in addition to his lengthy support of Lookout programs. Under his guidance, our organization is in good hands!

### Number of Individuals Helped



The past two years have been defined by the coordinated response of our communities to the global COVID-19 pandemic. The support of partners, funders and our committed staff has helped Lookout create innovative programs to support our guests overcome the added challenges of the pandemic during these dynamically uncertain times. Health guidelines and restrictions created need for Lookout to modify the delivery of many services we provide to guests and clients. Lookout took a proactive approach in keeping our people safe while maintaining the essential services that so many of our guests rely on as they continue to work towards their goals.

## COVID-19 Emergency Response Centres (ERCs)



CBVI Langley

Physical distancing protocols meant reduced occupancy at some Lookout shelters, creating an even greater need for already limited housing options. Through partnership with Federal, Provincial, and Municipal governments, as well as regional health authorities, Lookout and many other community organizations were able to deliver creative solutions to this problem, making quick decisions to convert underutilized spaces such as hotels, motels, community centres, and places of worship into temporary emergency response centres.

Lookout was able to secure seven ERC locations in Vancouver, North Shore, New Westminister, Surrey, Langley and Abbotsford, providing a temporary solution for individuals without a home. These guests had a safe place where they could physically distance and access support from onsite Shelter Resource Workers, as well as nutritious meals, medication management, personal protective equipment, and other services available to empower individuals to make the best choices for their personal goals in collaboration with dedicated case planning staff.

We also opened a number of Extreme Weather Response (EWR) Centres that offered a warm place to spend the night in addition to warm meals and refreshments for unsheltered individuals during inclement weather. Throughout the past year Lookout sheltered 1,069 guests across our ERCs and provided 2,504 EWR visits.

## Donations and Fundraisers

 **Lookout**  
Healthy • Health Society  
masks made to help.  



**PROMOPLUS ADVERTISING** designed an exclusive 2-ply washable facemask as part of their COVID-19 support for local organizations. For every mask sold, \$1 is donated to Lookout. PromoPlus also donated 50 masks to Lookout.

**STAND BY ME: A TRIBUTE TO DJAEF MAHLER** The family and friends of Djaef Mahler organized a virtual online concert fundraiser for Lookout's Djaef Mahler Food Bank as a tribute to the 30th anniversary of his death. Djaef Mahler was a talented and prolific artist well known for his commitment to supporting people living with HIV/AIDS and Hepatitis C. In honor of the 30th anniversary of his passing, the virtual fundraiser featured many talented performers from the Greater Vancouver area. The Djaef Mahler Food Bank provides protein-rich food baskets, one of the many Lookout health services that support individuals and families living with HIV/ AIDS and Hepatitis C.



**THE GREATER VANCOUVER FOOD BANK** continues to support Lookout's Powell Street Getaway, allowing for more than 500 meals served to community members every day.

**Thank you to the dozens of foundations, businesses, groups and families, who donated Personal Protective Equipment, handmade face masks, hand sanitizers, soaps and food to support Lookout guests and staff during COVID.**

## Langley: Empty Hotels House Homeless

Through the Federal Reaching Home program, Lookout was able to secure much needed temporary accommodation in Langley using the same innovative approach that proved successful in other regions of Metro Vancouver and the Fraser Valley. In June 2020, our outreach team successfully housed 57 guests in four local hotels. Partnering with Langley service providers, Lookout supported our guests through delivery

of weekly food hampers, transportation to medical appointments, case planning services, counseling, housing supports and referral to community resources. As pandemic restrictions eased and demand for temporary accommodations rose, Lookout successfully partnered with BC Housing to secure units within these hotels, preserving temporary housing for 60 highly vulnerable people.

## South Fraser: Safe Transport During COVID

The pandemic highlighted the need to safely transport guests between Emergency Response Centres (ERCs) in Surrey and New Westminster and to COVID-19 testing locations throughout the Fraser Health region. Lookout received funds from the Federal Reaching Home program to establish the South Fraser Harm Reduction COVID -19 project that provided dedicated Lookout staff to safely transport guests between sites and services.

Following safety protocols, our outreach team transported 348 guests safely to and from shelters, isolation centres, medical appointments and

testing locations. In September alone, the team safely transported 16 COVID-19 positive guests to the isolation centres in addition to 333 trips to clinics, hospitals, and emergency shelters. Another crucial component of the project was providing access to harm reduction supplies.

This program proved so well utilised that in January 2021, the Harm Reduction project purchased a new outreach vehicle. This allowed for expanded capacity including up to or 25 trips per day providing transportation services for individuals in Abbotsford, Maple Ridge and Coquitlam.

## REACHING HOME COVID-19 SPECIAL PROJECTS

The federal Reaching Home (RH) program provided COVID-19 emergency funding to support several innovative projects proposed by Lookout Society.

## Safety Protection: Reducing COVID Spread

In addition to implementing an enhanced site disinfection routine, Lookout invested in innovative sanitizing equipment that uses ultraviolet light to destroy pathogens, and electrostatic sprayers that disperse disinfectants quickly and efficiently.

We also installed plexiglass partitions at main entrances and high traffic areas in our sites and inside our vehicles in order to prevent the spread

of COVID-19. We also provided personal protective equipment, hand sanitizer, and more than 10,000 facemasks to Lookout guests.

These activities helped promote COVID-19 safety protocols among guests and staff. None of these activities would have been possible without the support of the Federal Reaching Home program, BC Housing, the regional health authorities and the generosity of community members.

## ARCH: Keeping House to Stay Housed

The newly named ARCH program (Assisting Reduction of Clutter and Hoarding), is a ground-breaking and innovative project aimed at supporting Lookout tenants struggling with compulsive hoarding disorder.

This project takes a trauma informed approach to managing tenant spaces, providing education, resources, and materials necessary to improve living conditions and quality of life for participants. In partnership with the Centre for Collaborative Research on Hoarding with

UBC and with sustained funding from the Vancouver Foundation and Federal Reaching Home program, we continue to incorporate research and evidence based methods to create sustainable change with a harm reduction approach.

This approach is being adopted by housing operators that support our community members and it is Lookout's goal to further positive changes in the way tenants are treated wherever they receive support.

## The Other Health Crisis: Overdose Numbers Rise

Lookout's harm reduction services were affected with the onset of COVID-19 and physical distancing protocols that limited indoor social activities. Attendance at two of our safe consumption sites - SafePoint and Powell Street Getaway remained high, but the Harbour (Victoria) shifted to mobile services in April 2020 in collaboration with our partners SOLID Outreach and Vancouver Island Health Authority. Overdose prevention services in Lookout residences remained popular but the number of visits was lowered due to COVID-19.

In response the increase in overdose deaths in Victoria, the Harbour resumed operation in June 2020 at half capacity (5 of 10 booths) to

comply with provincial health guidelines. The Chill space was opened at a reduced capacity to allow for better service that increased the flow of traffic, reduced wait times for consumption and provided a better model of observation.



Although our consumption room operated at half capacity, we allowed for an extra participant if they were monitored by a peer. This monitoring exception came into effect April 2020 and has proven to be a useful tool for our guests.

Staff and guests came together during the COVID-19 pandemic, adhering to safety protocols, working with reduced capacity, and creating innovative solutions to keep their community safe.



MOOD DISORDERS ASSOCIATION  
OF BRITISH COLUMBIA

A BRANCH OF  **Lookout**  
Housing + Health Society



the  
ART  
STUDIOS

## The Art Studios: One Year Later

After a brief closure during relocation, The Art Studios re-opened its doors on Dundas Street in East Vancouver. This move has allowed the increasingly popular programs offered by MDABC to grow, providing much needed support for community members. Staff and Art Studio members have devoted amazing creativity and extra effort to turning a former dry cleaning business into an art studio on a tight budget.

New guidelines were put in place to ensure the health and safety of all Art Studio participants. Online classes were developed to engage people while they safely distanced at home. Instead of the annual art sale, we hosted an online event that allowed participants to display and sell their

artwork with partial proceeds used to support The Art Studios programs. As COVID-19 restrictions lifted, The Art Studios re-opened with participants excited to get back to 'recovering through art', getting creative and re-engaging with their community.

The Spring Semester was a big success, running from mid-June until August. The Summer and Fall Semesters will be running classes including printmaking, pottery, acrylics, watercolor, drawing, youth pottery and a pre-beginner class for people apprehensive about their artistic abilities. It is wonderful to see so many participating with enthusiasm and courage on their own recovery journey through art!



## Food as Medicine: Healthy Diet, Healthy Minds

Many Lookout guests live with mental health or addiction challenges. Lookout's Food as Medicine program uses food as a form of functional medicine that promotes a healthy, anti-inflammatory diet to support physical and mental health.

The Food as Medicine framework was developed under the clinical guidance of Lookout's MDABC medical team of Dr. Leslie Wicholas and Clinical Director Dr. Ron Remick. Research shows that dietary interventions can prevent or improve symptoms often associated with chronic inflammation. Positive results have been found in treating depression, anxiety, diabetes, cardiovascular disease, obesity, arthritis and other chronic pain disorders.

Research indicates that mood disorders and pain disorders have something in common: chronic inflammation. Our understanding of mood and pain disorders has expanded dramatically over the past decade. We now know that dietary habits, inflammation and oxidative stress are common underlying factors in mood, pain and other brain based disorders.

As part of the Food as Medicine program, a cross-section of Lookout menus was reviewed to identify trends of nutritional deficiencies, potential sources of inflammation and oxidative stress, and triggers for sugar addiction. This review was used to recommend menu improvements and identify supplements that could reduce inflammation and increase cognitive function.

### Expected benefits for Lookout's Guests include:

- Improved engagement around wellness initiatives
- Reduced inflammation
- Healthier eating habits that increase mental and physical wellbeing
- Increased opportunity for Indigenous and cultural connections



## Unbreakable Wellness: Building Staff Resiliency

Lookout launched its first-ever comprehensive wellness program built for staff, by staff. The program was designed to build resiliency in the face of vicarious trauma under the guidance of MDABC’s Dr. Maia Love, a wellness consultant and Psychiatrist who specializes in the science of wellness and psychotherapy to create greater success. The Unbreakable

Wellness program is broken into 5 online workshops, each focuses on a specific topic that includes Sleep, Nutrition, Movement, Mindfulness and Connection. The Unbreakable Wellness program began in the Spring 2021 and is available to all Lookout staff. In future iterations of this program we will be providing a similar resources to our guests.

## LEEP: An Innovative Approach to Employment

In November, 2020, Lookout launched the Lookout Ethical Employment Program (LEEP) funded by the Ministry of Social Development and Poverty Reduction. This unique 3-year pilot project combines innovation with research by creating flexible onsite supports for individuals who face complex barriers to employment.

Building upon the federally funded Employment Navigator Pilot Project (2015-2019), LEEP staff identify and connect with tenants living in Lookout sites who are interested in employment. Once qualified, LEEP participants receive pre-employment assessment, life and job skills training, required certifications and placement with ethical employers to develop experience. Participants receive ongoing support designed to build skills for successful entry into the job market, helping to break the cycle of poverty.

Starting in downtown Vancouver, this exciting project is being implemented in stages that will extend across all Lookout service regions in Metro Vancouver and the Fraser Valley.

Led by experienced program manager, Lee Fox, the LEEP Employment Navigators and Job Developer work alongside their research partner, Social Research and Demonstration Corporation Canada to meet and exceed program goals.

### What is LEEP?

**LEEP is an innovative project with a trained team that supports individuals with complex barriers to employment**

**LEEP links with other Lookout training and employment opportunities for guests, including:**

- **Susan Croll Fund** – life skills training for guests
- **Social Enterprises** – offer job skills training and work experience
- **Food Hub** – centralized food distribution centre
- **Peer Programs**

### COMPREHENSIVE, FLEXIBLE, ONGOING SUPPORT PLAN Centered on Guest’s Needs



## Lookout’s Food Hub: Wellness and Sustainability

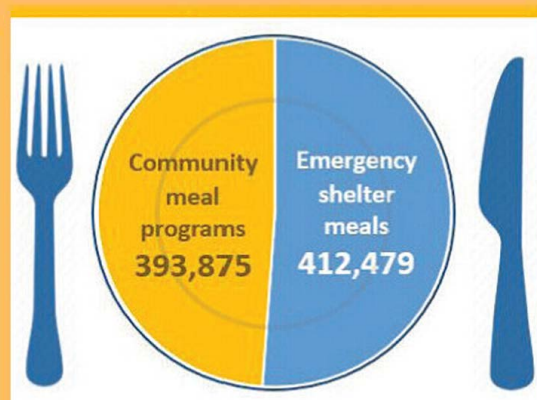
Lookout received funding to establish the Food Hub, a key component of Lookout’s new Food as Medicine program that encourages improved wellness through better diet. The Food Hub will have walk-in coolers, freezers and shelving for safe food storage as well as a cargo van for the safe collection and delivery of food products. This project will operate out of the basement of the Russell Housing Centre.

Centrally located in New Westminster, Lookout will be well positioned to both collect and distribute food to sites spanning from the North Shore

to the Fraser Valley. In addition to changing lives through nutrition, the Food Hub will also provide job training for people with limited work experience.

This project further aligns with the new LEEP program that aims to empower participants with job skills and training ultimately leading to gainful employment. Food Hub workers will receive a fair wages, benefits and ongoing support that will improve their financial, physical and emotional wellbeing.

Lookout Annual Food Budget  
\$2 million



### Did you know:

- **Both physical and mental health are affected by diet**
- **The higher cost of nutritious food is a barrier for people living in poverty, further impacting those with underlying health conditions**

*The Food as Medicine program is a society-wide initiative aimed at improving wellness through nutrition. All meal programs across Lookout are revising menus and recipes to provide healthier meals that promote healthier habits and lifestyle choices.*

## It Takes a Community: Lookout's New Sites



### North Cowichan – Drinkwater Supportive Housing Project

The new Drinkwater housing site will provide 51 units of supportive housing for residents of the North Cowichan and Duncan communities.

The site will be staffed 24/7 and will provide case planning, daily meals, access to health supports, employment and community integration opportunities.

The application process is already underway with the support of Lookout's Duncan Outreach team. The site is expected to open in late 2021.

### Surrey – Carr's Place

Carr's Place is a 10 bed Registered Mental Health Assisted Living Facility for men who are diagnosed with a mental health and substance use disorder.

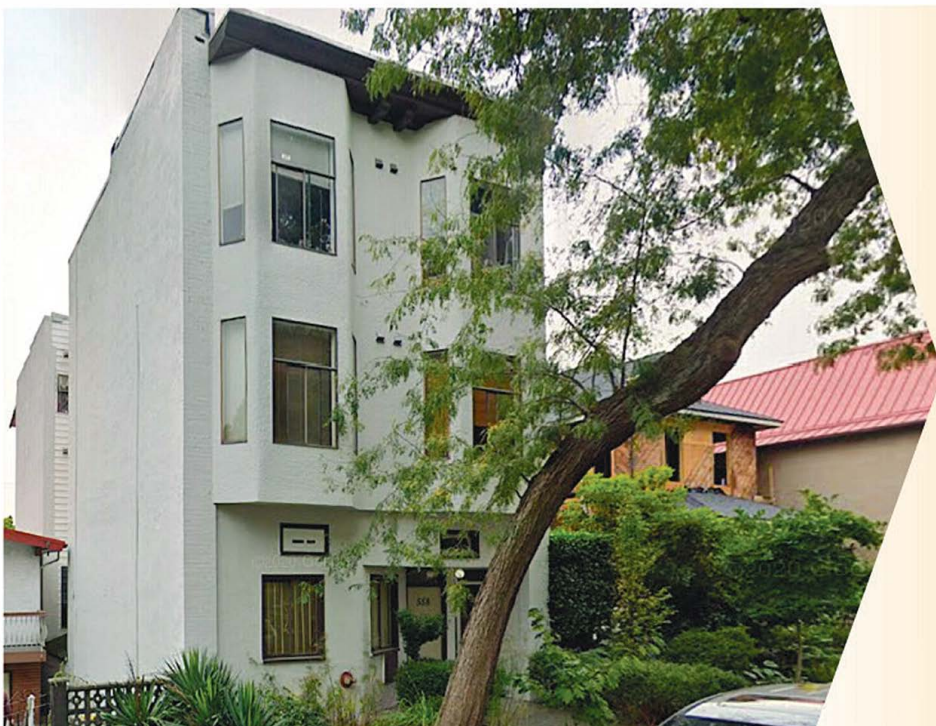
At the residence, individuals have access to dedicated staff providing them with a range of services, including case management and medication management. Guests also benefit from nursing and psychiatric support provided in collaboration with regional health authority partners.



### Vancouver – Keefer Lodge

Located on Keefer Street in Vancouver's Strathcona neighbourhood, Lookout purchased the 16-unit, 3-storey building to preserve affordable housing for people with low fixed incomes. The 1960's building has great character, with a deck on each floor looking over South Vancouver for the tenants to enjoy.

Fun fact: The longest tenant has been living at the Keefer Lodge for 26 years!





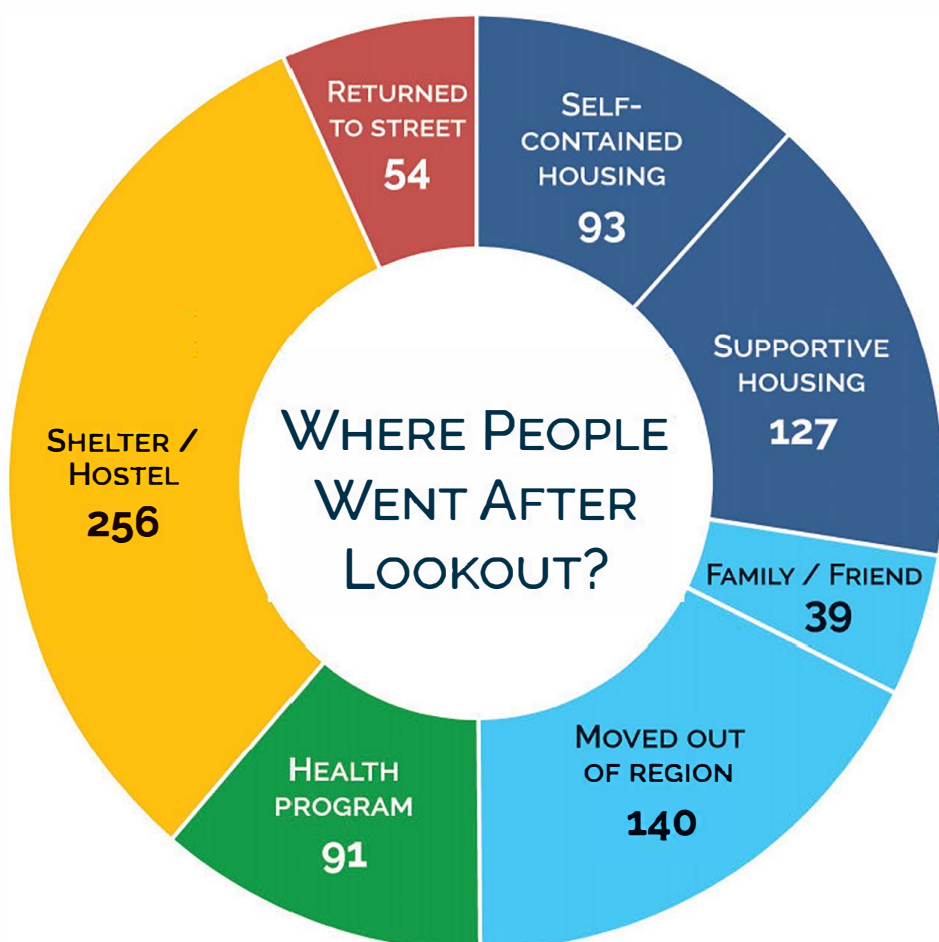
## Honouring W. Baird Blackstone

Lookout mourned the passing of Baird Blackstone in January 2021, Lookout's Vice President who joined Lookout's Board of Directors in 2010. With over four decades in public service labour relations, his first exposure to Lookout was in 1988 when he was appointed our chief labour negotiator for the Collective Agreement. He was also an esteemed teacher, a writer, a lover of theatre and music, and a fierce supporter of social justice. During his time with Lookout, Baird became a valued mentor, leader and friend and we will greatly miss his gentle nature, witty humour and thoughtful guidance.

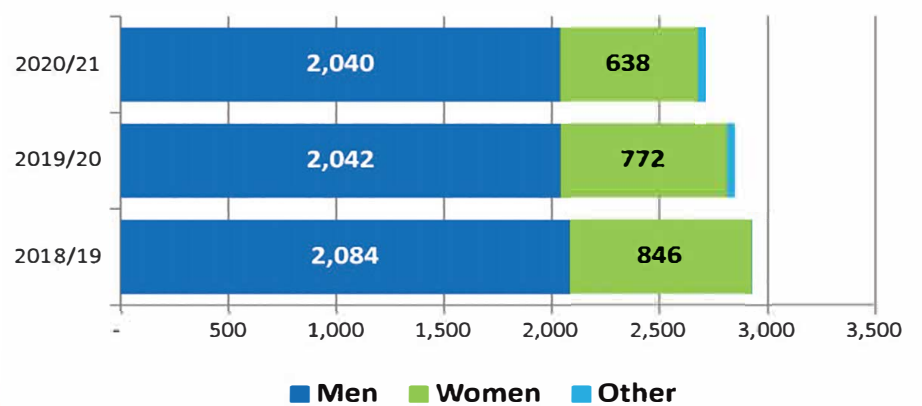
Lookout is recognizing Baird's tremendous contributions to Lookout by the naming of the new Guildford housing site. The Baird Blackstone Building will have 61 permanent studio units, each with a private washroom and kitchen. The building will include a commercial kitchen, dining and lounge areas, storage and amenity space, laundry and a medical room. Construction is expected to be completed by August 2021, with residents moving in soon after.



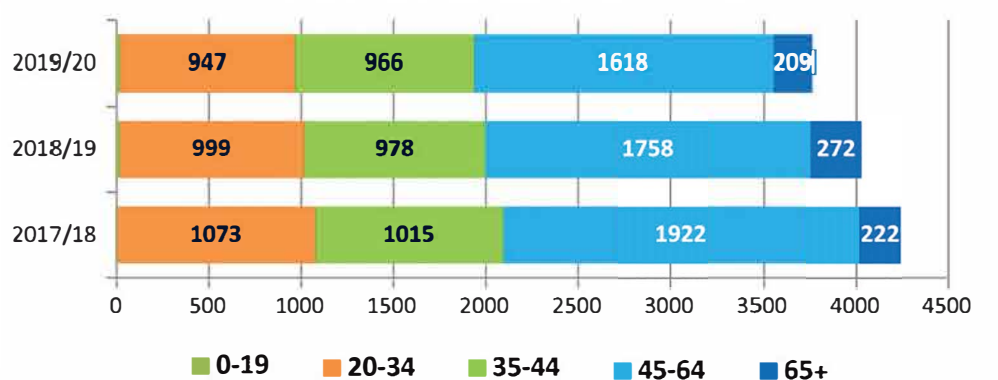
## Who We Help?



### Shelter Guests



### Age Range of Shelter & Residential Guests





we  our  
Volunteers



**5313** volunteers

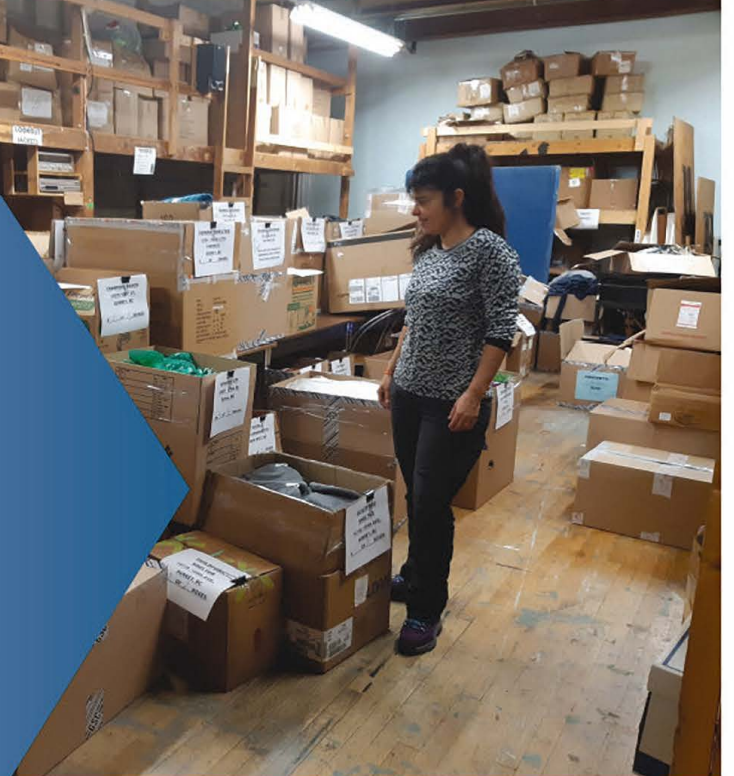


**26693** volunteer  
hours



To our amazing volunteers,  
who donated thousands of hours  
serving hot meals, painting, delivering  
care packages, wrapping Christmas  
presents and so much more!

**We really couldn't have done it without you!**



# Lookout Society: 2020-21 Milestones and Highlights

Opening of Roundhouse Emergency Resource Centre as part of the COVID-19 response

New 40-mat shelter set up at Bakerview Church in Abbotsford

Outpouring of support and donations from local businesses and the community - Thank you!



Staff help guests relocate as the Roundhouse ERC winds down before reopening to the public



Lookout purchases Keefer Lodge to preserve 16 affordable housing units in the Strathcona neighbourhood of Vancouver

BC Housing funds meal programs that provide 577 meals to Lookout tenants who are unable to access food programs in Vancouver and New Westminster

Tenants are successfully relocated to Grouse Creek Motel as the Nancy Gerard temporary modular housing winds down



Extreme Weather Shelters open across the region including 10 mats at the Walton Residence in Downtown Vancouver and 20 mats at Langara YMCA in South Vancouver



Vaccinations begin at Lookout sites with 196 individuals receiving their first dose

Lookout selected by the Fraser health Authority to operate Health Contact Centres in Abbotsford and Langley

Apr

May

Aug

Oct

Dec

Mar

Temporary COVID ERC opens at Massey Theatre in New Westminster in addition to emergency shelter spaces at Lookout's Cliff Block Residences



Lookout opens a 20 unit ERC at the Travelodge Hotel in North Vancouver

The Art Studios moved to its new home on Dundas Street!

Guests relocated to the Cliff Block Residence as the ERC at Massey Theatre winds down



Agency-wide menu reviews with an external dietician were completed to improve the health of guests through healthier food options in all Lookout meal programs

Guests are successfully relocated to the Grouse Creek Motel as the Boulevard Shelter ends



Construction begins at Lookout's Drinkwater Road site with 51 supportive housing units in North Cowichan



Carr's Place, an assisted living facility opens in Surrey, supporting 11 men in recovery who struggle with mental health challenges

## K'AY'ACHTN: Welcome Pole Restoration Project



The Welcome Pole restoration project was completed in the summer of 2020 in partnership with the Squamish Nation, West Vancouver Foundation, the Nancy Farran Compelling Opportunities Fund and Lookout Foundation.

The totem pole was raised in the courtyard of the North Shore Housing Centre in 2004 when the building first opened. Carved from a 300-year-old tree by master carver, K'enákeltn, Darren Yelton, the pole welcomes and promotes goodwill between the Squamish Nation and the North Shore community. Kayachten, the Squamish name means "I reach my arms out to you and I welcome you to the sacred area".

The cherished totem pole had been deteriorating and was in need of a total restoration. Fortunately, K'enákeltn, was available to complete the work.

He began carving at age 9 and has spent 49 years designing welcome figures to promote peace and friendship, inspired by the elders of the Squamish Nation who have carved welcome poles for hundreds of years. His welcoming poles remind people to live together in peace and support one another. They can be found throughout British Columbia.

## HOME Moving: Keeps on Trucking

The HOME Moving is Lookout's highly successful social enterprise that started in 2015 on the North Shore to provide moving services for Lookout sites and community members. The program offers work experience and supplemental income for individuals living in Lookout residences who want to re-enter the workforce.

Now located in Abbotsford, the HOME Moving team delivers produce grown at the Mission Community Farm, making regular food deliveries to larger Lookout sites and regional food banks in the Fraser Valley. They continue to help Lookout guests move into new homes and were invaluable in distributing almost 2000 Christmas gifts to all Lookout sites.

**A's Story:** I came to Lookout through a referral to the Macmillan House and at the time had few housing options. As someone with experience driving and moving, I was a perfect fit for the HOME Moving program and was offered a position on my first day staying with Lookout.

*"Thanks to Lookout I have my life and family back, with a few welcome additions.*

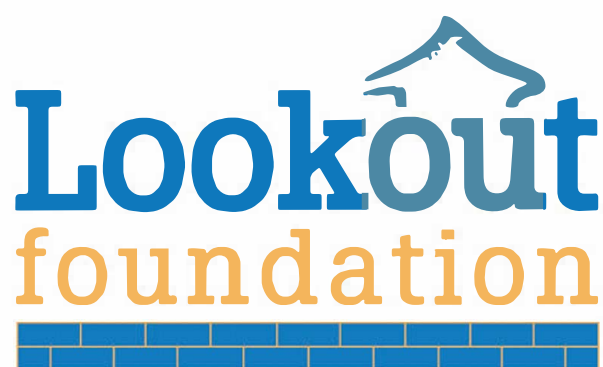
*The changes I have been able to make, and the influence I am able to be for others is something I will be forever grateful for."*

The work I do is so important to me and the ability to make a positive impact supporting others in my community is something I am so thankful for. Since joining the team, I have learned so much. Most importantly I've learned to respect myself and others, the importance of sharing kindness, and I've learned that I am deserving of trust. These lessons were not easy to learn, but having had the opportunity to work with such an amazing team that values and respects my contributions has had an incredibly positive impact on me.



**L50kout**  
Housing + Health Society  
*Anniversary*

IN 2020 LOOKOUT SOCIETY ENTERED ITS 50TH YEAR IN SERVING BRITISH COLUMBIA'S MOST VULNERABLE POPULATIONS



Lookout Foundation was established on January 14th, 2011 to support and assist housing, health care and community programs for the Province's most vulnerable populations.

With an innovative approach to funding projects, Lookout Foundation assesses needs and gaps in funding. Often recognizing that valuable long term projects struggle financially, the Lookout Foundation offers innovative, sustainable solutions.

Currently supporting projects with Lookout Housing and Health Society across 15 municipalities, the Foundation oversees the administration as well as distribution of funds and property. Lookout Foundation is a separate registered charity with an independent board of directors.

## Board of Directors



**Tom Roberts**  
Board President



**Greg Robins**  
Secretary



**Zahra Esmail**  
Director



**Amber Davey**  
Treasurer



**Dean Patriquin**  
Director



**Luke Johnson**  
Director

## Creating Community Spaces

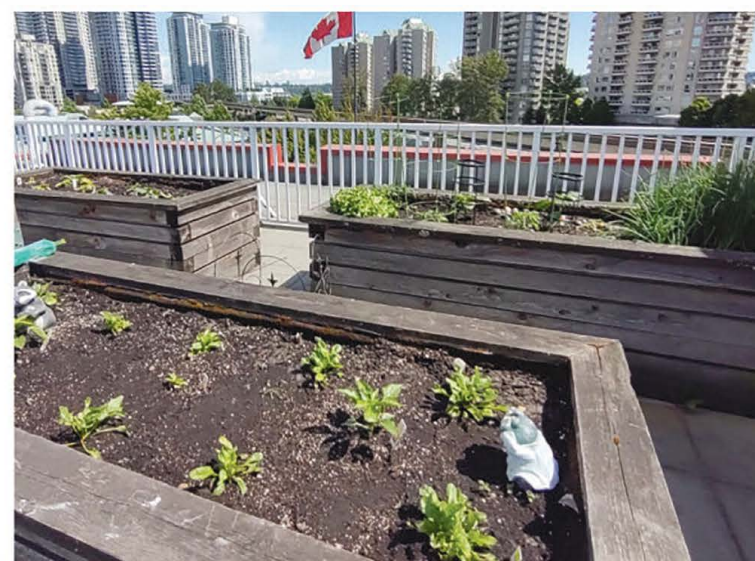
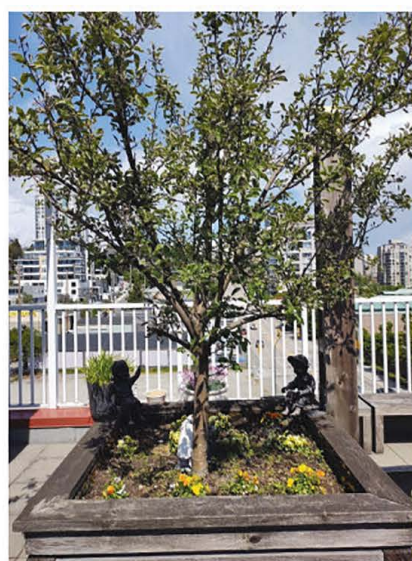
Research shows that community spaces and gardens bring positive health effects and community involvement, building social ties that benefit the wellbeing of a community. Working in the garden also helps to reduce stress, heal past trauma or anxiety and provides physical activity. These garden activities also closely align with Lookout's Food as Medicine program that promotes healthy eating as way to improved wellness.

Community gardens have been a source of inspiration and healing across many Lookout sites. With support from the Lookout Foundation, our Sakura So and Jeffrey Ross residences have begun the process of creating their own community spaces with a focus on bringing tenants together. Both

sites are able to purchase gardening equipment and outdoor furniture to begin the transition of their outdoor spaces to places where people can share time, meals, and conversation together.

With the help of Lookout's Life Skills staff, tenants influence the way the spaces are being designed and participate in the transformation.

The funding also provided for new patio furniture and a barbecue, enabling further opportunities to host community events and share experiences, building a stronger community.



## A Year of Projects: Lookout Foundation

The Lookout Foundation Board of Directors meets four times annually to discuss potential projects. Last year the Foundation contributed over **\$824,000** of program support:

- Al Mitchell Place programs
- Cedar Valley housing
- Christmas Activity Fund for Lookout guests
- Community Gardens at Jeffrey Ross and Sakura So
- COVID Pandemic support programs
- COVID Safety cleaning equipment
- Djaef Mahler Food Bank
- HAVE Café renovation project
- Julian House
- Keefer Place Acquisition
- Lookout Ethical Employment Program (LEEP)

- Lookout Software Conversion Project
- Low-cost Dental Clinic
- MDABC Food as Medicine Program
- MDABC Intranasal Ketamine Project
- MDABC rTMS program
- MDABC JumpStep program
- New fencing at Mission and Abbotsford residences
- North Shore guest lounge revitalization project
- Popcorn machine for Yukon Housing Centre guests
- Surrey Reaching Home tenant supports
- The Harbour Peer Program



# Donor Honor Roll\*

## Thank you for choosing to support Lookout!

2020  
2021

This year Lookout expresses special appreciation to the following businesses, individuals and organizations who have contributed over \$1000 cash or in-kind donations:

Abbotsford Food Bank  
Al Roadburg Foundation  
Nick Alexander  
Arc'teryx Equipment Inc.  
Elsina Bartels  
BC Federation Of Labour  
Beedie Foundation  
Blanket BC Society  
BMG Industries Inc  
Rodney & Shelley Briggs  
Canadian Red Cross  
Canadian Tire COVID-19 Response Fund  
Glenda Chapman  
Kwangwoo Choi  
Hui Kyong Wendy Chun  
Christian Co  
COBS Bread  
Dickie Collins  
Robert Craig  
Susan Croll  
Daiya Foods  
Dayhu Investments Ltd.  
Detmer & Teresa Deddens  
North Vancouver Deep Cove Lions Club  
Design Roofing  
DIVERSEcity Community Resources Society  
Domino's Pizza  
Downtown Surrey BIA  
Dr. Eric C S Lam Inc  
Gary Dulay  
Electronic Arts Outreach  
Estate Of Cheryl Ann Adams  
Stacey Ewasko  
Ferrari Contracting Ltd.  
Food Mesh Exchange  
Food Stash Foundation  
FortisBC  
Cameron Fraser  
Art & Marlyce Friesen  
G3 Terminal Vancouver Limited Partnership  
Gilmore Park United Church  
Marilyn Goebel  
Gordon Food Services  
Greater Vancouver Food Bank  
Jack Gunner

Guru Amardus Systems Ltd.  
GWIL Industries  
Hanlon, Vincent CT  
Herbert Spencer PAC  
Hockey Helps the Homeless  
Christopher Howard  
Jordana Huber  
Bobby Janjua  
JD Gatz Media Inc.  
Keljak Holdings Inc.  
Jillian Korstrom  
KP Wood Ltd.  
Kuo Hua Trading Co. Ltd.  
Jennie Lam  
Scott Loewen  
Lush Fresh Handmade Cosmetics  
Maureen Mackey  
Daniel Mackie  
MADHouse Pizza  
Maple Grove Elementary- Montessori 4/5/6  
Maple Ridge Community Foundation Masks  
For Frontline Workers and Seniors Fergus &  
Bernice McCann  
Morgan McDonough & family  
Bill McGreer  
Bob Metcalfe  
Nancy Miki  
Miles Industries  
Warren J A Mitchell  
MODUS Planning, Design & Engagement Inc.  
Mount Pleasant War Memorial Community  
Cooperative Association  
Nelson Square Management  
Nesters Market - Surrey Gateway  
New Westminster Free Market  
Nexii Building Solutions, Inc.  
NutritionLink  
Odd Society Spirits  
Olde World Fudge  
Our Lady Of Perpetual Help Parish  
Parallel 49 Brewing Company  
Kirsten Pejman  
John Phillips  
Raymond James Canada Foundation

Reardon Capital Group Inc.  
Nadene Rehnby  
Gregor Reid  
Ron & Judith Remick  
Royal Bank of Canada  
Leonard Schein  
Alanna Scott  
Debbie Scott  
Simon Fraser University, Surrey Campus  
Jim Sinclair  
Tyler Smith  
St. Andrew's Newton Presbyterian Church  
St. Cuthbert's Anglican Church  
St. George's Men's Group  
Starbucks  
Trevor Styles  
Sayenden Supramaniyam  
Sutherland Foundation Inc  
Judy Taylor  
Ten Tree International Inc.  
Terra Breads  
The Harry and Betty Billingsley Foundation  
The Hive  
The Parish Of St. John The Evangelist  
The Rogers Foundation  
The Shoebox Project For Women  
The ZacPac Project  
Tony Waters Agencies Inc.  
Transworld Management Ltd.  
Twist Productions Inc.  
Urban Fare False Creek  
Urban Impact Recycling Ltd.  
Vancouver Food Runners  
Van-Kam Freightways Ltd.  
Don Vicic  
Warehousing Solutions  
West Van Vacuum  
West Vancouver Community Foundation  
West Vancouver Fire Fighters Charitable Society  
Westshore Terminals Limited Partnership  
Peter Whitelaw  
Whole Foods Market-Cambie  
Working Gear  
Zinetti Food Products Ltd.

**Together we have raised millions of dollars that has been used to enhance the wellbeing of Lookout guests over the past decade.**

**Special thanks to the hundreds of individuals who made smaller gifts of cash, blankets, warm clothing and household items. It all helps to make the lives of Lookout guests and tenants a little easier.**

### Key Program Partners & Funders

Andrew Mahon Foundation  
Community Action Initiative  
Dundarave Festival of Lights  
Elizabeth Fry Society of Greater Vancouver  
Fluor Canada Ltd.  
MariaMarina Foundation  
Positive Living Fraser Valley ociety  
Surrey Homelessness and Housing Society  
SurreyCares Community Foundation  
United Way of the Lower Mainland  
Vancity Community Foundation  
Vancouver Recovery Through Art Society  
West Vancouver Foundation  
BC Community Gaming Grants  
BC Housing  
BC Partners for Mental Health  
Canada Mortgage & Housing Corporation

Canada Summer Jobs  
City of Abbotsford  
City of Chilliwack  
City of Duncan  
Municipality of North Cowichan  
City of Langley  
City of New Westminster  
City of North Vancouver Charitable Giving Campaign  
City of Surrey  
City of Vancouver  
City of Victoria  
Correctional Service Canada  
District of Mission  
District of North Vancouver  
District of West Vancouver  
Employment and Social Development Canada  
First Nations Health Authority

Fraser Health Authority  
Health Canada  
Homelessness Partnering Strategy  
Human Resources and Skills Development Canada  
Island Health Authority  
Ministry of Health  
Ministry of Mental Health & Addictions  
Ministry of Municipal Affairs  
Ministry of Social Development & Poverty Reduction  
Providence Health Care  
Provincial Health Authority  
Reaching Home: Canada's Homelessness Strategy  
Service Canada  
Township of Langley  
Vancouver Coastal Health Authority  
Vancouver Island Health Authority

*\*We sincerely apologize to anyone who may have been inadvertently missed from this list.*