



# Lookout

Housing + Health Society

2017-2018  
ANNUAL  
REPORT

## Lookout Merges with MDABC

**VANCOUVER-** In the fall of 2017 Lookout and the Mood Disorders Association of British Columbia (MDABC) proudly merged to provide mental health services to more individuals across the province. Find more information on mental health supports on [page 6](#).



## Housing Alternatives: Modular Housing

**ABBOTSFORD/SURREY-** Over the past year Lookout has been selected to operate modular housing in both Surrey and Abbotsford. Built to accommodate the immediate need for housing, modular units offer safe, stable, affordable housing for individuals needing alternative support. For more information see [page 12](#).

## Peer Programs at PSG

**DTES-** At the Powell Street Getaway, one of Lookout's three resource centres, Steve moves from peer program to full-time employment. Read Steve's full story on [page 11](#).



## New Social Enterprise

**SURREY-** A newly developed social enterprise in Surrey has guests learning a new skill set: carpentry. Trash to Treasures uses donated wood to build sellable benches and planters. More on [page 11](#).

## INSIDE THIS EDITION:

### New Services in Langley

**LANGLEY-** Over the past year, Lookout has developed three programs based on need and gaps in services. These programs include Rig Riders, Housing First and Mobile Health Van & Harm Reduction. Learn more about these programs on [page 12](#).

### MDABC Support Groups

**COQUITLAM/VANCOUVER-** Two current MDABC patients share their experiences with support groups. Both stories focus on mental health and offer two very unique perspectives on how the support from MDABC has helped them. Read them both on [pages 8 & 9](#).

MDABC patients share how support groups have helped them cope.



### Lookout Volunteers

**ACROSS MUNICIPALITIES-** Lookout is incredibly fortunate to have dedicated volunteers from many communities. Individuals of all ages donate their time and resources to help make events, holidays and daily operations run smoothly.

To see last year's record breaking number of volunteers, and the hours they serve turn to [page 13](#).

[www.lookoutsociety.ca](http://www.lookoutsociety.ca)





Lookout Society - Established in 1971  
544 Columbia Street  
New Westminster, BC V3L 1B1

## Board of Directors



**Tom Roberts**  
Board President



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**Baird Blackstone**  
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[www.lookoutsociety.ca](http://www.lookoutsociety.ca)

-  /LookoutSociety
-  Lookout Emergency Aid Society
-  @LookoutSociety
-  /lookoutsociety

\*Pending Board Member



## Mandate

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

## Vision

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

## Senior Staff



**Shayne Williams**  
Executive Director



**Keir Macdonald**  
Deputy Executive Director



**Wes Everaars**  
Director of Development



**Megan Kriger**  
Director of Housing



**Leonard Levy**  
Director of Administration and Property Management



**Leo Lu**  
Director of Finance



**Terri Mackay**  
Director of Human Resources



**Sunny Khangura**  
Director of Health



**Dr. Ron Remick**  
Medical Director

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





# Together we are making a difference in people's lives

**NEW WESTMINSTER** - This has been a whirlwind year of change and growth for Lookout. After 46 years, Lookout has a new name: Lookout Housing and Health Society! The new name is more suited to the work we are doing and recognizes that barriers to stable housing are caused by complex challenges, not only poverty.

Last year Lookout merged with the Mood Disorders Association of British Columbia (MDABC), combining two dynamic organizations to broaden the spectrum of support. MDABC programs are found throughout the province and brings the opportunity to build recognition and opportunities. After a thorough examination of MDABC and its services, the Board believes that adding clinical mental health services and wellness programs benefits the people we serve. Often barriers to housing include mental health challenges. Serving vulnerable populations in multiple communities, Lookout now offers a greater continuum of low-barrier care for individuals in need of mental health supports and services.

The new provincial government is making major commitments to support marginalized populations. I commend them on strengthening the Ministry of Housing and creating North America's first Ministry of Mental Health & Addictions. These ministries are making choices that are impacting our work in positive ways. The decision to invest in modular housing throughout the province provides a short-term solution while more permanent housing is developed.

Lookout is taking every opportunity to dialogue with various levels of government to ensure that they understand the challenges and how together we can create possible solutions. Lookout has been very active in many consultations, including the National Housing Strategy (NHS) and the Poverty Reduction Plan. In collaboration

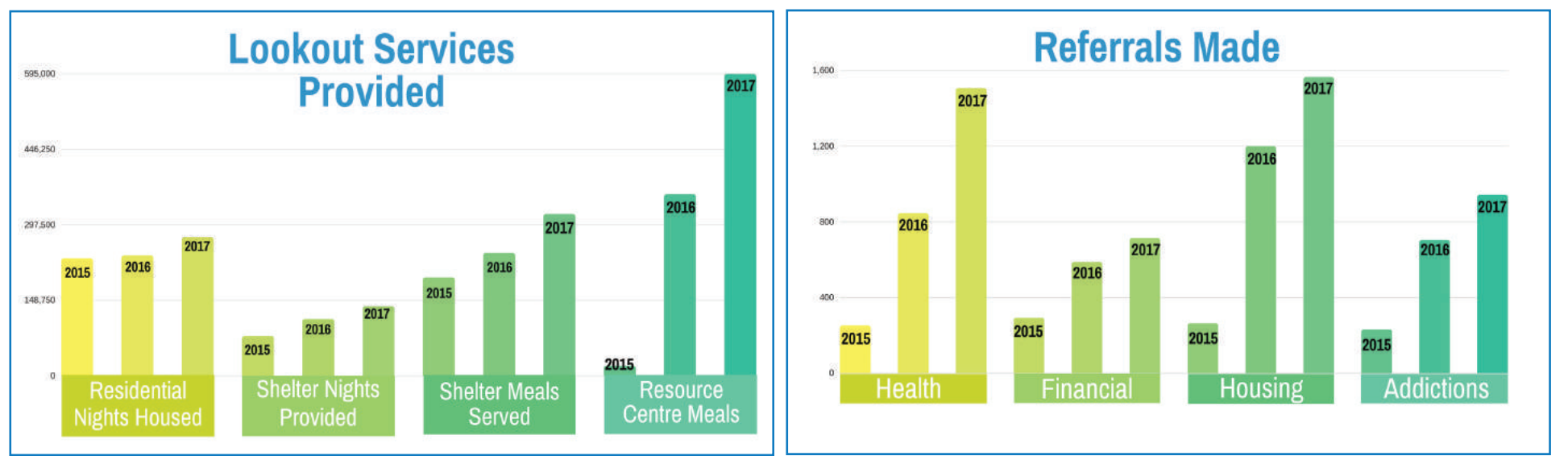
with funders, donors and community partners, Lookout is focused on the NHS policies on preventing homelessness, developing a range of affordable housing options, and providing health programs for vulnerable people throughout the province. The result is expanded partnerships that bring our services and expertise to new communities. The Boards of both the Society and Lookout Foundation are working closely with the Executive Team to determine where our services may be needed most and identify what services we may be able to provide. Areas of interest include Chilliwack, Burnaby, Mission and possible expansion on Vancouver Island.

None of this work would have been as successful without our three year strategic plan which has guided us throughout our work. Lookout is fortunate to have a multi-talented Board of Directors, each member bringing their expertise and commitment to inform the governance of the Society. As the three-year plan comes to an end, we reflect on how well we as a team have reached our goals and where the organization can improve. Now we are well into developing our next strategic plan.

Lookout's annual fundraising event, H'Arts for the Homeless will mark it's 10th anniversary on October 4th, 2018. Returning to Lookout's roots, all proceeds from this year's event will support our housing programs. I look forward to seeing everyone there!

Again this year, I thank the Board of Directors, the leadership team, staff and volunteers for the exemplary work they do each and every day. Together we are making a difference in people's lives.

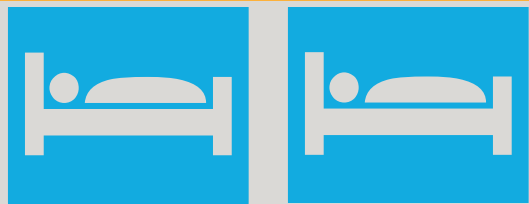
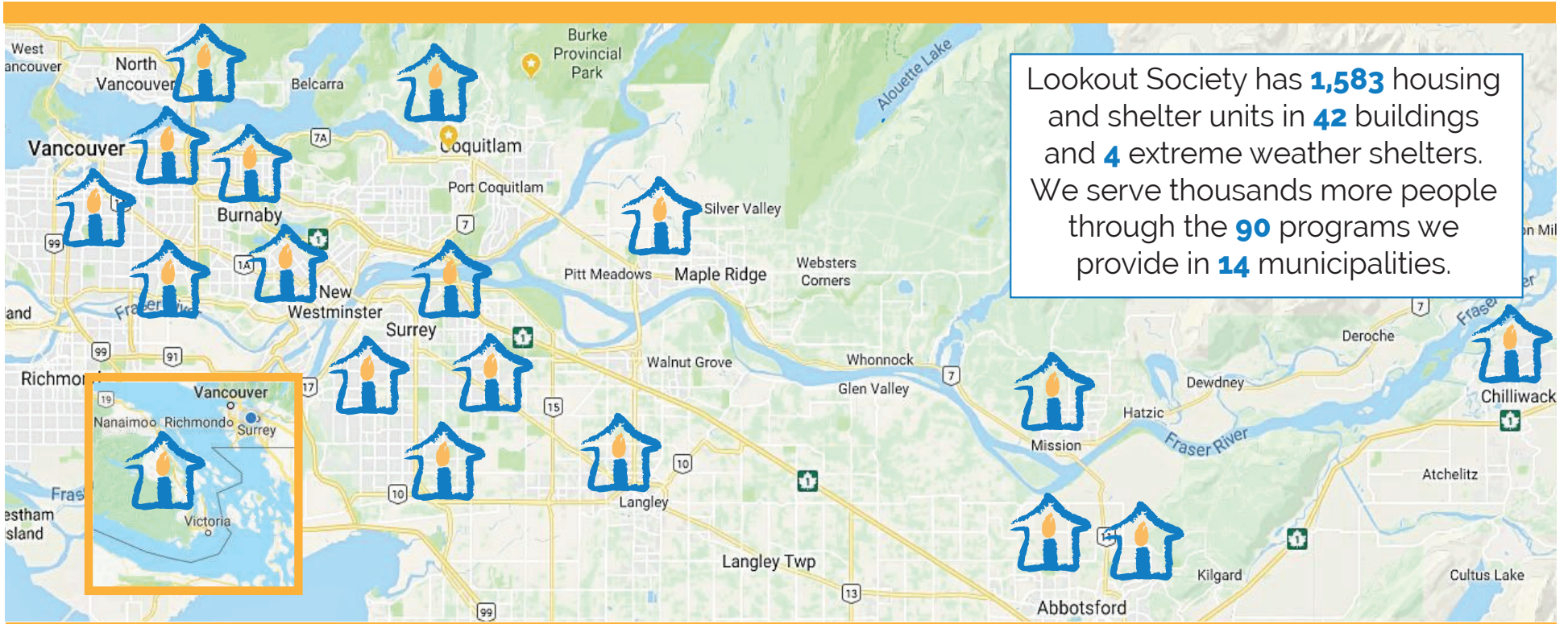
## Past three year comparisons:



# Lookout

2017 - 2018

in your community



**9** Emergency Shelters

377 shelter beds  
87 extreme weather response (EWR) mats

**5,759** unique shelter guests

- Served **318,339** meals & housed **660** shelter guests
- Provided **136,629** bednights & had a **0.04%** vacancy rate
- Helped **2,783** shelter guests develop case plans
- Had to turn away individuals **26,390** times (average of 72/day)



**37** Lookout Residences

572 permanent units  
419 transitional units  
43 sober living units  
85 mixed social housing units

**1,119** residential units

- **272,915** nights spent in own unit
- Helped **910** tenants develop case plans
- Provided **abstinence** based supports to **109** tenants



**18** Outreach Teams

6 community  
5 homeless prevention  
7 health related

**1,756** unique individuals helped

- Housed **363** individuals
- Made **9,427** referrals related to case planning
- Helped people access funding **425** times



**7** health programs  
**1** health clinic

**3** food programs  
**1** dental clinic

**9,618** medical appointments/nurse visits

**690** HIV/AIDS tests provided

**3** Health Canada approved safe consumption sites

**265** times naloxone was administered

**1,314,770** needles collected by Lookout in **11** municipalities

**64,468** visits to Lookout safe consumption sites



**3** resource centres  
**5** employment/peer programs  
**3** social enterprises

**9,266** individuals visited our resource centres

**146,707** total visits to our resource centres

**593,989** meals served in our resource centres





# Lookout Housing and Health Society

Lookout has experienced a year of many positive changes: more housing supports, service expansions, a merger, and a new name that better reflects our work. Most importantly these changes mean that we are better able to engage a broader range of vulnerable people to help take positive steps in their lives. We continually seek opportunities to develop innovative ideas that can better meet the needs of the people we serve. We attend community consultations to learn about the needs of vulnerable people and how the public feels about poverty and possible solutions. We provide staff, peers and volunteers to facilitate conversations about poverty, trauma, mental health, addictions, marginalization, and stigma.

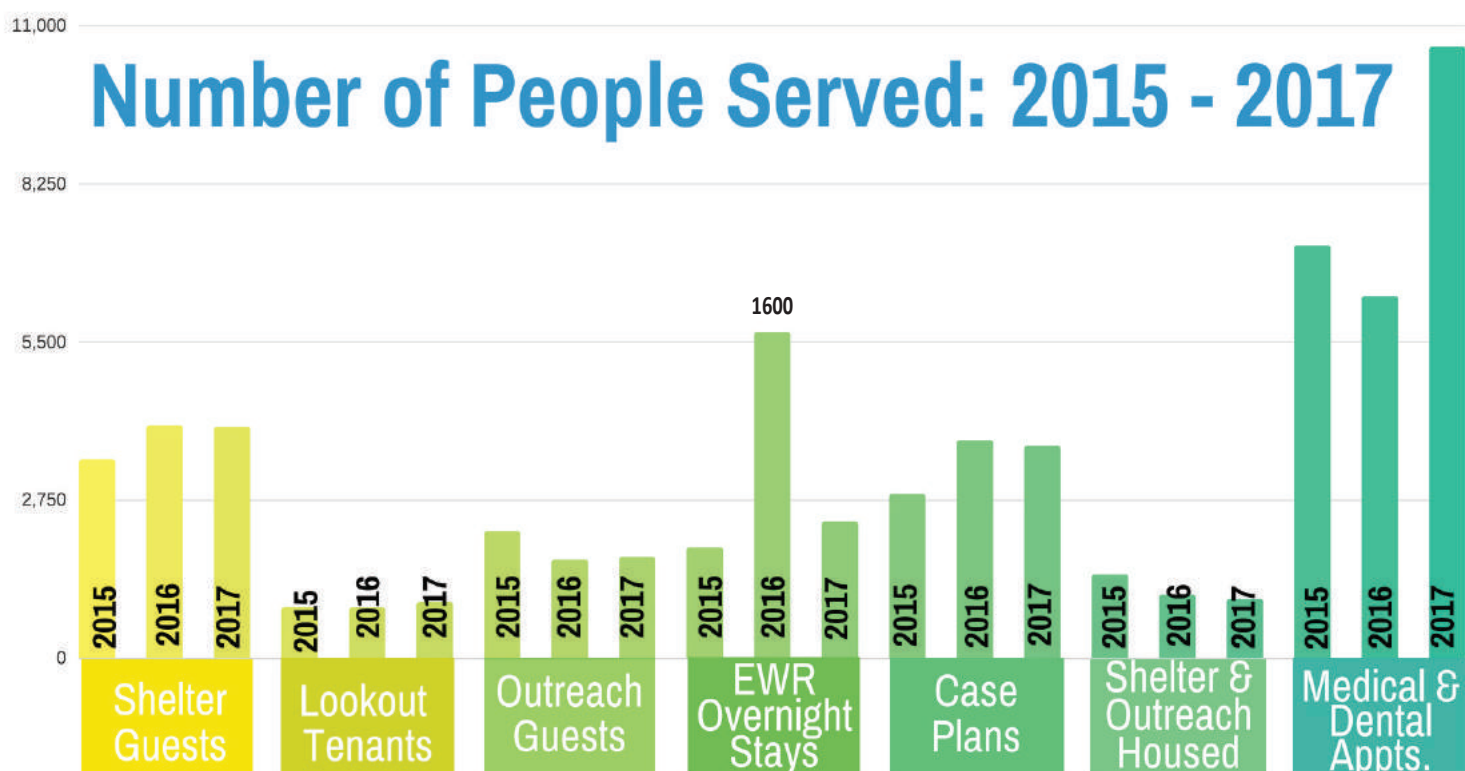
The commitment of BC’s government to support people through housing and health initiatives is making a significant impact. Lookout is proud to operate the new modular housing opening this month in Surrey as well as new housing being built in Abbotsford. Modular housing is an efficient way to build quality affordable housing quickly, allowing people to have homes within several months. Working with BC Housing, health authorities and municipalities, Lookout will provide 24/7 staffing to assist tenants to address the challenges that led to their homelessness. This housing will help hundreds of people move forward in their lives. We are currently working with municipal government and funding partners to create new housing in Mission and other municipalities to help low income individuals struggling to secure safe, affordable housing in the current crisis.

Lookout is fortunate to have the expertise of the Mood Disorders Association of British Columbia (MDABC) in providing treatment, support, education, and hope for people living with a mood disorder such as anxiety and depression. The merger

with MDABC is already making a difference to Lookout tenants and guests. We are now providing a greater continuum of low-barrier care for guests in need of mental health supports and services such as: new weekly mental health clinics at the North Shore Housing and the Tamura House in Downtown Vancouver so that tenants have direct access to psychiatrists; and new peer led workshops in several locations. Our vision is to develop regional multi-disciplinary health centres that offer a “one-stop shop” where mental health, addiction and primary care services are located together.

Lookout’s housing and health services are designed to meet the needs of people we serve. This year Lookout reaffirmed our commitment to the philosophy of Trauma Informed Practice (TIP) with all Lookout policies being vetted to ensure that TIP principles are incorporated. TIP philosophy recognizes that all people have past life experiences and traumas that may affect their reactions and behaviours. Accordingly, all staff are trained that respect and understanding can promote positive connections and outcomes. Even simple changes in terminology can make a difference; for example, we now use “guest” vs. “client” when referring to people in our programs. TIP practices enhance Lookout’s tradition of providing respectful, minimum barrier services.

This coming year we will see further progress as we operate the new supervised consumption site in Victoria, new modular housing in different communities and new mixed social housing in Vancouver. Our goal is always to identify the needs of vulnerable people and how Lookout can provide housing and health solutions.



# Lookout Housing and Health Society

MERGES WITH THE

## Mood Disorders Association of B.C.

to help more people in more places

Lookout Housing and Health Society, formerly known as The Lookout Emergency Aid Society, was founded in 1971 in the Downtown Eastside of Vancouver with one shelter to house homeless individuals.

Over nearly five decades Lookout has recognized a need for a variety of housing and health supports in municipalities across British Columbia. Currently in 14 communities across the province, Lookout understands that safe, affordable housing is just one piece of a very complex puzzle.

In order to address the diverse needs of the most vulnerable populations, Lookout has developed a continuum of services to ensure individuals have minimal barrier access to much needed supports. Currently operating an extensive list of services Lookout recognized a need for additional supports in one specific area: mental health.

In September 2017 Lookout merged with the Mood Disorders Association of British Columbia (MDABC). The MDABC is a non-profit organization providing treatment, support, education, and hope of recovery for people living with a mood disorder. Through innovative and efficient treatments, patients are able to seek support in a stigma-free environment.

With over thirty-five years of experience, the MDABC was originally developed to offer improved access to mental health supports. By merging with Lookout, the MDABC has expanded to create minimal barrier services to individuals with little or no income.

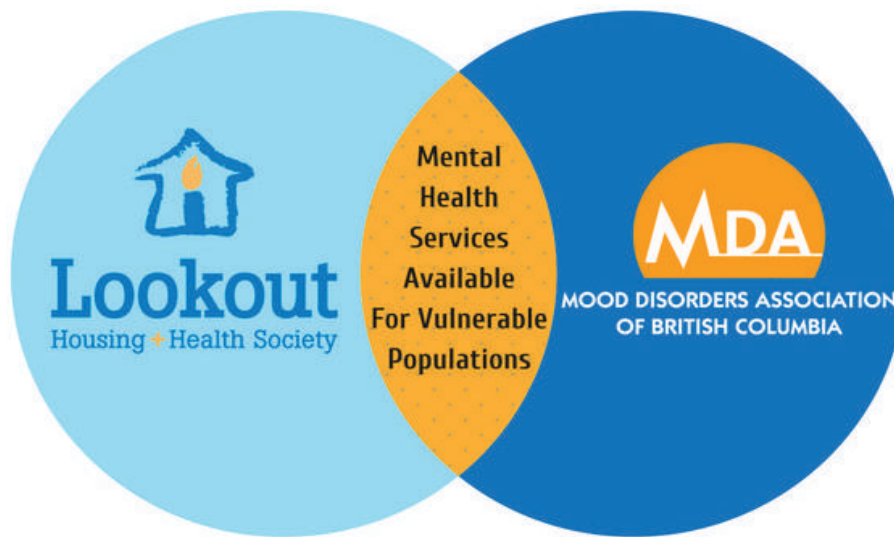
The merger between Lookout and the MDABC means more mental health services and supports for individuals across British Columbia, regardless of economic status. Programs and treatment offered at the MDABC ranges from Psychiatric Clinic services and a Counselling and Wellness Center, in addition to projects in partnership with BC Partners for Mental Health and Addictions and Fraser Health.

**The Psychiatric Clinic** has rapid access to consultation and diagnosis, medication stabilization and Group Medical Visits.

**The Counselling and Wellness Center** offers counselling as well as Cognitive Behavioural Therapy Courses (CBT).

**Projects under the BC Partners and Fraser Health** range from monthly meetings, peer-led support groups, community information engagement programs, community speakers program, facilitator training, mental health and substance use anti-stigma in young adults campaigns, mental health workshops, and social media channels, weekly email updates, blogs and newsletters.

Lookout and the MDABC are excited to be helping more people in more places.



To learn more visit [www.mdabc.net](http://www.mdabc.net) or call 604-873-0103

## An Overview of Services:

### Three key areas

**Counselling & Wellness Center**

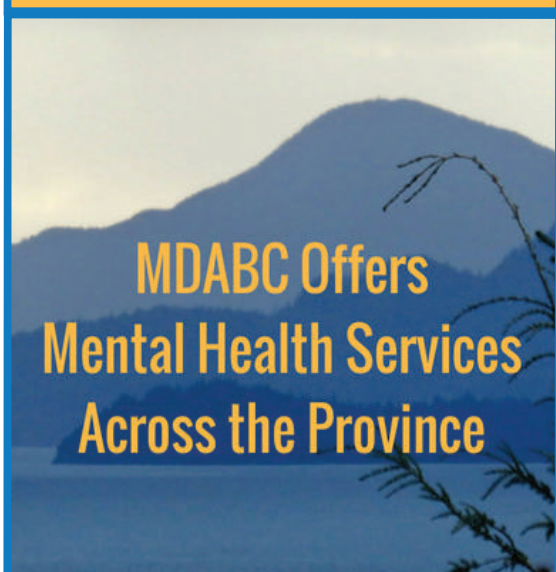
- Cognitive Behavioural Therapy Courses
- Counselling

**Partnership Projects**

- 27 Peer-led Support Groups
- Community Information Engagement Program
- Community Engagement Speakers Program
- Facilitator Training
- Mental Health and Substance Use Anti-Stigma in Young Adults Campaign
- Mental Health Workshops

**Psychiatric Clinic**

- Rapid Access for Consultation/Diagnosis in a Medication Stabilization Group
- Group Medical Visits
- Food as Medicine Program
- Interpersonal Therapy Groups
- Psychiatric Outreach Care at Lookout's Tamara House and North Shore
- rTMS: Repetitive Transcranial Magnetic Stimulation Program



## Psychiatric Clinic

In 2009 Dr. Remick merged his clinic with the MDABC. The Psychiatric Clinic is operated by psychiatrists and the services are covered by MSP.

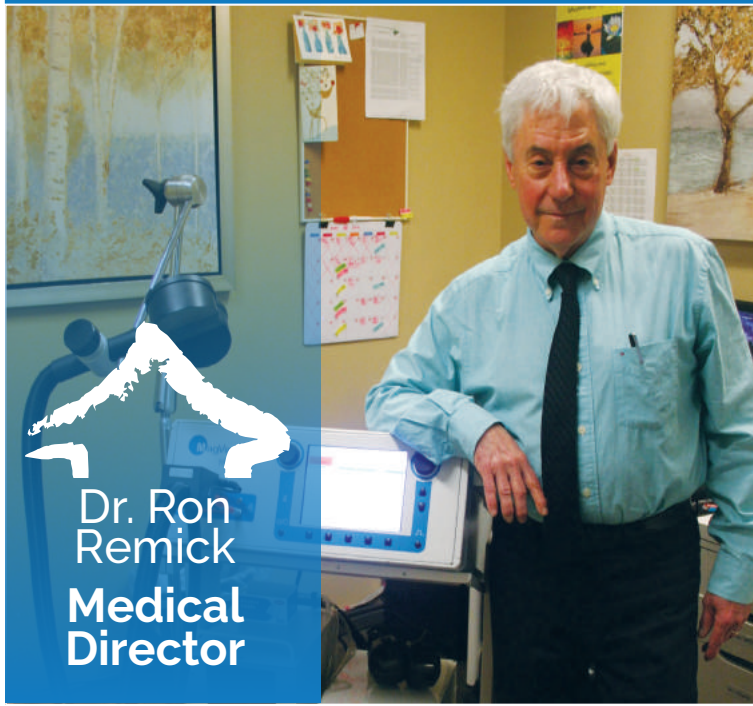
The Psychiatric Clinic functions differently than a typical clinic. Instead of patients being seen one-on-one, they are seen in a group. Normal wait times can range from six months to a year, but with this innovative approach, MDABC patients wait approximately one month.

Group medical visits (GMVs) generally have six people in attendance. GMVs give patients the opportunity to update the doctor on how they are doing, get prescriptions refilled, have medications changed and to learn from the other patients who are in attendance.

The MDABC is a training clinic for psychiatric students, teaching students how to work as efficiently as possible, and help patients effectively. The skill set they learn can be used throughout the rest of their careers.

**“With similar innovative approaches to care, the merger between Lookout and the MDABC just makes sense... There’s more access and opportunity for more people across B.C.”**

**- Dr. Remick**



**Dr. Ron Remick**  
**Medical Director**

## Repetitive Transcranial Magnetic Stimulation (rTMS)

rTMS is an alternative safe, effective, non-invasive, neurostimulation treatment for patients not responding to medication or who cannot tolerate the side effects of medication. Approved by the FDA in October 2008, rTMS has been cleared for treatment of Major Depressive Disorder.

At the MDABC, Dr. Vila-Rodriguez provides patient consultations when referred by a doctor. With approximately 20% to 40% of adults with major depression resistant to antidepressant medications (while another third show poor response), rTMS is an excellent alternative for treatment resistant depression.



During an rTMS session, an electromagnetic coil is placed against your scalp near the forehead. The electromagnetic coil delivers a magnetic pulse that stimulates nerve cells in the region of your brain involved in mood control and depression. It may activate regions of the brain that have decreased activity in people with depression. The treatment is 5 days a week for 4-6 weeks with patients in and out of the appointment in a matter of minutes. Patients are able to drive and resume daily activities immediately.

As more patients continue to experience the positive benefits of rTMS, Lookout and the MDABC believe access to treatment should be available to everyone, eliminating that financial barrier to care.

## Partnership Projects

### What Helps What Hurts

‘What Helps What Hurts’, also known as ‘Anti-Stigma in Young Adults’, is a program designed for young adults. The goal is to help them understand mental illness and what words may help and what words may be harmful.

The literature provided in this program is a great resource for family and friends with loved ones struggling with mental health.



Visit [www.whathelpswhathurts.com](http://www.whathelpswhathurts.com) for more

### Newsletters & Blogs

Every six weeks the MDABC publishes a newsletter with a different theme. Filled with resources, links and lived-experience stories, each newsletter is designed to encourage participation furthering the de-stigmatization of mental health.

Usually a combination of four separate entries, the newsletters often include voluntary contributions. Similarly, blogs are often written by volunteer writers. As shorter pieces blogs are uploaded monthly to [www.moodsmart.wordpress.com](http://www.moodsmart.wordpress.com).

If you would like to contribute stay tuned to the MDABC’s social media for updates.

### Peer Led Support Groups

All MDABC support Groups are run by volunteers with lived experience. The only exception is for family support groups where family members of individuals with a mental illness are present.



## Counselling & Wellness Center

In 2015 the Counselling and Wellness Center was created and counsellors were added to the MDABC. Counselling is different from psychiatry as counsellors are unable to issue medications and use talk therapy to help their patients. MDABC counsellors use many different types of therapies from Cognitive Behavioural Therapy (CBT), Eye Movement Desensitization and Reprocessing (EMDR), Process-oriented therapy, Solution Focused Therapy (SFT), Dialectical Behavioral Therapy (DBT), Positive Psychology and Mindfulness-based approaches. The MDABC offers counselling practicum for Adler University students, giving patients access to care at a reduced rate.

### Cognitive Behavioral Therapy (CBT)

Offered at the MDABC since 2012, CBT was added as an additional program to assist patients. CBT is an evidence-based psychological intervention shown to significantly reduce emotionally distressing symptoms. Participants are taught cognitive, behavioral, and emotional-regulation skills.

The overall goal of CBT is to modify one’s thoughts, beliefs, and perceptions, and to change one’s usual pattern of behaving. Modifying the way in which you think can facilitate both emotional and behavioral change.

Altering the way you act can result in cognitive and emotional change. Essentially, the MDABC would like patients to feel more in control of their own life.



## Mental Health Feature



## From One Living Room to Across BC: How Support Groups Help Thousands

The MDABC began in 1982 with a husband and wife duo, Ed and Vicki Rogers. Ed underwent a difficult surgery, and afterwards found himself struggling with depression.

Having unsuccessfully attempted to find a support group, Ed and Vicki decided to start their own. Recognizing a strong need for mental health support in the 1980s, the couple began hosting support groups out of their living room.

By 1992, the MDABC officially became incorporated as a charity. Rapidly, support groups spread around the lower mainland as more individuals became interested. To this day, all groups are free to attend and are open to drop in attendees (unless otherwise specified).



The success of the province-wide support groups has a lot to do with the participants. One comment commonly heard by MDABC staff and volunteers is that the support groups help people feel like they are not alone.

Participating in support groups is a great way to openly share their experiences. By listening to different stories, attendees have the opportunity to learn from others. In a stigma free environment, support groups can create a strong community.

The following two stories from Maureen and Andrew, who both regularly participate in MDABC support groups, give an insider perspective on how beneficial the groups are for them.

**NOTE: All MDABC Support Groups are run by volunteers with lived mental health experience. The only exception to this is family support groups.**

## Stigma and Dialogue: Maureen's Story

**VANCOUVER**—Originally from Calgary, Maureen and her husband moved to Vancouver twenty-five years ago, optimistic to find employment in their specialized fields. With a background as a clinical nurse specialist in geriatrics, Maureen is familiar with the medical system and applauds the efficiency and flexibility of the unique patient care at the MDABC.

Maureen, who has used one-on-one doctor patient care in the past, raves about group appointments having seen and felt first-hand how impactful they can be.

“The feeling people have coming out of these group appointments is—they feel better about themselves and the path they've chosen.”

In a group setting, treatment extends beyond the patient-doctor relationship to include supportive listeners with unique perspectives and similar experiences. Having a community focused intensely on wellness can be incredibly important to

someone dealing with stigma at home or with close friends.

From her support groups Maureen has heard many stories of what pushed people to seek treatment - from losing employment, or housing, to struggling financially after a difficult divorce.

**“If we interrupt the dialogue and stop using words like “crazy” or “bipolar” loosely, opinions and eventually stigma will change.”**

People seek treatment for a variety of reasons that are often misunderstood due to preconceived stereotypes. In order to combat generalized misnomers, Maureen has a plan.

“If we interrupt the dialogue and stop using words like “crazy” or “bipolar” loosely, opinions and eventually stigma will change.”

By changing the language we use Maureen believes attitudes and eventually stereotypes will also change.

# Community Support: Andrew's Story

**NEW WESTMINSTER-** Taking part in MDABC's support groups regularly has been an important part of Andrew's recovery. Attending weekly sessions with seven or eight people can seem intimidating for some, but not Andrew.

"I think a lot of people are hesitant to open up because of the stigma and anxiety of sharing your story...but with so much experience sharing my story already, it was like second nature to sit with everyone and share everything."

Having a supportive community is key to wellness for Andrew after having lost a lot of friends as a result of his illness. Mostly struggling with depression and anxiety, Andrew also suffered from sleep deprivation for years to the point where he was functioning with only one hour of sleep a night. Making a choice to focus on self-care, Andrew decided to move back home and seek treatment to begin his road to recovery.

Through the support groups, Andrew has met many new people and started to rebuild his community.

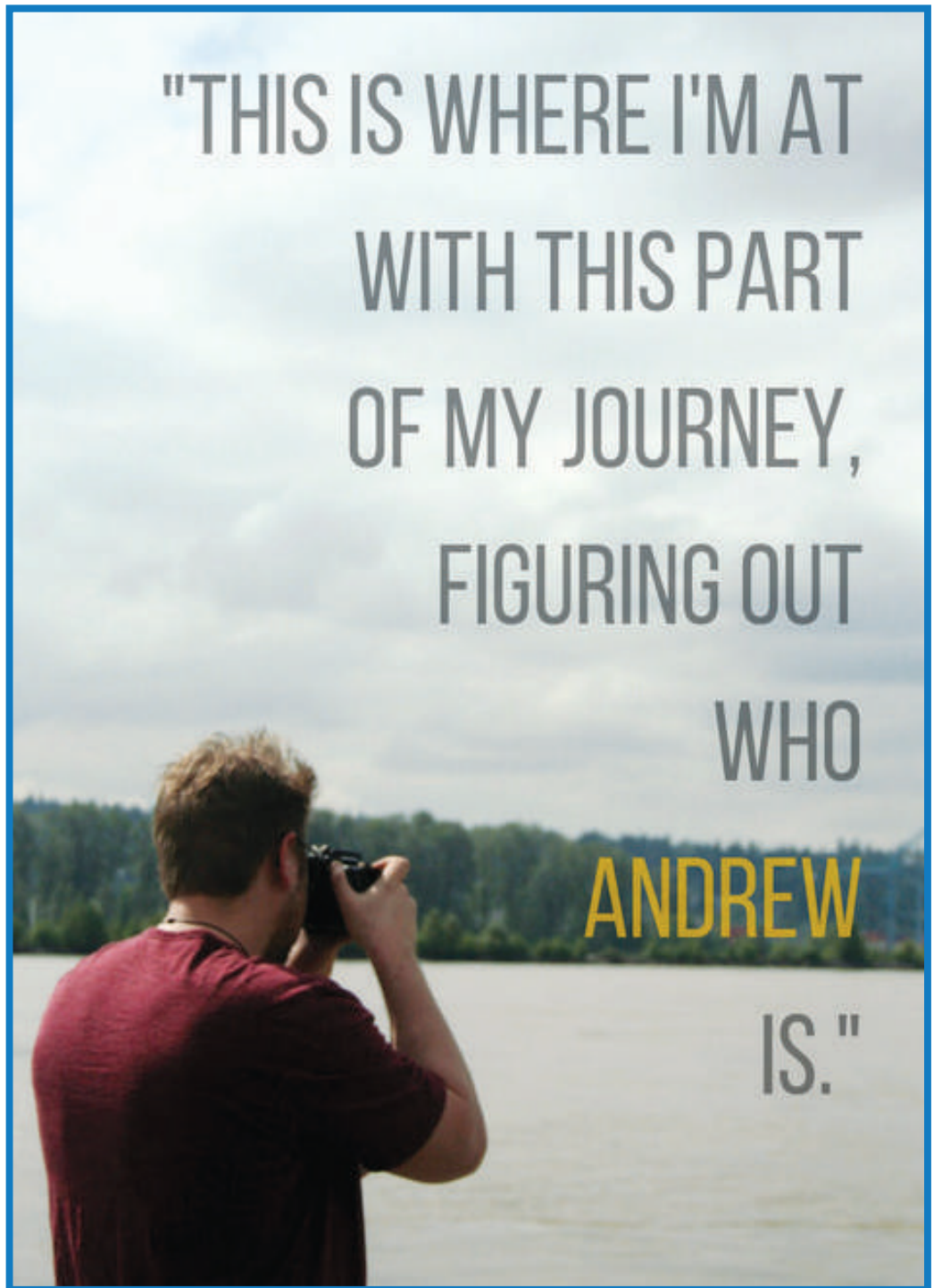
"Community is so important, just like with Maslow's hierarchy of needs. Social support is the foundation for living a fulfilled life. Without other people, you can't grow."

In addition to group supports, Andrew also has multiple strategies for managing his illness when alone. From photography to meditation, exercise to writing, Andrew is able to actively practice mindfulness regularly in his wellness journey.

"This is where I'm at with this part of my journey...figuring out who Andrew is."

Continuing to move forward, Andrew is optimistic about the future. He's hoping to work in the field of mental health, using his experience to help others.

"Everyone's coping the best they can and everyone needs support, whether you have challenges or not."



## Make MDABC Connections through:



Weekly Updates



Twitter



Facebook



Newsletter



Call



Blog

Information Available at: [www.mdabc.net](http://www.mdabc.net)

# Trauma Informed Practice: Lookout Learns to Cope

A year after learning about the concept of Trauma Informed Practice (TIP), Lookout is continually making an effort to increase our ability to better serve those who live with trauma.

TIP is a standing agenda item for Lookout leadership and staff at all meetings. That way we can share ideas and learn how to increase our level of awareness and sensitivity.

Many Lookout operated buildings have TIP boards in addition to weekly 'TIP of the Week' e-mails. Written by Lookout staff coming from 55 different countries, teams are able to collaborate on culturally inclusive tips for an even more inclusive, aware organization.

Another example of Lookout actively seeking ways to improve is by changing the organization's language. The term "Front Line Worker" was used for decades to describe staff working directly with guests. Originally used to describe

## What is Trauma Informed Practice?

**TIP is how you interact with people within these principles:**

- Being aware that a person may have trauma**
- Placing an emphasis on providing safety & trust first**
- Providing opportunities for choice, collaboration & connection wherever possible**
- Focusing on strengths based approaches & skill building**
- Recognizing cultural, historical, gender & sexuality issues**
- Promoting peer involvement**



soldiers in war Lookout realized the language was problematic the term was changed. Now known as "Point of Care Worker", Lookout believes the new terminology better reflects the respectful relationship between staff and guests.

These are just a few examples of how we have grown as an organization to support individuals who live with trauma. Lookout strives to build resiliency and recognizes the strength in compassion. As we continue to see more individuals who have lived through trauma, Lookout also sees an increase in the number of people using those experiences to grow stronger.

With diversity extending far beyond staff, as Lookout now operates in 14 different communities across the province, having the capacity to empathetically provide stigma-free services to all guests is the organization's top priority.

# Lookout

## A Reason to Smile: Perry's Story

### Health Program Feature

#### Surrey Dental Clinic



**CHILLIWACK-** Sitting in the living room at his daughter's home, Perry beamed with pride as he talked about his family. Currently renting the basement suite downstairs, he's able to play an active role in his children and grandchildren's lives, supporting the busy family whenever they need him. Having a stable home to call his own is new for Perry who, since December 1st of 2017, was no longer homeless.

Homeless since his teenage years nearly 40 years ago, the longest Perry had stayed in one spot was an 11-month stint in a tent.

"I came to Lookout after a couple people came to see me while I was living under a bridge. They came to tell me that a new shelter opened up."

Perry didn't immediately take advantage of Lookout's newly opened Abbotsford shelter after speaking with the outreach team. He and his partner were hesitant, concerned primarily for the safety of their cat if they entered the shelter.

Ultimately, Perry chose to take a chance and visit the shelter firsthand.

With tasty meals and clean spaces, Perry decided to continue visiting. Over time he felt comfortable enough at the shelter and with staff to leave his tent behind once and for all and move to the shelter.

Perry was in and out of the Abbotsford shelter for approximately a year, where he learned what resources were available to him. During that time he got an ID, of which he hadn't had in 15 years. Additionally he began to see a dentist at Lookout's Dental Clinic in Surrey.

Stemming from a childhood trauma at the dentist, compounded with nearly four decades of homelessness, Perry had been suffering with extreme dental pain for years.

"I've been paranoid about going to the dentist all my life...The clinic in Surrey took that fear away. They don't hold prejudice, regardless of a person's situation."

Over the past few months Perry has had 18 teeth removed, starting with the most painful. Immediately feeling pain relief after having them removed, Perry no longer has a need to self-medicate to manage his dental pain as he once had.

**"I came to Lookout after a couple of people came to see me while I was living under a bridge. They came to tell me that a new shelter opened up."**

With only three teeth left, Perry is looking forward to his next appointment when his final three will also be removed, making way for a set of dentures. Looking forward to a full set of healthy teeth, Perry says:

"I can't wait! I miss my food...You really don't realize it until whatever teeth you have are gone."

No longer preoccupied with pain, Perry can focus on a healthy and happy future including fishing with his grandkids, walking in nature, and possibly taking part in Lookout's peer program. Perry is optimistic about finding meaningful employment where he can give back and help others who may be facing similar barriers.

Recognizing how far he's come, Perry has some advice for anyone thinking about taking that first step.

"If anyone's out there thinking about climbing out of their tent, checking Lookout out and starting at ground zero, there are resources to use. People will help you, you just have to ask."



Contact Lookout's Dental Clinic at:  
604-545-4012 or [dental@lookoutsociety.ca](mailto:dental@lookoutsociety.ca)

**1,016**  
Dental Clinic  
Appointments Last Year

# Lookout Community Engagement Feature

## Peer Programs and Social Enterprises

### From Peer Program to Full-Time Staff: Steve's Story

**VANCOUVER**— At almost 60 years old, Steve is in the best shape of his life, sporting a Blue Jays baseball cap and energetic demeanor. From Monday to Friday he's hard at work at the Powell Street Getaway (PSG) on the Downtown Eastside. Luckily for Lookout, Steve has decades of professional experience and a diverse skill-set making him an excellent new addition to the PSG team.

Originally from London, Ontario, Steve reminisces about "back East" with a fond grin—from working in his family's retail business for years, to becoming a volunteer firefighter and having a family of his own. Needless to say Steve is used to being busy. The difference between busy and exhaustion is something Steve learned the hard way.

"I was doing too much. The time commitments caused problems with my marriage so my family suffered."

Eventually Steve divorced but still speaks fondly of his ex-wife and their "beautiful three children". Shortly thereafter Steve chose to shift gears, making his life-long dream of becoming a long-haul truck driver a reality. With the promise a good money and adventure, Steve spent nearly two decades working extreme hours until he abruptly hit a wall.

"I drove truck for almost 17 years and then had a crash, not a physical crash with the truck but a mental one."

Struggling with depression and anxiety since childhood, mixed with the guilt of missing his family, Steve's negative thoughts escalated. He needed to take time off to recuperate after years of accumulated exhaustion.

"I had to take time off but if I don't wake up one day that's OK... That's how I felt."

After three months off, Steve's employment insurance ended and he found himself struggling financially. Steve recognized the severity of his situation and chose to not return to truck driving. By 2014 Steve



had moved to Vancouver, the same city as his son lives in.

Without an income he quickly found himself homeless, living out of his car and eventually a tent. Steve's community on the Downtown Eastside was an integral part of his wellness. Steve met a lot of great people and began to learn about resources available in the area. He and friends started going to the PSG and getting to know the staff, playing games and getting involved. When asked if he regretted his decision to leave his high paying job Steve answered matter of factly:

"It was the best decision. I prioritized my mental health over income."

It didn't take long for Lookout staff to recognize Steve's positive attitude and work ethic. They encouraged him to apply for the peer-program and he felt ready. The program allowed Steve the flexibility he needed, with four hour days shadowing a staff

member Steve admires greatly.

"I was able to come back in a way that I felt comfortable" he says.

Shortly after Steve was ready for full-time work and at the same time an opportunity became available. He updated his resume, interviewed and was selected for the full-time position. With a beaming smile Steve says "I was extremely proud". His steady income has meant no longer being homeless effective December 1st, 2017.

Moving forward Steve has a lot to be excited about. He'll be mentoring the next intern in the peer program, continuing to strengthen his health and attend a few Vancouver Canadians baseball games with his son.

When asked for final thoughts to wrap up his story Steve concluded: "Just remember, everyone has a story."

## Social Enterprises: From Trash to Treasure

**SURREY**-- Lookout is very proud of the three social enterprises the organization offers. Social enterprises provide an opportunity for guests to gain valuable skills, as well as confidence, while learning alongside a mentor.



Lookout's most recent social enterprise, operating out of Surrey, is called 'From Trash to Treasure'. This program was designed after volunteers taught some Lookout guests to make benches out of pallets. Soon, the creativity of the guests developed into hand carvings and unique, beautiful outdoor furniture.

The idea of the program is to provide a creative outlet in addition to valuable work experience and training.

Now, From Trash to Treasure receives high quality wood from various generous donors. With access to these resources, participants now create decorative benches and planter boxes.

The program creates incredible,

transferable skills that can lead to future employment opportunities. The goal is to create a space where guests can participate in basic training and learn to build using proper tools with provided by a Red Seal carpenter.

Many of our guests have skills and talents with little to no opportunity for development. Since inception the program has engaged our guests and inspired creativity.

Large planter boxes have been created upon request. Most recently, Lookout asked the program to create multiple large planter boxes and benches for the Abbotsford modular housing residents.



# Lookout

## Housing and Homelessness

### Temporary Modular Accommodation

**SURREY/ABBOTSFORD-** As per the Metro Vancouver Homelessness Count published in fall 2017, 3,605 individuals were found to be experiencing homelessness. That's a 30% overall increase in homelessness since the 2014 count and a clear indication of the immediate need for affordable housing.

With over 20% of the homeless population surveyed working either full or part-time, three major barriers to housing were identified:

1. Rent is too high (50%)
2. Income too low (49%)
3. No suitable housing (30%)

With the need for housing at an all-time high, alternative housing models are needed. Instead of waiting years for a building to be complete, modular housing offers a quick, affordable option for people needing immediate housing. Additionally, these structures can be disassembled and reused when contracted land leases end.

While some modular accommodation is not permanent, it offers individuals a safe, affordable option while simultaneously long-term and sustainable housing is developed.

In January Lookout announced it was chosen to operate three modular housing buildings with 161 units in Surrey (left image below) in conjunction with the City of Surrey, BC Housing and Fraser Health.

Modular housing has grown out of a commitment from the province of British Columbia to fund the construction of 2,000 units of modular affordable housing units over the next two years.

In addition to the modular housing announced in Surrey, Lookout will also be operating 44 units in Abbotsford. Located on Riverside Road, next to Lookout's Abbotsford shelter, the modular housing development will be a permanent structure.



## Lookout in Langley: Services and Community Impact



**Rig Riders:** This peer-based team provides mobile needle recovery, overdose response, and harm reduction supplies via donated bicycles in both Surrey and Langley. This community-based service was established to facilitate the proper collection and disposal of discarded needles, while providing support and fostering positive relationships with local business and residents within those communities.

Rig Riders also provides referrals for people based on brief interventions while delivering harm reduction materials through overdose management and information. Rig Riders offers employment opportunities for community-members who may have lived-experience.

To contact Rig Riders call: **604-816-1387**



### Langley Housing First Program:

This program will support 40 chronically and episodically vulnerable homeless individuals find and keep housing. Meeting people where they are at is a fundamental basic in specialized care.

The Intensive Case Management (ICM) team supports participants as they need it for up to two years.

Participant focused, the Housing First Program aims to support and strengthen self-sufficiency.

With rent subsidies, client supports, housing start-up kits and transportation, this program offers low-barrier services and care for individuals in Langley.

Call the Langley Housing First Team at:  
**604-816-1387**



### Mobile Health Van and Harm Reduction:

This outreach team consists of two members who deliver harm reduction supplies to groups, individuals and organizations throughout Langley City, Township of Langley and Aldergrove (Monday to Friday, 11am-7pm).

The outreach team builds trusting relationships with vulnerable people to support their access to services that help with health issues, mental illness, addictions, homelessness and overdose.

Lookout practices a good neighbour policy connecting with local businesses, churches and organizations to let us know of problem areas where the organization can help clean up any drug paraphernalia.

Call the Outreach Team at:  
**604-812-5277**

# Lookout

## Our Dedicated Volunteers

### Across Municipalities



# 9,687

## Number of Volunteers



# 63,211

## volunteer hours in total



# Lookout

## June 2017

- **SafePoint** supervised consumption service in Surrey at 135A Street opens

## July 2017

- Vancouver's newest **supervised injection site** opens in the Downtown Eastside at the Powell Street Getaway resource centre, previously operating as an overdose prevention site
- The Lookout Emergency Aid Society officially **renamed Lookout Housing and Health Society** to more accurately reflect the expansion of services to support vulnerable people

## September 2017

- The **newly renovated Powell Street Getaway** officially celebrates its grand re-opening
- Lookout merges with the **Mood Disorders Association of British Columbia** to provide a greater continuum of services for guests in need of mental health supports across British Columbia

## October 2017

- Lookout's annual benefit **H'Arts for the Homeless** raises funds to support the organization's efforts to address the growing opioid crisis

## November 2017

- Mental Health and Addictions Minister Judy Darcy announces a new drug testing machine, called a **Fourier-Transform Infrared Spectrometer (FTIR)**, will be piloted at the **Powell Street Getaway** to help prevent overdose deaths

## December 2017

- Lookout officially launches a new website.
- The **Lookout Foundation** matches funds raised through the **Dundarave Festival of Lights** to support essential services for vulnerable people living on the North Shore
- Lookout distributes over 2,500 gifts to individuals receiving Lookout services

## January 2018

- The BC government and the City of Surrey announce Lookout as the operator for **three temporary modular-housing projects** totalling **161 supportive housing units in Surrey**

## March 2018

- Vancouver Island Health Authority selects **Lookout to provide integrated Harm Reduction services** and supervised consumption services (SCS) in **Victoria**
- Minister Selina Robison and City of Abbotsford Mayor Henry Braun announce Lookout as the operator of a new **Modular Housing** building with **44 units in Abbotsford**
- Lookout launches harm reduction, outreach and Intensive Case Management services in **Langley**

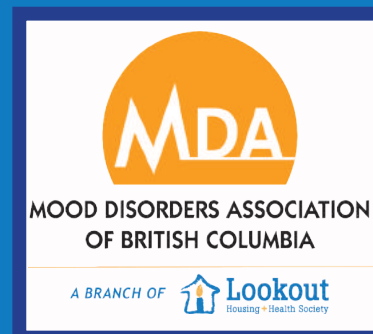
## The Society's Milestones and Highlights



Powell Street Getaway & SafePoint Open



Lookout Renamed



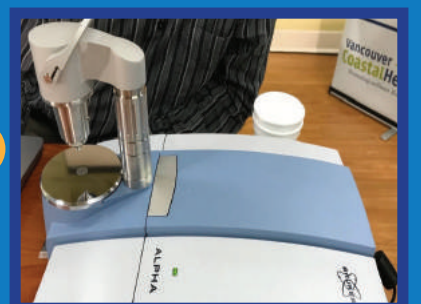
Merger with MDABC



PSG Re-opens



Annual H'Arts Fundraiser



FTIR Machine



Surrey Modular Housing



Dundarave Festival



Abbotsford Announcement

# Lookout foundation

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

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

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

For more information visit: [www.yourlookoutfoundation.com](http://www.yourlookoutfoundation.com)

## Board of Directors



**Chuck Puchmayr**  
Board President



**Grant T. Smith**  
Treasurer



**Greg Robins**  
Secretary



**Dean Patriquin**  
Director



**Maya Sangara**  
Director

Lookout Housing and Health Society has purchased its first condominium for vulnerable North Shore residents using donations raised by the Dundarave Festival’s Forest of Miracles in 2016 and 2017. Respectively, in these seasons the Forest produced \$35,512 and \$33,470 for Lookout.

The donations were matched by the Lookout Foundation, for a down payment towards a condominium in North Vancouver.



Anchored in the innovative, decade long relationship between Lookout and the Dundarave Festival, donations raised by the Forest of Miracles will continue to fund Lookout’s purchase of affordable and supported housing stock for vulnerable North Shore residents.



For more information visit [www.dundaravefestival.com](http://www.dundaravefestival.com)

## 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 **\$500,000** of support:

June	September	December	March
<ul style="list-style-type: none"> <li>Summer student salaries supported</li> <li>Dental equipment purchased</li> <li>Renovations for Crawford Manor approved</li> </ul> 	<ul style="list-style-type: none"> <li>Funds approved for New Leaf Project</li> <li>Crawford Manor replacement reserve</li> <li>Dovercourt replacement reserve</li> <li>Macmillan House replacement reserve</li> <li>rTMS Machine project</li> <li>Peer Support Group</li> <li>Computer replacement and upgrades</li> <li>First Place education grant</li> <li>Sakura So LGBTQ2S program</li> <li>Downtown Residential Hoarding task force</li> </ul>	<ul style="list-style-type: none"> <li>Rig Dig Support</li> <li>Downtown Residential Decluttering Task Force</li> </ul> 	<ul style="list-style-type: none"> <li>Downtown Residential Peer Program</li> <li>Centre Street Duplex in Abbotsford approves purchase</li> <li>Binners Project Partnership approved</li> <li>Purchase High Street Duplex in Abbotsford</li> <li>Supported Stenberg Colleges “Be the Change” Symposium by serving soup to over 700 attendees</li> </ul> 



# Donor Honor Roll\*

## Thank you for choosing to support Lookout!

2017  
2018

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

Anonymous (72)  
4th Utility Inc.  
Abbey Of The Long Cedar Canoe Society  
Amazing Tutors Children's Foundation  
Andrew Mahon Foundation  
Article  
Elsina Bartels  
Bastion Development Corporation  
Baybridge-Maison WV General Partnership  
BDO  
Beans & Greens Café  
Beaucoup Bakery and Cafe  
Carrie Beaverton  
Frances Bickerstaff/William Zander  
Bird Construction/Stack Modular  
Sheila Bondesen  
Eleanor Boyle  
Stephen Branch  
Grace Brind  
Buddhist Light Temple  
Susan Burgess  
Buy-Low, Kingsgate Mall  
Canadian Mattress Recycling Inc.  
Canadian Society Of Palliative Care Physicians  
Cannonbury Foundation  
Jindra Casperson  
Glenda Chapman  
CKNW Orphan's Fund  
Clara Hartree Realty Limited  
COBS Bread  
Coinamatic  
Community Action Initiative  
Darwin Construction  
Daiya Foods  
Delta Assist  
Jiwan Dhillon  
Doug's Rubbish Removal (2012) Ltd.  
Ronald Dubbin  
Dundarave Festival of Lights  
Dupuis Langen  
DVC Charitable Foundation  
DYS Architecture  
John Eckersley  
Electronics Arts Outreach  
Elizabeth Fry Society of Greater Vancouver  
Employees of United Way of the Lower Mainland  
Susan Mary Entwistle  
Crystal Faraschuk  
James Douglas Filipenko  
First West Foundation  
Mary Flanagan  
Fluor Canada Ltd.  
Food Mesh Exchange  
Zachary Giles  
Global Village Vancouver  
Gracepoint Community Church  
Greater Vancouver Food Bank  
Abbie Green  
John Gunn  
Guru Amardas System Ltd.  
GWIL Industries  
Trevor Habkirk  
John Hall  
Vincent Hanlon  
David Heidt  
Hockey Helps the Homeless

Brenda Hogg  
Home Depot Canada Foundation-Orange Door Project  
Highmark Management  
Hollyburn Country Club  
Ivanhoe Cambridge, Guildford Town Centre  
Alan James  
Bobby Janjua  
Nancy Joseph  
Just Mechanical Ltd.  
Kindred Construction  
Gaily & Nirmall Koonar  
Khalsa Credit Union  
Maryse & Duncan Lalonde  
Christina Lees  
E Lemieux  
Marilyn Leung  
Shih Chen Lin  
Scott Loewen  
Lunny Atmore Management Corp.  
M M J K Holdings Ltd.  
Manulife  
Maple Leaf Disposal  
Keith Martin  
Robert/Brenda McGill  
Bill McGreer  
Ken McNaughton  
Miles Industries  
Warren Mitchell  
Wayne/Susie Moore  
Jamie Morrison  
Mount Olivet Lutheran Church  
Kathryn Neilson  
Nesters Market - Surrey Gateway  
New Westminster Free Market  
Craig Newsholme  
North Shore Unitarian Church  
Jan Palmer  
Laura Parfrey  
Parish Of St. Mark - Ocean Park  
Anil Patel  
Brenda Perry  
Thomas Perry  
Pest Detective  
Pinton Forrest & Madden Group Inc.  
Derek Pope  
Provincial Employees Community Services Fund  
Raising The Roof Chez Toit  
Real Estate Board of Greater Vancouver  
Realtors Care Fund  
Red Ribbons 4 Life  
Gregor Reid  
Renew Crew Foundation  
Meritt Reynolds  
Dylan Robinson  
Rogers Group Of Companies  
Roxon Medi - Tech Ltd.  
Randell Rush  
Randall Schaefer  
Laura-Leah Shaw  
Gordon-Ray Shepel Jr  
Jim Slade  
Robert & Margaret Smith  
Safeway New Westminster Station  
Schein Foundation  
Scotiabank  
Seva Warriors

Sheraton Guildford Hotel  
Shopland Projects Ltd.  
St. Andrew's Newton Presbyterian Church  
St. Cuthbert's Anglican Church  
St. Vincent De Paul  
Starbucks, various locations  
Steel & Evans Holdings Inc.  
Strategic Charitable Giving Foundation  
Surrey Food Bank Society  
Surrey Homelessness & Housing Society  
Sutherland Foundation  
Sutherland Secondary School  
Judy Taylor  
Teamster Union Local 464  
Telus Community Affairs  
Terra Housing Consultants Ltd.  
Alice Therese Toal  
The Langara Foundation  
The Parish Of St. George  
The Parish Of St. John The Evangelist  
The Toskan Casale Foundation  
Transtar Sanitation Supply Ltd.  
Transworld Management Ltd.  
Triple J Investments Ltd.  
Urban Fare False Creek  
Urban Impact Recycling Ltd.  
Sophia Van Norden  
Vancouver Foundation  
Vancity Credit Union  
Ausma/Don Vicic  
Dean Vochlowitz  
Van-Kam Freightways Ltd.  
Peter Waldhirsch  
Walmart  
Dennis Weston  
West Coast Resorts  
West Van Vacuum  
West Vancouver Fire Fighters Charitable Society  
West Vancouver Optometry Clinic  
Whole Foods Market, various locations  
Lorrie Williams  
Helen Yee & Peter Whitelaw  
Ieva Wool  
XL Flooring Co. Ltd.  
Yyoung  
Rumi Yamasawa  
Zazou Salon and Spa  
Zombie I Films

### Key Program Funders

BC Housing  
BC Partners for Mental Health  
Canada Mortgage & Housing Corporation  
City of Abbotsford  
City of North Vancouver  
City of Surrey  
City of Vancouver  
Correctional Services Canada  
District of North Vancouver  
District of West Vancouver  
Fraser Health Authority  
Health Canada  
Homeless Partnering Strategy  
Human Resources and Skills Development Canada  
Providence Health Care  
Vancouver Coastal Health Authority

**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.**

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

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

