



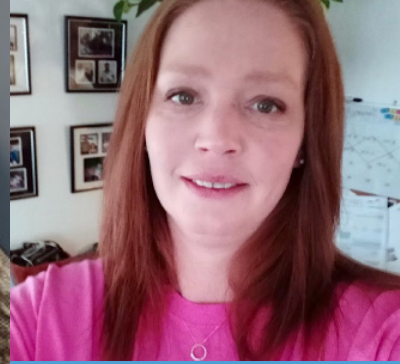
Lookout

Housing + Health Society

2021-2022
ANNUAL
REPORT



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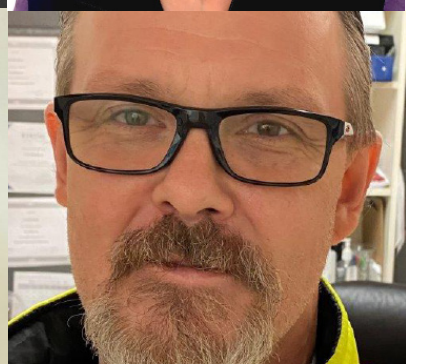
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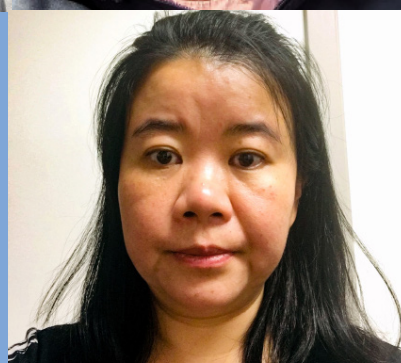
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Mandate

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.



(Front Page: Some of Lookout's 1,000+ staff who connect with people every day.)

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Chuck Puchmayr
—
Board Chair

Answering the Call in Challenging Times

It has been another challenging, yet productive, year for Lookout Housing and Health Society. I want to recognize the Lookout Society Board of Directors for their strong governance and vision throughout the year. In 2021, the Board of Directors approved Lookout’s new Strategic Plan for 2021 to 2025. The 4-year plan reaffirms the Society’s commitment to deliver a full continuum of innovative, accessible and integrated services for vulnerable people across BC while supporting a strong staff team and maintaining financial sustainability.

Working with different levels of government and striving to answer the call of addressing the homeless crisis has produced both fruits of success for our organization as well as some challenges.

The 11-storey Powell Street Getaway redevelopment has begun with generous funding and financing from CMHC, BC Housing and the City of Vancouver. This is in one of the poorest neighbourhoods in Canada with a highly disproportionate homeless Indigenous community. With 114 units of affordable housing, its completion cannot come soon enough.

It was great to meet the newly appointed federal Housing Minister Ahmed Hussen and Vancouver Mayor Kennedy Stewart in November at the CMHC funding announcement for a rapid housing for 545 Cordova Street. Our strong relationships with federal and provincial governments as well as most municipalities are predominant drivers in advancing housing, shelter, and health services for those in need.

We recently opened the Sq’umul’ Shelh Lelum’ modular housing facility in North Cowichan, with MLA Doug Routley, North Cowichan Mayor Al Siebring, Duncan Mayor Michelle Staples, BC Housing and many Lookout

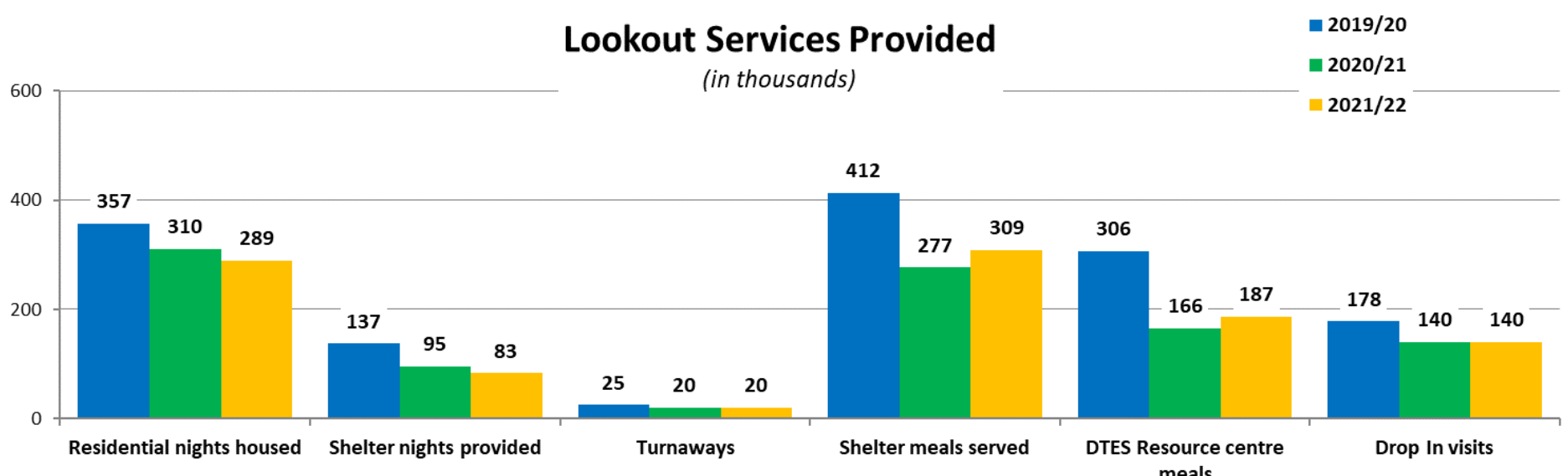
staff in attendance.

One of society’s greatest challenges affecting homelessness is overcoming NIMBYism. We are not unique in this global dilemma. Sadly, some residents and local leaders still fight vehemently to challenge any moves toward housing and protection of their most vulnerable with the hope that the problem will simply go elsewhere. It is refreshing to work with Indigenous and post settlement political leaders from all sides of the spectrum who understand the need and the benefits of providing essential services in their communities.

Over the past year, we experienced record cold and record heat events across the province. I’m proud of the Lookout team who went beyond their funded mandate, making space available for our distressed community members – providing shelter during the cold; water and direction to cooling resources during the heat. This as wave after wave of Covid continued to confront us. Lookout staff excelled as they successfully implemented innovative outreach, mental health and harm reduction services that not only saved countless lives, but also diverted many others from the overburdened provincial healthcare system.

Lastly, I want to recognize the volunteers and donors who came forward during these difficult times. In addition to financial contributions, Lookout continues to receive donations of warm clothing, sleeping bags, toiletries and food. Special appreciation goes to former Foundation board chair Tom Roberts, who has volunteered tirelessly on to secure properties for new housing opportunities. Thank you to all everyone for their generous support to the community and Lookout programs.

Lookout Services Provided
(in thousands)



Lookout 2021-2022: By the Numbers



951 Tenants housed at Lookout

263,084 Residential bednights spent in own home

1,597 Guests with case plans

3,703 On-site overdose prevention visits

33

LOOKOUT RESIDENCES

23

EMERGENCY SHELTERS &

18

OUTREACH PROGRAMS

263 Shelter guests housed

1,655 Guests in permanent shelters

10,151 Emergency overnight shelter stays*

20,034 Number of times people turned away for lack of beds

309,030 Shelter meals served



140,465 Resource centre visits

186,950 Meals served at resource centres

21,158 People served by Surrey Health Programs

52,881 Needles collected by Rig Dig Peers

17

COMMUNITY SERVICES

37

HEALTH SERVICES

177,402 Community overdose prevention site visits

6,025 Site visits by Lookout nurses

1,154 Dental appointments

1,204,262 Needles collected





Shayne Williams
—
CEO

A Year of Connection and Engagement

There has never been a year that I can remember with so much opportunity for connection, despite what felt like an ever-increasing number of challenges. The continuation of dual pandemics, Covid-19 and the Opioid crisis, coupled with a housing crisis amplified the need to find ways to engage with those struggling to meet basic needs like housing, food, mental health supports and connection with community.

The cost of living continued to increase and yet supply chain issues meant reduced access to supplies like those needed to build homes. The weather varied from extreme heat to life threatening cold; fires and floods, threatened lives and livelihoods.

We experienced great loss of loved ones, including both Jim Frankish and Baird Blackstone, who each had a tremendous history and impact on Lookout over years of dedication, research and advocacy for the homeless community.

Yet despite all these challenges, Lookout found ways to reach people through innovation, flexibility, and collaboration. Lookout worked with many of our municipal partners to respond to community needs including opening Extreme Weather Shelters in three communities within 24 hours on Christmas Eve. We found creative solutions through collaborative municipal opportunities like funding through UBCM to support initiatives in Langley, New Westminster and the North Shore.

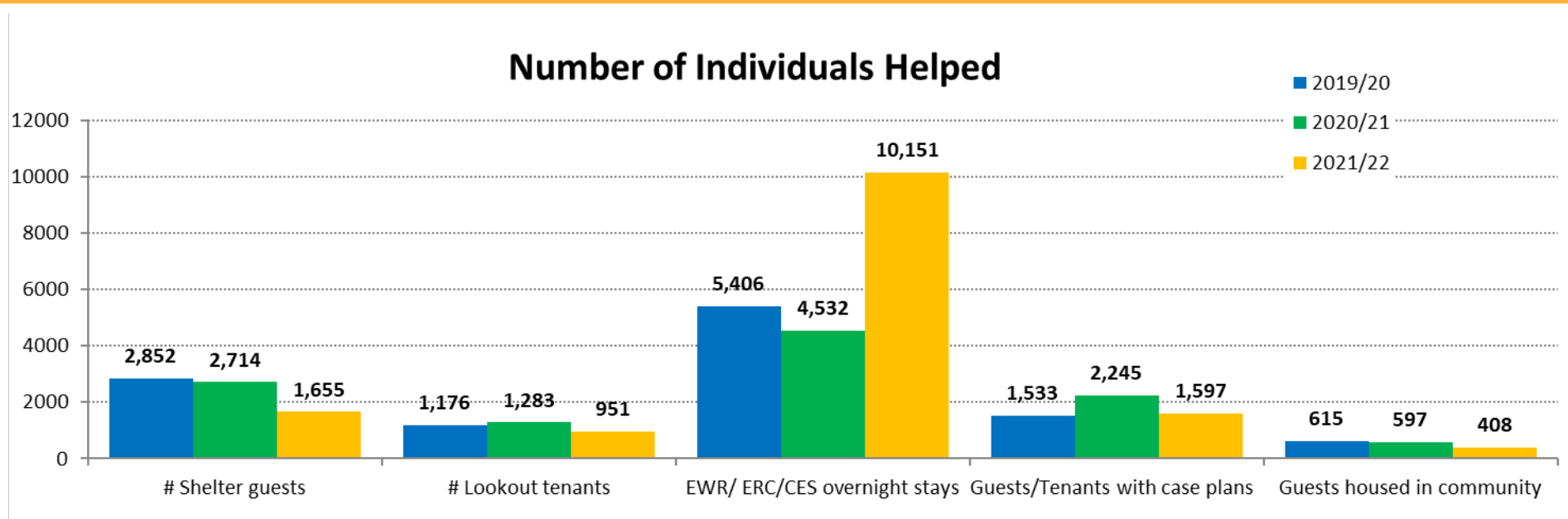
We worked with BC Housing and community partners to open new residential

programs including the Baird Blackstone Building, CLBC Residence in Surrey, as well as Sq'umul' Shelh Lelum' and the Village in Duncan. We partnered with Island Health to expand services such as the Victoria Smoking Overdose Prevention Site and the Cowichan Wellness and Recovery Centre. Lookout collaborated with existing stakeholders such as BC Housing to turn temporary services into permanent ones, ensuring sites like the Canada Best Value Inn in Langley and the Red Lion in Abbotsford remained open for its residents.

We added supports to existing services through innovation new programming such as Complex Care in partnership with the Province, Vancouver Coastal Health and Fraser Health. We also responded to needs when crisis occurred, supporting those affected by the fires and floods which left thousands of people without homes, food or access to loved ones by providing access to shelter and counselling.

We appreciate the countless organizations and individuals who donated their time, money, PPEs and connections to provide added safety and support for guests and staff across the organization as we navigated the challenging year.

Where we could find new ways, or better ways to connect we did. Where we could overcome a loss, we did. Where we could add services or solidify them as permanent resources, we did. I am proud of the response and work done by our organization, at all levels, to support our guests and tenants during these challenging times. It was a challenging year, but the connections we made are what will make a long-standing impact.



Connection to Care: In-reach, Wrap around Supports



In January 2022, the BC government formally announced the introduction of the Complex Care Housing Program, a ground-breaking framework which offers a suite of services and supports aimed at ensuring people with significant mental health, substance use and other complexities attain safe and stable housing as a foundation to thrive. This voluntary, complementary program aims to support people with complex needs by providing in-reach, wrap around supports and specialized care. Of the first four sites to receive these unique supports, two Lookout sites were selected, the Jim Green Residence in Vancouver, and the Red Lion in Abbotsford.

Complex Care aims to address existing gaps in service delivery in order to increase housing stability and health outcomes through guest-centered,

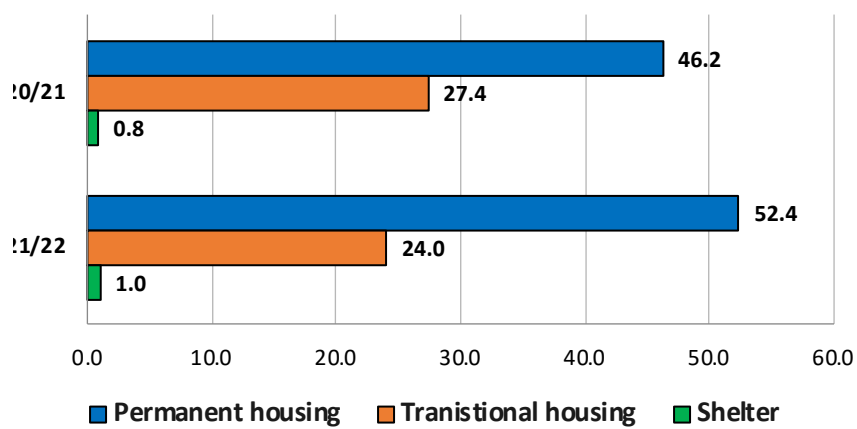
self-directed services and supports with the appropriate intensity as their needs change over time. Program participants will have access to supports related to housing; physical and mental health, psychosocial rehabilitation, social, emotional and community supports, life skills and Indigenous cultural supports.

Complex Care within the Lookout residences includes access to clinical counseling and other onsite mental health services, nutritious meal programs and building upgrades and improvements to increase site safety and accessibility. At the Jim Green Residence this new initiative has also included the creation of a respite program in which Lookout partners with Vancouver Coastal Health, allowing for up to two individuals at any given time who are at immediate risk of losing their housing, or require extra wrap around supports to access immediate temporary housing. All services within the respite program are a collaboration between the partners with an emphasis on ensuring housing stability and retention for the individual.

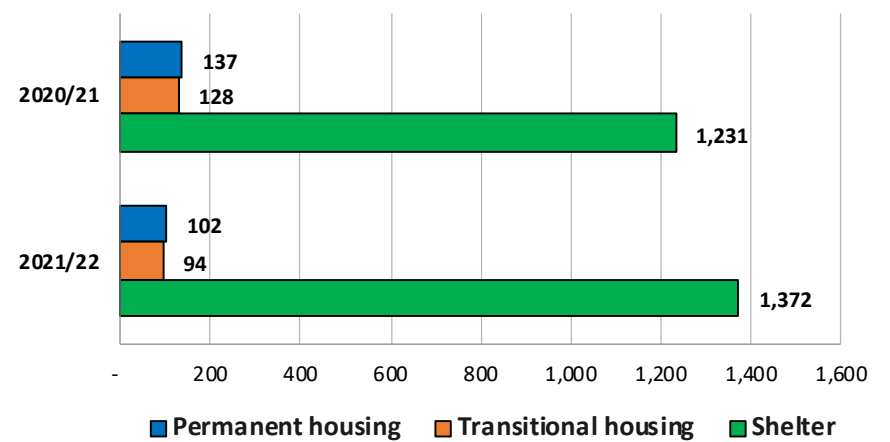
Complex Care programs are based on local needs and may vary from community to community based on existing service gaps, creating an additional societal safety net to support vulnerable residents on their journey to wellness.



Average Length of Stay per Housing Type (in months)



Number of Move outs per Housing Type



Caring Homes: Partnering with CLBC

This year Lookout had the pleasure of providing new services in partnership with funder, Community Living BC (CLBC). CLBC works with individuals, families and service providers like Lookout to provide welcoming and supportive homes where adults with developmental disabilities, autism and fetal alcohol syndrome have lives filled with possibilities. Over the years, Lookout has advocated for tenants within Lookout sites to be considered by CLBC for support; this was the first time that Lookout was instead able to internally support CLBC guests by bringing them into our own housing.

This new service began with just one guest who had joined Lookout in January of 2021, coming with a history of inconsistent housing and a variety of barriers she was attempting to overcome. Lookout staff provided support at a temporary site and then moved her to the permanent Lookout housing location within the Fraser region where she still resides. The guest has two dedicated Lookout staff to support her as she works towards her goals and stabilization.

Together with CLBC and Fraser Health, Lookout staff are helping her with basic life skills, relationship building, cooking and money management in addition to attending community outings. Lookout is now her longest successful housing placement as an adult.

The success of this program led to further partnerships with CLBC including a pilot project that provides transitional housing for up to 6 guests living in Surrey. This is a first-of-its-kind project with CLBC and provides specialized supports in a small group setting for people with multiple barriers. As examples, residents of the program may have mental health and/or substance abuse concerns, as well as diagnosed intellectual disabilities.

The program includes a full-time Indigenous Liaison through FRAFCA and two Lookout staff who support the site 24/7. CLBC also refers and provides additional supports and case planning, Typical stay for residents of the site will range between six and twenty-four months.

JEDI Committee: A Step towards Greater Inclusion

Lookout's Justice Equity Diversity and Inclusion Committee (JEDI) was formed in 2021, to create a workplace that fosters a culture of diversity and inclusion, and to attract, retain, and develop a talented diverse workforce which broadly reflects the community, our tenants and guests who we serve. The JEDI Committee identifies training priorities, systemic inequities, policy revisions, site inclusivity practices, with the goal of leveraging diverse talents to identify ways of thinking to create innovative programs and services that meet the diverse needs of our guests, tenants and our service recipients.

Lookout is committed to respecting the fundamental rights, personal worth and human dignity of all members of our staff and community by acknowledging, understanding, accepting, valuing, celebrating differences among all people, and eliminating all forms of racism. This commitment allows everyone at Lookout to celebrate differences as strengths and embrace the ways in which we are interdependent. We aim to maintain a positive, open and respectful working environment where all people matter and differences are viewed as strengths. By fostering an environment of dignity and respect for all, we will continue to build a workforce that reflects the diversity and strength of our community.

One of the first initiatives was to develop Lookout's diversity statement, "Lookout Housing and Health Society is committed to empowering people from different races, gender, age, religion, identities and unique experiences. We welcome everyone from diverse backgrounds and encourage diversity that fosters an inclusive environment." Our diversity statement is now on all of our job postings and our website.

Recently, the committee sought input from guests to develop an original design for Lookout's orange shirt, to honour of National Indigenous People's Day, and The National Day of Truth and Reconciliation. The successful artists were from our Guildford shelter who submitted a medicine wheel design. Orange shirts printed with the design will be distributed throughout the organization to honor our Indigenous families and communities.

These are just a few of the initiatives the JEDI Committee to both raise awareness and celebrate Lookout's collective differences, and strengths. The committee has a diverse membership and meets monthly to discuss new initiatives, review policies, and find ways to celebrate cultural events throughout all of our sites.



ORANGE SHIRT DESIGN

Medicine Wheel meaning: To Bring into Balance

- The four colours, red, black, yellow and white, are inclusive of all nations or peoples
- The four colours also represent different parts of personal wellbeing: white for mental balance, yellow for spiritual, red for emotional and black for physical
- The orange hand print in the centre represents the missing Indigenous children
- The 4 stones going into the middle represent the 4 seasons, 4 elements, and 4 directions
- The 12 stones between the anchor stones represent the ancestors
- The animal prints are of the protector of each direction - wolf, bear, eagle, and buffalo

BBB: Embracing new homes in Guildford

In September 2021, Lookout celebrated the opening of the Baird Blackstone Building (BBB), named in memory of our respected Lookout Board member who passed away last year. The six-story modular supportive housing site, located in the Guildford neighbourhood, provides 61 new homes for individuals who were experiencing, or at risk of, homelessness. The self-contained units have kitchenettes and bathrooms, as well as, common areas for residents. Meals are provided onsite for tenants who are not able to cook for themselves and groceries can be received through Lookout's new centralized Food Hub.

Support staff are available 24/7, working with residents to create case plans based on their goals and challenges, with the aim of building life skills and

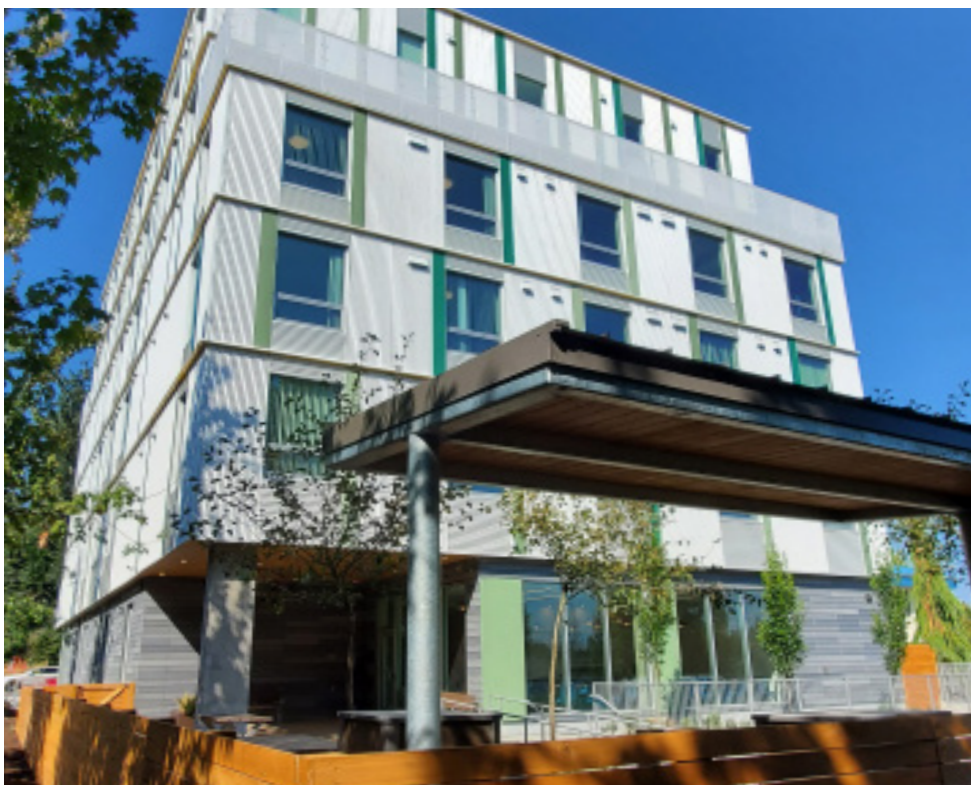
connecting with health, financial and community resources as appropriate. Many of the BBB residents previously lived in temporary housing sites including the former modular Steve Cobon Building and the Grouse Creek



Motel that opened during the Covid-19 pandemic. Lookout helped these residents to move as the sites closed and BBB opened. Within a few short weeks, a sense of community was already forming as residents and staff worked together to make the site a home and develop programs for the community.

One Baird Blackstone Building resident shared their experience living at the new site. "I have space and stability today. Just having my own bathroom is huge! I have friends who live in the building and this ensures that I'm never lonely and always have someone to talk to if I want."

The Baird Blackstone Building is currently Lookout's only minimal barrier housing site in Surrey.



Abbotsford Looks to the Future: Red Lion & Riverside

In June 2021, BC Housing purchased the Red Lion Inn in Abbotsford which quickly provided 30 units of temporary housing and 20 emergency shelter beds under Lookout's operation. This new site provided immediate placements for guests who were being displaced from the closure of Bakerview Emergency Response Centre shelter, a temporary site that opened in response to the Covid-19 pandemic.

The opening of the Red Lion ensured guests who had stabilized at Bakerview could continue on their journey to wellness and not have to worry once again about their immediate shelter needs. Guests moved into the Red Lion towards the end of the year and, in January 2022, the Minister of Mental Health and Addiction announced that the Red Lion would be one of four sites to receive initial Complex Care facilities in the Province. These added supports will significantly increase the level of care for residents who need additional wrap-around services including mental health and addictions services.

Abbotsford has seen a dramatic and steadily increasing number of individuals

living in encampments near Riverside Road. Due to growing community need, and the success of Lookout's Cole Starnes Residence, BC Housing and the City of Abbotsford announced in January 2022, the development of new supportive housing units and an increase in the number shelter beds. They further committed to developing new units of permanent supportive housing at the site of the current Riverside Shelter. Construction of the new units will start only after a new relocation is identified to for the Riverside Shelter.

BC Housing installed a temporary sanitation trailer, operated by Lookout staff, near the Riverside Road encampment, providing a place for people camping outside to access washrooms and showers. This added resource provides dignity for those who are living at encampments near the Riverside Shelter over the winter months while they waited to access housing or shelter beds. The services also created engagement opportunities for individuals who might not otherwise connect with staff, allowing for the ability to build trust and rapport.



New Homes in Cowichan Valley: Sq'umul' Shelh Lelum'

The need for housing in the Cowichan and Duncan communities has been undeniable. Construction is nearing completion on Paddle Road, the community's first supportive housing site designed to house 52 previously homeless or precariously housed individuals. Funded by BC Housing, potential applicants are vetted through the Coordinated Access process, with priority given to individuals living at the local closing Emergency Response Centre sites.

The name chosen for the site is Sq'umul' Shelh Lelum', which in the Hul'qumi'num language translates into Paddle, both representing the street name and the concept that paddles are used in unison in order that the canoe can move in a collective direction. Sq'umul' Shelh Lelum' will be staffed 24/7 who will provide support services including onsite medication management, case planning, meals, life-skills, employment skills training, health and wellness supports. Not only will it create homes, it will be a



place for a community to build. We look forward to sharing the life-changing success stories that will undoubtedly follow as the first Sq'umul' Shelh Lelum' residents move in.



The Village

During the Covid-19 pandemic, the community opened Emergency Response Centres (ERC) ranging from campsites to a converted hotel, providing temporary accommodations where homeless community members could safely isolate and access supports.

As the pandemic grew longer and the weather colder, the City of Duncan, Cowichan

Valley Regional District, Cowichan Housing Association and the Cowichan Covid-19 Task Force for Vulnerable Populations worked together to replace tents with "tiny homes." The small shed-like structures provide another level of safety, further allowing residents to switch from addressing basic needs to starting to create their own community.

The success of these temporary sites, led to the Cowichan Covid-19 Task Force applying for funding under the Strengthening Communities Service program for a one-year project. While similar to the ERC "tiny homes" project, the site is comprised of 34 slightly larger 14' x 8' sleeping cabins and stand-alone bathroom/shower units. Aptly named the Village, the residents are supported by Lookout staff, overnight security, contracted meal and maintenance services.

Community partners including Cowichan Housing Association, Island Health and local Indigenous organizations like Cowichan Tribes and House of Friendship, are also critical in creating the ability to offer safe, comprehensive wrap-around services. Residents began moving into their temporary homes in March and immediately improvements were seen. Already over 40% of residents are already engaged in volunteer or paid employment. Residents of the program are experiencing positive impacts on their lives and the local community has seen a reduction in community congregation. Where concerns were once expressed, positive feedback is now more common among the site neighbours.

Responding to the Need: Victoria Inhalation OPS

Since 2018, Lookout has partnered with the Island Health and SOLID Outreach, a peer organization, to provide a space on Pandora Street in the heart of Downtown Victoria for injection drug users to use safely indoors. Aptly named The Harbour, the Safe Consumption Site (SCS) provides guests with supervision, access to harm reduction supplies, community referrals



and peer supports. Since the doors opened, inhalation drug users have been requesting a similar safe space for them.

For three years, possible locations and creative ideas for just such a service were proposed without success. Then in 2021, in partnership with the City of Victoria, Island Health developed a temporary site on City-owned property slated for redevelopment and directly across the street from the SCS, as a possible temporary Inhalation Overdose Prevention Site (OPS).

Island Health jumped at the opportunity and approached both Lookout and SOLID to expand their current partnership, recognizing successful relationship and quality service delivery. The idea was welcomed and both organizations agreed to provide this long-awaited service option.

The temporary inhalation OPS opened on November 29th, 2021. Substance users who smoke now had the same ability to use with dignity and the support of staff. Within the first two months of opening, the site reached an average of over 100 visits per week, with numbers gradually increasing. Substance users on Pandora Street report having a feeling of peace and equality that hadn't existed before, regardless of their use choices.

The site's instant success, often being one of two sites on the Island with the most overdose reversals (the other being Lookout's Duncan Wellness and Recovery Centre) reconfirms the need for a permanent location. The search goes on for a permanent site that is accessible and provides dignified and culturally safe services.

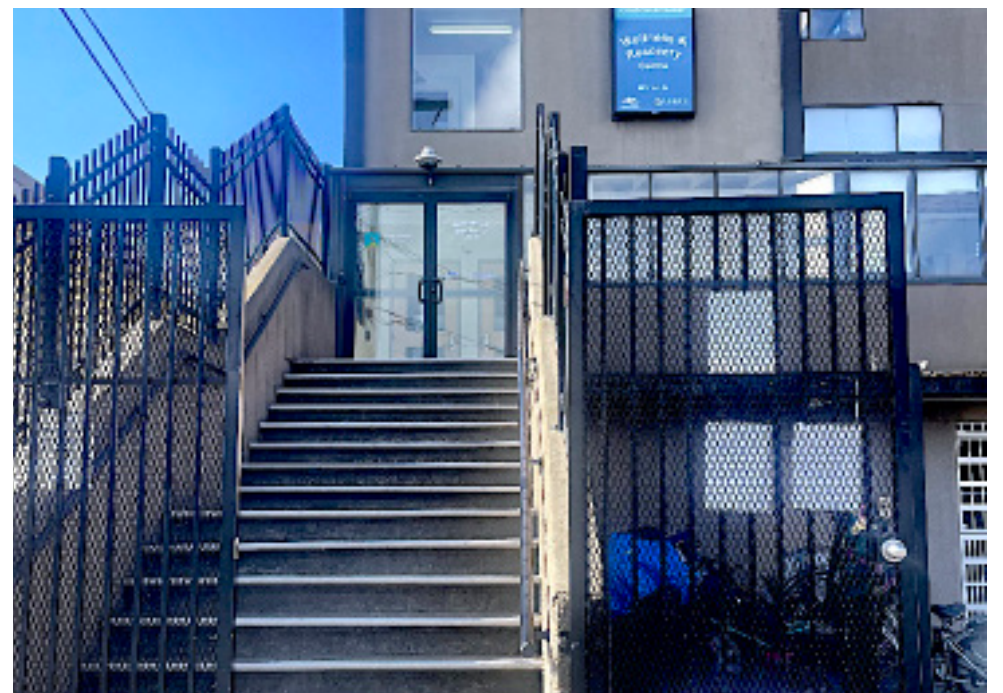
Safe Connections: Cowichan Valley Wellness and Recovery Centre

When the Duncan Overdose Response contract was awarded to Lookout Society by Island Health, the program originally operated in a small house on a residential street. The site was well known but tucked away; the site was nothing modest, using every bit of space to provide services or store supplies.

Fast forward to 2022, and the Overdose Prevention Site (OPS) has relocated to the downtown core, sharing space with Island Health. The newly renovated, spacious, three-floor Cowichan Valley Wellness and Recovery Centre was designed specifically to provide safe, welcoming, and inclusive OPS services for both injection and inhalation users. Innovations like partner booths for guests who want to sit together when accessing services were included in the design for services without stigma or barriers.

The Wellness and Recovery Centre supports the growing TiOAT program and provides space for visiting professionals to offer wrap-around medical and mental health support. Island Health services are located on the second floor, so referrals and collaboration between the organizations can be easily made.

Similar to its first location, the site continues to record the region's highest number of overdose reversals as well as the highest distribution of harm reduction supplies. In the past year alone, the site connected people to life-saving overdose prevention services more than 26,000 times.





Enhancing Services: North Shore Outreach

The North Shore communities received an expanded Outreach presence in 2021 thanks to a year-long project funded by the Union of BC Municipalities (UBCM) Strengthening Communities Grant. The Outreach project is a partnership between Lookout, Squamish Nations, Tsleil-Waututh Nations, and the three municipalities of North Vancouver: The City of North Vancouver, the District of North Vancouver, and the District of West Vancouver.

Since November, this project has added three Lookout staff to provide outreach services seven days a week, including evenings, that connect with individuals experiencing homelessness or precarious housing. The expanded team provides support, direction and advocacy in addition to assisting individuals with challenges such as mental health, HIV, housing, and substance use.

The team offers physical, emotional, social supports and life skill assistance. Meeting community members where they are at in their lives, staff also assist individual to develop case plans and facilitate referrals to housing, health and community supports. Often services include distributing meals, harm reduction supplies, and naloxone to community members in need. The UBCM grant included funding for the District of

North Vancouver to lease and operate a vehicle to support the project. Funding also provided for the purchase of two e-bikes for Lookout outreach workers to connect with individuals living in encampments and remote locations.

The project created the opportunity for an Indigenous Outreach worker in North Vancouver. Working in tandem with the Squamish Nation Outreach worker and Tsleil-Waututh Nations, the Indigenous Outreach worker provides culturally appropriate and safe support services to Squamish Nation guests and people who identify as Indigenous. Another valuable outcome is our increased collaboration with the Urban Indigenous Outreach Team and with the local police. These new relationships allow for more trauma-informed and culturally safe support for homeless individuals living in the North Shore community, including access to case planning, service referrals, transportation, and education about available services.

To date the project has connected with an average of 8 to 10 new individuals each month and has successfully referred people to the North Shore Shelter and the local Emergency Response Centre. The team also connected guests directly with housing placements.

Permanent Housing in Langley: CBVI

Canada's Best Value Inn (CBVI) was one of several hotel sites Lookout operated as an Emergency Response Centre during the Covid-19 pandemic. Funded by BC Housing, the CBVI site allowed for guests within the Langley community to move from living on the street into safe accommodation to self-isolate, with onsite staff to provide light-touch supports, access to meals and health services through Fraser Health Authority.

Residents who moved to CBVI had the ability to stabilize, connect with support services and small successes were witnessed almost instantly.

One guest said, "If it wasn't for this place, I don't know where or how I'd be doing right now".

As the pandemic continued, Lookout and BC Housing began to explore the opportunity for the CBVI to become a permanent housing site for residents. In May 2021, BC Housing announced that funding was available for CBVI to become a permanent housing site, providing homes for 44 residents.

Since becoming a permanent location, staffing levels doubled, providing 24/7 support services that include case planning and programming through Fraser Health also provides onsite Covid isolation services for the residents of the CBVI and broader community.

As well, the CBVI building has received some upgrades to address safety and quality of life concerns for residents by adding camera systems, fob systems, new roofing, paint and a front gate. The site that started as an emergency measure, has quickly become a home for Langley community members who had few, if any, other options. The site becoming permanent is not only saving lives, it shows that they are truly valued by the community.

**"If it wasn't for this place,
I don't know where or how
I'd be doing right now"**



PSG Redevelopment: New Homes and Resources in the DTES



508 Powell Street will be the future home to a new purpose-built Lookout site that will have more than 100 units of affordable housing, programming space to support the local community as well as commercial units.

The redevelopment project is expected to begin in June 2022 with the demolition of the existing building and will take two years to complete. The seven-storey construction project is funded by BC Housing, Canada Mortgage & Housing Corporation and the City of Vancouver. The new site will make a tremendous positive impact on the Downtown Eastside providing more than 100 new units of affordable housing in the DTES, providing homes for some of the most marginalized in a community where the housing needs continue to grow.

The construction project required the temporary relocation of the Powell Street Getaway (PSG) to 450 East Hastings Street, where it continues to operate as an Overdose Prevention Site and a mental health drop-in resource center.

PSG will return to new program space designed to include a commercial kitchen and outdoor programming space, in addition to the services now available at the temporary location. Everyone is excited about the tremendous positive impact the new building will have on the community.



The temporary PSG location continues to support the Downtown Eastside community providing access to meal programs, showers, laundry, and peer employment opportunities. The site also offers specific programs that support Indigenous people, seniors, and women and will open as a Warming Centre during extreme weather. The temporary PSG location is able to offer new inhalation services, thanks to the support from our funder Vancouver Coastal Health (VCH).



Reducing Barriers: Lookout LEEPs towards Employment

The Lookout Ethical Employment Program (LEEP) program began its second year of operation, expanding beyond Vancouver’s Downtown Eastside across Lookout service areas to span services from the North Shore to Abbotsford. The LEEP goal is to identify how ethical employment that combines innovation with research, while creating flexible, onsite support and access for individuals struggling with multiple barriers to employment.

Number of people accessing the LEEP program	69
Number of LEEP participants who have found work	27
Number of LEEP graduates	9
Susan Croll Fund recipients	14

The key features of the program have been the provision of site-based, comprehensive employment and skills training opportunities designed for individual participants. LEEP staff provide one-to-one personalized support and training aimed at assisting participants to build skills that enable their entry into the job market and improve overall wellbeing. A range of supports is also provided including pre-employment testing, life-skills training, in-demand certifications and work experience with ethical practices and fair wages. LEEP aims to overcome barriers to employment by building skills and confidence for individuals so they can discover their abilities and create independent lives.

LEEP participants also have the opportunity to apply for a grant through the Susan Croll Education Fund to access one-time funding. Grants up to \$500

support participants who are working towards (pre) employment goals and require additional support in removing an initial financial barrier. For LEEP participants, access to the Susan Croll Fund provides the funds necessary for fees needed to complete a certification, driving lessons or partial payment towards a continued education course.

LEEP is funded through the Ministry of Social Development and Poverty Reduction. Research consultants, Social Research and Development Corporation (SRDC) have partnered with Lookout to make this project a success. We are also grateful for the many contributing partners who have strengthened the project including: Adler University, Embers, Mission Possible, Aboriginal Friendship Centre, Working Gear and the many local businesses offering tours, contributing to the program and even those who have hired LEEP participants.

Donations to the LEEP program and Susan Croll Education Fund can be made through Lookout’s online donation.

“I love what I do now. It is hard work, but not really because this is my passion.”

One example of how the Susan Croll Education Fund is making a difference in someone’s life: Dave* is working towards achieving his goal of

earning a diploma in equine management. Dave works at a barn part-time while going to school. He says thanks to the Susan Croll Education Fund, he is able to focus on learning and getting good grades instead of stressing about trying to earn enough money to pay program fees.

A Sweet Connection: Mount Olivet Legacy

Lookout’s North Shore Housing Centre has been fortunate to have a long-time volunteer, affectionately known as the “Candy Lady” for frequently handing out local handmade candy and snacks while connecting with the residents and guests. Little did we know that this sweet connection would one day lead to Lookout’s largest single donation!

Barbara Mayer, the “Candy Lady”, has been a long-standing member of the Mount Olivet Lutheran Church community. When members of the church decided to sell the property after 65 years in that location, they wanted to share the proceeds of the sale with organizations that help support people living on the North Shore. Barbara proposed the North Shore Housing Centre to the church membership, sharing her experiences of witnessing the help given to the area’s most vulnerable residents. The church community

“I continue to update my dear Mt. Olivet congregation what is happening at the Shelter. This has been exciting for them to see the results of their large donation and know that the money is being well spent.”

- Barbara Mayer



supported the recommendation, deciding to donate \$500,000 to the North Shore Housing Centre, as well as \$50,000 to other Lookout programs and \$33,000 to the Lookout Foundation.

The generosity of the Mount Olivet Lutheran Church community is making a huge difference in our ability to enhance programs both on the North Shore and across the organization. North Shore Housing residents and guests are honoured to receive the generosity and support of the Mount Olivet community. They continue to look forward to the “Candy Lady’s” visits and the joy that she brings.

20,050 hours

we love our Volunteers

5,362 volunteers

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!

Reaching Home COVID projects

The Federal government supports its national housing strategy, “A Place Called Home” through the local Community Advisory Boards. Lookout received funding for several projects through Reaching Home’s Covid-19 Economic Response Plan (CERP) to meet increasing demands during the pandemic:

Harm Reduction: CERP funding helped Lookout create an innovative service that transported guests between shelters, Covid isolation centres, testing and vaccination clinics, health appointments and housing. We started using an outreach van to transport guest. However, the program became so in demand with guests and community partners that CERP agreed to the add a van to the program to address transportation challenges in the community. In the twelve months between March 2021 and April 2022, we made a total of 6,676 trips. Guests frequently commented on the compassion and support they received on way to stressful appointments.

Langley: With vacancy rates in Langley hovering near zero, and few housing options, dozens of vulnerable individuals were struggling to find a safe place inside. CERP funding supplemented our Langley Reaching Home program and allowed us to connect homeless individuals into temporary housing including local hotels. Once inside, guests were able to focus on their needs and identify what steps were needed to move forward. Staff checked

regularly with them, assisting with connections to health and community services; they helped 55 individuals find permanent homes. Lookout was also able increase access to transportation through a van which increased access to housing and health appointments.

Decluttering: Funding for the expansion of the Assisting Reduction in Clutter and Hoarding (ARCH) program further helped Lookout guests in six residential buildings to better maintain their homes and reduce risks associated with the over-accumulation of personal items, including possible eviction. The ARCH team’s specially trained workers use a harm-reduction approach in working with tenants to reduce clutter to provide healthier, safer home environments. The focus is on building trust and moving at a pace that meets a tenant’s comfort levels. Often the process leads to other positive outcomes in their lives. In the past year, the ARCH team assisted 66 tenants who were new to the program and supported 94 previous participants to maintain their homes.

COVID

Covid restrictions in effect

2nd vaccinations begin for vulnerable people

Covid restrictions reduced

Covid restrictions extended
Proof of vaccination launched

Delta variant peaks

Booster vaccinations begin

Stricter Covid restrictions imposed

2021 Covid Deaths in BC = 1,522

Omicron variant peaks

Covid restrictions gradually lifted

The Year in Review

April

Unbreakable Wellness staff resiliency program launched
Food as Medicine Self-Assessment Tool finalized
Lookout's first standardized anti-inflammatory menu for healthy eating begins

May

Worked with Burnaby EWR Committee to discuss summer heat plan
Urgent Primary Care Centre implemented at Guildford Shelter

June

BC Housing purchases Red Lion Inn - Lookout supports residents
Record heat wave puts vulnerable people at increased risk
City of New Westminster awards municipal outreach contract to Lookout

July

World Hepatitis Day awareness event hosted by Lookout's Surrey Health team
Many Sprott Shaw students placed in Lookout sites

August

Baird Blackstone Building opens in Surrey as Steve Cobon and Grouse Creek close
Lookout successfully partners with 3 North Shore municipalities for Strengthening Communities Grant

September

Community Housing Fund approves funding for PSG redevelopment project
Lookout identifies temporary location for PSG

October

Mount Olivet Lutheran Church makes major donation to support North Shore and Lookout programs

November

RHI funding announced for 545 E Cordova project
Lookout's new centralized Food Hub for food donations opens in New West
Lookout partners with Guru Nanak Kitchen to support Agassiz flood victims
The Art Studios launched 2022 calendar sale

December

2,300 Backpacks of Hope and 300 gifts distributed to Lookout guests
Volunteers contribute 142 hours over holiday season
3 EWR shelters opened with under 12 hours on Christmas Eve
Dundarave Festival raises \$32,000 in donations

January

Mobile overdose prevention service opens in Abbotsford
Complex Care housing program announced
Orange Shirt design contest rolled out

February

New supportive housing announced for Abbotsford
Lookout recognizes Pink Shirt Day

March

PSG relocates to temporary location to accommodate redevelopment of Powell Street site
Lookout partners with Moms Stop the Harm for Black Balloon Day

Overdose Crisis

5 year anniversary of opioid health crisis
April overdose deaths increase 43% from April 2020

BC records high of 3.77 overdose deaths per 100,000 people

Overdose Awareness Day

BC records all time high overdose deaths at 4.24 per 100,000 people

2021 Overdose Deaths in BC = 2,224

Overdose deaths average 6.7 per day

BC Chief Coroner reports illicit drug toxicity is the leading cause of unnatural death, greater than homicides, suicides, motor vehicle incidents, drownings and fire-related deaths combined

Health Overcomes Obstacles: Mobile Health Contact Centers in Abbotsford & Langley

The communities of Abbotsford and Langley were identified by Fraser Health as having some of the highest number of overdose calls and subsequent deaths per population in the region. Fraser Health proposed to provide safe consumption and health care services in the form of Health Contact Centres, in both communities in order to address the growing problem.

Fraser Health awarded contracts to Lookout for both communities in early

2021 and we began work to incorporate health care services with safe inhalation and injection overdose prevention services. While a fixed site model was preferred, finding space was difficult.

Due to these challenges, the model was converted to a 'Mobile Health Contact Centre' (MHCC) in which the specialized services are provided through a customized van. The Abbotsford MHCC services opened in January 2022 and we are establishing a similar model in Langley.



Since its inception, the Abbotsford Health Contact Centre has averaged over 900 visits per month. In addition to overdose prevention, MHCC staff have provided a range of wrap-around health care services including harm reduction, peer programming, mental health, and referrals to housing, health and support services. Feedback from community partners including - Fraser Health, Abbotsford Police Department, and other social service agencies has been overwhelmingly positive.

Connecting with Community Partners

Moms Stop the Harm

This year Lookout supported the work of Moms Stop the Harm (MSTH), a network of Canadian families who have been impacted by substance-use related harms and deaths. Their mission is to end substance use related stigma, harms and death. Members of the organization advocate for change in failed drug policies, provide peer-support to grieving families and support people with loved ones who use or have used substances. Lookout has the privilege to promote and support MTSH activities and events, which continue to raise community awareness and education.

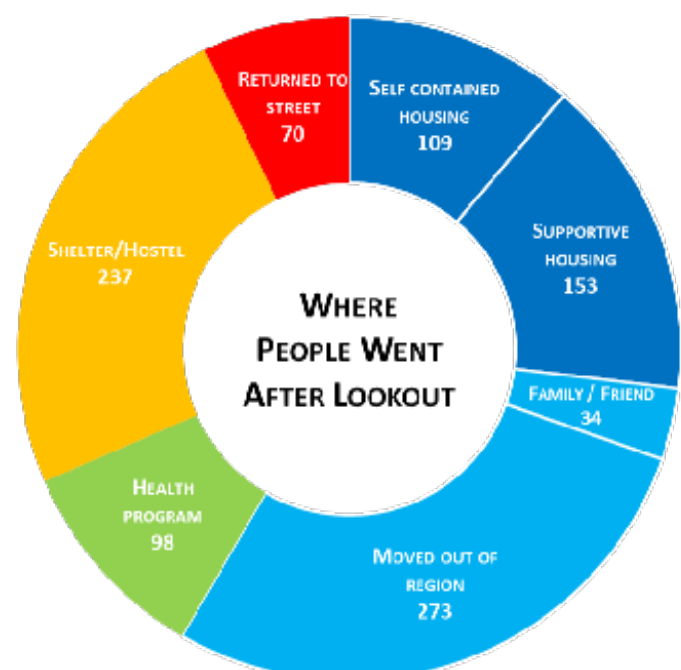
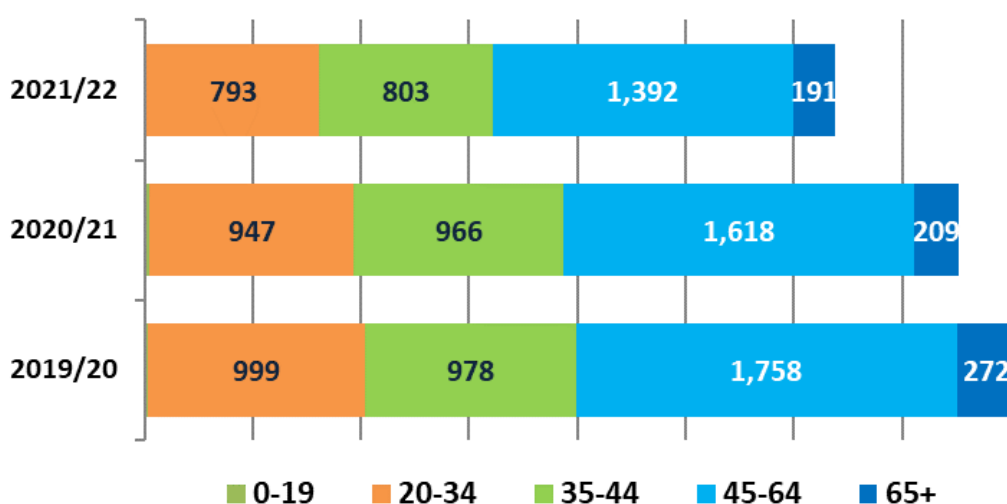
Blanket BC

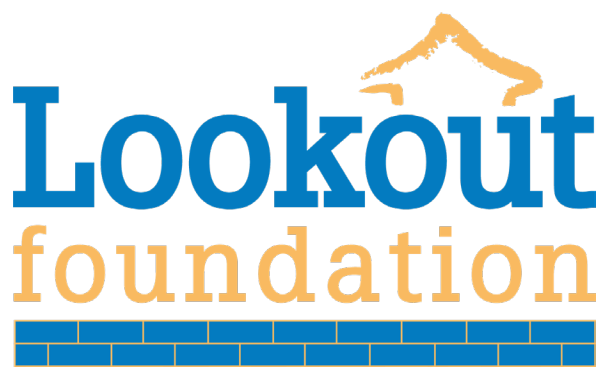
When Blankets BC began collecting blankets for shelter programs in 2005, Lookout was one of the first recipients. Every year during the 3rd week of November, Blanket BC holds a 2-day blanket drive along the Canada Line, collecting blankets and highlighting the challenges of homelessness. Today Blankets BC collects blankets and warm clothing that are distributed to more than 160 programs that support individuals and families in need across BC. They have also sent 20,000+ blankets to countries recovering from the Philippines, Zimbabwe and Mozambique as they recovered from extreme weather events. Lookout is grateful for the blankets, clothing and the strong partnership we have with Blanket BC.

Savage Production Society

Savage Society is an organization that tells original Indigenous stories based on myth, tradition, and contemporary perspective through theatre and film. With deep ties to the Lytton First Nation, they knew many people who were affected by the devastating wild fires of 2021. Savage and 2 Rivers Remix Society started a Gofundme account to benefit those in Lytton who were forced to flee their homes. With more than \$500,000 raised, Savage partnered with Lookout to distribute funds to people identified by Savage Society who were in need.

Shelter & Residential Guests - Age Range





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. Recognizing that valuable long term projects often struggle 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



Tom Roberts
Board President



Greg Robins
Secretary



Zahra Esmail
Director



Amber Davie
Treasurer



Dean Patriquin
Director



Luke Johnson
Director

Thank you Tom!

This year we acknowledge the tremendous contributions of Tom Roberts, former Board President of both Lookout Foundation and Lookout Housing and Health Society. Tom first contacted Lookout when he was looking for volunteer opportunities. He attended the first H'Arts for the Homeless, Lookout's annual fundraising event that began in 2009, and he immediately wanted to get more involved.

Shortly after he joined the H'Arts planning committee, and then became a member of the Lookout Society Board of Directors. That year he and his wife, Teri, dressed up as Santa and Mrs. Claus to hand out holiday gifts at the Powell Street Getaway (then known as the LivingRoom). This would be the first of over a ten-year stint of spending the holidays as Mr. and Mrs. Claus, spreading joy to Lookout's guests. Tom was also a devoted supporter of H'Arts, frequently persuading family and friends to donate to the silent auction and attend Lookout's annual fundraiser, where Tom and Teri always outsold everyone else selling raffle tickets.

Tom was elected President of the Society Board of Directors in 2014, the same year that Shayne Williams was hired as Lookout's new CEO. He worked closely with Shayne to complete the merger with Keys: Housing and Health Society and the MDABC, to develop Lookout's first public Strategic Plan and achieve the Society's first full accreditation from the Council on Accreditation (COA) in 2015.

In 2020, Tom decided it was time to step away from the Society Board. Wanting to stay involved and into his professional experience, he joined



the Lookout Foundation Board of Directors. Tom was immediately elected as Board President due to his strong business and real estate acumen. Tom's experience with having owned and operated multiple businesses with commercial and industrial properties, was instrumental in guiding Lookout's property acquisitions and developing its asset management portfolio.

Tom retired from the Lookout Foundation Board in January 2022. His depth of experience and gregarious humor is, however, never far away. Tom remains involved as a trusted volunteer and strong advocate for Lookout Society and Lookout Foundation. He is never far away.

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 **\$651,658** of program support to:

Abbotsford housing (High Drive) renovations
Al Mitchell Place programs
Chilliwack housing
Christmas Activity Fund for Lookout guests
Cloverdale housing
Djaef Mahler Food Bank
Dovercourt residential program
HAVE Café renovation project

Julian House program
Keefer Place renovations
Lookout Ethical Employment Program (LEEP)
Lookout Food Hub
Lookout Software Conversion Project
North Shore programs
Tamura House program
The Art Studio



Donor Honor Roll*

Thank you for choosing to support Lookout!

2021
2022

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

A R MacNeill Secondary School

Nick Alexander

Arc'teryx Equipment Ltd.

Susan Baxter

BC Teachers' Federation

Blackbird Fabrics

BMG Industries Inc

Bosley's By Pet Valu

Bruce & Clark

Jane Bryans

Buddha's Light International Association, Vancouver

Canadian Tire COVID-19 Response Fund

CareForCare Team

Rick and Maxine Carswell

Jose Carajel Gamboa

Cat & Fiddle Sports Bar & Restaurant

Glenda Chapman

Charm & Champagne

Kwangwoo Choi

Jason Chow

Hui Kyong Wendy Chun

CIBT Education Group Inc.

COBS Bread, various locations

Anne Condon

Congregation Beth Israel

William Connors

Findlay Craig

Detmer and Teresa Deddens

North Vancouver Deep Cove Lions Club

Design Roofing & Sheet Metal Ltd.

Gursharan Dhaliwal

DHX Media (Vancouver) Ltd.

DiverseCITY Community Resources Society

Domino's Pizza

Downtown Surrey BIA

Drs. P. Cunniffe and L. Sharma Inc.

DS Tactical

Food Mesh Exchange

Food Stash Foundation

Cameron Fraser

G10 Foundation

Deborah Gibson

Gilmore Park United Church

Marilyn Goebel

Good Shepherd Ministry Catholic Outreach

Gordon Food Services

Green's and Beans Deli Inc.

Guru Amardas System Ltd.

Guru Nanak Free Kitchen

GWIL Industries

Hellenic Community of Vancouver

Hockey Helps the Homeless

Hope2Offer Ministries

Christopher Howard

Iglesia Ni Cristo

IK Sansar Foundation

Intercultural Women's Maker Society

James Ardiel Elementary School

Janet David + Associates Inc.

Bobby Janjua

Urvi Joshi

Martin Kerr

Vikhyath and Visisht Kodali

Jennie Lam

David and Carol Lansdowne

Bill and Risa Levine

Levy-Ehreke Family Fund

Lohn Foundation

Lush Fresh Handmade Cosmetics

Fergus and Bernice McCann

Morgan McDonough

Bill McGreer

Craig Merritt

Metrie Canada Ltd.

Tamara Micner

Miles Industries

Warren J A Mitchell

Mohr Good Ideas

Monstercat Inc.

Mont Laurier Foods Inc.

Mount Olivet Lutheran Church

Mount Pleasant War Memorial Community

Cooperative Association

North Vancouver RCMP

David Ohayon

Olde World Fudge

Prisha Panjakadi

Parallel 49 Brewing Company

Sandra Petrykowski

Port Moody Secondary School

Project Empathic

Mary Pushie

Robert Pye

Queen Elizabeth Secondary School

Euan Ramsay

Gregor Reid

Ron and Judith Remick

Renew Crew Foundation

Rotaract Club of Vancouver

Salesforce

Salvation Army, New Westminster

Joseph and Jannette Schaafsma

Leonard Schein

Yael Schoijett

Petra Schulz

Debbie Scott

Deborah Seaman

Soap for Hope

St. Andrew's Newton Presbyterian Church

St. Cuthbert's Anglican Church

Starbucks, multiple locations

Starbucks Foundation Charitable Fund

Steed & Evans Holdings Inc.

Adam Sturge

Sutherland Foundation Inc.

Sutherland Secondary School

John and Judy Taylor

Ten Tree International Inc.

Terra Breads

The Body Shop Pacific Centre

The Parish of St. John The Evangelist

The Shoebox Project For Women

The ZacPac Project

Alexandre and Michel Trafikant

Transworld Management Ltd.

Twist Productions Inc.

Unifor Local 433

Unitarian Church of Vancouver

Urban Impact Recycling Ltd.

Vancouver Aboriginal Transformative Justice Services

Society

Vancouver Food Runners

Don Vicic

Aurelie Viotto

West Van Vacuum

West Vancouver Baptist Church

West Vancouver Fire Fighters Charitable Society

Dennis Weston

Westshore Terminals Limited Partnership

Peter Whitelaw

Working Gear

Roselle Wu

Your City Sports LLC

Carolyn Colwell

Youth and Philanthropy Initiative Canada

David Zabitsky

William Zander and Frances Bickerstaff

Zazou Salon and Spa

Adam Zimmerman

Zinetti Food Products Ltd.

Together we have raised millions of dollars that has been used to enhance the wellbeing of Lookout guests since 1971.

Special thanks to the hundreds of people who made smaller gifts of cash, blankets, warm clothing, food and household items. It all helps to ease the lives of Lookout guests.

Key Program Partners & Funders

Abbotsford Food Bank

BC Community Gaming Grants

BC Housing

BC Partners for Mental Health

Blanket BC Society

Bowen Island Municipality

Canada Mortgage & Housing Corporation

Canada Summer Jobs

City of Abbotsford

City of Chilliwack

City of Duncan

Cowichan Valley Regional District

City of Langley

City of Maple Ridge

City of New Westminister

City of North Vancouver

City of Surrey

City of Vancouver

City of Victoria

Community Action Initiative

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

Greater Vancouver Food Bank

Health Canada

Human Resources and Skills Development Canada

Island Health Authority

Ministry of Health

Ministry of Mental Health & Addictions

Ministry of Social Development & Poverty Reduction

Moms Stop the Harm

Municipality of North Cowichan

New Westminister Homelessness Coalition Society

North Fraser Pre-Trial Centre

Providence Health Care

Provincial Health Authority

Reaching Home: Canada's Homelessness Strategy

Recovery Through Art

Service Canada

Surrey Homelessness and Housing Society

Township of Langley

Vancouver Coastal Health Authority

Vancouver Foundation

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