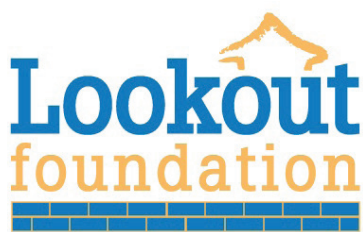




Lookout

Housing + Health Society

2022-2023
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



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Board President



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Vice President/Treasurer



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Dr. Caroline Ferris
Director



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Leo Lu
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Chuck Puchmayr
—
Board President

Manoeuvring Through a Changing Landscape

It has been a challenging year for many British Columbians, as inflation and escalating shelter costs have put enormous stressors on so many.

A change in the demographic of people needing help has had a major impact on organizations like Lookout, as those including the working poor, families and seniors are competing for the same shelter and survival assistance that our most vulnerable require. Thanks to the vision of our organization, Lookout has transformed well into this new reality, by providing diverse housing and service delivery to address this growing trend.

I recognize the great work of the entire Lookout family and the strong support of the Lookout Foundation, as together we have been able to manoeuvre through some of our most challenging times, all the while delivering lifesaving health and shelter services to our most vulnerable citizens.

One of those challenges continues to be the toxic drug crisis that continues to accelerate throughout our Province like a wildfire. Last year we saw 2,358 illicit drug toxicity deaths, a slight increase from the record high of 2,296 deaths in 2021. Our delivery of harm reduction services, which has developed into a premium model, has shown to be a critical lifesaving service in our organization. Last year, only one illicit drug toxicity death

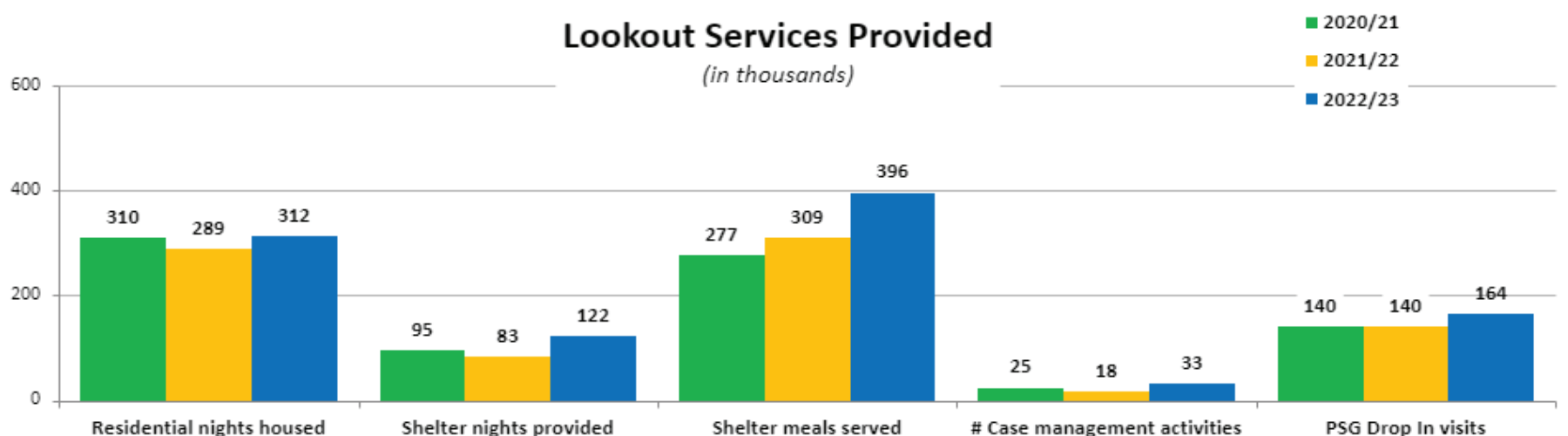
in our Province occurred in an overdose prevention site and no deaths were attributed to prescribed safe supply. Recovery services need to be available when a user is ready to seek help, and until then, harm reduction is critical.

We continue to see a disproportionate rate of First Nations homelessness throughout our Province. At Lookout, we strive to deliver culturally sensitive services and we continue to strengthen Indigenous representation within our organizational leadership.


We recognize the hard work of all of our valued employees. We also specifically acknowledge the unionized employees with whom we have recently reached a collective agreement between the Community Social Services Bargaining Association and the community and Health Employees Association of British Columbia.

As we move forward through these challenging times, it provides me great comfort to know that our organization continues to lead with innovation and efficiency as it provides such a valued service to those we care for. From complex care, to our Mood Disorder Association of BC, our health, dentistry, housing and outreach services, we continue to deliver services at the highest level.

Lookout Services Provided
(in thousands)




Lookout's 2022-2023: By the Numbers




34
Lookout Residences

\$1,031,161 rent subsidies paid
1,266 housing units




1,169
Tenants Housed

312,425 nights spent in own home
767 tenants with case plans
24,612 tenant activities held




16
Emergency Shelter Programs

16,896 EWR + COVID shelter overnight stays
4,933 visits to overnight warming centres
121,666 overnight stays in 24/7 shelters




2,686
Guests in 24/7 Shelters

served 396,201 shelter meals
found housing for 353 shelter guests
turned away people 23,244 times for lack of beds




16
Outreach Programs



82 | Health Services

179,240
Community Overdose Prevention Site Visits

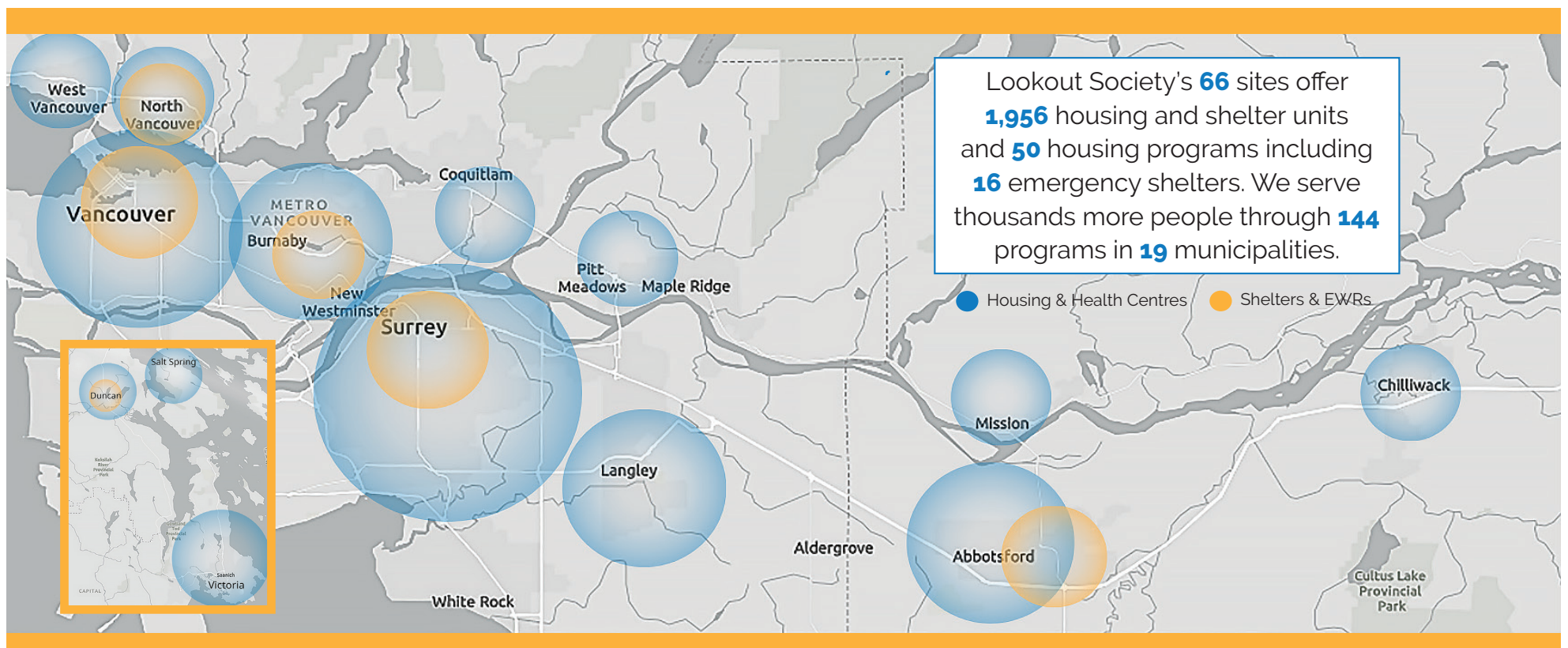
6,454 site visits by Lookout nurses
904 dental appointments
1,231,669 needles collected



19 | Community Services

164,196 resource centre visits
20 peer counselling & support programs across BC
136,590 snacks served at PSG resource centre
20,225 needles collected by Rig Dig Peers
115,478 pounds of food donations distributed

8,502 | People served by Surrey Health Programs





Celebrating Accomplishment and Growth

I am so proud of the work that our organization, our Board, staff and guests have accomplished in the past year. Lookout saw a tremendous influx of opportunity for growth in programming, developing competencies, and guest successes thanks to the dedication of our peers and staff, and investments in low barrier services from funders and community.

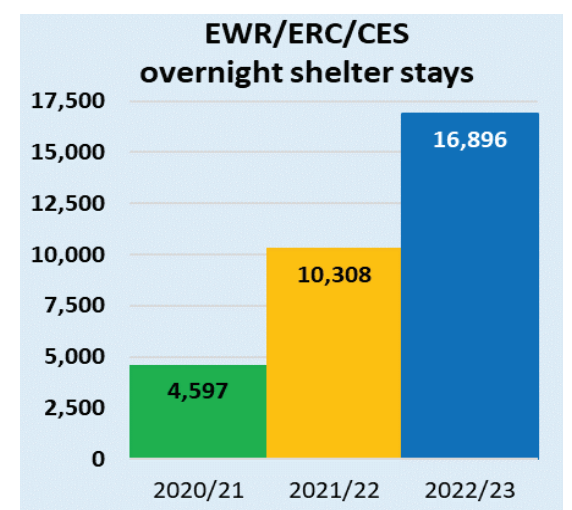
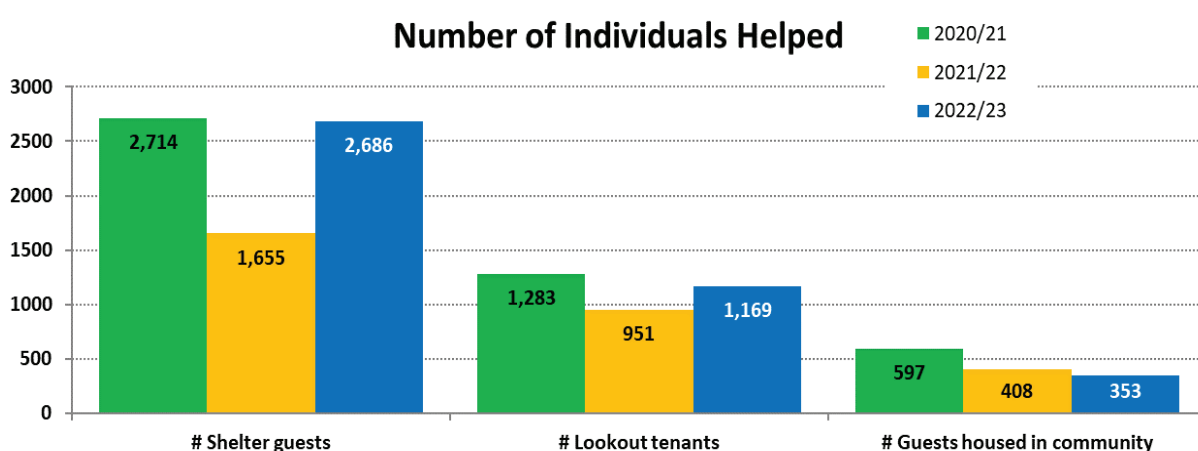
Lookout also celebrated several landmark occasions this year with the 20th anniversary of the Yukon Housing Centre, the 10th anniversary of First Place and the 5th anniversary of Safepoint. These programs have supported countless people, saved and changed lives, and we couldn't be more proud. Lookout also celebrated being able to connect in person once again, hosting on-site events like Overdose Awareness Day across the 19 municipalities we serve, and attending events like the 10th annual Recovery Day BC in New Westminster.

New Lookout sites and programs also brought new opportunities for residents and community. We celebrated the official opening of Cowichan Valley's first supportive housing site, Sq'umul' Shelh Lelum', several new Extreme Weather Shelter locations across the Lower

Mainland, and Lookout's Centralized Food Hub in New Westminister. An expansion of the Lookout Ethical Employment Program created more pre-employment and training opportunities for non-Lookout residents in the DTES. Lookout also broke ground on two new affordable housing sites in Vancouver that will create over 120 new affordable housing units for residents in the Downtown East Side.

Investments in our internal competencies ensured we continue to grow in our ability to support vulnerable people, and to stay resilient in that pursuit. New trainings including Mental Health First Aid and Emotional Intelligence were added to round out the training roster.

The most rewarding part of 2022-2023 was seeing more guests being offered low-barrier options to change their lives. Through new opportunities from health services to housing to employment, we saw more people have the ability to work towards their goals, whatever they might be. This wouldn't have been possible, without the support of Government, Municipalities, our funders and community support, so I extend my appreciation to all those who made this year filled with opportunity.



Yukon Housing Centre: 20 years of service

This year marked the 20th anniversary at the Yukon Housing Centre. In 2002, the Yukon was the first co-located shelter and residential site serving homeless individuals outside of the Downtown Eastside. The site opened with 45 shelter beds in semi-private rooms with another 26 beds for extreme weather and 37 transitional housing units for people needing longer-term support. However, the demand for shelter soon required all 71 beds be available every night. Since opening, the shelter has averaged 400 individuals yearly and the housing is perpetually full!



The Yukon continues to adapt to meet the changing needs of the community. In October,

the Yukon Housing Centre began offering a new program to serve the homeless population in the Mount Pleasant community. Thanks to funding through Canada's Homelessness Strategy: Reaching Home program, a team of two outreach staff can now offer support to homeless and at-risk individuals. The team has already helped 12 people to secure market or supportive housing. Program funding also provides two cost-efficient, environmentally friendly e-bikes for staff.

In November, a new program called Better Together started as a pilot project through the

City of Vancouver. Better Together is a joint neighbourhood initiative focused on resolving issues related to poverty, unsheltered homeless, mental health and addiction concerns by adding peer employees to existing Outreach teams in the Olympic Village community. Peers are people with lived experience who are able to connect with individuals through those common experiences. So far, the Yukon shelter has recruited four peers to join the team. The Better Together team, with staff and peers working as a unit, connect individuals to harm reduction, supports, referrals while advocating for community involvement.

First Place: 10 years of community impact



In 2012, First Place opened its doors offering 129 units of permanent, supportive housing for vulnerable individuals living in the Vancouver community. This was Lookout's second LEED building and was located just outside the Downtown Eastside.

In addition to wraparound supports provided both internally and externally through partners like BC Housing and Vancouver Coastal Health, the site offers a robust calendar of programs. Tenant Support Workers provide multi-faceted services including ongoing support and advocacy on behalf of the tenant. Regular programming includes monthly cultural days, art classes, cooking classes, medication support, gardening among others that are tailored to meet the interests of the tenants.

The first 10 years have been filled with achievements, both big and small. Over time, the community, people housed from the street, local shelters and SROs became tight-knit as tenants learned to look out for each other, their home and their community. They formed the First Place Tenant Advisory Committee to advise site leadership on programming and building culture as well as advocating on behalf of tenants.

The unique programs offered at First Place were an important component in building community. Tenants recall fondly the basic literacy and math courses available through a former partnership with

Vancouver Community College. It was missed when funding was no longer available. However, each year new programs and opportunities arise for tenants. The diversity of First Place programs help tenants feel at home in their community, knowing that support is available when taking the next steps in their lives.

First Place offered a remarkable opportunity for individuals without a home. Highlights from our first 10 years include:

- One of our first tenants who had been living in Stanley Park for 25 years. With the support of First Place staff, he secured independent housing in 2017 and continues to live a full and happy life.
- In 2016, First Place collaborated with BC Housing's Supported Outreach Living Opportunities program to support 3 tenants to access affordable, independent housing.
- Last year, First Place became home to 15 residents who relocated from SROs in the Downtown Eastside. Our tenants are happy to be living in stable, permanent housing.
- This past year, First Place tenants joined both the City of Vancouver Better Together Roundtable for Olympic Village residents and the Better Together Neighborhood Steward Program, two programs that support the Olympic Village community.



A LEEP to the Future: Empowering skills

The Lookout Ethical Employment Program (LEEP) has expanded in the Downtown Eastside, allowing more disenfranchised populations access to the program. LEEP's goal is to empower participants by building pre-employment skills through 10 soft skill courses:

- **Motivation** (strategies for staying motivated & connecting values with goals)
- **Adaptability** (strategies to respond and cope with change)
- **Creativity & Innovation** (imagine, develop, and apply ideas in ways that are novel, unexpected or challenge existing methods and norms)
- **Communication** (tools to improve communication skills)
- **Problem-solving** (develop problem-solving skills)
- **Collaboration** (ability to contribute and support others to achieve a common goal)
- **Stress Management** (strategies to reduce and recover from stress)
- **Time Management** (strategies for time management)
- **Confidence** (tools to help build self-confidence)

Upon conclusion of the course, each participant is awarded a Certificate of Completion. Additional courses are available for certification in NVCI, Food Safe, First Aid and more. Participants receive ongoing support throughout the program from Navigators who help them along their journey to employment. Navigators connect individuals



with Job Developers, matching their skills and certifications to suitable job options. Both Navigators and Job Developers are Lookout staff who are trained to work in the LEEP program. The program is scaled towards the comfort level of participants, allowing them to opt for part-time or full-time work. To ensure that participants are successful after employment, they also receive additional 12-week support during their employment.

Among the employment options, participants can choose to work at Lookout's Food Hub and HOME Moving. Both are scalable, personalized programs that support the needs of participants, while also providing on-the-job training and work-specific certifications. Food Hub is a centralized food distribution site,

collecting and receiving food donations that would otherwise go to waste. The program is our lowest barrier employment training option, offering volunteer hours as well as 4-8 hour shifts. HOME Moving, Lookout's social enterprise, is a low-cost moving and delivery service that helps Lookout guests in addition to external clients. Both programs offer financial stability, time and flexibility for participants to get back on their feet, while also providing work experience for full time employment in the future.

Canada

BRITISH COLUMBIA

Funding provided by the Government of Canada through the Canada-British Columbia Workforce Development Agreement.

Susan Croll Fund: Shaping futures

Susan Croll was an educator, advocate and former board member at Lookout. She became a champion for people experiencing homelessness and inadequate housing, having witnessed the housing crisis first hand while teaching. As an educator, Susan was acutely aware of the direct link between homelessness and a lack of education. Susan was a supporter of LEEP. While on the board of Lookout, she envisioned a learning program for disenfranchised people to build valuable skills and access educational opportunities. In honour of her legacy, The Susan Croll Education Fund was set up in her name after she passed away in 2020 after a three year long battle with cancer. The fund has contributed to the empowerment of individuals struggling with multiple barriers to employment and independence, helping countless people find their footing in life again.

Since the fund was established, many lives have been changed and numerous success stories have emerged, including many transformative testimonials made in gratitude of Susan's commitment.

"I have purpose again"

"The fund gave me piece of mind and now I am more focused on my studies and it is helping me fuel my success [...] Thank you very much this is a great help for people to get fit and confident and to feel a part of the universe once again..."

"This opportunity has made everything worthwhile and worth living life...I feel like I have a purpose again."

"I feel more confident with myself and more relaxed to focus on my studying...Keep doing what you are doing by helping people like me."



The Power of Outreach: Expanded access

People who experience homelessness may struggle with multiple barriers in accessing housing and other services. Outreach teams are often a lifeline for individuals who are unable to get to a shelter or resource centre. In an effort to better help people in need this year, Lookout expanded outreach programs in Abbotsford, Surrey, and Victoria.

Abbotsford:

Lonzo Outreach began in the summer of 2022 in response to Abbotsford’s growing homeless encampment at Lonzo Park. Dubbed ‘ground zero’, the site has been among the largest homeless camps in the city and numbers were rising. Homelessness has been growing steadily in Abbotsford: the 2020 homeless count in Abbotsford reported 333 homeless individuals, up from 274 in 2017. We await the results of the official 2023 count. As the scattered camp constantly moves, the Outreach team tracks the locations weekly on a map. The team makes daily visits to serve meals and provide essential services. Working directly with BC Housing’s Coordinated Access and Assessment (CAA) table, they help people find homes whenever housing is available – housing a total of 16 individuals since beginning!



Surrey:

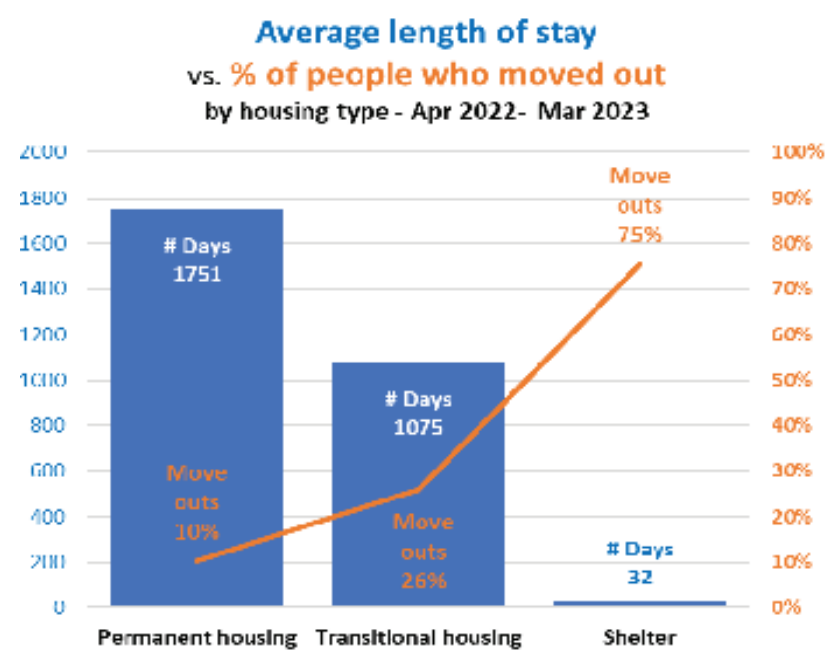
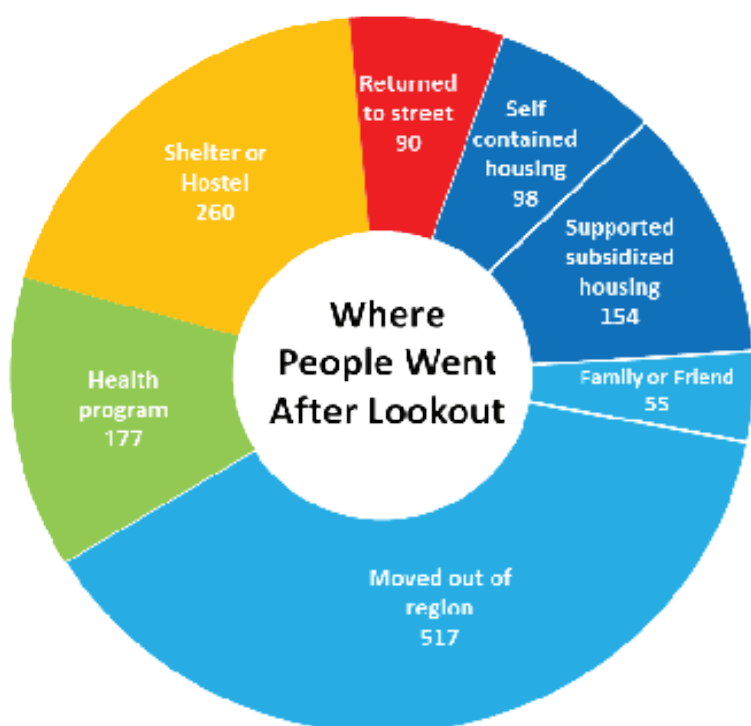
In fall 2022, Lookout joined the Surrey Street SMART partnership. Street SMART is a new integrative, multi-faceted program with three teams from Surrey Bylaws and Lookout working together to provide health services, shelter, supportive housing and sobriety services referrals. Surrey is

another area with a high homeless count – the 2020 Metro Vancouver Homeless Count identified 644 homeless individuals in Surrey, although this number is widely accepted as an undercount. Outreach programs such as Street SMART are important in Surrey where many living on the streets have experienced repeated trauma. Taking a trauma-informed approach, the team connects with community members and others with similar lived experiences. Street SMART is a collaborative program that works with community partners such as the City Centre Library where the team provides daily support services on a walk-in basis.

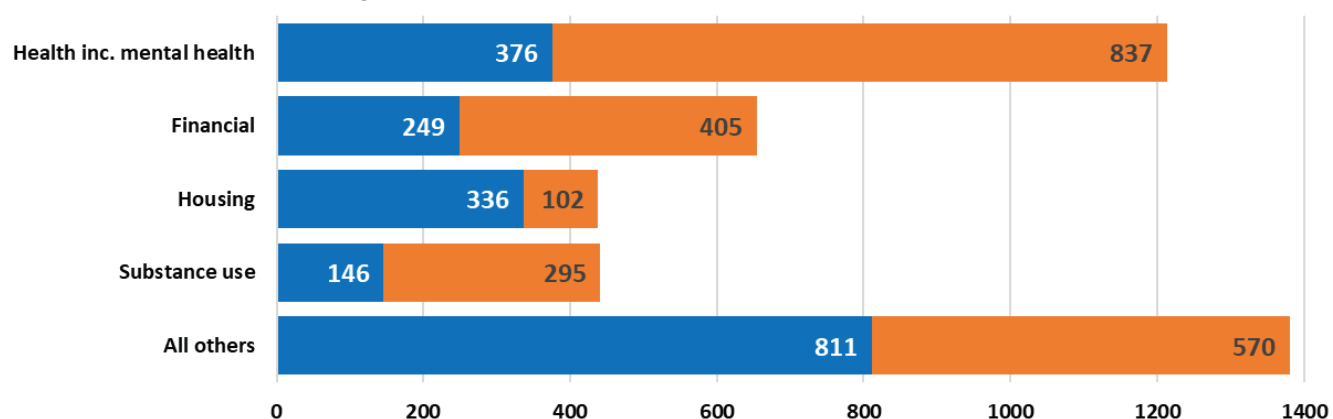


Reaching Home:

This spring, Lookout partnered with the Elizabeth Fry Society to introduce Reaching Home (RH) services to Abbotsford and Victoria. Both pilot programs are working with community businesses to raise awareness and reduce the stigma of homelessness in the regions. RH teams assist in a variety of ways that range from helping people with housing, pension, and social assistance applications to providing transportation, funds for household appliances, groceries and clothing, rental and utility arrears, and much more. To date, the RH Victoria team has successfully helped two guests, including a single mom who was at risk eviction and homelessness. The RH teams in both communities are actively building strong community relationships with local service providers to better approach the complex issue of homelessness.



Number of major referrals made in all shelters and residences - by type of referral



Complex Care: Crucial supports

In January 2022, the BC government formally announced the introduction of Complex Care, a ground-breaking framework that provides a suite of services aimed at helping individuals with complex barriers to safe and stable housing. The voluntary program supports participants by providing in-reach, wraparound supports and specialized care that meet the unique needs of each person. Of the 4 sites initially selected to provide valuable program, 2 Lookout sites were selected - the Jim Green Residence in Vancouver and the Red Lion in Abbotsford.

The Complex Care framework was developed to address existing gaps in service delivery while also increasing housing stability and health outcomes. Trained housing staff and health care workers provide guest-centered, self-directed services that assist participants to access supports related to housing, health, psychosocial rehabilitation, social, emotional and community supports, including life skills programs and Indigenous cultural supports. Our Complex Care program also provides access to clinical counseling and other onsite mental health services and nutritious meal programs. The buildings also received upgrades to improve safety and accessibility of participants.

Jim Green

At the Jim Green, the new initiative included the creation of a respite program. At any given time, up to two individuals who are at immediate risk of losing their housing and require additional wraparound supports can access the temporary housing immediately. By working together, Vancouver Coastal Health and Lookout are able to ensure housing stability and retention for the individuals requiring respite.



The Red Lion



The Red Lion has 10 rooms dedicated for the program (known as Enhanced Care in the region). Like the Jim Green program, a dedicated team of housing staff and health care workers provide individualized support with the goal of assisting guests to stabilize their housing as part of their journey to wellness.

Fraser Valley: New patient transport services



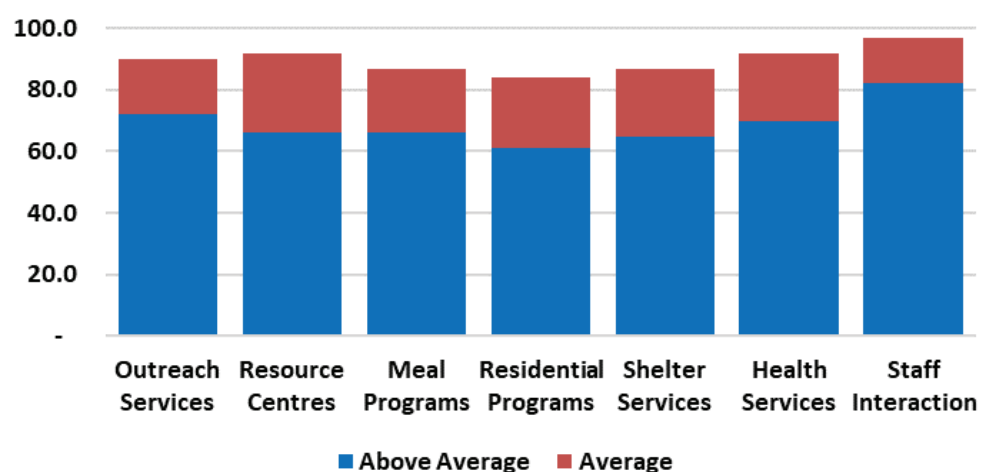
The Fraser Health Authority (FHA) selected Lookout to operate new Patient Transportation Services for their Integrated Homelessness Action Response Team (IHART). Partnering with FHA, Lookout is increasing its fleet of vehicles to facilitate in-reach care by transporting individuals between shelters, encampments and housing to critical services like doctor appointments, dental treatments, mental health care and harm reduction services. The new funding also provides 5 trained staff working 5 days per week across the FHA region stretching from the Tri-Cities

to Chilliwack, Boston Bar and Hope. The program takes a harm reduction approach in ensuring safe transport to and from the critical services.

Prior to this service, Lookout successfully operated a similar transportation service during COVID, which helped guests travel to and from critical destinations that included housing and shelter sites, medical appointments and treatment facilities. Lookout Outreach teams also provide transportation for guests who need help in reaching important housing and health services.

2023 Annual Satisfaction Surveys Completed by 932 Guests

Annual satisfaction surveys are just one way that Lookout guests provide input. We create safe spaces for guest feedback at regular meetings, discussions, suggestion boxes as well as monthly "Meet the CEO" events. Incorporating their ideas and experiences adds strength and resiliency to our programs by helping us to reflect on current practices by identifying and addressing barriers.



Continued Commitment:

Keeping people safe



The toxic drug supply continued to rise at alarming rates in 2022, making services like Safe Consumption and Overdose Prevention Sites increasingly critical to communities.

Safepoint, a partnership site with the Fraser Health Authority and Lookout, recognized five years of lifesaving witnessed consumption in Surrey. To date, the site has had over 350,000 visits, serving over 3,500 unique community members. Within those five years, staff have reversed over 3,000 toxic drug poisonings

and made over 500 referrals to alternative healthcare resources such as community-based health care and alternative treatment therapies.

‘Carl’ who was once a long-time guest at Safepoint, is today an outreach worker with the Surrey North Delta Assertive Community Treatment (ACT) Team. “Without Safepoint, I wouldn’t have had the opportunity to move on in my life,” says Carl.

Witnessed consumption, however, is not where overdose prevention ends. The Lookout and Fraser Health Intensive Case Management (ICM) team are piloting a residence to support guests who are enrolled in the ICM program. ICM is a team-based model of care for people with severe substance use concerns and may have concurrent disorders including mental health concerns and/or housing instability. The new residence provides ICM guests with safe, stable and affordable housing and wraparound supports from the staff team onsite. The program aims to reduce barriers so guests can focus on working towards stabilization in their lives.



Safe inhalation added

While more supervised consumption sites have opened across BC, safe inhalation services are less accessible for drug users.

Current statistics show that the number of users that prefer inhalation are almost double those that choose injection. Recognizing the need early, Lookout’s SafePoint in Surrey made an outdoor smoking tent available for use at in August 2018.

The lack of inhalation sites started to turn around in 2021, when the health authorities began to fund more inhalation services including temporary safe inhalation services at two other Lookout locations – the Powell Street Getaway in Vancouver, and across the street from the Harbour in Victoria. Island Health has since announced that inhalation services will be added to the current Harbour site in 2023, providing a permanent location for the services.

Overdose Prevention:

Harm reduction in the community

In 2022, 2,272 people died in BC from the toxic drug supply, only 34 fewer than the year earlier. This highlighted the need for Lookout staff to be vigilant in connecting with our guests, whether they are drug users or people in recovery. Since the relaxation of Covid protocols, public events have become safe to attend again.

Many Lookout sites remembered the lives lost on August 31, International Overdose Awareness Day. Activities also helped to raise community awareness of the crisis and reduce the stigma associated with drug use. Naloxone training was available, providing people with knowledge of the life-saving treatment for overdose.

Crawford Manor, one of our Surrey sober living sites, hosted an Overdose Awareness Day with residents lighting candles in memory of lives lost. Guests and staff at The Harbour safe consumption site in



Victoria came together with local service providers. In solidarity, they tied purple ribbons to commemorate victims of the overdose crisis. In Vancouver, the Overdose Awareness Day at the Powell Street Getaway provided an opportunity for guests to memorialize loved ones who lost their battle to addiction as well as individuals who are still fighting addiction. Information, resources, food and fentanyl testing strips were available at the event.

Lookout also attended the 10th annual Recovery Day Street Festival on September 10 in New Westminster. With over 50,000 in attendance, this was North America’s largest Addiction and Mental Health Recovery Day Festival. Lookout staff and peers hosted a table providing Naloxone training, education and referrals to both harm reduction and abstinence-based programs. As an

organization, Lookout recognizes that recovery is not always a linear process and overdose remains a huge risk for relapsed individuals.

MDABC: Investments in wellbeing

The Art Studios: A New Westminster initiative aimed at promoting local artists and bringing art to urban spaces lead to one local Art Studios guest being featured along the streets of the City. The Art Studios is operated under MDABC, Lookout’s mental health branch. The innovative art program offers guests, like Sandra Yuen, the opportunity to access supports and work on their own mental health goals. Sandra’s “Flower Power” painting was selected by the City’s Street Banner program (Shown on cover).

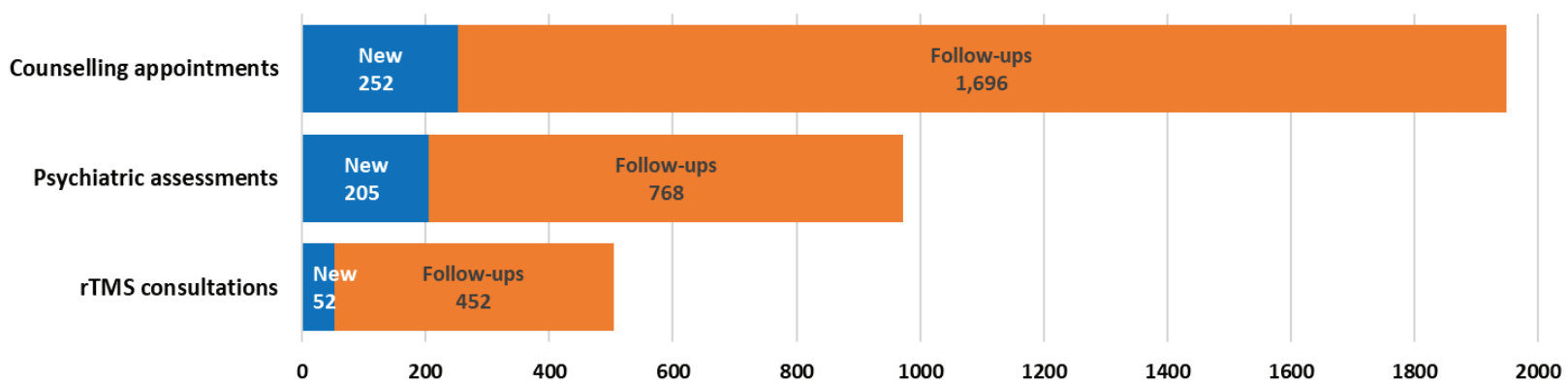
“...I am an artist and musician because creativity keeps me well, gives me an identity, a purpose, a goal, a reason to get up in the morning. It allows me to escape from daily conflicts and be in a different time and place.”

The Art Studios program supported Sandra in her wellness journey by rekindling her love of art. Now, Sandra is not only an artist and an author, she’s also a long-time advocate for mental health, Sandra has been a recipient of the Courage to Come Back Award and the Queen Elizabeth II Diamond Jubilee Medal.

Supportive Recovery Program: In March 2023, Lookout Housing and Health Society was thrilled to start a new 27-month wellness program, the Supportive Recovery Program (SRP) Curriculum & Training Project, funded through Health Canada’s Substance Use and Addictions Program. Designed as a response to the Opioid Crisis, the project will create an online recovery program for guests together with training for front-line workers in residential treatment programs. The curriculum and training is being developed by individuals with lived and living experience of substance use, their families and friends and Lookout Society, with an emphasis on supporting men with substance use concerns who lack housing and employment stability. The project aims to increase access to harm reduction services and compile evidence, while reducing risk-taking behaviours and negative health effects associated with problematic substance use through an equitable, peer-led approach.

**The views expressed herein do not necessarily represent the views of Health Canada.*

MDABC patients served - April 1, 2022 to March 31, 2023

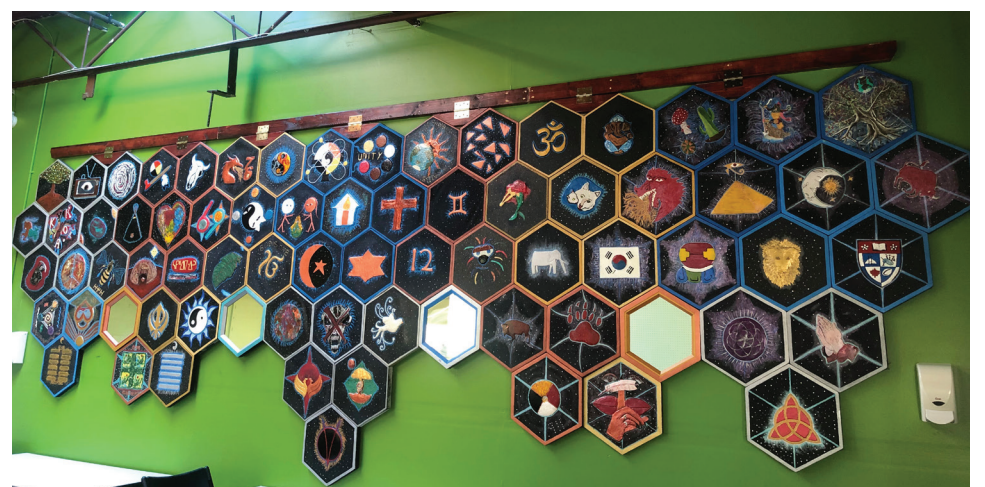


Painting a Community: Art for unity

Many of Lookout’s buildings have murals that empower community members through the expression of art. These are collaborative, cross-cultural, community-based projects aimed to create inclusive, welcoming spaces for guests and residents. This year’s new murals are no different – both embrace cultures and backgrounds from all walks of life.

“The Unity Wall” at the Parkway Shelter shows the art, interests, and the coexistence of unique identities in the community. Each piece is hand painted by a different community member. Kimble Mortimer (a beloved staff member at the Parkway Shelter) created a hexagonal grid for the mural. Inspired by bees and their complex system of cooperation working together for each other’s survival, he recognized that this is much like Lookout’s mandate as a social safety net. Knowing that not everyone would have the chance to participate, mirrors were installed in the center, allowing any community member to be part of the mural. Each piece from the mural is handmade and cut from wood by volunteers

who also provided finishing paint for the art pieces to preserve its quality. The design also allows for the addition of new tiles. So far, there are about seventy pieces – and counting!



Similarly, the North Shore Mural Project aimed to prioritize First Nation voices. Launched with local Squamish artist, John Spence, the mural provides a welcoming space in the courtyard for guests. Spence is known for his work with vulnerable people, often using his art to empower the voiceless. While one guest participated in the painting, Spence educated everyone on traditional Squamish colours and characters. Feedback from the tenants and staff helped with the selection of colours for the mural and for the three characters: the Beaver, Whale, and Eagle. Each represents a different characteristic: the Beaver is a symbol of community building representing hard work, togetherness, harmony and generosity; the Whale is known to be a selfless creature because of its maternal instincts representing unity, goodness and charity, and; the Eagle is a bird of prey representing strength, courage, intelligence and foresight. As well, the eagle is locally significant as there is a large nest inhabited by paired eagles nearby and many others make their home in the creek bed. The selected colours are not the traditional colours used in Squamish art, but Spence used colours chosen by North Shore guests and tenants – purple and teal.

Beyond Housing + Health: Training + empowerment

Lookout offers a broad selection of training opportunities to support the staff in meeting their often challenging work at Lookout. 'Unbreakable Wellness' is a unique program created by Lookout staff with the aim of fostering resilience, wellness and mental health support for staff. It encourages healthy coping mechanisms to deal with adversity. The self-paced course provides a toolkit of 'resilience-training' that can benefit both working and personal life.

Lookout is thrilled to have internal trainers for Mental Health First Aid (MFHA) and Emotional Intelligence Training, adding these two courses to our training catalogue this year. Accredited by the Mental Health Commission of Canada (MHCC) in 2010, the MFHA curriculum is

based on a recovery-oriented framework that supports people who experience a mental health crisis or a decline in their mental well-being. MHFA helps staff to develop a skillset that any first responder can use to support someone until they can receive professional help. The training is designed to help staff develop and improve their Emotional Quotient (EQ) skills by improving teamwork, leadership skills and overall emotional self-awareness, and providing a safe space for people to express emotions.

Lookout takes pride in promoting a good work-life balance and offers a variety of schedules to meet the needs of staff. If you are interested in learning more about our current learning opportunities, contact us today!



JEDI: Our commitment to diversity + inclusion



Lookout's Justice, Equity, Diversity and Inclusion Committee (JEDI) brought forward new ways for staff and guests to honour and respect collective diversity with a focus on recruitment and inclusion within organizational practices.

As an organization that is committed to the betterment of social issues, we encourage innovative change within our culture to maximize our social impact.

The efforts of the JEDI committee contributed to Lookout's nomination for the 2022 Best Non-Profit Employer for Diversity, Equity and Inclusion by Charity Village. The award recognizes organizations that demonstrate an active commitment to diversity, equity, and inclusion. Instrumental to Lookout's nomination was the JEDI committee's focus on empowering both guests and staff by and cultivating an environment that respects their individual identities and the diversity of our community.

Lookout was also nominated for the 2022 UnTapped Awards in the Inclusion Champion category. This award highlights organizations that support social issues through innovative change to maximize social impact. The UnTapped BC Workplace Inclusion Awards is the signature event of Open Door Group, a non-profit organization dedicated to assisting people find meaningful work and encouraging life-long learning.

Our nomination recognizes Lookout's pre-employment and training programs. We offer a large roster of job placement, employment training and peer opportunities that are designed to help guests develop their confidence and economic independence while also receiving our comprehensive housing and health supports to overcome the multiple barriers to employment. Our innovative efforts address the broad spectrum of issues that may impact a person's ability to find work simultaneously.



1,915 volunteers

To our amazing volunteers, who donate time serving hot meals, painting, delivering care packages, wrapping Christmas presents and so much more!

We couldn't have done it without you!

14,306 hours

Lookout: Milestones and Highlights

April 2022

- EWR season ends with 8,560 visits during the winter
- Warming centres record another 5000 visits
- Official opening of Sq'umul' Shelh Lelum' with local politicians in attendance
- Lookout DTES housing receives VCH funding to enhance services

June 2022

- Official opening of Food Hub at the Russell Housing Centre
- Indigenous People's Day celebrated at all sites
- Safepoint celebrates 5 years of saving lives

August 2022

- Lookout sites host Overdose Awareness Day event
- Former Powell Street Getaway site is demolished, making way for new development

October 2022

- Homeless Action Week activities include a Storytelling Walk
- EWR season is extended to run October 15 to April 15
- Construction starts begins on 508 Powell Street

December 2022

- Dundarave Festival of Lights raises over \$32,000 for the North Shore
- More than 2,000 Backpacks of Hope distributed to Lookout guests
- Karen O'Shannacery Legacy Award for service excellence presented to Megan White and Antoinette Swaby

February 2023

- Political leaders and funders visit The Village
- Cowichan Mayor and Council tour Sq'umul' Shelh Lelum' and Cowichan Wellness and Recovery Centre

May 2022

- Mental Health First Aid is added to Lookout staff training
- First Place celebrates 10th anniversary
- Sites prepare for extreme heat
- Surrey Addictions Peer research program approved by BC Centre for Disease Control

July 2022

- Emotional Intelligence training is added to staff training

September 2022

- Yukon Housing Centre celebrates 20th anniversary
- Lookout participates in Recovery Day event in New Westminster
- Lookout nominated for Untapped BC Workplace Inclusion Award
- New scattered housing site for ICM guests becomes available
- Lookout sites participate in Orange Shirt Day

November 2022

- The Art Studios holds an Open House, the first public event since COVID
- Lookout acquires property on Salt Spring Island for affordable housing

January 2023

- Langley Health Contact Hub opens a temporary location at Langley Memorial Hospital
- Several political leaders and government officials tour Lookout sites across the Lower Mainland

March 2023

- Fraser Health selects Lookout to provide new patient transport services
- Lookout presents CLBC Grosvenor pilot at the Canadian Health and Well-Being Developmental Disability Conference



Lighthouse: A beacon of hope for Abbotsford

Located within the Red Lion building, the Lighthouse is a 20-bed shelter that operates independently to support individuals with a chronic history of homelessness. The shelter opened in October 2022 with beds for 15 men and 5 women. Only individuals referred by community partners have access to the shelter. Shelter guests receive three meals daily and meet regularly with the Lookout staff to develop their case plan. The shelter offers programs that support their stabilization and wellness journey with various activities that include budgeting, gratitude boards and housing supports. Shelter staff also help guests to connect with community resources that provide additional wraparound services such as medical and legal assistance.

To distinguish the shelter from the Red Lion Residence, the name 'Lighthouse' was selected by guests as a symbol of hope. The Lighthouse is "a beacon of light for the community...guiding our guests to wherever their destination may be."



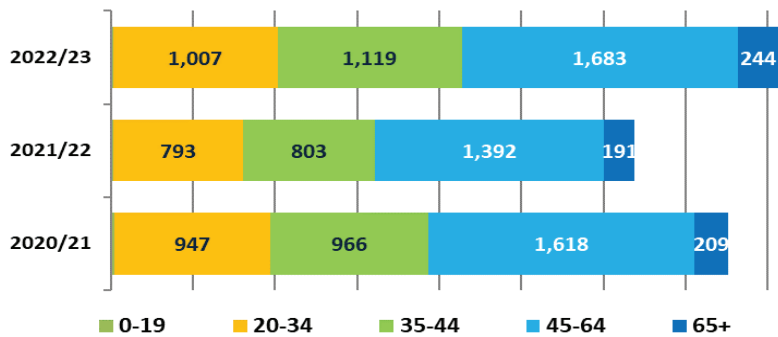
The Village Extended: Positive change

Lookout was excited that The Village supportive housing program was extended. Thanks to BC Housing, Cowichan Housing Association and the City of Duncan, funding for the site will continue to provide safe housing with unique wraparound services for individuals at risk of homelessness. With the extension confirmed, Lookout initiated a new peer outreach program known as Street Smart. Peers, Village residents with lived experience, use a trauma-informed approach to interact with community members who are experiencing homelessness. Funding from the SPARC BC doubled the shift capacity of Street Smart peers, effectively increasing support for homeless individuals living in Duncan. The Village also hosts 2 peer work programs for participants to gain work experience and job training, empowering them with renewed hope and purpose.

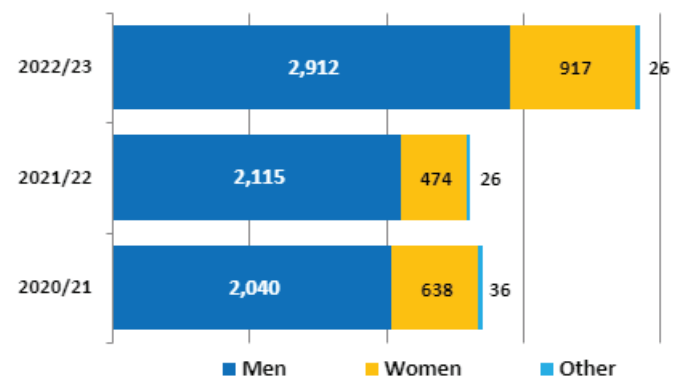
These are not the only successes at The Village, a unique temporary housing site. The Village residents can access opportunities to participate in community-based projects. Staff and residents are often seen together gardening or painting on the mural. The onsite gardening program and mural project have garnered positive attention throughout Duncan. The Village hopes this increased visibility will open new opportunities while winning community support and approval and reducing negative stereotypes and stigma that often surround temporary housing sites. Program participants continue to report positive outcomes related to their health and wellness such as improved family connections, and a greater sense of cultural and spiritual safety.

Average Demographics of All Lookout Shelter & Housing Guests

Shelter & Residential Guests - Age Range



Shelter Guests & Tenants - Gender



Dean Road: Lookout on Salt Spring



While many communities suffer through the housing crisis, Salt Spring Island has more homeless individuals per capita than either Victoria or Vancouver. Perhaps more than any other community, the island is experiencing an undeniable need for more affordable housing options.

Eager to be a part of the solution and thanks to generous support from an anonymous donor, Lookout was able to purchase a house with the potential of 12 units of affordable housing. Situated in a picturesque location on Dean Road, the 100-year-old house overlooks Ganges Harbour. Lookout is currently completing renovations and upgrades to meet residents' needs.

"Lookout is thrilled to offer affordable housing in the Salt Spring Island community where the need is higher than most communities that we currently serve. We are so grateful to our donor for their foresight and investment in this community. Thanks to this donation, the potential to impact people's lives for the better is possible," said Shayne Williams, CEO.

In addition to providing affordable new housing, the site will offer onsite programs and support services such as vegetable gardening and a communal kitchen where residents can learn how to cook and share meals together. Lookout staff will offer case planning, daily life skills programs as well as access to training and pre-employment opportunities. The Dean Road house with support services will help change the lives of its tenants, leading to greater stability and wellness.

Lookout foundation

Board of Directors



Greg Robins
Board President



Amber Davie
Treasurer



Luke Johnson
Secretary



Dean Patriquin
Director



Zahra Esmail
Director

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 of projects struggling financially, the Lookout

Foundation offers innovative, sustainable solutions.

Currently supporting projects with Lookout Housing and Health Society across 19 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.

Lookout Foundation: Stepping up where needed

The Lookout Foundation had the pleasure of funding a diverse range of innovative, new programs and urgent, emerging needs across the Society this past year. The Foundation supported the on-going operations of our High Drive and Centre Street locations, which both provide safe, affordable housing in Abbotsford. In Surrey, the Lookout Low-Cost Dental Clinic received funds to supplement costs incurred when marginalized patients struggled to pay the reduced rates for necessary dental work. Another beneficiary from the Foundation was Julian House, one of our Surrey residences that provides affordable housing for individuals living with bloodborne pathogens like HIV and HepC. Lookout’s centrally located Food Hub in New Westminster received funds to increase access to stipend dollars for peers who worked in the new on-the-job training program.

In the Vancouver region, the Sakura So received financial support to increase site

maintenance and safety at the supportive housing site in the Downtown Eastside. The Mood Disorder Association of BC (Lookout’s mental health branch) again benefited from the Foundation, ensuring ongoing access to psychiatry, counselling, peer support groups as well as helping with administration costs. Dovercourt, our North Vancouver sober living program for 22 residents, was able to complete renovations this year thanks in part to the Foundation’s support. The North Shore programs also benefited with the Foundation matching all donations raised through the Dundarave Festival.

The Lookout Foundation also provided a wage top up for our Canada Summer Job placements across the organization, ensuring our summer staff received a fair and equitable wage. These are just a few examples of how the Foundation is leaving a lasting impact on Lookout programs, and ultimately the people we strive to support.

Surrey Low-Cost Dental Clinic



Located at Lookout’s Surrey Health Solutions site, the dental clinic offers low-cost services to vulnerable individuals in need of dental care. Free consultations are available for guests who are in need. Fees for the full range of services are based on the patient’s ability to pay.

Food Hub Employment Program



The Food Hub, Lookout’s centralized food security program, offers peer training and work experience opportunities for guests accessing our pre-employment programs. Peers help coordinate, sort and deliver food donations to Lookout sites throughout Vancouver and the Fraser Valley.

Dovercourt



Worn carpeting in tenant rooms is being replaced with easy-care flooring and walls are being painted. A new greenhouse grows seedlings for the tenant vegetable garden was also funded by the Foundation. Dovercourt provides affordable homes for 22 men in 2nd stage recovery.



Donor Honor Roll*

2022
2023

Thank you for choosing to support Lookout!

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

A & A Steel Enterprises
Gary Adelson
Anchorage Daily News Productions Ltd.
Sheila Barber-Lechner
Beaumont Boutique and Studios
BentallGreenOak (Canada) LP
Paget Bentham
Stephanie Berryman
Best Built Construction Group
Best Built Homes Inc.
Teresa Blackstone + friends
Blanket BC
Jane Bryans
Buddha's Light International Association
Buddhist Tzu Chi Foundation
BuyLow / Re-Foods
Canadian Online Giving Association
Glenda Chapman
Kelly Cheung
Hui Kyong Wendy Chun
Anne Condon
William Connors
Coquitlam College
Cowichan Basket Society
Crofton House School
Mari Csemi
Muskaan Dhillon
Domino's, Powell Street
Dr. R.H. Toews Inc.
Dundarave Festival
Shelley Duryee
Edmonton Community Foundation
Fatima Zahra Helping Hand
Felix Y. Manalo Foundation, Inc.
Cameron Fraser
G3 Terminal Vancouver Limited Partnership
Garibaldi Secondary School
GRD Construction Ltd.
Greens & Beans Deli
GWIL Industries

Guru Nanak's Free Kitchen
Vincent Hanlon
Craig Hathaway
HAVE Culinary Training Society
Hockey Helps the Homeless
Karenjit Hundal
Indo-African Food Group
Bobby Janjua
Pat Jensen
Zeqing Jin
Joy of Sharing
KC Society
Kristin Helgason Fund
Jennie Shuk-Yin Lam
David & Carol Lansdowne
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Little Caesar's Pizza
Manly Shore Production Services Ltd.
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Tamara Micner
Warren J A Mitchell
Mount Pleasant War Memorial Community
Coop Association
Nesters, various locations
North Van Cares Foundation
North Vancouver Deep Cove Lions Club
Orbis Express Ltd.
Our Lady of Perpetual Help Parish
Chris & Elaine Overton
Kirsten Pejman
Patrick Priestner
Euan Ramsay
Gregor Reid
Reunion Upload Productions Inc.
Dave Richardson
Sai Baba, Coquitlam
Shaughn & Sharon Clements Homeless Fund
Sheila & Raj Singh

Starbucks, multiple locations
Steed and Evans Holdings Inc.
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The Benevity Community Impact Fund
The Hamber Foundation
The King's Temple Missionary Society
The Kurdish Canadian Society
The Langara Foundation
The Parish of St. John the Evangelist
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The Way Church
Tiffany Chen Personal Real Estate
Corporation
Toss Yer Cabers
Transworld Management Ltd.
Urban Fair, various locations
Urban Impact Recycling Ltd.
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Vancouver Recovery Through Art Society
Peter Vaughan
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WCPD Foundation
West Van Vacuum
West Vancouver Baptist Church
West Vancouver Community Foundation
West Vancouver Fire Fighters Charitable
Society
Dennis Weston
Peter Whitelaw
Youth and Philanthropy Initiative Canada
Vancouver Food Runners
William Zander & Frances Bickerstaff
ZS2 Technologies Ltd.
Zumiez Canada

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

Key Program Partners & Funders

Abbotsford Food Bank
BC Community Gaming Grants
BC Housing
BC Partners for Mental Health
Bowen Island Municipality
Canada Mortgage & Housing Corporation
Canada Summer Jobs
City of Abbotsford
City of Chilliwack
City of Duncan
City of Langley
City of Maple Ridge
City of New Westminster
City of North Vancouver
City of Surrey
City of Vancouver

City of Victoria
Community Action Initiative
Community Living BC
Correctional Service Canada
Cowichan Valley Regional District
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 Housing
Ministry of Mental Health and Addictions
Ministry of Social Development and Poverty
Reduction
Municipality of North Cowichan
New Westminster Homelessness Coalition
Society
North Fraser Pre-Trial Centre
Provincial Health Authority
Reaching Home: Canada's Homelessness
Strategy
Service Canada
Surrey Homelessness and Housing Society
Township of Langley
Vancouver Coastal Health Authority
Vancouver Foundation

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.