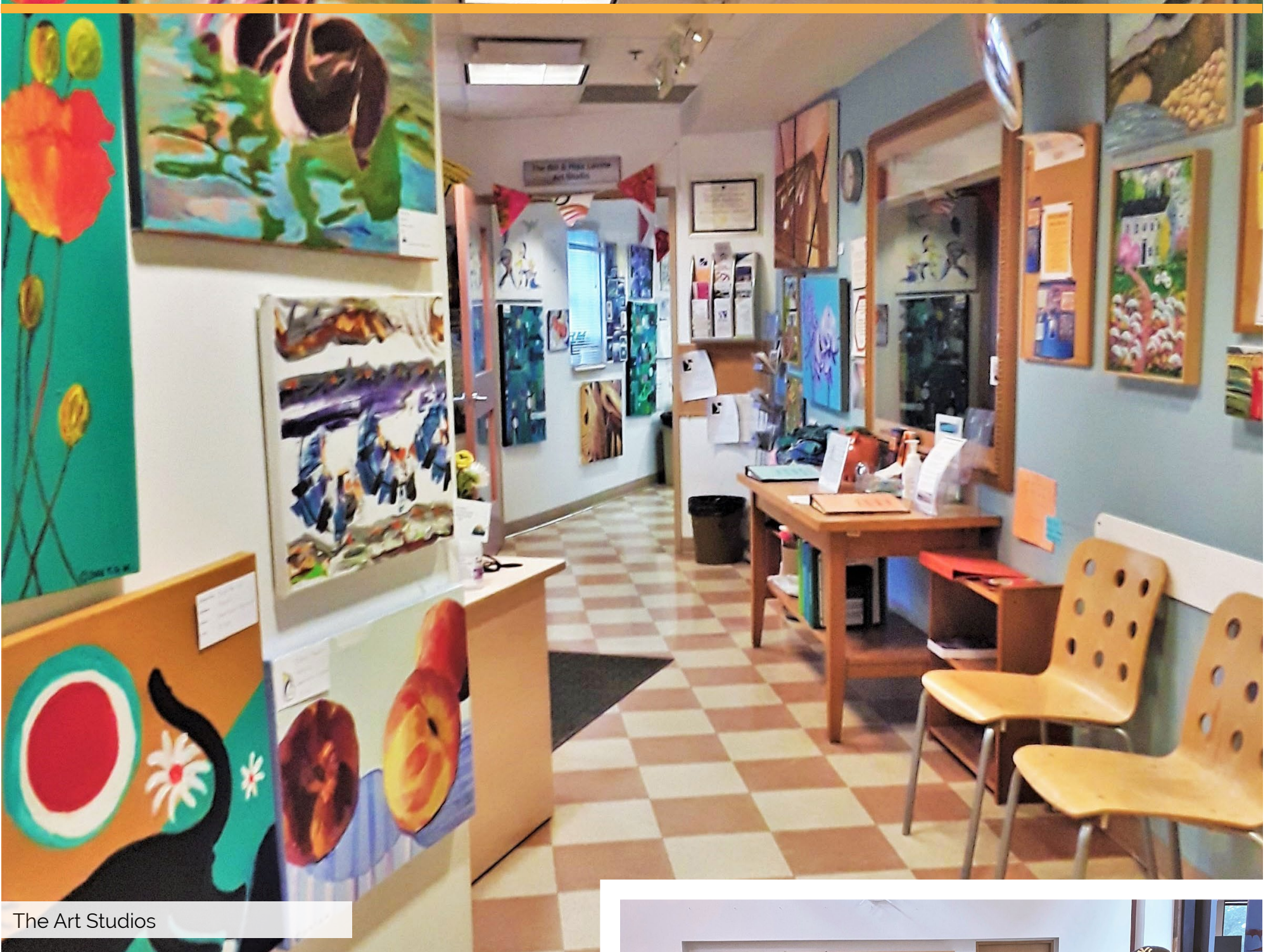




Lookout

Housing + Health Society

2019-2020
ANNUAL
REPORT



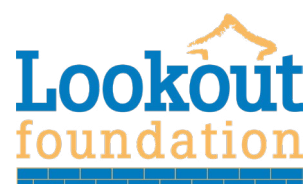
The Art Studios



Doug Nickerson Residence



Roundhouse ERC



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

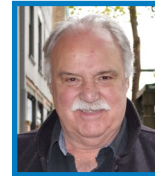
We respectfully provide caring non-judgmental, non-sectarian, flexible services. Through advocacy, support and minimal-barriers we reduce harm to people who have a diversity of challenges. We assist them to regain and maintain stability and achieve a greater quality of life.

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 Chair



Baird Blackstone
Vice Chair



Linda Steinhauer
Director



Grant T. Smith
Treasurer



Dan Steinberg
Director



Janet Currie
Director



Tom Dutta
Director



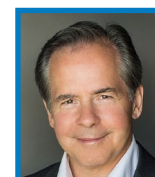
Luke A. Johnson
Director



Dr. Caroline Ferris
Director



Terry Brock
Director



Chris Kenny
Director

Senior Staff



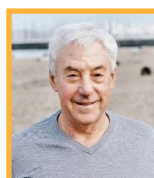
Shayne Williams
Chief Executive Officer



Tamara Speiran
Director of Vancouver Operations



Leo Lu
Chief Financial Officer



Dr. Ron Remick
Director of Clinical Health



Wes Everaars
Director of Development



Megan Kriger
Director of Health Services



Terri Mackay
Director of People and Culture




Leonard Levy
Director of Fraser Operations

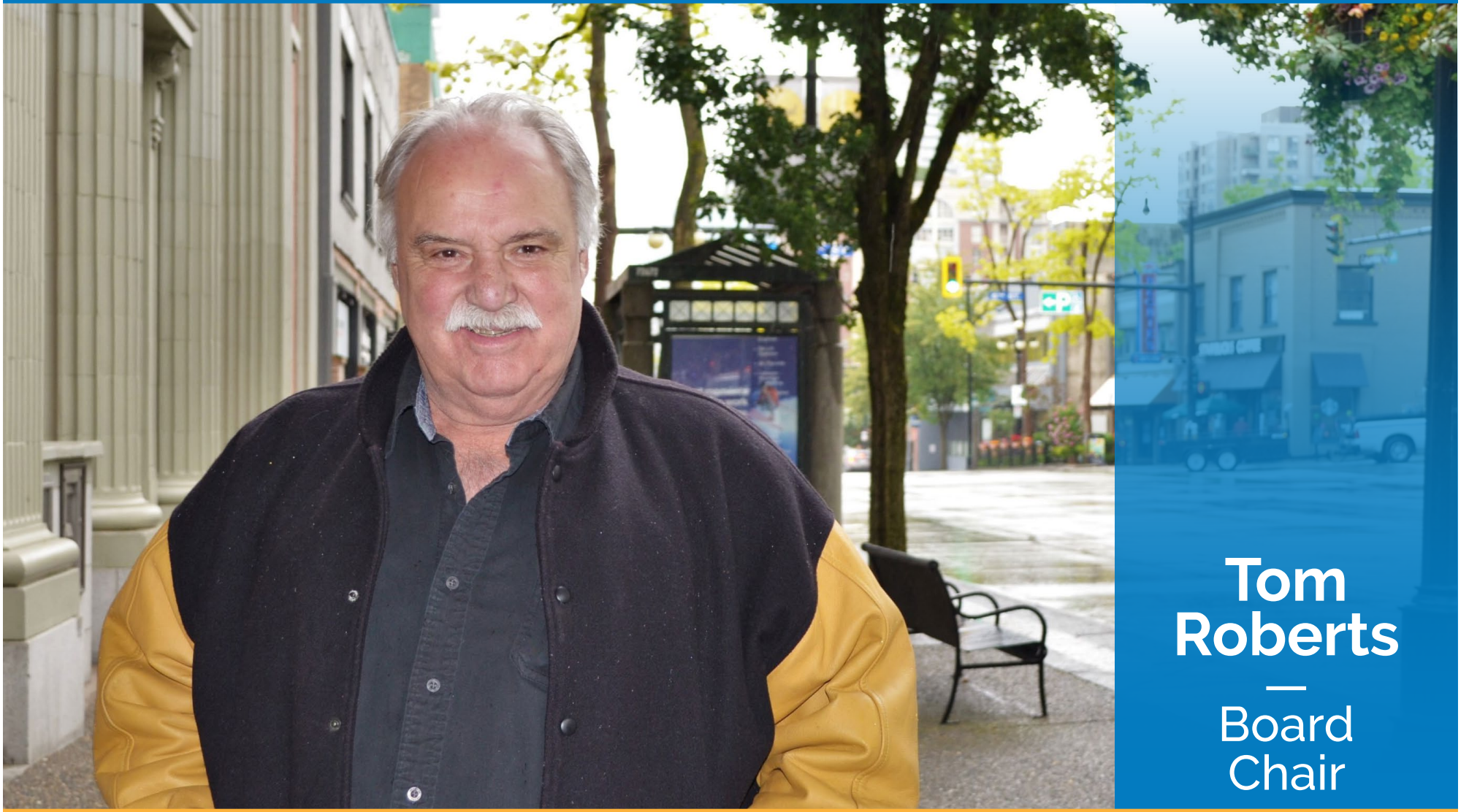


Sonny Somani
Director of Administration and Property Management

Thank you to all of the Lookout guests and tenants who shared their stories in this report. In keeping with Lookout's privacy policy, names have been changed to protect the contributors.

 /LookoutSociety  Lookout Emergency Aid Society
 @LookoutSociety  /lookoutsociety

www.lookoutsociety.ca



Tom Roberts
—
Board Chair

Making Visible Differences in the Lives of People

This is a very exciting time to be in the supportive housing sector. The major funding commitments made by both federal and provincial governments are beginning to make visible differences to lives of people who cope with major barriers to housing and health services. Lookout is helping homeless individuals in Langley, New Westminster and Burnaby to be housed safely and connect with health and support services thanks to the federal government’s **Reaching Home: Canada’s Homelessness Strategy** that pledged \$2.2B over 10 years.

The Province of BC has committed to building 114,000 units of social and affordable rental housing in partnership with municipal and federal governments through initiatives that include the **Community Housing Fund** with \$1.9B of funding over 10 years. This fund provides subsidies, forgivable loans and low interest mortgages to help non-profit organizations create safe, affordable housing. The construction of 60 units of new supportive housing at Lookout’s Guildford location is a direct result of this commitment.

Lookout’s Board of Directors is reviewing our current property portfolio as well as other opportunities to determine how this funding may be used for new housing developments. We are working with municipalities, CMHC, developers, and organizations to create innovative, sustainable and affordable housing. Properties in Vancouver, Chilliwack, Abbotsford and other communities are under current consideration.

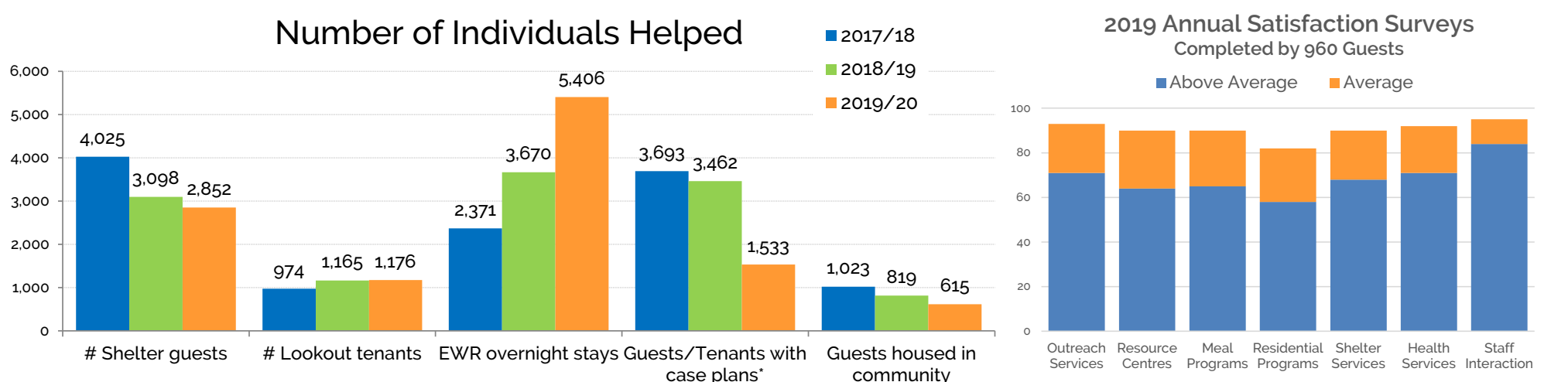
The year saw Lookout dually recognized for our excellence in service provision. In June 2019 the BC Health Employers Association of BC acknowledged Lookout and partners, BC Emergency Health Services, Island Health and Solid Outreach, with the Gold Apple Award for Collaborative Solutions. This award recognizes our innovative model of operating a supervised consumption site located with onsite primary care and mental

health substance use services. Later that month, Lookout accepted the Surrey RCMP Officer in Charge Award in recognition of our massive undertaking in successfully housing the vulnerable people who were living on 135A Street.

Sadly, we experienced the passing of Susan Croll, a dedicated Board Member who was an impassioned advocate for vulnerable people and education for all. Respecting her wishes, Lookout Foundation established The Susan Croll Education Fund. The fund’s initial deposit is being matched by Lookout Foundation to support vital skill building and educational opportunities for Lookout guests as a tribute to Susan’s legacy.

Lookout closed the fiscal year with the announcement of COVID-19, a pandemic that greatly increases the health risks for marginalized people who are already coping with the overdose crisis. Lookout was prepared and quickly implemented protocols to protect the safety of guests and staff. Recognizing the increased risks to homeless individuals, we partnered with BC Housing, VCH, and the City of Vancouver to open an Emergency Response Centre (ERC) at the Roundhouse with 79 beds, including private rooms for self-isolation. We have also worked with partners to open ERCs in Abbotsford and New Westminster. We applied to numerous COVID Response opportunities offered by BC Housing, Reaching Home, and community funders. These grants have helped to provide emergency housing retention supports and equipment to vastly improve our disinfecting capability.

My sincere appreciation to fellow Board members, Shayne, and the Executive Team for their support and leadership during my tenure. It has been with great pleasure to work as Board Chair and see the growth in communities in need of our services. As I complete my tenure on the Board, I know that Lookout is in good hands as we continue to move forward.



Lookout 2019-2020: By the Numbers



1,176 Tenants housed at LO

357,027 Residential bednights spent in own unit

96.3% Occupancy rate

21,130 Onsite overdose prevention visits

IN **40** LOOKOUT RESIDENCES

9

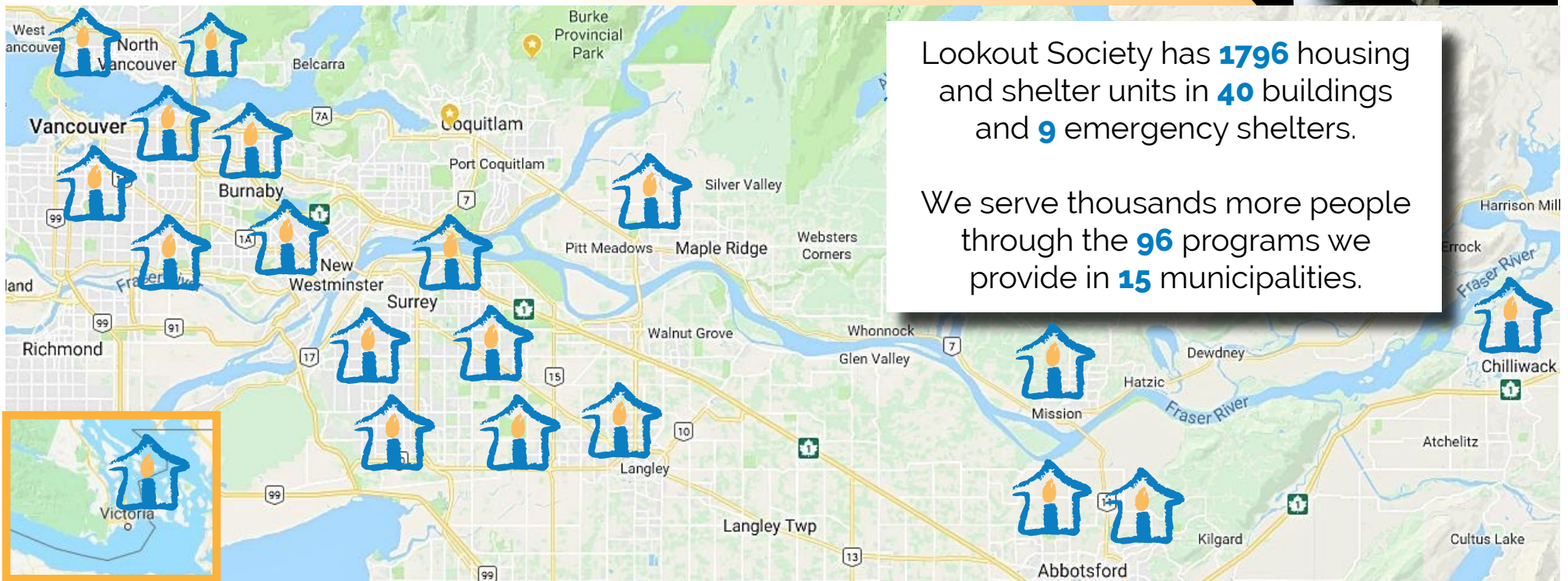
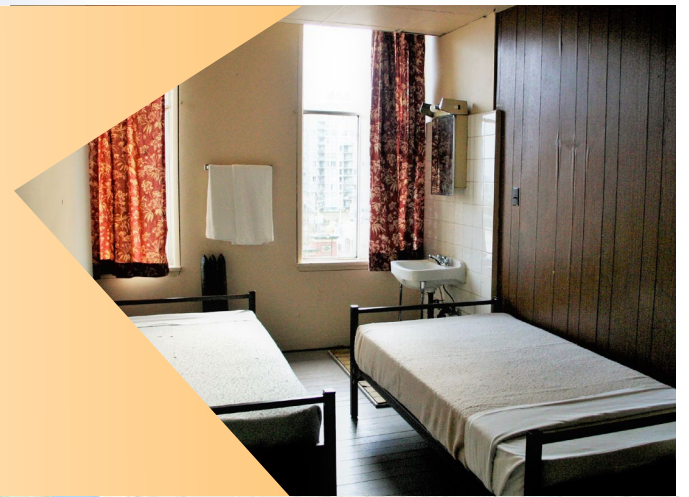
EMERGENCY SHELTERS & OUTREACH

SERVED 615 Individuals housed

412,479 Shelter meals served

5,406 EWR overnight stays

0.35% Vacancy rate



177,731 Resource centre visits

393,875 Meals served at resource centres

25 Peer programs across the province

46,927 Needles collected by Rig Dig peers

THROUGH 14 COMMUNITY SERVICES

18

HEALTH SERVICES

PROVIDED 746 Dental appointments

7,310 Site visits by LO nurses

187,385 Visits to supervised consumption sites

1,189,390 Needles collected





Shayne Williams
—
CEO

Positive Growth and Incredible Resilience

Our Lookout team has experienced a variety of success this year but none greater than serving almost 2800 individuals every day. This is largely due to the unprecedented flow of funding from the provincial, federal and municipal governments. Lookout continues to operate sites that provide shelter, housing, outreach, health and community services to support vulnerable individuals living across Metro Vancouver, the Fraser Valley and Victoria. New funding over the past year helped Lookout to:

- House 44 tenants within the first month of opening Cole Starnes in Abbotsford
- Enter into a partnership with Adler University to provide mental health counselling for the most vulnerable
- Offer 68 units of mixed affordable housing in Mission
- Open new Extreme Weather shelters in Vancouver, Surrey and Abbotsford
- Purchase a new assisted living facility for individuals living with both mental health and substance use in Surrey
- Assume responsibility for The Art Studios, a rehabilitation program for people coping with major mental illness and addiction in Vancouver

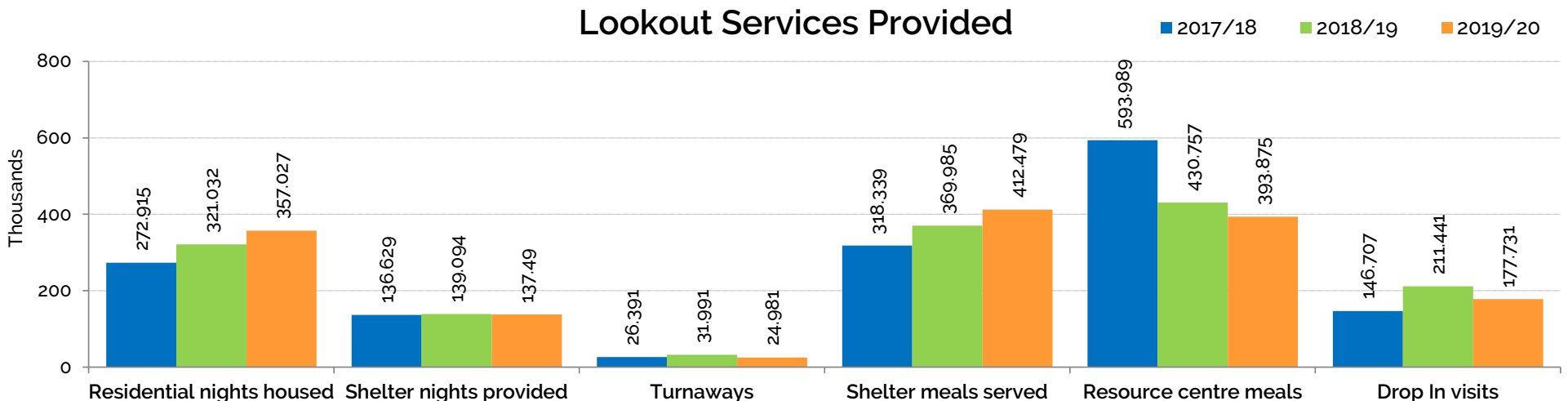
Lookout’s reaccreditation by COA was due this year. The Council on Accreditation (COA) review team visited Lookout in December 2019 to assess 44 Lookout programs in terms of organizational strength as well as service delivery and standards. Congratulations to everyone who participated in the process. The feedback from the COA team was remarkable – all of the 576 standards were assessed as fully or substantially implemented. The reviewers raved about how Lookout provides low barrier housing and supports that benefit the most vulnerable residents in our communities in a truly meaningful and respectful way while still moderating risk and ensuring performance.

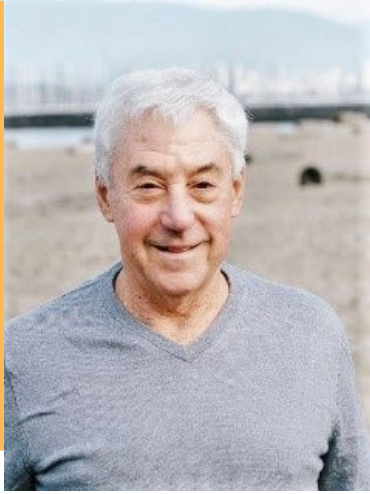
On January 24, 2020 Lookout was a victim of a ransomware attack on our servers. We responded quickly and worked with local police and the BC Privacy Commissioner’s Office to investigate the matter. Ultimately, we refused to pay the ransom to have our data unencrypted. Fortunately, the majority of our information was protected in our systems and could not be accessed from outside sources. I commend our team who worked tirelessly to maintain services during this challenging time. Lookout quickly instituted system upgrades and improved security to protect against further intrusions.

Eight weeks later, another type of virus attacked as COVID-19 was declared a provincial health crisis. Again I acknowledge the commitment of our team who stepped up immediately to protect our guests with increased surface cleaning while encouraging social distancing and handwashing. We continue to follow the guidelines issued by BC’s Provincial Health Officer Dr. Bonnie Henry, local health authorities and the World Health Organization. Thank you to the various levels of government, BC Housing, the health authorities, community foundations, numerous businesses, agencies and community members who have provided hand sanitizers, PPEs, handmade facemasks, food and other supports. You are helping to ensure the health and safety of guests, staff and communities during this crisis.

In closing, I want to acknowledge Tom Roberts who is retiring from Lookout’s Board of Directors in June. Tom joined the Board in 2009 and became the Board President in 2014, my first year at Lookout. His tireless leadership, reassuring mentorship and astute property advice have been strong forces in developing Lookout’s growth over the past six years. I am confident that Tom will remain a strong voice and champion for Lookout, likely supporting us in different ways in the near future.

Lookout Services Provided





Dr. Ron Remick
Medical Director



MOOD DISORDERS ASSOCIATION
OF BRITISH COLUMBIA

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

JumpStep: Exercise for the Treatment of Depression

There is an abundance of research suggesting that regular physical activity can be as effective as an antidepressant and/or a course of cognitive therapy in treating depression. 55% of people with depression who engage in regularly sustained physical activity will notice a significant improvement, if not full resolution, of their depressive symptoms.

Jump Step is a 10-week physical activity program for depression. Each week you will have the opportunity to have positive, encouraging group discussions with a mental health professional and try a variety of fun activities with a physical therapist. This program is designed to help you set

personal goals, breakthrough barriers to exercise and improve your mood while working towards achieving your health goals. The program has completed two cohorts: Fall and Winter with about 30 graduates who have benefitted from the exercise treatment.

MDABC Medical Director, Dr. Ron Remick - pioneered and supervises the Jump Step Program. Ron is also a gym fanatic and fitness enthusiast who runs marathons. He really enjoys life and has a passion for helping our vulnerable



communities.

Michael Sarvari is the Program Coordinator for the Jump Step Program. Mike is extremely passionate about using physical activity for the treatment of mood disorders as it is one of the main tools that helped him overcome

his own challenges with depression. Mike's role is to support participants and team members, manage participant intake, book facilities and provide useful reference material that will help participants reach their goals long term.

Jump Step – a community based participatory approach to physical activity & mental wellness.
Read more: <https://bit.ly/2BPzQNF>

Exercise as medicine—the use of group medical visits to promote physical activity and treat chronic moderate depression, a preliminary 14-week pre-post study: <https://bit.ly/2MFUMs3>

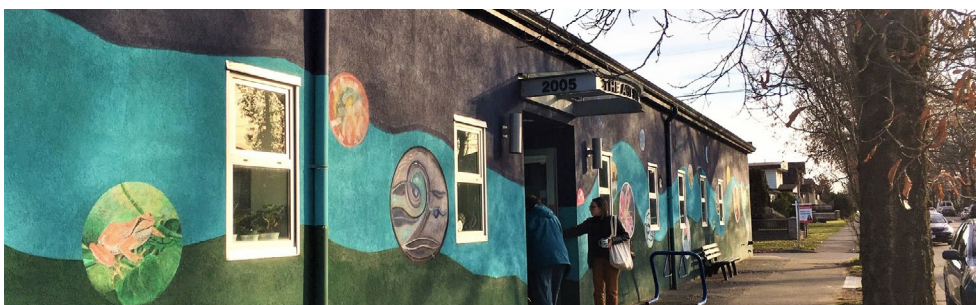
rTMS: Repetitive Transcranial Magnetic Stimulation



Repetitive Transcranial Magnetic Stimulation or rTMS is a safe, non-invasive, non-convulsive, alternate treatment for patients who cannot tolerate side effects of medications or are resistant to medication. rTMS has been approved in Canada since 2008 as a treatment for depression and anxiety.

MDABC offers this service for six weeks of treatment at the lowest cost in Canada. The treatment is supervised by **Dr. Sheehan Chowdhury**, one of our prominent psychiatrists, who joined our team in November 2019.

The Art Studios: Wellness Through Creativity



The Art Studios have been recognized, both nationally and internationally, as a model of psycho-social rehabilitation for mental illness and addiction issues. Under Lookout/MDABC management, we aim to ensure a safe, respectful, and accepting community where people with major mental illnesses and addiction engage and grow through art.

The Art Studios will be offering classes in a format that follows WorkSafe BC's COVID-19 plan of care and prevention. Currently an estimated 300 active clients, who have been referred by their medical professionals,

enjoy the structure, warmth and hope for the future that The Art Studios provides. The program has helped close to 4000 clients since its beginning in 1994 (Stats Source: VCH).

The Art Studios is currently hosted at a VCH location: 2005 E. 44th Ave, Vancouver and has been running for over 22 years. Programs are currently available for youth (19-26) and adults which may include: Acrylics/Drawing/Mixed Media/Pottery/Print Making/Watercolor, and more!

MDABC will be looking at ways to broaden the Art Studios and provide more workshops, classes, and open studio opportunities in the future. The current members and instructors of the program are very proud of their community and development through the Arts and encourage continued growth and development opportunities!

Lookout is proud of our new partnership with The Recovery through Art Society that is committed to supporting The Art Studios long into the future.

Adler University Partnership

Lookout Society and Adler University were thrilled to announce the launch of this partnership on October 25, 2019 with the Honorable Judy Darcy, Minister of Health and Addictions in attendance. This unique community-focused model of high-quality mental health services is being provided at the Lookout locations.

Adler University aims to continue the pioneering work of the first community psychologist Alfred Adler by graduating socially responsible practitioners, engaging communities, and advancing social justice. This

aligns with Lookout’s mission to provide housing and a range of support services to adults with low or no income who have few, if any, housing or support options. Since its launch, Adler Services have provided 223 one-on-one sessions at MDABC.

405 Clients in Group and Psychoeducation Sessions

922 Individual Therapy/ Counselling/ Consultation Sessions

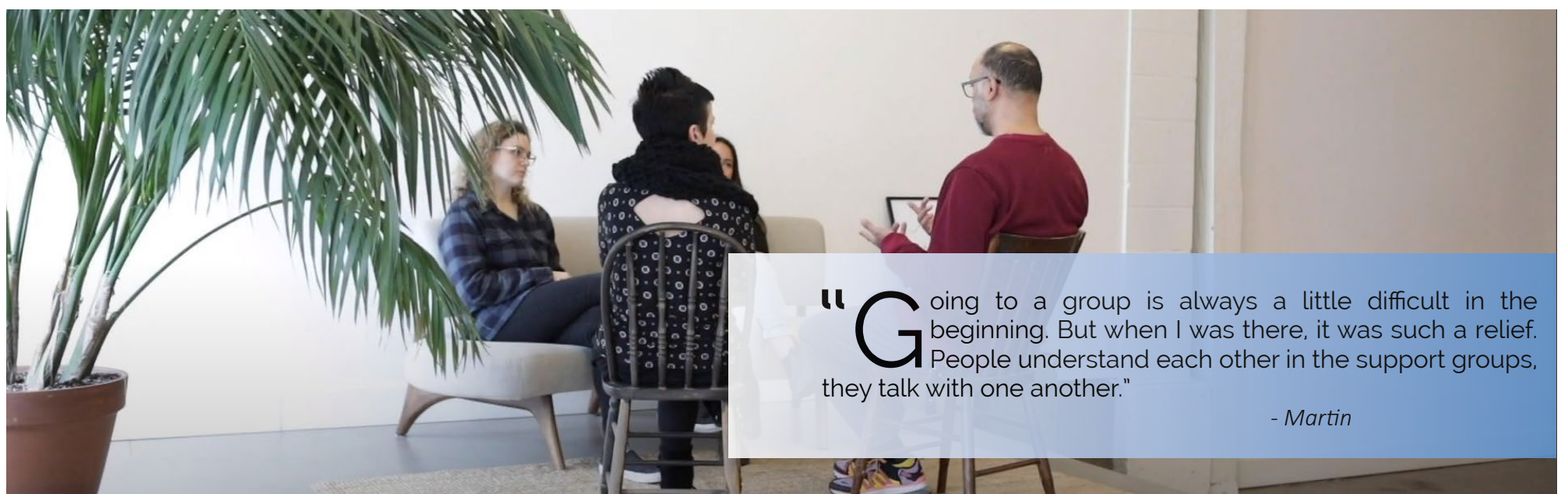


Types of clinical services provided:

- **Individual therapy** (Emotional Focused Therapy, Family Therapy, Cognitive-Behavioural Therapy, Dialectical Behaviour Therapy, Adlerian Therapy)
- **Group Psychoeducation** (Supportive, Trauma-debriefing, Mood Management, Hoarding Behaviours, Mindfulness Practices, Mental Health)
- **Harm reduction approaches** (Milieu Therapy, Substance Use Low Threshold Services)



THRIVE: A Community in Action



“Going to a group is always a little difficult in the beginning. But when I was there, it was such a relief. People understand each other in the support groups, they talk with one another.”

- Martin

MDABC has more than 25 Peer-led Support Groups in cities and towns across British Columbia. An MDABC peer-led support group is a safe place to share your story, your struggles and accomplishments, and to listen to others as they share similar concerns and experiences.

A MDABC support group provides a sense of belonging, informal education about mental health challenges, and the support of others who have ‘been there’. Support groups are facilitated by trained volunteers with lived experience of mental health concerns. Working with BC Partners, MDABC has created an informative and engaging video to promote improved

mental health literacy amongst youth, vulnerable individuals and health professionals.

The video project is a reminder of how support groups can empower someone. To learn and hear that other people went through the same challenges is encouraging to know that you are not alone. Recognizing that seeking help takes a lot of courage and energy, this video presentation inspires people to reach out and get needed supports.

A link to the video can be found here: <https://youtu.be/TJhwc51JkOk>

...knowing

that there are at least some people who can help or even just some people who can relate and understand and empathize, that really helps.

It Takes a Community: We Depend on our Partners to Achieve our Goals

BC Ferries/Tyler Edward
 Bosley's Pet Denman
 Bridge to Faith Ministries Society
 Gary Dulay + friends
 FoodMesh
 Food Stash Foundation
 Indo-Africa Food Group
 Pad Lamoreux
 Lotus Light Charity Society
 Julie Mahler, Dann Wilhelm + friends
 Bob Metcalfe

Martin Rooney
 Rumi Rose Garden Café & Market
 Sri Sathya Sai BABA Center of BC
 St. Andrew's Presbyterian Church
 St. Cuthbert's Anglican Church
 St. Martin's Guild
 Starbucks, various locations
 Satbir Tea
 Tzu Chi Foundation Canada
 Vancouver Food Bank
 Zigmund Wroblewski

*we  our
 Community Partners*



Dundarave Festival of Light

The Dundarave Festival of Lights is West Vancouver's principal celebration of arts and culture in the Christmas season. The Festival offers four Saturdays of fabulously festive and absolutely free concerts on Dundarave Beach.

Entirely community-driven, the Festival's Forest of Miracles is ending homelessness beautifully with over \$400,000 and counting raised to date for the Lookout's work on the North Shore.

Viessmann Ride for Comfort

Viessmann has been in the business of providing comfort for people all over the world for over 100 years. For the last 2 years Viessmann Canada has organized motorcycle rallies to raise awareness and funds for a charity of their choice. Coming to BC in 2019, the Viessmann Ride for Comfort motorcycle rally was dedicated to supporting Lookout.

With 15 riders embarking on a 6-day, 2400 km ride around BC, the Viessmann Rider for Comfort began with a goal of raising \$35,000. At the end of the ride, the big hearted knights of the road had managed to blow past their goal, raising a total of \$42,120. The funds are supporting Lookout's work to provide basic and essential services to those that need it most.



Toss Yer Cabers

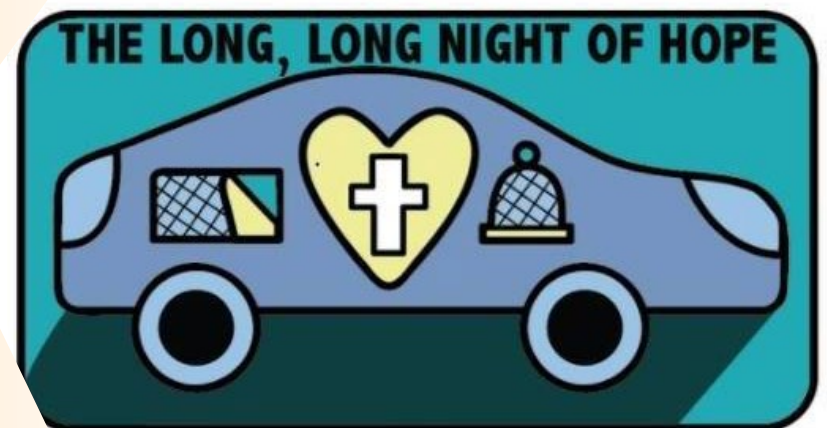
Toss Yer Cabers is an annual gaming event that began in 2015. The event became a fundraiser in 2016 with proceeds supporting the Lookout Gateway Shelter in Surrey.

Over the last 4 years, they have donated over \$15,000 to Lookout. Each year they have collected and donated socks, underwear and hygiene products. The 2019 event was a record year as Toss Yer Cabers expanded the event to 2 days, raising \$5,000 for the Gateway Shelter.

Long, Long Night of Hope

The LLNOH fundraiser was organized and launched by St. John's Anglican Church in North Vancouver in February 2017. In 2019, St. Catherine's Anglican joined with their own fundraising campaign, joining with St. John's for the overnight event. Whether planning, organizing or hosting, everyone involved with LLNOH is a volunteer.

In just 3 years, the Long, Long Night of Hope has raised over \$50,000 for Lookout North Shore.



Noteworthy Productions

Noteworthy Productions is Vancouver-based non-profit organization that promotes local music and raises funds for local charities. In the last few years they have organized fundraising concerts for Lookout Society and other charities while showcasing the talent of local artists.



Susan Croll

Leaving a Legacy

A Compassionate Educator and Champion for Vulnerable People

Lookout's Board of Directors experienced a loss with the death of Susan Croll. Susan taught in Maple Ridge for over twenty years working as a classroom teacher, support teacher, and teacher-librarian. After witnessing first hand the difficulties families and their children endure when living in inadequate housing or on the street, she became a strong advocate for affordable and decent places to live. This was her reason in joining the Lookout Board in 2019.

Susan brought her enthusiasm for education mixed with a deep compassion for vulnerable people to Lookout. She greatly respected the work done by Lookout staff, partners, and volunteers, finding their commitment and service both heart-warming and humbling. Susan was committed to working with Society members to bring better housing and other critical supports to people and communities in need.

Susan understood that homelessness and poverty are intrinsically linked with low levels of education. Susan's vision was to help marginalized individuals by creating a learning program where they can build valuable skills and access educational opportunities as her legacy.

The Susan Croll Education Fund was established according to her wishes by the Lookout Foundation to honour her passion for education and concern for vulnerable people. The fund will support vital skill building and educational opportunities for our guests. Lookout Foundation has committed to match

all funds raised; to date the fund has collected more than \$21,000 in donations.

The Susan Croll Education Fund will empower individuals towards greater independence and improved wellness by offering minimum-barrier, trauma-informed learning opportunities that include:

1. core or basic skills (numeracy, literacy and computer)
2. independent living skills (budgeting, keeping appointments, housekeeping)
3. social and interpersonal skills (conflict management, developing social networks)
4. health literacy (fitness, wellness)
5. pre-employment skills training (FoodSafe, First Aid)

Many contributors commented on her legacy and shared their memories about Susan.

- "...a wonderful woman, so passionate about changing the world for the better. May your ongoing efforts reflect her indomitable and courageous spirit."
- "...a true inspiration who led by example and who will truly be missed."
- "...a dear friend and a committed social justice advocate."
- "What a wonderful way to celebrate and continue the legacy of Susan's incredible life!"

The Reasons for Homelessness Might Surprise You...

Homelessness and low levels of education are often related. Low education and lack of skills lead to increased risks of homelessness due to unemployment, underemployment, and poverty. Studies show that 2 out of 3 homeless youth in Canada have not completed high school, twice as many as the national average. When struggling to find shelter and food, learning is not a priority and most educational opportunities are inaccessible.

Barriers to education include housing instability, displacement, lack of parental support, domestic violence, health conditions, learning disabilities, lack of transportation, inadequate nutrition and discrimination.

we are #LookoutStrong



Reaching Home: Getting off the Streets of Langley

Langley - The Langley Reaching Home project has helped to reduce local homelessness since February 2018. With extremely low vacancy rates and rents ranging between \$1200-1400 per month, local homelessness is on the rise.

The Langley Reaching Home (RH) team works closely with the community to help identify homeless individuals who live on the street, in shelters, in unsafe housing or couch-surfing with family and friends for at least 6 of the past 12 months. They may be men, women, Indigenous, youth, seniors and immigrants. Many cope with multiple barriers to housing that may include chronic illness, mental health and substance use. The RH team has developed a strong network of community partners that include local Bylaws, RCMP, Vineyard Church and others who help refer individuals in need of assistance.

The network includes a list of landlords who offer a range of reasonably priced housing types. Direct rent payments and ongoing engagement

ensures that landlord-tenant concerns are being addressed.

The Langley RH team helps individuals find housing with regular check-ins to help address the reasons for their homelessness. The team assists to connect with rent subsidies, income sources, transportation, furnishings and other items needed to set up a home. They ensure that individuals are linked with medical, dental, mental health and other support services.

They also encourage the use of local community resources such as health clinics, food banks, community kitchens, meal programs, recreation, education and employment programs. Regular visits over a 12-month period are a good time to interact, making sure everything is going well and providing additional assistance when needed.

In the past year, the Langley RH team housed and supported 40 chronically homeless individuals including 3 single moms and 8 Indigenous people. After 12 months, 23 individuals remained housed and 13 had moved out of the area. Reaching Home successes include:



- 12 people are in full or part time work and one is completing job training.
- 2 people with major health issues received treatment and both are doing well in their housing.

The success of the Langley RH project is twofold. Initially, it is the strong collaboration of community partners that allows the RH team to fast track connections to support services and reduce duplication of work needed when agencies are involved. More important is the level of trust built between individuals and the RH team. Individuals know that help is available when needed and without judgement.



Langley Reaching Home Team

COVID-19 Emergency Funding

Recognizing the significant risks of contracting COVID-19, the federal government has announced an additional \$157.5 million for the Reaching Home program to help communities address the impacts among people experiencing or at risk of homelessness. The COVID-19 emergency funding provided the Langley RH team the opportunity to house and support 27 additional individuals.

Reaching Home Partnerships

Lookout also participates as a member of Reaching Home partnerships in Surrey and Burnaby/New Westminster. In both communities, Lookout's Reaching Home teams work with their community partners to house and support homeless individuals.

Discover How We Changed Their Lives:

- **"Tom"** was living on the streets for more than 2 years when he first met the Langley RH team. He was housed with a room-mate and applied for the Provincial Persons with Disabilities benefit. With benefits and a part-time landscaping job, he rented a place on his own. Recently, he texted an RH team member to say "I hope that people understand and see how important you are to the community... you were crucial in helping me getting my disability and I am really grateful for that".
- Once housed, **"Dave"** got a part-time job and started training to get a certificate in computerized accounting. His boss says he's doing great and will provide a reference when he starts looking for a full-time accounting position.
- **"Terry"** had been couch-surfing for more than six months after losing custody of her child due to a breakup with her boyfriend. The RH program helped to secure a place and her new goal is to resume work so she can bring her child home.
- **"Joe"** had been couch-surfing with various friends for over a year when he met with the RH team. They helped him find a room to rent and was fast tracked onto income assistance and the provincial Persons with Disabilities benefit. He now works part-time in day labour and no longer requires a rent subsidy.

About the Reaching Home: Canada's Homelessness Strategy

Reaching Home is part of Canada's National Housing Strategy, and uses Housing First principles. The federal government has committed \$2.2B to reduce chronic homelessness by 50% across the

country by 2028. The community-based approach is designed to prevent and reduce homelessness by providing a coordinated approach that prioritizes people most in need, matching them to appropriate housing and providing direct support. Its aims are to help communities to reduce homelessness by improving

understanding and providing relevant information.

The Reaching Home program has increased funding to address homelessness in 4 sectors: Indigenous, the Territories, rural and remote areas, and designated rural communities.

Diana's Story: I Am Me Again



Vancouver – My journey into shelters and subsequent supportive housing began when a person that my son and I trusted moved out suddenly, taking our rent money with him. After about 5 months, he disappeared. He had been the primary contact with the landlord and we had trusted him with our share of the rent. Prior to this arrangement I had been unstable in housing for over a year. It was nice to be able to relax again, but unfortunately it was short lived. The landlord evicted us and I ended up at the Boulevard shelter.

At the Boulevard shelter I started to be disconnected, not knowing what or where my life was heading. Even though there were many aspects of shelter life that were unknown to me, I learned to have compassion for others in their struggles. Two young men in particular became close. During my time there, both succumbed to their addiction issues. I was devastated. I also came to understand the struggles of seemingly healthy people, who lacked strength and support to overcome homelessness. Finally, my passion became seniors who for whatever reason have fallen into the shelter system and have gotten lost there.

Homelessness and other losses made me lonely, distrustful, and I generally failed to thrive. I isolated from friends, family and even my health care practitioners. I had little motivation and had no direction. However, even though my stay at the shelter had to come to an end, the manager continued to provide support if I ever needed it.

My next stop was another shelter run by another organization referred by the Boulevard shelter. I was there for 8 months and then, this too had to come to an end. I spent one week in a motel, spending well beyond my means, becoming increasingly desperate. I remembered the Lookout manager's offer and called her. With her support and the worker at Highland House I was accepted into the Yukon Residence transitional housing after feeling that I was never going to feel secure again and there was nothing for me anywhere.

Over the first months I began to relax, to feel safe and have renewed hope.

After a few more months, staff brought me out of the shell I had created and through suggestions and referrals, I began to grow. Healthcare was put in place, I reconnected with family. I participated in in-house programs.

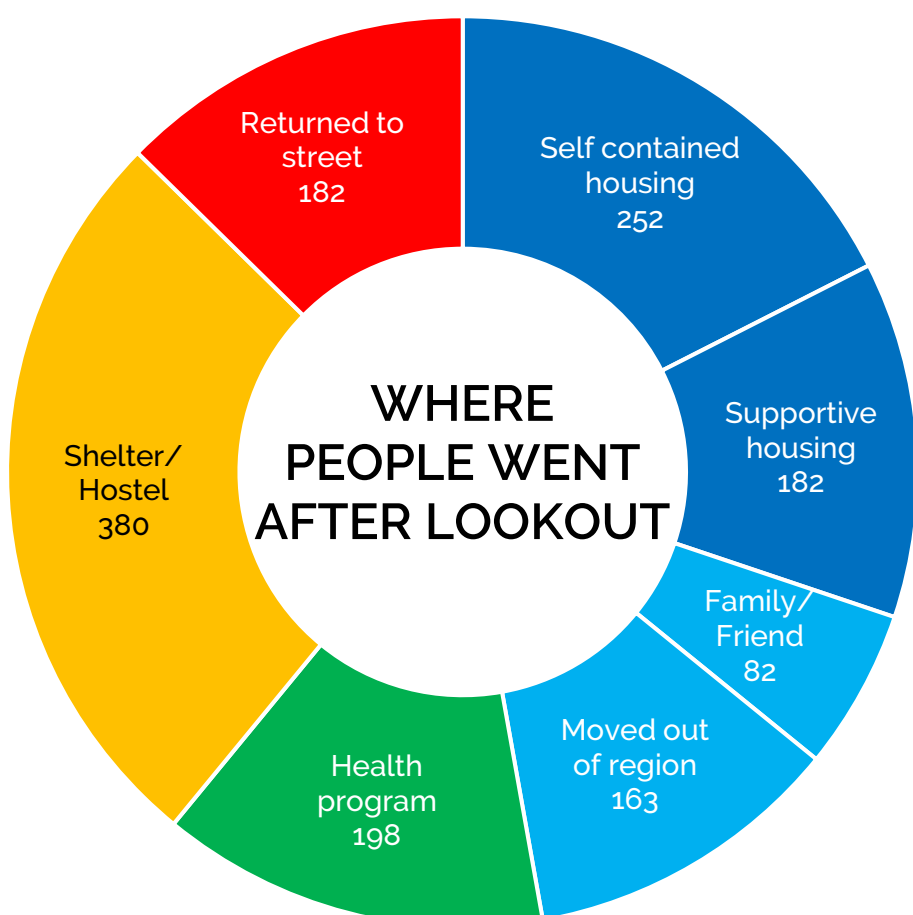
I went from devastated to very happy. I am confident about the future, patient with myself and others. I am at peace. I went from lost, to having purpose, I am emotionally stable, I am me again.

I made friends, I socialized and above all I was able to trust and have hope. I began to look for outlets for my new passion to support the homeless. Opportunities came and I was asked to serve on newly formed Committee – Aging Gracefully in the Right Place. We discussed and proposed changes in the way people arrive from Health Authorities to Shelter. Some of these suggestions were subsequently adopted and are now in place at Yukon Shelter. Next I was asked to serve on the Board of HSABC, where we discuss and propose a wide and varied spectrum of programming for shelters and agencies. The first year we worked together with Calgary and Montreal. This year we became international and are working with U.K. and Australian service providers. Another new committee is forming, we have funding through a grant, and will begin meeting very soon.

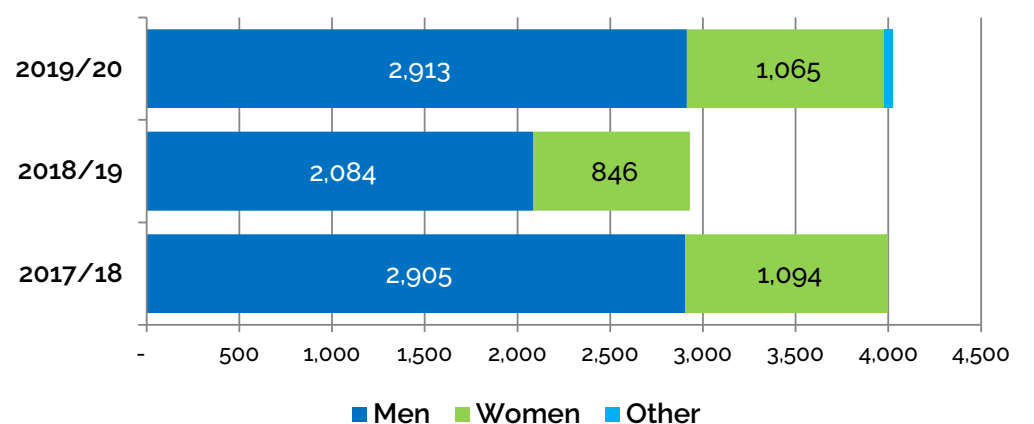
In summary, I went from feeling lonely and hopeless to connected and feeling a part of something important. I am happy, comfortable and have my community. My family is a big part of my life again and I regularly see children and grandchildren. I went from devastated to very happy. I am confident about the future, patient with myself and others. I am at peace. I went from lost, to having purpose, I am emotionally stable, I am me again.

I owe so much of this success to the support I found in Lookout. I now have a voice, both to self-advocate, and to advocate for others. Yukon residence has been a special place for me. If possible I would love to continue giving back to ensure others find their way back as I have done.

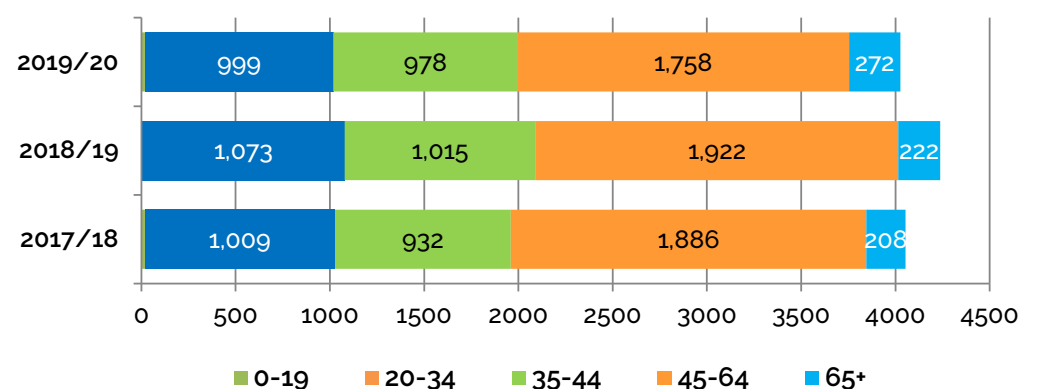
Who We Help?



Shelter Guests



Age Range of Shelter & Residential Guests





we  our
Volunteers

10,180 volunteers



64,484 hours



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

We really couldn't have done it without you!



Lookout Society: Milestones and Highlights

April 2019

- Preparation for COA reaccreditation begins with new standards added due to agency growth
- Almost 60 Lookout tenant volunteers were acknowledged at the annual luncheon
- BC Housing awards first ever contract to support the Sakura So Residence
- Cole Starnes Residence in Abbotsford opens and is fully occupied in first month



May 2019

- Surrey guests make planters from pallets for North Shore Housing courtyard
- Steve Cobon building hosts the Pet Food Pantry Fair for residents
- BC Housing database move to HIFIS 4 is successful for Lookout shelter and outreach programs
- Announcement made for **Guildford Residence with 60 units** of supportive housing

June 2019

- Federal Minister of Ginette Petitpas Taylor visits Surrey Health building, SafePoint, and Steve Cobon Building
- Lookout recognized with the RCMP Officer in Charge Award in Surrey and the HEABC Gold Apple Award for Collaborative Solutions for The Harbour Community Health and Wellness Centre in Victoria

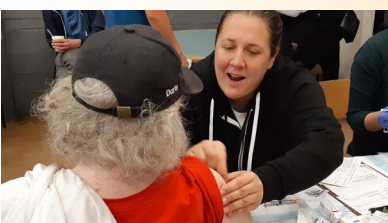


July 2019

- Final community consultation on Guildford Housing held
- Hosted World HepC Day event at Surrey Health building
- **Acquired the Cedar Valley Suites** with 68 units of affordable social housing in Mission

August 2019

- Purchased adjoining property on Princess Avenue in Chilliwack for consolidation to develop affordable social housing
- DTES Residential Manager attends annual conference on OCD/Hoarding in preparation of annual training for staff
- Participated in Powell Street Festival and Langley International Overdose Awareness BBQ with naloxone training provided at both
- Tamura House and First Place accept 8 people formerly living in Oppenheimer Park



September 2019

- Confirmed Partnership for **new Emergency Weather Response in Mount Pleasant** at Tenth Church
- Viessmann Ride for Comfort raises \$42,000 in donations for Lookout
- Lookout's Deep Woods Project presented to the Federal Homelessness Policy Directorate

October 2019

- Combined PAWs for Hope, Dental & Flu Shot Clinic held at PSG
- Formal announcement of **Lookout and Adler University partnership** made in New Westminster



November 2019

- Strathcona BIA's Dine Railtown event raises awareness and funds for PSG during month of November
- MDABC support and education sessions begin at many Lookout sites including the Walton, Lion, First Place, North Shore, Yukon and Ross

December 2019

- COA evaluation team visits Lookout sites resulting in reaccreditation
- Dunderave Festival raises awareness and funds for Lookout's North Shore programs
- Wrapped and distributed 2500 gifts to Lookout guests

January 2020

- Lookout awarded contract from VCHA for the **Art Studios**, a therapeutic program for people coping with mental health and addictions
- Ransomware attack occurred on Lookout servers
- The Susan Croll Education Fund launched



February 2020

- Lookout awarded contract to operate a **new Assisted Living Residence in Surrey** for individuals with mental health and substance use (MHSU)
- Lookout awarded Reaching Home contract for Langley; also Surrey Reaching Home partnership (EFry, Lookout, Options, Sources)

March 2020

- Province announced COVID-19 health crisis
- **Roundhouse Emergency Resource Centre opens** as part of COVID-19 response
- Received Reaching Home COVID-19 emergency funds to assist homeless individuals in Langley
- Acquired a Surrey duplex to host new MSHU Assisted Living Residence

Scott's Story: Lookout Helped Me Help Myself

North Shore - Early in his life Scott was working as a bridge man and a truck driver. For many years he was having issues with drinking. After his divorce he found himself living outside. While he was a bridge man Scott lived out of town in group homes or camps so he was used to living on the street. He moved into the new North Shore shelter after a friend told him about it. It took a few attempts at staying in the shelter for him to settle

in. This all changed in one faithful night four years ago when after getting intoxicated outside he was hit by someone in the back of the head. He was knocked out and almost died. Scott spent the following days recovering in hospital. After getting back to the North Shore shelter he decided to get sober and quit drinking.



"I consider Lookout my home!"

Peter's Journey: Rebuilding Family Relationships

North Shore - Peter's life before coming to Lookout Society was full of unknowns and uncertainties about what future might hold for him. Then one day more than four years ago, thanks to Lookout he finally found a place to call home. During that time he attended counselling, got himself on a waiting list for treatment and was accepted 8 months later. "It was probably one of the best decisions I made." When he got back to Lookout's house on the North Shore, he had changed a lot. Peter continued to help out around the house and got involved with Lookout's Home Moving Social Enterprise. Then he was offered the live-in position.

Peter continued to help with Home Moving's pickups and drop offs of donations and helped to load and unload trucks for Salvation Army. Over

the past 4 years, he has learned a lot about how to talk with people in group settings. Before he came to Lookout, talking in front of people was really hard.

Peter says, "I totally believe that in order to move forward, you have to put the work in. With everything I have done since being in the Lookout's House on the North Shore, I now have my own place. Also through all this, I have a great relationship with my family and they have been huge supporters - it takes time to build trust again. I also have 2 great nephews who I want to be around to see grow up and have been another huge part of my success. I have taken on a job with Lookout, so I can give back to others the support Lookout gave me. To sum it up, the Lookout organization saved my life."

Daniel's Stage: Turning a Corner

DTES - Daniel has had his own struggles with addiction commencing after he lost his job when he suffered a fall years ago. Moving into a Lookout Residence proved to be a real life-changer. Finding suitable housing and support gave him confidence to pursue his creative aspirations and very soon he got involved with a theatre project. Daniel participated in a peer program and a staff member helped Daniel get a job at the Dugout where he runs the soup kitchen and makes pastries.

For Daniel, Lookout means a safe haven. To be the best person that he can be. To help people as much as he can. "Through the Dugout, I totally turned a corner. Everything I do is totally proper and right. I Feel like I'm really getting a second chance. It's moral redemption. So great for my soul and

my spirit... I can go home after a frustrating day, or maybe where I've taken some verbal abuse, and I go home and I recharge. It's a home. It's the simple things, like being able to cook a meal and enjoy it. It's great!"

CREATIVA
INTERNATIONAL



"For a Muse of Fire is a live performance piece set on the number 20 bus that weaves personal stories from the DTES, quirky dialogue, wild humour, and adaptations from Shakespeare"

"Lookout gave me a second chance... They saw something in me and believed that I am a good person. I participated in the peer program. They got me a job at the Dugout where I ran the soup kitchen and pastries. I am privileged to feed people from my soup kitchen and take some pastries home to give out to those who cannot leave the building. Right now... I am content and happy to live in my apartment to rest and recharge and prepare for another day."

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.

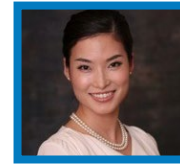
With an innovative approach to funding projects, Lookout Foundation assesses needs and gaps in funding. Often recognizing that valuable long term projects struggle financially, the Lookout Foundation offers innovative, sustainable solutions.

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

Board of Directors



Chuck Puchmayr
Board President



Alexis Ahn
Treasurer
(until December 2019)



Greg Robins
Secretary



Dean Patriquin
Director



Zahra Esmail
Director

Community Outreach: Goin' to Bowen

“In the last year the outreach services offered by the Lookout have been invaluable. They have filled a void in our community by providing our clients with opportunities that would otherwise not be available on Bowen. Those opportunities have significantly improved people's lifestyles and personal wellbeing.”

- Corporal Adam Koehle, Bowen Island RCMP

Bowen Island - Lookout Foundation provided funding to offer outreach support to Bowen Island when local residents expressed concern about a homeless camp in September 2019. Lookout had first connected with the community two years earlier to discuss setting up an Extreme Weather Shelter and continues to work with them to address local needs.

The Outreach team met with Caring Circle Health & Wellness Society, Bowen Island RCMP and Bylaw Services to identify their concerns. They were greeted warmly by the individuals in the camp who explained that they had no access to showers or running water and relied on the generosity of community members for food. Most were living in their vehicles and had been homeless for several years. The Outreach team made bi-weekly visits to identify needs and help connect people with needed support. As trust developed, one person reconnected with family, another accessed Detox and eventually treatment, and three individuals chose to come the North



Shore Shelter. The team also checked in with Caring Circle and local partners to calm the community and to help them build skills that help break down barriers. Community partners identified the Outreach Team's willingness to listen while being caring in addition to their ability to be consistent, flexible and nimble as being key in assisting their vulnerable neighbours.

“I'm incredibly impressed with how they skillfully insert themselves into the lives of those who need help without judgment and without exacerbating sometimes volatile situations.”

- Colleen O'Neil, Program Director Caring Circle (speaking about the NS Outreach team)

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 **\$463,000** of support:

- New Building Acquisition Grosvenor
- Admin Vehicle
- New Building Acquisition Chilliwack
- Foundation Support/ NS Server
- Raise the Bar on Recovery
- Decluttering Grant
- TIP Yoga
- Dance Video Grant
- Adult Basic Education Grant
- Bowen Island Outreach
- Russell Mural Project
- Harbour Crew/ Peers
- Dover Court Basement Renovation
- Dundarave Festival of Lights Society
- Reaching Home
- Invested in Online Development Tools and Websites



Donor Honor Roll*

Thank you for choosing to support Lookout!

2019
2020

This year Lookout expresses special appreciation to the following businesses, individuals and organizations who have contributed over \$500 cash or in-kind donations:

Fred Ammann
Elsina Bartels
Hans and Karen Bartsch
Belgard Kitchen
Blue Development Plumbing and Heating Ltd.
Michael Bowerman
British Columbia Real Estate Association
Capilano Christian Community
Glenda Chapman
Edmund Chew
Wendy
Community Savings Credit Union
Brent Corneilssen
George Corning
Findlay Craig
Patricia Davis
Detmer and Teresa Deddens
DisTech HVAC
Distech QC
Dr. Paras B. Mehta Inc.
Drs. P. Cunniffe and L. Sharma Inc.
Marco Eggert
Empire Of The Peace Arch Monarchist Association
Endeavor Design Inc.
Engage Architecture Inc.
Estate Of Sameh Magid
Stacey Ewasko
First Imperial Construction Ltd
Fischer CANADA Stainless Steel Tubing Inc.
Fraser Surrey Docks LP.
GF Strong Local
Greater Vancouver Food Bank
Neil Guernsey
GWIL Industries
Trevor Habkirk
Hannu Halminen
Vincent Hanlon
Hockey Helps the Homeless
Holy Trinity Catholic Women's League
J & L Enterprises Ltd.
JJM Graphic Ltd
Just Mechanical Ltd.

Sean Kelly
Douglas Kemp
Glenda Kemp
Kathryn Knight
Koszman Foundation
Mervin and Elizabeth Koszman
Anke and Rolf Kruse
Maryse and Duncan Lalonde
Jennie Lam
Raymond Lam
William and Risa Levine
Limetown Canada Productions, Inc.
Frank Linseisen
Location Fixer Productions
Christina Majkowski
Neal McDonough
Robert McGill
Kara McNair
Bruce Meacock
William Meacock
Mechanical Business
Kevin Mitchell
Warren Mitchell
Mount Olivet Lutheran Church
Mount Pleasant War Memorial Community
Cooperative Association
George Murphy
Narcotics Anonymous 60 Minutes
Narcotics Anonymous Back to Basics Group
Kathryn Neilson
Noteworthy Vancouver
Orbis Investments (Canada) Limited
Andrew Orfankos
Laura Parfrey
Harald Prell
Uta Prell
Gregor Reid
Remedy Holdings Inc.
Renew Crew Foundation
Rocky Point Engineering
RoofOverYourHead Marketing Ltd.
Harley Rothstein and Eleanor Boyle

Rumble Nutrition Ltd.
Leonard Schein
Schmidt Bros. Mechanical Ltd.
Karen Sheehan
Jonathan Shick
Nathanael Sieb
Gordon Smith
Tyler Smith
Nameez Sohal
St. Stephen's Catholic Women's League Of Canada
Stage 49 Ltd.
Roberta Stitt
Strategic Charitable Giving Foundation
Sullivan Mechanical Ltd.
Sutherland Secondary School
Teamsters Local Union No. 464
Telus - Benevity
The Charitable Gift Funds Canada Foundation
The Parish Of St. John The Evangelist
The Redeemed Christian Church
Lo Theresa
Jomar Tigcal
Transworld Management Ltd.
Triple J Investments Ltd.
Urban Impact Recycling Ltd.
Vancity Savings Credit Union
Vancouver Foundation
Vancouver Talmud Torah Association
Veltex Heating Ltd.
Don Vicic
Viessmann Manufacturing Company Inc.
Ana Wagner
Peter Waldkirch
Westshore Terminals Limited Partnership
Susan Whitehead
Peter Whitelaw
Ieva Wool
Hans Wu
WV Fire Fighters Charitable Society
Adam Zimmerman

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

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

Key Program Partners & Funders

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 Langley
City of Maple Ridge

City of New West
City of Surrey
City of North Vancouver
City of Vancouver
City of Victoria
City of West Vancouver
Community Action Initiative
Correctional Service Canada
District of Mission
District of North Vancouver
Fraser Health Authority
Health Canada

Reaching Home: Canada's Homelessness Strategy
Human Resources and Skills Development Canada
Ministry of Health
Ministry of Mental Health & Addictions
Ministry of Municipal Affairs & Housing
Ministry of Social Development & Poverty Reduction
Providence Health Care
Service Canada
Surrey Homelessness and Housing Society Vancouver
Coastal Health Authority
Vancouver Island Health Authority



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

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