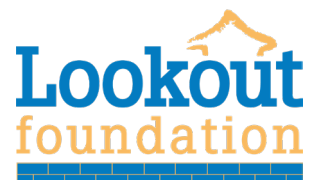




Lookout

Housing + Health Society

2018-2019
ANNUAL
REPORT





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



Tom Roberts
Board President



Baird Blackstone
Vice Chair



Linda Steinhauer
Director



Grant T. Smith
Treasurer



Dan Steinberg
Director



Janet Currie
Director



Tom Dutta
Director



Luke A. Johnson
Director



Dr. Caroline Ferris
Director



Terry Brock
Director



Chris Kenny
Director

Senior Staff



Shayne Williams
Chief Executive Officer



Tamara Speiran
Director of Vancouver Operations



Leo Lu
Chief Financial Officer



Dr. Ron Remick
Director of Clinical Health



Wes Everaars
Director of Development



Megan Kriger
Director of Health Services



Terri Mackay
Director of People and Culture



Bailey Mumford
Director of Fraser



Leonard Levy
Director of Administration and Property Management



Tom Roberts
—
Board President

Supporting Personal Journeys to Wellness

This is an exciting time for non-profits across the province. Many levels of government are making major strides towards addressing the issues related to housing, poverty, substance use and mental health. In the past year the Canadian government released its long-awaited Federal Housing Strategy and committed \$55 billion of funding over 10 years. The BC Government then followed suit by enacting its first Poverty Reduction Strategy that is designed to lift people out of poverty through financial commitment and changes in social policy. The unprecedented levels of investment by both governments is delivering new housing units at an amazing pace.

For Lookout, these policies have provided great opportunities to create housing and develop programs that assist people in addressing the barriers they face. The Board of Directors has spent significant time in exploring new opportunities to ensure that they fall within our mandate and that the Society has the ability and capacity to deliver them well. This diligence has resulted in the opening of residential sites and the expansion of health programs, broadening our ability to help people make healthier choices and move along the housing continuum.

BC's first-ever province-wide homeless count report collected data from 24 communities to better understand regional challenges. As the extent of homelessness is identified, municipalities develop a regional response based on their knowledge, capacity and expertise. Several have approached Lookout and we have shared strategies to help address these complex issues. Our Leadership Team is working closely with local municipal leadership and community partners to learn about their challenges and co-develop solutions.

Our guests struggle to maintain housing without support from health programs that serve marginalized populations. There is a close relationship

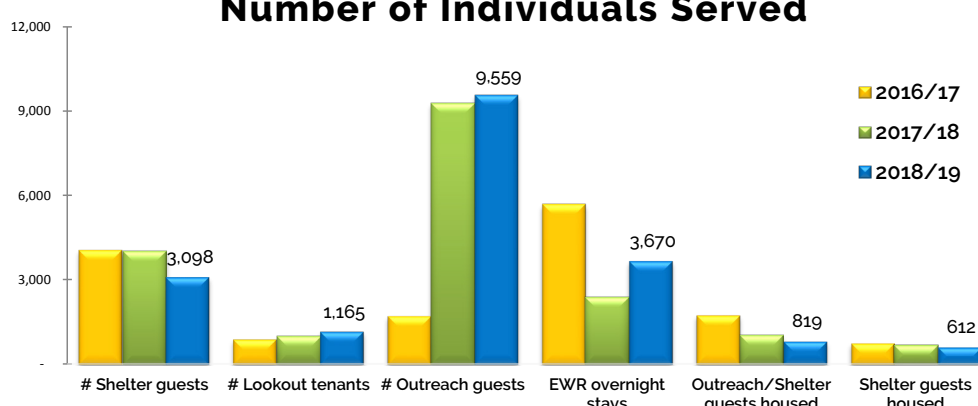
between chronic poverty, mental wellness, substance use, chronic illness and mobility challenges. Stigma associated with these challenges is often a barrier to health services. Programs such as harm reduction, HIV, recovery treatment, and mental health services were developed to respond directly to these needs in a respectful and welcoming manner. Lookout appreciates the regional health authorities and community leaders that help develop opportunities that provide health resources to meaningfully support our guests.

The Board will be refreshing our Strategic Plan in the coming year, ensuring that it meets the mandate and mission of the Society. The focus of this work ties in nicely with Lookout's 4-year COA reaccreditation due this year. The regular review is conducted to ensure that all standards and best practices are maintained throughout all levels of the organization's service delivery and governance.

In conclusion, I want to congratulate the Lookout team for being the recipient of the City of Surrey's Inaugural Social Service Award in the category of Innovation in Non-Profit in August. The citation read that the Society "goes beyond traditional solutions for homeless residents by fostering growth and change through innovative service delivery and collaborative partnerships. Lookout has been a leader in response to the opioid crisis, through initiatives such as opening Surrey's first safe consumption site, Safepoint, and by working with partners such as the RCMP, City of Surrey Public Safety, City of Surrey Bylaws, Fraser Health and BC Housing to move more than 225 homeless individuals into temporary modular housing in June 2018."

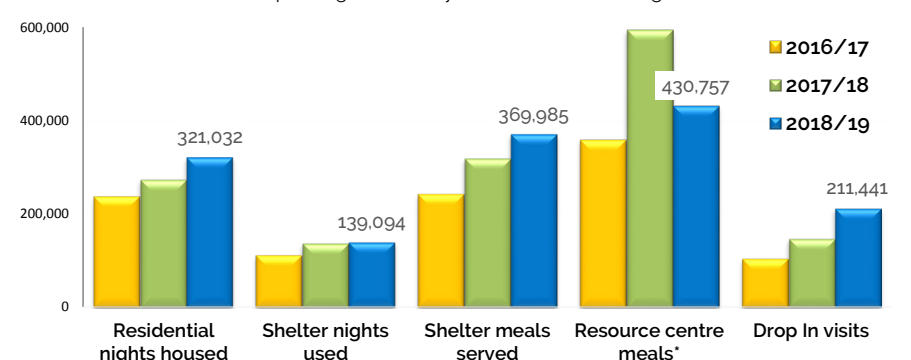
There are examples of success across the communities we serve, however we recognize the acute needs of marginalized individuals and the urgency for more creative solutions to assist them in the personal journey to wellness.

Number of Individuals Served

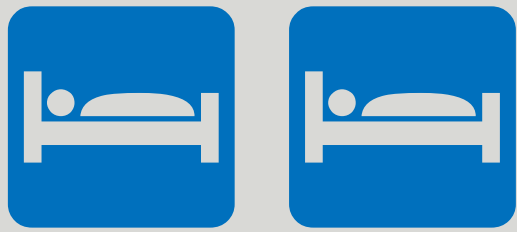


Lookout Services Provided

* Front Room Resource Centre closed with the opening of Surrey's Modular Housing in June 2018



Lookout 2018-2019: By the Numbers



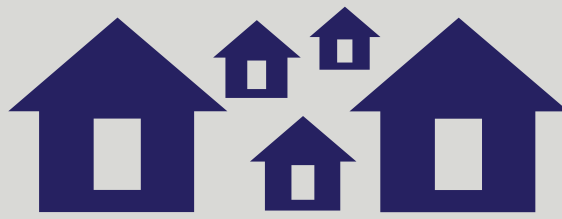
9

Emergency Shelters

377 shelter beds
87 extreme weather response (EWR) mats

6,768
unique shelter guests

- Served 369,985 meals & housed 612 shelter guests
- Provided 139,094 bednights & had a 0% vacancy rate
- Helped 2,304 shelter guests develop case plans
- Had to turn away individuals 31,991 times (average of 88/day)



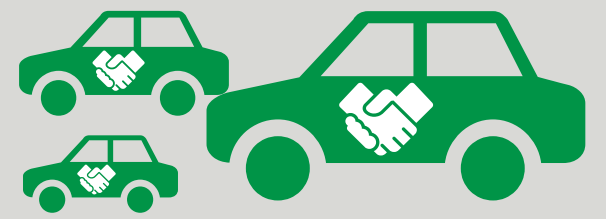
40

Lookout Residences

559 permanent units
377 transitional units
43 sober living units
85 mixed social housing units

1,064
residential units

- 321,032 nights spent in own unit
- Helped 950 tenants develop case plans
- Provided abstinence based supports to 109 tenants



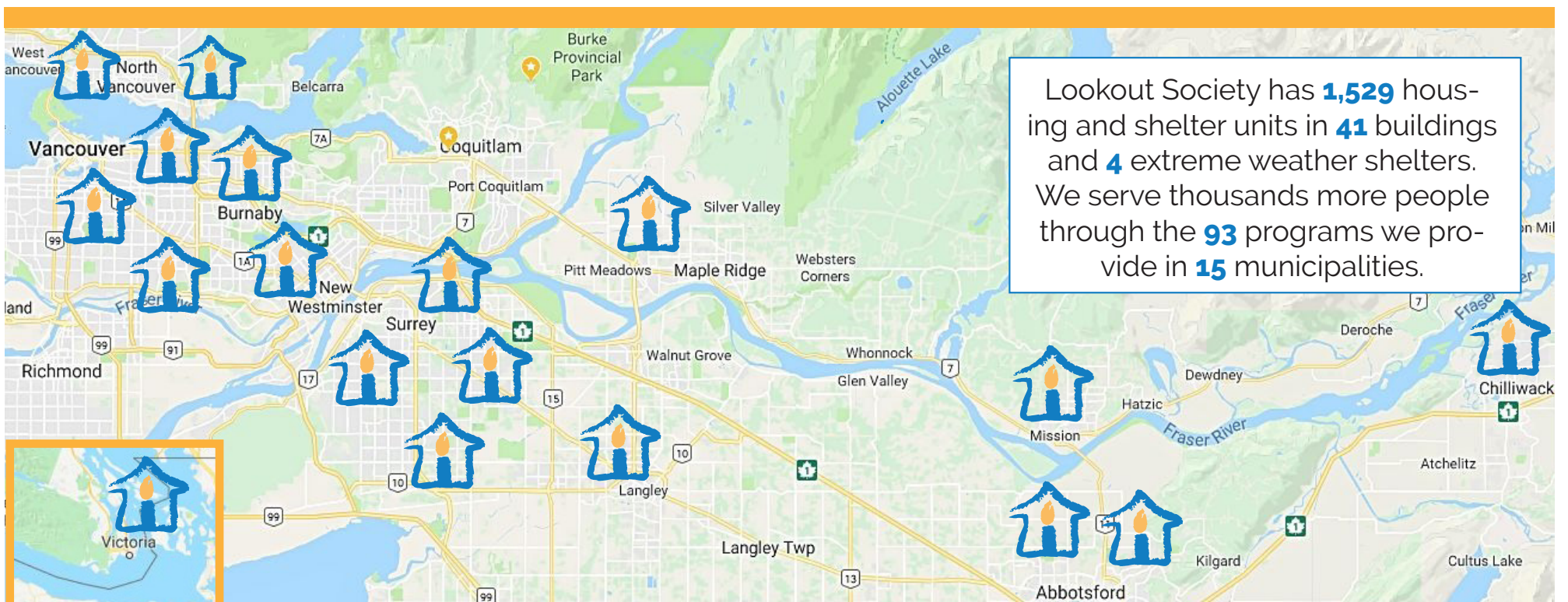
19

Outreach Teams

6 community
6 homeless prevention
7 health related

1,362
unique individuals helped

- Housed 253 individuals
- Made 6,845 referrals related to case planning
- Helped people access funding 414 times



Health Services

7 health programs
1 health clinic

2 food programs
1 dental clinic

- 8,249 medical appointments/nurse visits
- 881 dental appointments
- 108 HIV/AIDS counselling sessions held
- 3 Health Canada approved safe consumption sites
- 464 times naloxone was administered
- 1,385,127 needles collected
- 154,525 visits to Lookout safe consumption sites



Community Resources

2 resource centres
5 employment/peer programs
3 social enterprises

Lookout 2018-2019:

9,559 individuals visited our resource centres
211,441 total visits to our resource centres

430,757 meals
served in our resource centres





Shayne Williams
—
CEO

Safe and Secure Housing for Everyone

The past year has been exceptionally productive given the commitments made by all levels of government to create new social housing and to develop major health and wellness support programs. Our Board’s vision has utilized these commitments to enhance Lookout’s ability to provide housing with specialized support services to those in need. The highlights of this reporting year are:

- Belcourt Residence - 70 affordable mixed income units, providing affordable housing options for people living in Vancouver’s Strathcona neighbourhood
- Steve Cobon Building, the Nancy Gerard Building and Nickerson Place 3 new temporary supportive modular buildings located in Surrey Centre (through a partnership with the City, BC Housing, Fraser Health Authority, the RCMP and local community services) to house 161 individuals
- The Harbour Supervised Consumption in Victoria is a partnership with Vancouver Island Health Authority, SOLID Outreach and BC Ambulance Services that currently supports 175 visits daily
- The purchase of a condo on the North Shore - thanks to a few years of financial support from the Dundarave Festival of Lights, to assist low income seniors with affordable housing
- The Cole Starnes Building - design build of 44 units of modular transitional housing at the Riverside Shelter site in partnership with BC Housing and the City of Abbotsford

Lookout also initiated more programs to help people survive the cold winter nights. The Powell Street Getaway partnered with the City of Vancouver to offer an overnight warming centre providing individuals respite and we opened an Extreme Weather Response Shelter on Bowen Island.

Lookout continues to work towards alleviating the overdose crisis. In partnership with the health authorities, BC Centre of Disease Control and other levels of government we’ve added; drug testing at supervised consumption sites, designated overdose prevention areas in residential buildings, onsite overdose awareness events, training in overdose response, a mobile app to support safer drug use and participation in medical trials that provide alternative drug therapies. The latest BC Coroner’s office report indicates that the number of people dying may be dropping, offering hope that these types of measures might be making a difference – but just not fast enough.

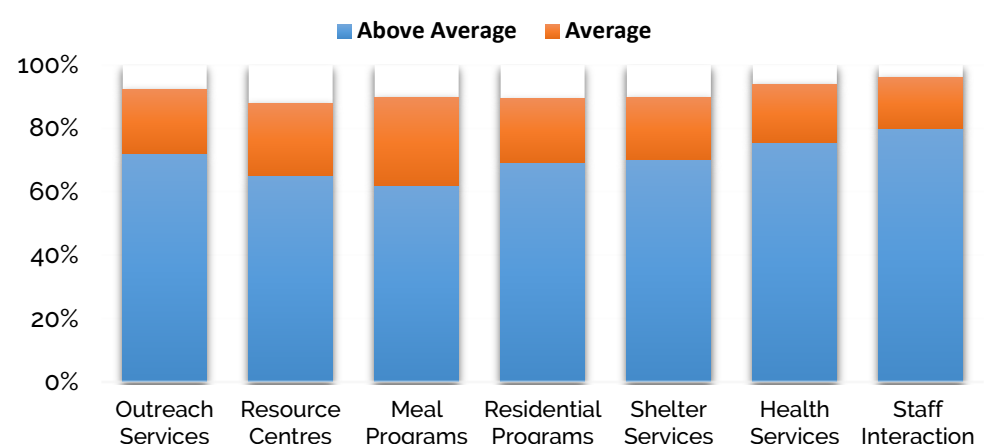
With the support from Lookout Foundation, we purchased 3 properties in the Fraser Valley - one as far east as Chilliwack. We also piloted the Deep Woods Outreach project on the Sea-to-Sky corridor and setup a Housing First program in Langley, connecting people to housing and health options in these communities.

In Lookout’s 2017-18 Annual Report we highlighted our commitment to Trauma Informed Practice (TIP). Being mindful that we are serving vulnerable people whose lives are impacted greatly by past and ongoing trauma, the need for compassion while offering services is essential. The true benefits of this practice are reflected in this year’s guest survey results. While all services received positive ratings, the highest was our staff interaction. I am thankful to work with amazingly dedicated staff who work diligently every day to provide care. Together our goal is to provide safe, secure housing and health services for everyone.



Housing Minister Selina Robison
Mayor Henry Braun
Shayne Williams, Lookout
Shawn Bayes, EFry

2018 Annual Satisfaction Surveys Completed by 2,832 Lookout Guests



MDA BC and Lookout: Bringing Wellness to Communities



MOOD DISORDERS ASSOCIATION
OF BRITISH COLUMBIA

A BRANCH OF  Lookout
Housing + Health Society

BRITISH COLUMBIA - Lookout's MDABC programs offer a variety of treatment, support, education and hope of recovery for people living with mood disorders. In addition to the clinical and wellness programs, Lookout has been able to add regular psychiatric services for Lookout guests who are not currently connected to mental health services.

Under the guidance of our Clinical Health Director, Dr. Ron Remick, a pilot project was launched to assess the benefits of providing in-house mental health services and the possible impact on chronic homelessness, quality of life, community functioning, and social and health care costs.

The North Shore Housing Centre and Tamura House Residence were selected as initial sites. A designated psychiatrist makes weekly onsite visits to provide regular assessment of 2-4 new clients each week, providing

follow-up visits as appropriate. He also liaises with local health care providers and makes appropriate evidence-based, non-psychiatric mental health referrals. Ideally, the provision of onsite interventions will improve the accessibility and frequency of mental health care for Lookout guests while using a cost-effective delivery method.

The MDABC merger also created the opportunity to bring workshops to Lookout locations to support both guests and staff. Lookout's MDABC programs hosted regular workshops at Lookout sites in Vancouver, the North Shore, Abbotsford, Surrey and New Westminster. Highlighted topics included: Anxiety, Depression, Grief, CBT, Mindfulness, Mental Health and Substance Abuse, and Overdose Response. We also provided a Grief Workshop for any staff who had experience a death of a Lookout guest.

- 10** Speaker events
- 11** Info Bureau events
- 23** Volunteer self help facilitators trained
- 11** Everybody Needs Mental Health workshops in various Health Authorities (VIHA, VCHA, IHA, FHA, NHA, FNHA)

It Takes a City to Make a Home:

Belcourt Residence

VANCOUVER - Belcourt Residence opened in early June 2018 and provides a mixed income affordable housing opportunities to people living in the vibrant Vancouver community of Strathcona. The residence was named in memory of Josie Belcourt, a long-time Lookout employee who worked in the Downtown Eastside.

The Belcourt is part of a newly-built 350 unit development with 70 units of affordable housing delivered through the City of Vancouver's Housing Strategy. The 70 mixed income housing units (centre tower) are managed by Lookout and consist of studio as well as one and two bedroom apartments. This is not supportive housing but rather a family friendly, mixed housing community.



Cole Starnes Residence

ABBOTSFORD - In mid-April 2019 44 individuals, experiencing homelessness in Abbotsford will be offered housing, as well as health and social supports. The newly completed three-storey modular apartment building located at 1640 Riverside Road also includes eight units designed for people with disabilities.

All units will be private, with a washroom and kitchenette. Residents will be provided with meal programs, life and employment skills training and access to health and wellness support services. The modular building is located next to the existing year-round 40-bed Riverside Shelter.

Moving a City: Housing 135A Street

SURREY - Over a 3-day period in June 2018, three new temporary supportive modular buildings became home for 161 individuals. It was a massive undertaking that required intense planning and collaboration between Lookout, City of Surrey, BC Housing, Fraser Health Authority, police, municipal workers and community services. The three modular sites are funded under the Rapid Response to Homelessness program announced by the BC government in 2017 as an immediate response to homelessness across the province.

Everyone was offered a unit in the new supportive housing based upon individual assessed needs. If assistance was required, outreach teams were available to help pack and transport belongings, and take individuals to their new housing. As tenants arrived in their new units, they were

welcomed with a mint on their pillow – a simple way to show that they were home.

Lookout operates all three buildings of transitional housing that contains secure living space. Individual units look much like university dorms, each complete with a private bathroom, mini fridge, microwave and a single bed. Residents have access to meal programs, counselling, medical offices, and 24/7 staffing. Each building has tailored their supports to slightly different guest needs to engage with community partners and provide residents with the specialized supports they need.

The supportive housing provides Intensive Case Management (ICM) that is operated in partnership with Fraser Health Authority. The

ICM team assists tenants who face significant challenges by connecting them to support services and treatment. In addition to case management and onsite staff support, Lookout guests have access to programs such as life skills training, meal preparation, volunteer opportunities, and employment supports that can assist them towards greater independence and stability.

The relocation of 161 individuals into supportive housing was the largest move under the Rapid Response to Homelessness program and has proven to a great success. Since moving into the Surrey modulars, many tenants have developed a sense of belonging and been able to stabilize, dramatically improving their overall well-being.



The names of the 3 transitional housing residences, selected by Lookout guests, honour local homeless champions: Doug Nickerson, a treasured community member

who supported people living on 135A Street for decades; and Nancy Gerard and Steve Cobon, both retired Lookout staff valued for their many years at Lookout's Front Room.

Billy's Story: A Chance to Spread Our Wings Again

Billy is a recovering addict and has been in and out of Surrey's shelter system for some time. He's been clean for over two years and no longer uses drugs. He and his wife had been staying at Lookout's Guildford Shelter for a year when staff helped him apply for the new modular housing. Fortunately, they met the criteria and were approved to move into the transitional housing at the Steve Cobon Building.

Billy reports that the staff actively assisted him and his wife, witnessing his determination to attend meetings and "get off the dope and stuff". Billy has an interest in the culinary arts and staff encouraged him to attend a course at the HAVE Cafe in Vancouver. Billy claims, "That's how I started my employment." He is now a peer worker in at the Gateway kitchen and works part-time in a Langley restaurant. That's a big deal for him as he hadn't been working in any field for a long time. His history of drug related crime made getting work difficult.

Billy says that staff are always very positive, supporting his decisions and backing him up 110%! They are still a very positive force in his life. He says that tenants like the transitional housing and the support they receive. It means a lot to know that Lookout staff care and are working to do "the footwork for us."

He thinks that the modular housing is a great



"We are human beings.

We do have lives and we have pasts too.

Give us a chance to spread our wings again.

place to start. "You can't beat that. I mean you pay \$375 a month, you have 2 meals a day. They have WiFi, they have free laundry, bus tickets if you need to get somewhere, they get you identification and a health card. That's invaluable if you can't afford it." Billy is grateful for the caring people in the community who donate items. Even little things help and are reminders that people have not given up on them.

Billy is energized by the progress that he's made and looks forward to making more positive choices.

He knows that there are still a lot of people who are struggling. The transitional housing is great, but people need a real place to call a home. He hopes that permanent housing comes to Surrey soon.

Billy explains that "a lot of doors are closed for people like us. As soon as they know that we come from a shelter, people don't tend to want to deal with us because automatically they think that we are criminals, druggies ... they just don't want to give us the time of day."

New Supervised Consumption Site

The Harbour

VICTORIA - Lookout extended its minimum barrier harm reduction approach to Vancouver Island with the opening of The Harbour Supervised Consumption Services on June 18, 2018. Located on busy Pandora Avenue in downtown Victoria, The Harbour is the largest and most utilized supervised consumption site on the Island, averaging more than 170 visits daily.

The site is operated in partnership with Island Health Authority. Lookout Harm Reduction Workers are responsible for the supervision of participants, crisis intervention, education about safer practices, and distribution of harm reduction supplies. Onsite Paramedics from BC Emergency Health Services, SOLID Peer Harm Reduction Workers and Island Health Addictions Recovery Workers complete the complement of consumption site services. Additional support services offered on site include Outreach Street Nurses, Outreach Counsellors and SOLID Peer Outreach Staff.

“We exist as a beacon of hope to some of the most marginalized in Victoria,” says Lookout Program Manager, Tim Gorman. “Beyond reversing overdoses and responding to the health crisis, our real job is building lasting relationships with our guests. Ultimately we’re building a safe community without judgement and stigma. Our goal is to give our guests a sense of hope and a place of belonging.”

Lookout staff at The Harbour are at the forefront of the opioid crisis in BC, saving lives and reducing potential risks. Through March 2019, Harbour Harm Reduction Workers have welcomed almost 50,000 visits, responded to 212 overdoses and handed out harm reduction supplies over 200,000 times.



The Harbour is open from 6:30 am to 8 pm, every day including statutory holidays.

Crawford Manor: Finding Wellness



SURREY - Crawford Manor, in partnership with Fraser Health Authority and Ministry of Social Development and Poverty Reduction, is a licensed care facility that offers innovative support and case management in a residential environment for young men aged 19-24. Lookout offers a holistic approach to assist residents to address their mild to moderate substance use challenges. Each person entering the program receives staff support to develop a coordinated case plan that identifies individual needs and lay the groundwork for actions with specific goals and timelines.

Residential support promotes wellbeing through structured and unstructured activities, shared meals and coordinated health services.

All residents receive medical support from an addictions specialist who makes weekly visits to the site. The doctor meets with each resident to discuss individual needs, monitor medical conditions and provide direction as needed. These onsite visits allow residents to receive timely access to prescriptions and referrals to specialists and medical tests.

In addition to medical support, Crawford residents also address their wellness by participating in regular group meetings. These meetings are led by master level students who are working towards becoming registered clinical counsellors from Moving Forward Family Services, an agency that uses a client-centred approach in its service delivery.

Esther's Journey: From Two Perspectives

Esther's Perspective

VANCOUVER - About 11 years ago Esther decided that she needed to get out of the drug scene - that was October 7th. Several months later she arrived in Vancouver and started her journey to recovery. She was in an abusive relationship that left physical and mental scars. After 10 days in Vancouver, she left. That was when she first arrived at Al Mitchell Shelter.

Esther attempted to get clean about 6 or 7 years ago but her recollections of that time are vague due to brain injury. She had another bad relationship that ended in homelessness. With no place to live, she returned to Lookout's Al Mitchell Shelter. She says "That was April 2nd and that's when my journey began." She was trying to move forward, but couldn't manage. She was in and out of the shelter several times without being ready to make positive changes in her life.

A few years ago, Lookout staff helped Esther locate housing with another housing provider in the area. No longer homeless, she was able to stay away from drugs, build her strength and make better life choices. A year ago Esther moved to permanent housing and within a month, she quit all negative things in her life including smoking cigarettes.

By September 2018, Esther realized that she needed more fulfillment in her



life. She came to the Powell Street Getaway (PSG) to explore volunteer opportunities. She was invited to become a peer intern, helping kitchen staff with food preparation. She accepted the opportunity with enthusiasm.

Before long, she was taking more peer shifts and coming in Monday through Friday. Esther enjoyed the responsibility, related well with the PSG guests and liked working with staff. She was encouraged to apply for a job at Lookout. Now hired as a casual staff in the PSG kitchen, she is thrilled to be recognized as a regular staff member with the Lookout team.

Lookout Staff Perspective

VANCOUVER - We first met Esther when she stayed at the Al Mitchell Shelter. Esther was a frequent guest at the shelter, not ready to address the challenges that led to her homelessness.

A few years ago, shelter staff successfully helped to secure housing for her with a local provider. We didn't see her until she appeared at the Powell Street Getaway (PSG) about a year ago.

She had been clean for over 2 years and wanted to volunteer. Lookout hosts a peer internship program at the PSG that provides individuals with lived experience the opportunity to take on work duties; in return they receive a stipend based upon the level of their responsibility. Even on the first day as a peer intern, Esther's skills and work ethics stood out. She would rarely refuse any task and her jobs are always completed.

Esther has the ability to make amazing meals with limited ingredients – a skill that is greatly

appreciated as food budgets are limited. She gets along well with both guests and staff, being respectful, caring and compassionate. It's easy to see how much she cares about her job, about the people we serve and about her life!

Her attitude and reliability made it easy for staff to encourage her to apply for a job with Lookout. She now works as a casual at PSG and other Lookout sites and is doing great! Watching her growth has been super special.

Long, Long Night of Hope



NORTH SHORE - Back in 2017, the parish of St. John's Anglican Church launched The Long, Long Night of Hope fundraiser to support the homeless. Partnering with the Lookout's North Shore shelter. Their goal was two-fold:

- 1) Raise awareness of growing homelessness in our community
- 2) Raise money to help the Lookout Society

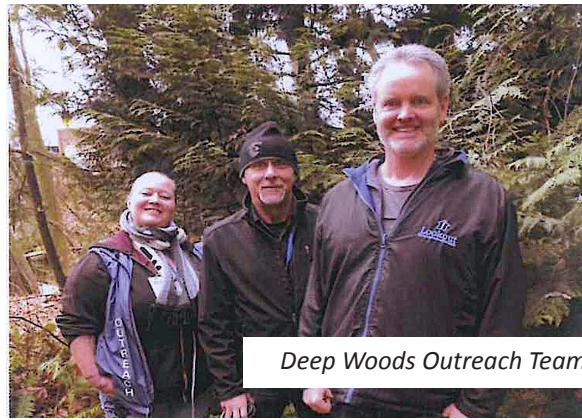


The fundraising campaign culminated on a cold, winter's night in February, when the volunteers spent the night sleeping in their vehicles or in the church. This year the campaign has raised over \$20,000 to benefit the North Shore Shelter through the Lookout Foundation.

For more information visit www.longlongnightofhopeca.wordpress.com

Homeless in the Woods... We are here to Help!

NORTH SHORE - The Deep Woods project was developed by Lookout as an innovative idea to help homeless individuals who are living in wooded and mountainous areas away from public view. Homelessness is commonly identified with the people we see in our communities and not with others who live in more rural areas. There is a rapid increase in the number of individuals and homeless camps living outside urban areas, especially in the hard to reach areas of the North Shore. Lookout received a grant from Service Canada's Innovative Solutions to Homelessness Fund to develop a trial program that helps connect us with those living 'off the grid'.



"... they've given me hope and a listening ear free of judgment which means the world to me. As someone in not the best health it has been very comforting knowing that people that care will check on me to make sure I'm safe and ok."

*"I can't describe how much they have done for me."
A.H.*

The specialized Deep Woods outreach team used modern tracking systems to locate and connect with people living in the deep woods Deep Cove and Pemberton. The use of technology and communication systems allowed our outreach team to digitally map locations, tagging them with indicators of size, type of the camp and number of individuals using the site. This technology connected the team with staff at the North Shore Housing Centre. The data enabled us to identify remote

areas allowing for faster access for emergency services when high risk individuals were in crisis.

We learned that unique challenges, gaps and barriers existed in each community along the Sea-to-Sky Corridor and were open to working within existing support systems. We also worked with participants to develop new pathways to services. Over 9 months of the trial project, the Deep Woods outreach team made more than 230 visits to camps, tents, other structures and vehicles. The team only connected with people who were willing to receive the support being offered.

Overall the outreach team assisted 128 individuals who accepted our assistance. Supports included: providing clothing and food; assisting with housing applications; supplying harm reduction supplies; and providing emergency medical attention. Although shelter beds were

offered, the majority of people preferred to stay in place due to existing connections in their community, unwillingness to live within a structured environment, or preference for seclusion.

The Deep Woods project ended on March 31, 2019. Some of the highlights over the 9 month project included:

International Missing Person's Case:

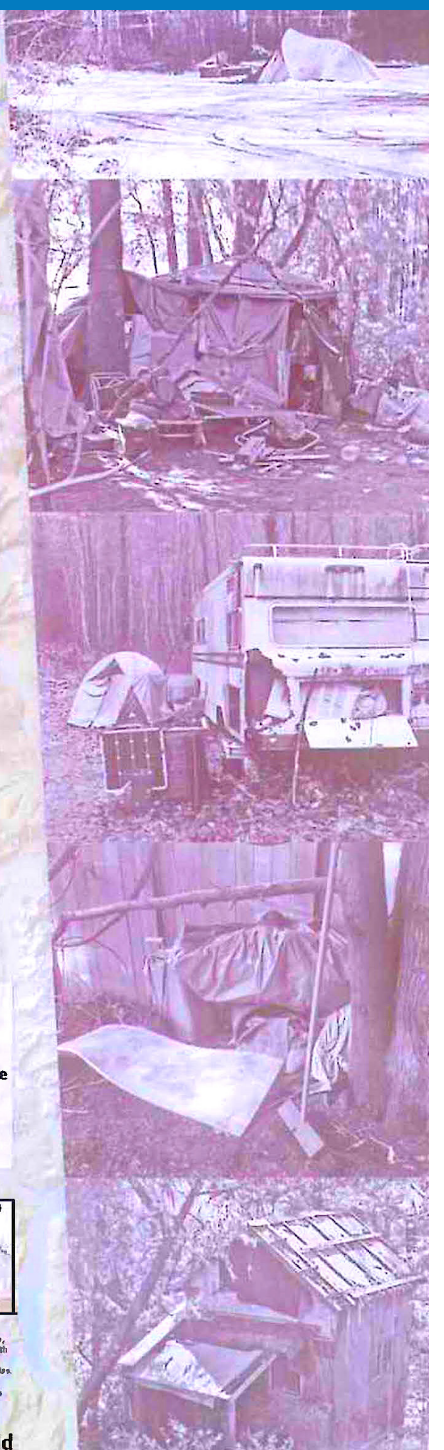
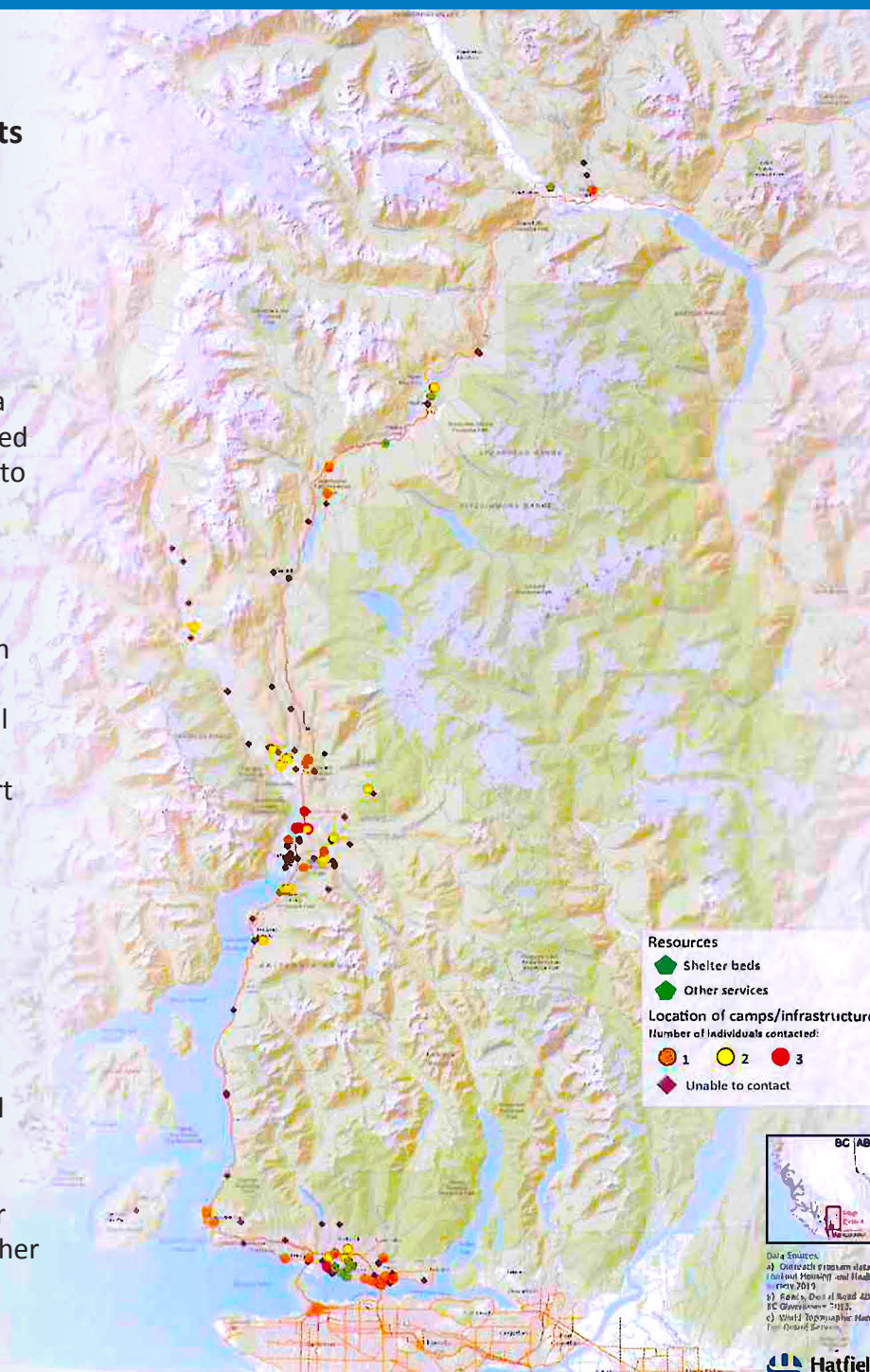
We made contact with a young person who had been reported missing by his family in California. The team was able to secure him a bed at the North Shore shelter and staff helped him reconnect with his family. His sister flew to Vancouver and was able to take him home.

Inter-Community Transfers:

The team helped 3 individuals return to their home communities in the Whistler area. With the elimination of Greyhound bus service along the Sea-to-Sky corridor and no financial resources, they were unable to return home. Deep Wood staff were able to safely transport them and assist in making connections with Whistler Community Services Society.

Precarious Health of Homeless Woman:

Deep Wood's staff made regular checks to ensure the well-being of participants. In one case, a woman was discovered to be in very poor health and in need of urgent medical attention. Staff safely took her to the hospital where the doctor reported that the woman was in serious medical distress and thanked the team for their action. Staff monitored her hospital stay and safely escorted her back to her home afterwards.





Housing First INNOVATION LABS

Lookout’s Housing First Innovation Labs project was developed in partnership with Vantage Point Strategies Society as a response to what we heard during our 2016 Skills First project. Throughout that project we learned two things: important services are missing that make it tougher to administer programs; and Housing First providers want more collaboration with other community organizations.

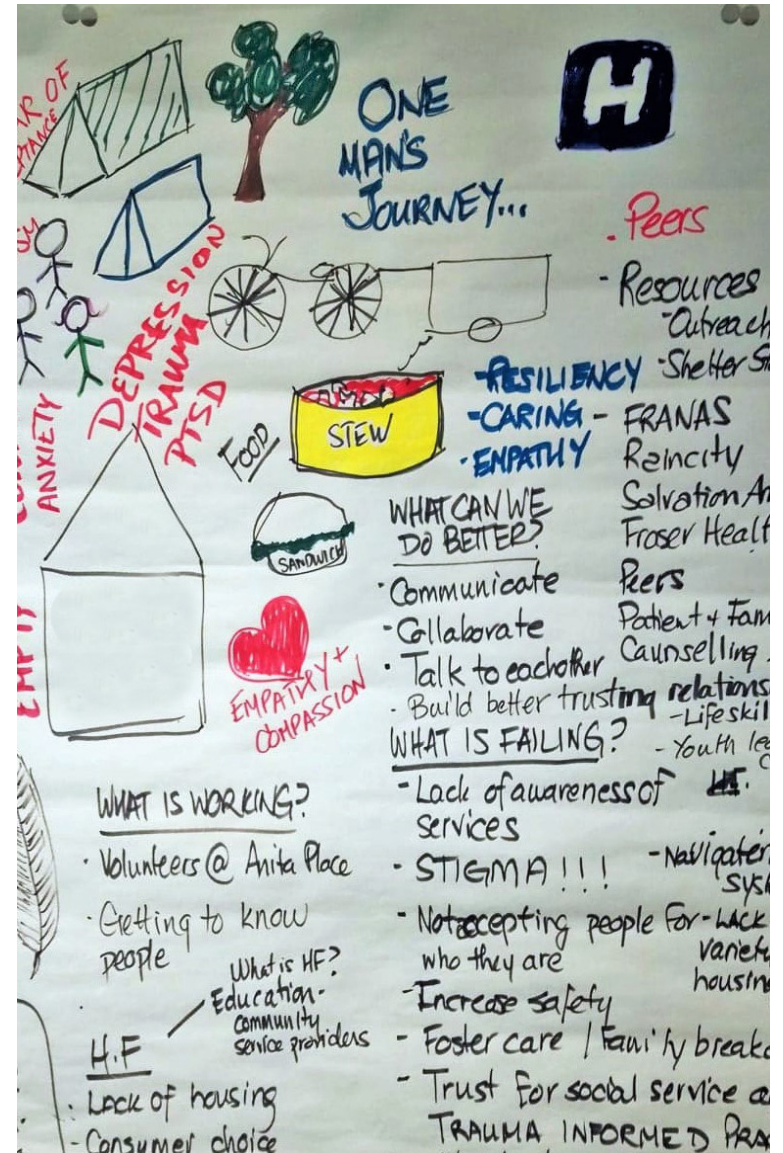
Lookout’s Innovation Labs created opportunities for local stakeholders in eight unique Metro Vancouver communities to network and cultivate inter-agency collaboration in support of a Housing First approach to homelessness. The communities were Burnaby, Langley (both City and Township), Maple Ridge (including Pitt Meadows), New Westminster, the North Shore (all 3 municipalities), Richmond, Surrey and Vancouver. Each community is faced with different challenges with unique gaps and barriers when implementing Housing First programs, identifying that no single solution works for all.

This project used a social innovation lab approach where facilitated discussions were used to identify and address homelessness in each community. The labs were co-designed with the community to create open space

for innovative problem solving, and were attended by Housing First providers, funders, health authorities, government, community partners and individuals with lived experience. Participants were encouraged to generate ideas about new ways to integrate services, address gaps, avoid duplication and encourage collaboration among diverse stakeholders.

Participants worked with lab facilitators to review and update research previously conducted in their community, provide feedback in and identify potential solutions to address gaps in their communities. Groups worked through activities with facilitated discussion and guided action-planning that integrated organizational partners and resources in their communities.

The Housing First team did not propose to solve the issues, but rather empower the communities to begin to find solutions together. The team then worked with community partners to support the action plans created by lab participants through a series of workshops in each community. In total, 196 community stakeholders participated in 8 full-day sessions with a further 230 community stakeholders participating in 12 follow-up workshops.



In total, 196 community stakeholders participated in 8 full-day sessions with a further 230 community stakeholders participating in 12 follow-up workshops.

The full report is available on the Lookout website at <https://lookoutsociety.ca/our-impact/housing-first-innovation-labs-project/>.

I's on the Street



NEW WESTMINSTER - This year the I's on the Street program returned to Lookout and brings new opportunities to our New Westminster guests!

Lookout originally managed the program but had to step aside when funding cuts were made six years ago. Today the program is managed through Lookout's Russell Housing Centre.

I's on the Street program provides a work opportunity to individuals living in shelters or supportive housing. Working in teams of two, participants take their trash bins and tools out three days per week to clear the streets of Downtown New West. They receive training and support as well as an hourly stipend to acknowledge their contributions.

Local merchants frequently welcome and thank them for their

service – one even provided a new trash bin to help them with their work. Currently there are 6 regular members on the I's team, another one is ready to begin and 4 have graduated and moved on.

The I's program is operated in partnership with the New Westminster Homeless Coalition Society and was developed with the belief that there is inherent dignity in useful work that contributes to the betterment of community.

In addition to providing a valuable service, I's participants begin to reconnect to their neighbourhood while reducing stigma and negative stereotypes. They develop work habits and rebuild their self-confidence which in turn encourages them to make positive choices in other areas of their lives.




8,227
volunteers



To our volunteers:
Whether delivering care
packages, serving hot meals,
painting or wrapping
Christmas presents:
We couldn't do it without you!
Come Join Us!



 **84,943** volunteer
hours



Lookout Society: Milestones and Highlights



April 2018

- Langley Housing First program begins on April 1
- I's on the Street, New Westminster street cleaning program begins



June 2018

- The Harbour Supervised Consumption site opens in Victoria
- Successful housing of 135A Street;
- Front Room Resource Centre closes
- 3 modular housing buildings open: Nickerson Place, Steve Cobon and Nancy Gerard
- Belcourt Residence opens in Strathcona
- Tenancies begin at 2 duplexes in Abbotsford

August 2018

- Overdose awareness events held in several regions
- Palliative and End of Life Doula program begins in DTES
- RigDig / Street Sweepers programs expand to Surrey modular housing



October 2018

- Nurses provide Foot Clinics at PSG
- Lookout Foundation extends funding for Employment Navigator program



December 2018

- PSG Warming Centre opens in DTES
- Christmas is celebrated with 2000+ guests receiving gifts

February 2019

- COA reaccreditation agreement signed

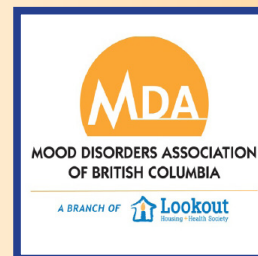


May 2018

- Drug testing available at Powell Street Getaway
- Rig Riders programs begin in Surrey and Langley
- Integrated Case Management (ICM) Team begins in Surrey

July 2018

- Deep Woods outreach program begins on North Shore
- Finalized purchase of North Shore condo
- iOAT (injectable Opioid Agonist Therapy) program begins in Surrey
- Tenancies begin at 7 unit building in Chilliwack



September 2018

- City of Surrey Non-Profit Award received
- Psychiatric clinics open weekly at North Shore and Tamura
- BCCDC pilot project – oral hydromorphone (opioid analgesic) at Surrey mods

November 2018

- Extreme Weather Shelters open in Burnaby, New Westminster, North Shore, Surrey

January 2019

- Bowen Island Extreme Weather Response Shelter opens
- Alternative opioid therapy trial program with BCCDC begins
- Smoking tent opens at Gateway as overdose response



March 2019

- Deep Woods program ends
- Employment Navigator program ends
- Housing First Innovations Labs end

Small, Positive Steps Forward

VANCOUVER - Lookout's Downtown Eastside Residential Item Minimizing Project is a pilot that supports some of Lookout's most complex and challenging tenants. For some guests, their excessive clutter presents a health and safety risk. The goal of the project is to help retain their housing. Working through a lens of trauma-informed practice and commitment to harm reduction, the Item Minimizing Project has two core goals:

1. Housing retention and harm reduction: help tenants to meet minimum expectations required to retain their housing. These include: complying with fire code, passing building inspections, complying with pest control, and improving cleanliness.
2. Life skills and self-actualization: help tenants create a space that feels like a home; help them meet their needs for shelter, safety, and personal well-being so that they can then address new goals; help them learn or relearn the skills and habits that are central to keeping a comfortable home.

This year, the Item Minimizing Project ran as an intensive project between January and March. During this period, we received 45 referrals from within Lookout's Downtown residential portfolio that were classified according to level of concern. We also considered other factors such as:

- Resident has refused to engage in resolving the problem in the past

- Resident has made attempts to resolve problem but has regressed or made no progress
- Resident has been subjected to forced clear out and has regressed or is regressing

The Item Minimizing Project utilizes a flexible and intensive approach to engage participants. Many of the referred individuals have had past traumatic experiences related to their clutter such as forced clear-outs and evictions. Understandably, they are mistrustful of staff efforts to engage them in further clutter management.

Our focus is on building trust and "meeting tenants where they are at", moving at a pace they are comfortable with, and helping them to feel in control of the process. Beyond our specific successes in supporting tenants, the project has had other benefits. It has opened opportunities to collaborate with building staff on intensive case management with our shared tenants, planning around health and wellness goals.

We engaged in many meaningful supportive conversations about all aspects of our participants' lives while we helped them organize their spaces. We recognize and respect that, by allowing us into their spaces, they may be more open to discussing other hopes, dreams and possibilities in their lives.



Linda's Story: Proud of her Home

Linda is one of our success stories from the project. We opened her file in January, and closed it at the end of March. Due to chronic health concerns, Linda struggled with removing garbage from her room and managing her laundry.

At the point she was referred to the Item Minimizing Project, empty cardboard boxes and other refuse had accumulated in her room to the point that it represented a serious fire hazard, especially as she is a smoker. We also observed a great deal of dust in the unit and a cockroach infestation.

At first, Linda preferred not to have us enter

her room. Day by day we would stop by and encourage her to pass us a few empty boxes or a small bag of garbage. As she grew comfortable with us, she would prepare items for us to remove. We celebrated each accomplishment: all of the empty boxes out, an unused piece of furniture donated to another tenant, and so on. We also began to discuss her vision for her room, and encouraged her to consider a big "push" where we would help her deep clean and rearrange everything.

We were able to successfully refer her to her building Homemaker, and helped to build a relationship between them that now includes

weekly laundry and housekeeping support. We also introduced Linda to the building Pest Control contractor and helped her to prepare her unit for treatment. When Linda finally expressed that she was ready to do some intensive spring cleaning, we were able to organize this very quickly and transform her living space to her standards.

As the photos show, the transformation in her space is significant. She now proudly invites staff in, and is actively engaged in using the Homemaker resources available to her, and in case planning with Tenant Support Workers to achieve her next set of goals.

Lookout foundation

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

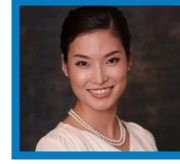
With an innovative approach to funding projects, Lookout Foundation assesses needs and gaps in funding. Often recognizing the long term value projects struggling financially, the Lookout Foundation offers innovative, sustainable solutions.

Currently supporting projects with Lookout Housing and Health Society across 14 municipalities, the Foundation oversees the administration and distribution of funds and property. Lookout Foundation is a separate registered charity with an independent board of directors.

Board of Directors



Chuck Puchmayr
Board President



Alexis Ahn
Treasurer



Greg Robins
Secretary



Dean Patriquin
Director



Zahra Esmail
Director

Downtown Residential Art Collective

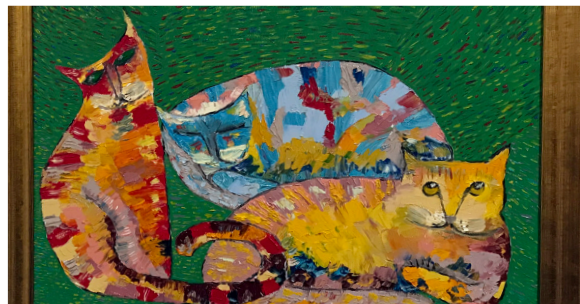


VANCOUVER - Knowing that several of our Downtown Eastside tenants are artists, Lookout created a peer-led art collective to facilitate arts programming and empower artists living in our buildings. We received an Arts and Culture grant from the Vancouver Foundation to support this program. Arts play an essential role in our everyday lives, our cultural identity and our economy, to inspire, challenge and educate us.

The Art Collective is a place for artists to work together towards shared aims. Driven by the group, this includes almost anything that is relevant to their needs ranging from purchasing bulk supplies to sharing equipment, space or materials to providing funds for peers to paint murals in our buildings. It has also helped peers to

learn from each other, including successfully accessing further individual and group grants. So far the group has held a peer-led workshop, a series of training sessions, gone on field trips to galleries and are working towards a group exhibit.

Several of Lookout's resident artists have been successful in receiving individual DTES Small Art Grants. These grants provide the opportunity to advance their careers by supporting and showcasing their work and are administered through the Carnegie Community Centre in partnership with Vancouver Foundation. One resident artist was selected to exhibit her work at the Emerge Festival art exhibit at the Gallery Gachet which showcases a few of the grant recipients.



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 **\$450,000** of support:

- Djaef Mahler Food Bank
- Lookout Low Cost Dental Clinic
- Adult Basic Education Program
- Binner's Project Peer Program
- Russell Kitchen Renovations
- DTES Item Minimizing Project
- North Shore Courtyard Renovation
- Employment Navigator
- Raise the Bar on Recovery Program
- Basic Food Preparation and Handling Project
- DTES Dance Program
- Victoria Community Engagement Project
- Nancy Gerard Art Therapy Project
- The Harbour Peer Project
- DTES Art Collective Program



Donor Honor Roll*

Thank you for choosing to support Lookout!

2018
2019

This year Lookout expresses special appreciation to the following businesses, individuals and organizations who have contributed over \$499 cash or in-kind donations:

A52 Warehouse Inc.
Altenburg Painting
American Eagle Outfitters
Atlas Pest & Wildlife Control Ltd.
Art of Living
Arash Baradaran
BASES Family Thrift Shop
Devony Baugh
Baybridge-Maison WV General Partnership
BDO
Belfor (Canada) Inc.
Benefaction Foundation
Navin Bhatia
Frances Bickerstaff and William Zander
Bikram's Yoga College Of India
Blanket BC
Boni Maddison Architects
British Pacific Properties Limited
BuyLow Foods – Kingsgate Mall
C.J. Smith Contracting Ltd.
Centra Cares Foundation
Glenda Chapman
Chef Brandz Inc.
Edmund Chew
City of North Vancouver Charitable Giving Campaign
Clara Hartree Realty Limited
Coast Capital Wealth Management
Coast Meridian Elementary School
Coastal Mini Excavating
Coinamatic Group of Companies
COQ SAI Kitchen
Simon Corston
Costso – various locations

CPA Kitchen
Robert Craig
Cressey (Seavie) Dev LLP
Darwin Construction
Delivering Good
Doug's Rubbish Removal (2012) Ltd.
Drs. P. Cunliffe and L. Sharma Inc.
Dupuis Langen
DYS Architects
John Eckersley
Blake Elliott
Empire Of The Peace Arch Monarchist Association
Stacey Ewasko
First West Credit Union (Envision Financial)
Fluor Canada Ltd
FoodShare
Douglas Gagnon
Adrienne Goguen
Greater Vancouver Food Bank
Green Century Enterprises Inc.
Green Timbers Covenant Church
Estate Of Marjorie Marling Greene
John Gunn
GBL Architects
GWIL Industries
Vincent Hanlon
Hastings Racecourse
High Spirits Choir
Hockey Helps the Homeless
Hog Shack Cook House
Brenda Hogg
Holy Trinity Catholic Women's League
Mona Hunter

Ivanhoe Cambridge – Guildford Town Centre
Just Mechanical
Maryse and Duncan Lalonde
Ada Lam
David and Carol Lansdowne
Graham Lawrey
Lonsdale Capital Corporation
Maclean Homes Ltd.
Maple Leaf Disposal
Marilyn
Keith Martin
McCarthy Tetrault Foundation
Sandra McConnach
Morgan McDonnagh & Family
Robert McGill
Bill McGreer
Dr. Paras B. Mehta Inc.
Miles Industries Ltd.
Warren Mitchell
Penny Mitchell
Mount Olivet Lutheran Church
Narcotics Anonymous Back to Basics Group
Nestors Market – various locations
New Westminster Secondary School
Penny Newman
North Shore Unitarian Church
NSDA Architects
O2E Brands
Old World Fudge
Gary Palke
Laura Parfrey
Parish of St. John The Evangelist
Parish of St. Mark Ocean Park

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.

Parq Vancouver
Parish of St. John The Evangelist
Parish of St. Mark Ocean Park
Parq Vancouver
Catherine Peckham
Phuoc Lac Charity Society
Pinchin Ltd.
Pomegranate Housing Consultancy
Radius Logistics
Raymond James Canada Foundation
Red Ribbons 4 Life
Gregor Reid
Meritt Reynolds
Rumi Rose
Harley Rothstein and Eleanor Boyle
Dr. Debra Rovinelli / Dr. Graham Foster Optometry Corp
Schein Foundation
Seva Warriors
Michael Severyn
Shopland Projects Ltd.
Jason Speidel
St Andrew's United Church Women
St. Martin's Guild
Standard Products. Inc.
Standard Products Inc.
Starbucks – various locations
Steed & Evanc Holdings Inc.
Steveston London Secondary School
Roberta Stitt
Strategic Charitable Giving Foundation

Roderick Swenson
Swish Maintenance Limited
Judy Taylor
Teamsters Local Union No. 464
Telus - Benevity
The Langara Foundation
The Shoebox Project For Women
The Taphouse
Randy Tinyskou
Transtar Sanitation Supply Ltd.
Transworld Management Ltd.
United Steelworkers
Urban Impact Recycling Ltd.
Vancity Community Foundation
Vancouver Foundation
Vancouver TheatreSports League
Don Vivic
Douwe Wagenaar
Ana Wagner
Water Tower Production Services Inc.
WE.org
WV Fire Fighters Charitable Society
Westshore Terminals Limited Partnership
Whole Foods – various locations
Wholly Noggin Foods
Lorrie Williams
Ieva Wool
Helen Yee and Peter Whitelaw
San Soo Il You
Youth And Philanthropy Initiative Canada

Key Program Partners & Funders

BC Community Gaming Grants
BC Housing
BC Partners for Mental Health
Canada Mortgage & Housing Corporation
City of Abbotsford
City of Langley
City of Surrey
City of North Vancouver
City of Vancouver
Correctional Service Canada
District of North Vancouver
Fraser Health Authority
Health Canada
Homeless Partnering Strategy
Human Resources and Skills Development Canada
Ministry of Health
Ministry of Mental Health & Addictions
Ministry of Municipal Affairs & Housing
Ministry of Social Development & Poverty Reduction
Providence Health Care
Service Canada
Vancouver Coastal Health Authority
Vancouver Island Health Authority



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.

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