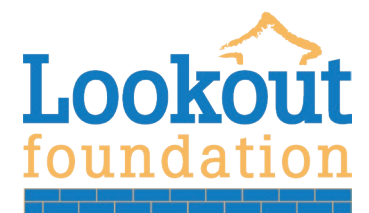




Lookout

Housing + Health Society

2023-2024
ANNUAL
REPORT





Mandate

We respectfully provide caring, nonjudgmental, nonsectarian, flexible services. We strive to reduce harm and navigate complex challenges with advocacy and minimal barrier supports.

Mission

We are a social safety net providing a range of housing, health, and support services that promote improved wellbeing for those in need.

Vision

To transform lives through innovation, by providing responsive services that build collaborative relationships and foster growth through change. We endeavor to provide hope where hope has been lost.

Cover page: Powell Street Construction (top), The Village Mural (bottom left), Staff serving food at a Lookout shelter (bottom right).

Board of Directors



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Board President



Grant T. Smith
Vice President & Treasurer



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Dan Steinberg
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Lee Fox
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Chuck Puchmayr
—
Board President

Creating Change: Strides Towards Wellness

During the first two weeks of 2024, 36 British Columbians died outdoors. This included 9 individuals over the age of 60 and 2 over the age of 80.

The housing crisis has a devastating effect on our citizens, with seniors becoming a critical growth segment as escalating rents and stagnant retirement incomes create the perfect storm leading towards poverty and possible homelessness. The Lower Mainland of British Columbia has become one of the most expensive places in Canada to live. Low vacancies trigger higher rents; high rents can drive people to become homeless.

I am proud of the work Lookout has done on all fronts of care since my last report. From shelter resources to Emergency Weather Response and Health Services, Lookout has shown to be a proven leader in providing care for so many in need.

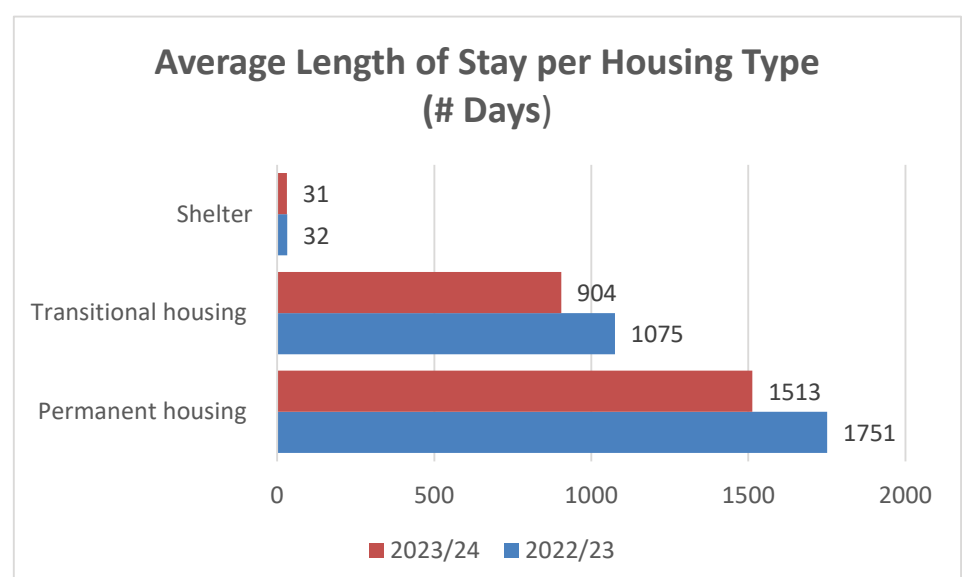
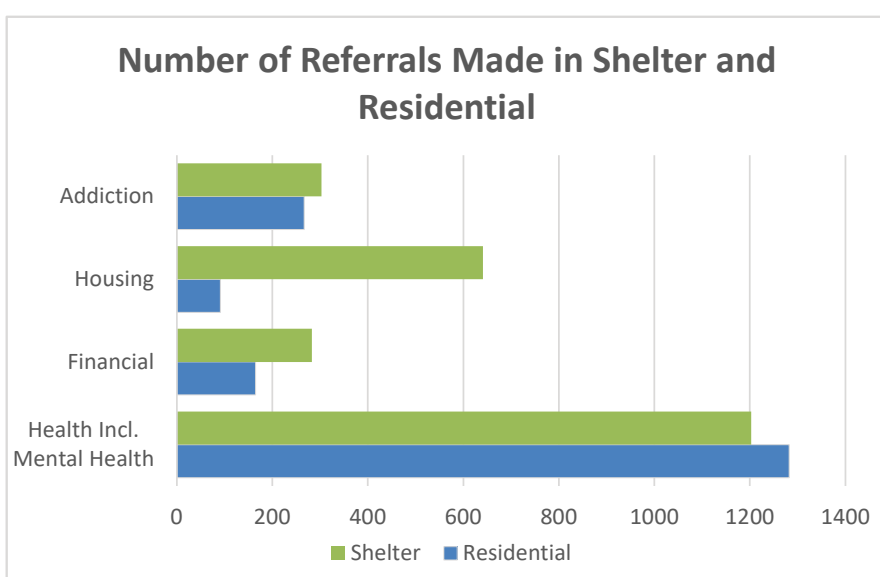
Senior levels of government have shown their confidence in our ability to deliver housing and health services by awarding numerous contracts and opportunities to Lookout during this last fiscal year. Successful awards of shelter and housing projects in several of our service areas, including pre-development funding assistance for new housing construction. Funding from BC Housing and Canada Mortgage and Housing Corporation assisted with property purchases that will become Lookout assets. These properties will provide long-term affordable housing for individuals and families living in Richmond, Vancouver Island, Salt Spring Island, Vancouver, New Westminster and Bowen Island.

This year Lookout successfully completed its third accreditation through the Council of Accreditation (COA). This entailed meeting or surpassing 654 industry standards, ensuring the best level of service is available at all levels of the organization. COA's accreditation process offers an independent, objective and reliable verification that organizations and programs meet industry standards. Congratulations to the team who spent months in preparation!


I take this opportunity to thank my colleagues on Lookout Society's Board of Directors for their foresight, dedication and commitment in supporting and pursuing new opportunities that promote wellness. On their behalf, I extend my gratitude to the Lookout Foundation for their continued support in making much of this possible. Their willingness to invest in programming helps the Society address funding gaps and create opportunities for service innovation.

I also acknowledge and express our appreciation the hard work and dedication of over 1,300 unionized, exempt and leadership staff as well as our organization's CEO. Together they create the vibrant organization that is Lookout.

As we move to a new year, Lookout is continuing to develop dignified housing and health opportunities that address the crisis and protect vulnerable people. As climate change advances with more extreme cold and extreme heat events, this work becomes ever more important.



Lookout 2023-2024: By the Numbers



1,248 Tenants housed within Lookout

311,483 Residential bed nights spent in own home

2,618 Guests with case plans

2,145 On-site overdose prevention visits

42 LOOKOUT RESIDENCES

18 24/7 SHELTERS & **19** OUTREACH PROGRAMS


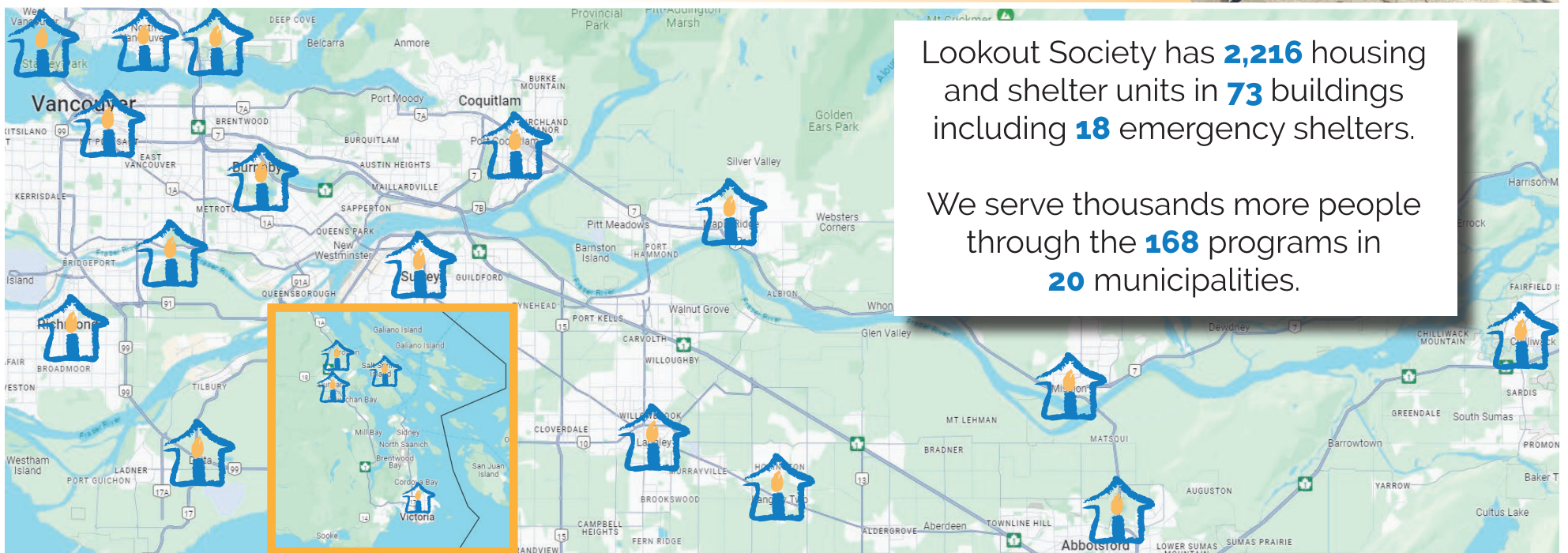
270 Shelter guests housed

2,822 Guests in permanent shelters

6,503 Emergency overnight shelter stays

21,108 Number of turnaways

389,208 Shelter meals served

Lookout Society has **2,216** housing and shelter units in **73** buildings including **18** emergency shelters.

We serve thousands more people through the **168** programs in **20** municipalities.



187,750 Resource centre visits

127,700 Meals served at resource centres

16,088 People served by Surrey Health Programs

7,721 Sharps collected by Rig Dig Peers

21 COMMUNITY SERVICES


48 HEALTH SERVICES

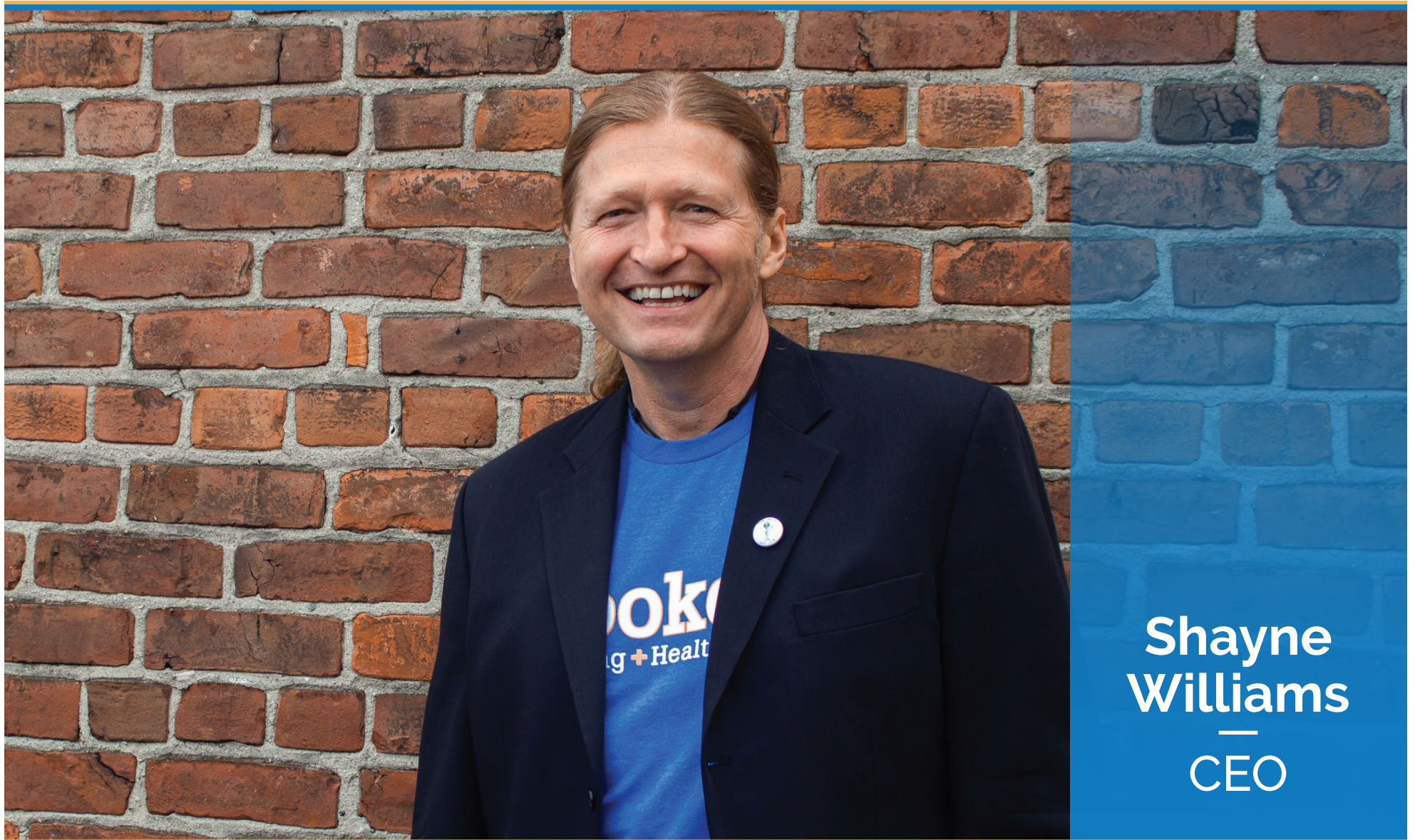
220,264 Community overdose prevention site visits

3,774 Site visits by Lookout nurses

1,025 Dental appointments

873,401 Sharps collected





Shayne Williams
—
CEO

Tackling Homelessness: Innovation and Partnership

I am pleased to report that Lookout is rising to meet the pressures that are affecting our communities and the people Lookout serves.

The visibility of homelessness is growing in every community. All 2023 homeless counts identified sharp increases including a 32% rise in Greater Vancouver, 22% in the Fraser Valley, 72.8% in Duncan / Cowichan and 9% in the Capital Region. Communities with the fewest resources recorded the highest increases. Reports also identified roughly one-third of the total counts as Indigenous, a serious over-representation from the general population. Substance use and mental health remain the major contributing factors in all counts. These findings did not surprise Lookout as we continue to work with funders and municipalities to identify challenges and seek innovative ways to fill the gaps.

In the past year, we added the Chilliwack Wellness Centre with its shelter and health support programs as well as the Pauline Shelter in Abbotsford, the Imperial temporary shelter in Vancouver and new winter shelters at the Cliff Block in New Westminster and Jubilee in Vancouver. We opened the Grosvenor Acquired Brain Injury in Surrey, providing a supportive home for individuals struggling with this debilitating disorder and successfully relocated SafePoint to our permanent location in Surrey. We also received extended funding for our innovative program for individuals with barriers to employment.

At the same time, our long-term programs remain strong with several celebrating major milestones over the year – 30th anniversary of the Jeffrey Ross Residence, 20th anniversary of the Cliff Block, and 15th anniversary of both Tamara House and Russell Housing Centre. Collectively, these five sites have provided safe, affordable housing with supports that benefited

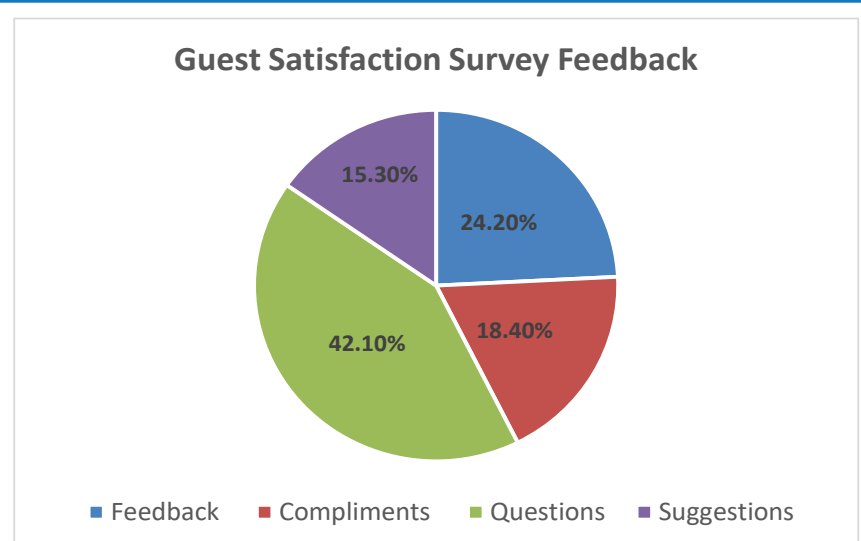
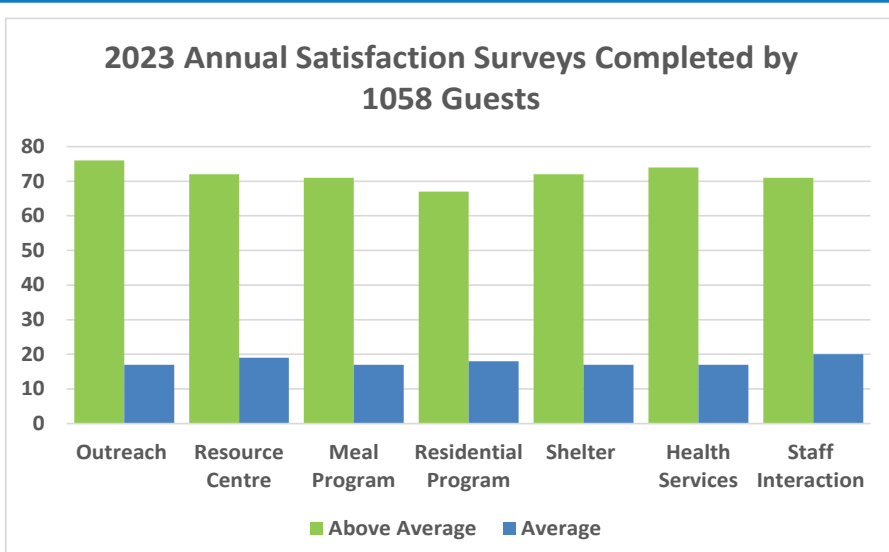
thousands of individuals. We also celebrated the legacy of former Lookout manager Al Mitchell, his impact on the Downtown Eastside and the renaming of Lookout’s downtown shelter in his memory over 10 years ago.

Lookout’s commitment to service excellence received several recognitions this year. The most important was becoming fully accredited for another 4 years by the Council on Accreditation. Then the untapped Workplace Inclusion Awards selected Lookout as a Top 3 Employer. Lookout was also named a top finalist in Charity Village’s Best Employer in Diversity, Equity and Inclusion Award.

This year we welcomed the addition of Associate Directors to the Lookout Leadership team. Designed to address the expansion of Lookout services, the new positions support the regional Directors in overseeing their housing and health responsibilities. We are already seeing the benefits of their hard work and expertise, positively affecting our timelines and quality of services.

Sadly, we lost Evanna Brennan due to cancer last fall. Together, she and Susan Giles provided nursing care to hundreds of Lookout guests. Shortly before Evanna’s death, the duo received the Order of BC in recognition of 40 years of service in the Downtown Eastside. More information about their amazing work can be found on page 6 of this report.

As always, the most rewarding part of every year is witnessing the successes and opportunities achieved by our guests in their life journeys. They are meeting their goals. Whether it is reconnecting with long-lost family, developing employment opportunities, connecting with health providers or strengthening their mental health, they are taking positive steps towards a more stable life. It is a pleasure to play even a small role in their stories.



Honouring Legacy: Al Mitchell Day



In September 2023, we gathered at Oppenheimer Park in honour of late community member and Lookout leader Al Mitchell. The community event for Al Mitchell Connect Day welcomed over 800 people, including MP Jenny Kwan, Lookout founder and long-time Executive Director Karen O'Shannacery, Lookout Society Vice President Grant T. Smith, as well as Ann and Adriana Mitchell, Al's wife and daughter, and many former co-workers and longtime friends and guests.

The event was a testament to the united community in the DTES, with various organizations setting up tables to offer resources. The Vancouver Infectious Diseases Centre, Ministry of Social Development and Poverty Reduction, Working Gear, CareRx and others joined Lookout's Powell Street Getaway, Mood Disorders Association of BC and Al Mitchell Place Outreach to set up services for attendees. Volunteers from many Lookout programs from across the Lower Mainland generously contributed their time and energy. Food was prepared and served during the day by the kitchen staff from Al

Mitchell Place with help from staff from Tamura House.

The event also prioritized health connections in the community. Hundreds of harm reduction supplies, including Naloxone kits, safe injection kits and pipes were distributed. Vancouver Infectious Diseases Centre conducted health testing on-site, emphasizing the importance of ongoing support and care for all community members. Additionally, Working Gear distributed high-visibility vests, promoting safety and visibility within the community.

Adriana Mitchell, Al's daughter who is a Lookout Coordinator on Vancouver Island, spoke movingly about his continuing influence.

"In honour of his ten year passing, Lookout and the community came together to celebrate and honour his legacy. Karen O'Shannacery attended and spoke of his work, and Mayor Ken Sim signed a proclamation acknowledging the lasting impact of Al's dedication to Lookout."

September 15th, 2023, was declared Al Mitchell Day by the City of Vancouver.

Honouring Lookout Nurses: A Legacy of Care

On August 8th, 2023, the Province of British Columbia announced that Lookout's Angels on Call, Evanna Brennan and Susan Giles were selected recipients of the Order of British Columbia. This honour recognizes outstanding citizens for their achievements, excellence or distinction in any field. It is the highest form of civilian recognition in the province. The wording for the pair's nomination read "Evanna Brennan and Susan Giles have saved countless lives by providing life-saving medications, such as anti-retrovirals and wound care to those who otherwise would have fallen through the cracks of the health-care system."

For more than 40 years, Susan and Evanna were the dynamic duo, working in the Downtown Eastside to provide care to the community's most vulnerable individuals while pioneering harm reduction for patients in their care. They insisted on bringing healthcare to where it was needed most - in the shelters and single room occupancy hotels where their patients lived. First retiring in 2016, the pair came out of retirement to take a full-time contract with Lookout. They recognized the growing need for harm

reduction nursing and the importance of connecting people to our health systems.

They were featured in the October 2021 documentary "Angels on Call." This film showcased the inspirational work that Evanna and Susan accomplished in supporting Lookout guests.

Their incredible care continued until January 2023 when Evanna was diagnosed with cancer. Evanna faced this challenge with her trademark humour and bravery and continued to advocate for patients' rights until her passing in October 2023. Before her passing, Lookout CEO Shayne Williams asked Evanna if Lookout could name our new building at 545 East Cordova Street in the Downtown Eastside "Brennan's Place" after her. Evanna was delighted and said it was an honour for all nurses. Brennan's Place is scheduled to open in October 2024 with 20 self-contained units with supports dedicated to house seniors.



Making a Home: GABI House

Acquired Brain Injury (ABI) occurs when someone sustains any level of brain damage after birth from instances of medical problems, hits to the head or oxygen deprivation. Individuals with ABI often struggle with complex needs and require assistance with daily activities like getting in and out of bed, eating and using the toilet. In understanding that people with ABI require more support to achieve well-being, Lookout partnered with Fraser Health to open the GABI (Grosvenor ABI) House in Surrey.

GABI House is a three-bed permanent supportive housing program that opened in May 2023 for women with ABIs. Referrals to the program are made and managed by Fraser Health's ABI team who collaborate with Lookout

staff to provide complementary health services and the best possible care for the residents at GABI House. Lookout tenant support workers and medical care aides support guests with general life skills management, activities of daily living and medication dispensing. Lookout believes everyone accessing our services should be the decision-makers in their lives and staff support them in making informed decisions. At GABI House, tenants work closely with staff to establish case plans and work on their self-determined goals. Additionally, the program offers outings and community integration to support social inclusion and wellness.

In our first year of operation, GABI House has already made a difference in the life of our

first tenant. Jane* used to go frequently offsite without informing anyone, which caused major safety concerns. After making GABI House a home for Jane, building trust and fostering a sense of belonging, she hasn't left the site for extended periods of time without prior notice. As well she has increased her medication compliance and has gone from refusing almost every meal to eating whole meals and even requesting her favourite ones.

Lookout is currently working towards opening a second ABI residence for men in Surrey that will provide the same level of care and services.

**Name has been altered to protect guest identity*



Winter Relief: From Emergency to Sanctuary

As the frosty winds swept through the streets of Greater Vancouver this past winter, they brought immense challenges for our unhoused population. Lookout continued to strive to be a beacon of hope, offering warmth, shelter, and compassion during these rough times.

Nestled within the heart of Vancouver, Lookout operated Emergency Weather Response Shelters (EWRs) in donated community spaces at the Marpole and Kiwassa Neighbourhood Houses and in the Commercial Hastings area. These shelters open when an alert is issued as temperatures go below zero degrees or when conditions are deemed so severe, such as excessive rain, that a substantial threat to the life and/or health of individuals experiencing homelessness may be possible.

Lookout staff at the Marpole Neighbourhood House provided essential amenities including food and a warm place to rest for up to 30 individuals each night the EWR was open. Similarly, Kiwassa Neighbourhood House opened its doors to 20 vulnerable adults, ensuring a warm and safe place to stay in East Vancouver. Throughout the EWR season, we witnessed a large inflow of people at all three EWR's with mats being accessed more than 1,855 times in the last season.

In February 2023, amidst the winter's chill, a site located at Commercial Hastings opened as an EWR space, offering refuge from the biting cold. Housed within a former thrift store, it was converted to a temporary year-round shelter in April of the same year. With regular staff and established routines, the shelter now provides not only a stable place to stay but also programming and support services. In 2024, the Imperial Shelter joined Commercial Hastings and the Walton as temporary year-round sites, and Tenth Avenue Church and Jubilee as temporary winter shelters.

Through referrals and assessments at the Commercial Hastings Temporary



Shelter, 11 individuals found permanent housing solutions. Moreover, the introduction of safe space pods, courtesy of BC Housing, provided guests with privacy and security, enhancing their sense of well-being. With a 100% occupancy rate and an average of 8 people turned away daily, Commercial Hastings continues to illustrate the need for more shelters for those experiencing homelessness.



Transitions: From Homeless to Housed

TD Bank Group (TD) recently announced \$300,000 over three years from the TD Ready Commitment Fund to support the mental health of Lookout guests who are transitioning from homelessness to housing. The announcement was made on December 1st, 2023 at the New Westminster Cliff Block Clinic Space, marking a significant stride in mental health care for Lookout's tenants and guests.

The funding will support mental health services to improve stability and reduce barriers for individuals in need. Gary Aulakh, Pacific Region AVP of Real Estate Secured Lending, TD Bank Group, shared his view on the partnership stating, "Through the TD Ready Commitment, our corporate citizenship platform, we're supporting organizations focused on helping those in precarious housing situations transition to stable housing and independent living."

The event gathered nine TD representatives from Metro Vancouver and staff from Lookout Housing and Health Society, including representatives from the Mood Disorders Association of British Columbia, a branch of Lookout Housing and Health Society.

At this announcement, Lookout's representatives spoke about the positive effects of adequately supporting mental health during housing transition times. Lee Fox, Associate Director of the Vancouver Region, shared success stories from Lookout's employment and pre-employment programs that showcased the impact of wrap-around support. Jesse Coulson, Acting Manager of the Jeffrey Ross Residence and the Sakura So Residence, shared his personal journey, underscoring the transformative power of mental health support services while navigating a housing journey.

The event concluded with a tour of the nearby Russell Housing Centre, providing TD representatives with a firsthand look at the vital work being done to provide shelter and supportive housing programs and community members.

We extend our thanks to TD and all representatives in attendance for their unwavering support of mental health and our community members!



Fostering Resilience: The Art Studios

Since Lookout assumed operations in 2020, The Art Studios has continued to provide free art-based mental health peer programming for adults living with a variety of mental health challenges. The programs help to build confidence and find connection with others who are experiencing similar challenges. Due to the expansion of their programming to help more people living with mental health challenges in new and creative ways, The Art Studios received a national award for their work.

Non-profit organizations experienced a higher demand to provide much needed supports to individuals experiencing health, mental health and housing issues during the pandemic. To adapt and meet the challenge of increased demand felt by many organizations, Lookout's The Art Studios received funding from the Government of Canada's Community Services Recovery Fund to initiate the Mobile Art Studios. This project integrated The Art Studios programs directly at Lookout sites by providing a safe space for vulnerable individuals to improve their mental health and wellness through art. With a focus on healing through artistic expression, guests accessed a community of peers, shared experiences and were supported in their mental health recovery. By ensuring an accessible way to support mental health through art exploration, The Art Studios created a sanctuary for our guests to heal and improve their personal growth.

The Art Studios has a close relationship with the UBC Occupational Therapy department where their students work with The Art Studios' participants to learn and further develop their daily life skills through art within a safe space. The Art Studios was recognized with a 2024 Citation Award with the Canadian Association of Occupational Therapists-BC in recognition of supporting the health of The Art Studios' participants.



Building Bridges: Community Clean Up

In the heart of the Cowichan Valley lies “The Village,” Lookout’s unique temporary accommodation site. In March of 2022, the pandemic response homeless tent sites were phased out and replaced by a safe haven with 34 individual pods with wrap around services, creating a new community. The site was originally funded through a Union of BC Municipalities grant in partnership with Cowichan Housing Association. Due to the program’s success, BC Housing provided funding, giving the program a 3-year extension through the Homelessness Encampment Action Response Temporary Housing (HEARTH) program.

The program continues to support guests in their journey towards health and wellness with successful outcomes including graduating to permanent housing, connecting with health services, reconnecting with family, going to treatment and seeking employment. To date, 14 guests have attended Detox or recovery programs and 8 individuals have transitioned into market housing. Guests living at the Village have shown their gratitude and personal growth in many ways that include site beautification, gardening and positive community engagement.

A big part of the journey to wellness is the Street Smart Outreach Program comprised of guests who live at The Village. Through generous contributions from the Cowichan Community Action Team, SPARC BC, Cowichan Tribes and BC Housing, the program provides stipends in exchange for work in the community. In addition to garbage and sharps pickup, distribution of Naloxone, overdose response training, the Street Smart participants engage with vulnerable community members and neighbours alike. The Street Smart program provides guests an opportunity to gain useful skills and experience, empowerment and responsibility.



Lookout operates two similar peer programs out of Sq’umul’ Shelh Lelum’, a fifty-one unit supportive housing site in Duncan. The first is the Sharps Program which began mid-May of 2023. This program is funded by the City of Duncan, the Municipality of North Cowichan and Island Health. This program is open to all community members and uses a vehicle driven by a peer to access the community for collection. The second is the Pitchin’ In Community Clean-up Program, funded through BC Housing and Island Ford. This program provides residents with stipends to keep the local community clean. In the first year, 20 residents have taken part, earning money while making a positive impact in their community.

As we continue to build stronger communities, the spirit of compassion and collaboration remains at the forefront. Peer programs help Lookout bridge the gap, creating one larger community where we can all call home.

88% of tenants at The Village participated in **community engagement and clean-up programs** including picking up **33,211** bags of garbage and **7,844** used sharps.

35% of tenants at Sq’umul’ Shelh Lelum’ participated in **community clean-up programs** including picking up **929** used sharps and **16,725** bags of garbage.



Enabling Success: LEEP to Employment

As a flexible and innovative social services organization that understands poverty has no one size fits all solution, Lookout consistently implements programming that uses new and promising concepts to help our guests. One of these programs is our Lookout Ethical Employment Program (LEEP) which started in October 2020 to test the effectiveness of low-barrier pre-employment and employment training with personalized supports. Ongoing one-to-one coaching coupled with on-the-job work placements proved to have a significant impact on long-term employment and overall wellness of participants despite experiencing or at-risk for homelessness, mental health challenges and/or substance use.



transformative. “[LEEP] helped me re-center and focus on career opportunities. The courses were very helpful and they directed me on the path of what I wanted to do...I’m very grateful for the LEEP program and it has provided me with a lot of stepping stones.”

In March 2024, LEEP graduate and current Lookout employee, Michael, was invited to Victoria, B.C., by Sheila Malcolmson, Minister of Social Development and Poverty Reduction, to speak at the announcement of legislative amendments to lower barriers for people who are differently-abled to seek employment through providing more support. Michael spoke about how through LEEP, we provided him with the skills training and counselling referrals he needed for long-term employment, self-worth, and financial stability.

LEEP’s effectiveness has been recognized far beyond Lookout. The program was originally set to conclude in October 2023 but the program was extended until June 2024. In January of 2023, Lookout was also given the opportunity to expand the program and commence an Expedited and Mobile Training Framework in the Downtown Eastside community. Participants in the expedited version of the program underwent a condensed 6-week version of the original thirty-six week LEEP program with an emphasis on mobile on-demand training. For example, participants received certificates in training after completing courses such as Food Safe, Mental Health First Aid and Respectful Workplace.

The Lookout Ethical Employment Program (LEEP) is funded by the Government of Canada, the Province of British Columbia, and supported by research consultants Social Research and Development Corporation. LEEP began in 2020 operating first in Vancouver and then expanding to North Vancouver and the Fraser Valley offering a program that combines innovation with research, to create flexible, onsite support and access for individuals struggling with multiple barriers to employment. LEEP staff provide one-to-one personalized support, helping participants build a portfolio of work experience that encompasses everything from life-skills training to certifications like First-Aid and WHMIS.

Justin was a LEEP participant who was then hired as a Peer Navigator for the Expedited and Mobile Training program. For him, the program was



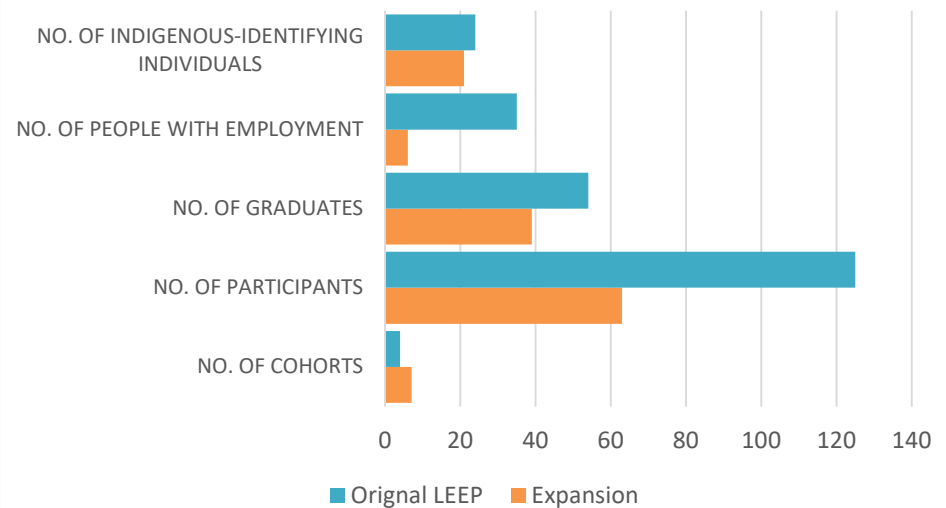
This program is funded by the Government of Canada and the Province of British Columbia.

“The road I was on, I didn’t think I’d make it this far. But this program has made me stronger, and now I want to keep creating memories and succeed in life, just like everyone else. I’m grateful to everyone who has helped me and wanted to hear my story; it brings me a lot of happiness.”

“Richard”, LEEP participant



LEEP APRIL 2023 - MARCH 2024



Expanding Horizons: Fraser Valley Harm Reduction

In order to support more people across the region, the Fraser Health Authority contracted Lookout to assist with community harm reduction needs. This has required a nimble approach that adjusts how and where we deliver services. When Lookout first began offering harm reduction services, we provided supplies through local community outreach and out of our local distribution site in Surrey. Our mobile services were extended in 2018 in an attempt to address neighbouring community needs. Staff would go to sites that requested supplies, developing a regular route where community members could come and meet staff. When the number of communities requesting our services continued to expand, we had to think strategically and adapt our services to support the regions as broadly as possible.

Harm reduction focuses on helping individuals create positive change in their lives without judgement and stigma. In part, it includes a range of policies, programs and practices that minimize the negative impacts of harm. The harm reduction distribution program provides items such as sharp containers, clean

needles and safe injection and inhalation supplies which reduces the health risks of using or reusing equipment improperly. It also provides opportunities for staff to regularly connect with guests, building rapport that may lead to more positive choices. The program also collects used sharps for appropriate disposal. Besides harm reduction supply distribution, Lookout offers overdose response training, take-home Naloxone kits, and referrals related to addiction, housing, mental health, medical care, dental, shelter and food security services.

Today, the program has reached one million in supply distribution, providing supplies through the original distribution site and mobile support to the Fraser North, South and West regions. This includes the Surrey, Cloverdale, Langley, White Rock, Tsawwassen and Delta communities. Lookout is also contracted to operate a team in Abbotsford and IHart Transportation teams, which additionally assist in providing medical supports and transportation to appointments for individuals living from Burnaby to Boston Bar.



Supplementing Rents: The Road to Stability



The Supported Rent Supplement Program (SRSP) is a province-wide initiative to help individuals who are ready to live more independently transition from the street, shelters or supportive housing into private market rental housing while ensuring affordability and continued support services. This program is designed specifically to assist disadvantaged groups who have higher risks of homelessness such as women and children experiencing or at risk of violence, individuals who are managing mental health and addiction issues, living with disabilities, veterans, Indigenous peoples, racialized communities, newcomers, refugees, and youth leaving care.

SRSP services in Chilliwack, Duncan, Abbotsford, Surrey and Vancouver is a partnership between Lookout, other social service providers, BC Housing, the Ministry of Social Development and Poverty Reduction and the local health authority. This program aims to reduce homelessness by combining clinical services with Community Integration Specialists who will assist guests who receive Income

Assistance together with more traditional Outreach services like rent supplements, housing setup and non-clinical supports. The supports provided by Lookout will include help with personal living, social and community connections and cultural resources. Referrals to the program are streamlined through the Coordinated Access and Assessment Table in each community.

All SRSP Outreach Workers are required to complete Lookout core training and training on how to use BC Housing systems including the Vulnerable Assessment Tool to ensure that the best and the most consistent services are provided to our guests. Programs in each city will be adapted to best fit the needs of its community.

In Vancouver, the program operates from the Yukon Housing Centre, located in the Mount Pleasant neighbourhood. To reduce our environmental footprint and maximize mobility, the team travels by e-bike, weather permitting, and must undergo bicycle training to safely navigate the area.



Providing a Safe Haven: Chilliwack Wellness Centre

Lookout is proud to have been contracted to operate the Chilliwack Wellness Centre as a part of BC's HEARTH program. In March 2024, we worked with the funder to transition from the previous operator. Lookout is maintaining the historical operations at the Chilliwack Wellness Centre as both a drop-in resource centre and an overdose prevention site.

The resource centre provides a safe place for guests to seek refuge and access services including referrals, case planning, medication management and life-skills training. It also offers a private space for guests to meet with service providers. The purpose of the program is to cultivate a sense of community through programming, fostering connections at both the peer and community levels while promoting healing. In its first month alone, the drop-in program experienced an impressive 2,125 visits, while the OPS space was accessed 3,535 times. The program continues to have a significant demand for service.

Beginning in April 2024, the site began operating a 30-bed onsite shelter that provides case planning, showers, laundry and meals. The shelter has 24/7 staffing and allows people to stabilize while starting their journey to wellness. For many individuals, the Chilliwack Wellness Centre is a turning point towards stability and self-sufficiency. One of their guests had spent



many years enduring the harsh elements and is beginning to find solace within the Centre's walls. While currently staying at the shelter, he is working with staff to reduce his belongings and focus on improving his physical and mental wellness. With ongoing support, he is learning how to be comfortable while living indoors.



 **42,135**
volunteer
hours

To Our Volunteers:
Whether delivering care packages, serving hot meals, painting or wrapping Christmas presents :
We couldn't do it without you!
Thank You!



3,903
volunteers



Lookout Society: Milestones and Highlights 2023-2024



April

- Kevin F. named Volunteer of the Year
- EWR season ends with 5,136 visits, and 4,933 warming center visits
- Jeffrey Ross Residence celebrates its 30th anniversary
- Tamura House celebrates its 15th anniversary



June

- Cliff Block celebrates its 20th anniversary
- Belcourt Residence celebrates its 5th anniversary



August

- Lookout Nurses awarded Order of BC
- LEEP extended until March 2024
- MDABC office relocated



October

- Lookout chosen top 3 employer for Untapped Workplace Inclusion Awards for Equity, Diversity and Inclusion practices
- Charity Village Finalist for Best Employer in Justice, Equity, Diversity and Inclusion
- Leadership Team adds Associate Directors



December

- 3,000 Backpacks of Hope delivered to Lookout sites
- Dundarave Festival raises over \$41,000
- Karen O'Shannacery Legacy Award for Service Excellence presented to Aleksander Petkov + Keith Howlett



February

- COA reaccredits Lookout for another 4 years



May

- GABI Residence opens
- Receives \$15,000 for heat response from City of Surrey
- WHO declares COVID no longer a global health emergency. No reported COVID cases at Lookout - a first in 2+ years



July

- SafePoint moves to Safe Sleep Campus of Care



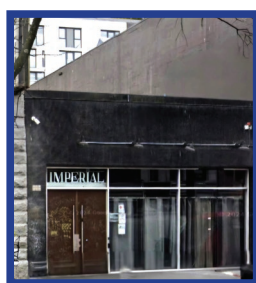
September

- Al Mitchell Day proclaimed by City of Vancouver
- Abbotsford approves Lighthouse Shelter rezoning



November

- Russell Housing Centre celebrates its 15th anniversary



January

- Imperial Temporary Shelter opens in DTES
- Cliff Block Winter Shelter opens in New Westminster



March

- Jubilee Winter Shelter opens in DTES
- City of Vancouver extends Better Together Peer Steward Program for Olympic Village
- Minister Sheila Malcolmson invites LEEP Graduate and CEO to Victoria
- Operation of the Chilliwack Wellness Centre begins
- Acquires six 3-bedroom townhouses in Richmond

Celebrating Hope: Lighthouse and Pauline Shelters

This year, the Lighthouse Shelter in Abbotsford celebrated its first anniversary while at the same time, opening the Pauline Temporary Shelter in the same building. Opened between June and December 2023, the Pauline Shelter is currently being renovated to expand the number of people it can serve.

In collaboration with BC Housing, the City of Abbotsford and Lookout, the Lighthouse Shelter was established in 2022 as a beacon of light during hard times for vulnerable adults. The addition of the Pauline Shelter was a direct response to the Lonzo Park'n Ride decampment in 2023. It offered a smaller, more intimate and safer setting for displaced individuals. Since its opening, the Lighthouse has offered more than just shelter. Guests receive three meals and two snacks daily as well as access to essential hygiene supplies, medication, valuables storage, showers and laundry services. The shelter staff consist of support workers, caseworkers, outreach and a nurse who work with shelter guests to identify and achieve goals that lead to stability.

They also plan daily activities that range from budgeting and resume workshops to movie nights and music trivia.

Despite being one of Lookout's newer sites, our work at both Lighthouse and Pauline shelters is making a large difference in the lives of our guests. Jesse, one Lighthouse guest, wrote:

"I have so much to be thankful for holding a bed here. The staff here are incredible angels without wings, it is what I would consider them. Since beginning my stay, I have made the methadone program, and it works wonders on my addiction issue. I feel safe, hopeful, and eternally grateful for the support given."

In the 5.5 months it was open, the Pauline Shelter helped house 4 of its 8 guests before closing for renovations. The Lighthouse shelter helped to house 11 shelter guests and assisted 4 others to enter treatment.



**BUILDING
FOR
HOPE**



Increasing Safety: Island Inhalation Services

Safe Consumption Sites and Overdose Prevention Sites were primarily designed to support injection substance users. Over the past few years, the number of inhalation users has grown and they now surpass the number of injection users. The primary reasons more people inhale drugs are the fear of needles, the stigma around injection use, and the misconception that inhalation drug use is safer. However, no sites provided services for them.

After many discussions between Vancouver Island Health and local officials, Lookout was able to expand services in its Victoria and Cowichan sites. As guests access our services, Lookout staff provide education about the risks of inhalation while also building rapport so that people stay safe, feel valued and possibly consider reducing use or accessing alternative treatment therapies.


Since opening the new services last year, the Cowichan Wellness and Recovery Centre supported more than 4,000 visits for injection services and over 14,000 visits for inhalation services. In Victoria, the Harbour Safe Consumption Site supported over 22,000 visits

for injection services and more than 43,000 visits for inhalation services. Lookout also saw a similar trend at Lookout sites in the Vancouver and Fraser Valley regions.

With the shift to safe inhalation services, Lookout needed to address the need for staff safety. Inhalation services require indoor ventilated spaces or outside areas where staff are able to monitor guests from a nearby indoor space. The solution was to create safer work environments, conduct onsite air quality testing for all sites and increase Personal Protective Equipment (PPE) for staff. Site air filtration systems and PPEs such as masks with air filters increase ventilation and eliminate exposure to secondhand smoke.

Since being implemented, these changes have created positive outcomes for our guests and our staff. Guest often express their appreciation of investing in their safety. "I'm forever grateful for the workers that cared enough to keep me safe... Coming here gives me a sense of community and just pure gratitude."





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: <https://lookoutsociety.ca/about-us/lookout-foundation>.

Board of Directors



Greg Robins

Board Chair



Amber Davey

Treasurer



John Richmond

Director



Zahra Esmail

Director

Building Hope, Empowering Lives



The Lookout Foundation had another strong year investing in innovative programs and emerging community needs. In ongoing operations, the Foundation supported three of Lookout Society’s affordable housing sites. This included the Centre Street and High Drive residences in Abbotsford that preserves affordable housing for people living with low incomes, as well as the Julian House in Surrey, which supports individuals living with bloodborne pathogens such as HepC and HIV. Other beneficiaries were Lookout’s Low-cost Dental Clinic and Djaef Mahler Grocery, both in Surrey. The clinic provides dental services ranging from cleaning to support with dentures. The Foundation’s contribution supports vulnerable people with accessing dental care when cost is a barrier to care. Co-located with the clinic is the Djaef Mahler Grocery. This high protein supplemental food bank provides nutritional supplementation for individuals living with HIV and HepC.

In Victoria, the Harbour received a grant for funds to increase overdose prevention education and support to peers through engagement. These funds help staff build rapport with those accessing services, creating the space for discussion about safety and opportunities for increased wellness.

The Lookout Foundation also continued to support

BlanketBC Society’s administration, as they have continued to grow. For the past 13 years, BlanketBC Society has provided nearly 700,000 blankets and warm clothing to homeless shelters including the Lookout shelters.

Lookout Society was successful in receiving Canada Summer Job positions again in 2023, providing a number of summer job placements across the organization. In partnership, the Foundation provided funding to top up these wages, ensuring employees were paid a fair and equitable wage.

Each year, the Society hands out thousands of gifts to the Lookout guests in light of the holiday season as part of the Backpacks of Hope campaign. Gifts are collected throughout the year through cash and in-kind donations and then the Foundation provides supplemental funding to ensure each and every guest can be acknowledged.

Lastly, the Lookout Foundation invested in the addition of six new 3-bedroom homes located in Richmond, which will provide safe, affordable housing to families living independently. This newest addition the Lookout continuum of housing addresses a pre-existing gap, creating an opportunity to support residents of Richmond with access to housing.

Lookout Foundation supported these programs this year (with \$1,855,474 in total funding):

- Abbotsford affordable housing
- Chilliwack affordable housing
- Djaef Mahler Food Bank
- Holiday program for Lookout guests
- Julian House
- Richmond affordable housing purchase
- Surrey Low-cost Dental Clinic
- Summer Student Program pay supplements
- The Harbour overdose awareness program
- North Shore Outreach van



Donor Honor Roll*

Thank you for choosing to support Lookout!

2023
2024

This year Lookout expresses special appreciation to the following businesses, individuals and organizations who have contributed over \$1,000 cash or in-kind donations:

11495453 Canada Inc.	Guru Nanak's Free Kitchen	Soap for Hope
A Better Life Foundation	GWIL Industries	St. Cuthbert's Anglican Church
Anh and Chi	Phyllis Harms	St George's Anglican Church
Raj and Sheila Baba	Craig Hathaway	South Vancouver Neighbourhood House
Sai Baba	HAVE Culinary Training Society	Starbucks Foundation Charitable Fund
BC Construction Roundtable	Helping Hand Society	Starbucks, multiple locations
Blanket BC Society	Hockey Helps the Homeless	Steed and Evans Holdings Inc.
Jane Bryans	Karenjit Hundal	Stollery Charitable Foundation
Buy-Low / Re-Foods	Betty and Dennis Jorgenson	Studio In The City
Canadian Online Giving Association	Hailey Kathler	Surrey Alliance Church
Cardinal Point Capital Management	Tomasz Kocyl	Surrey Central Library
Cascades Gospel Church	Jennie Lam	Sutherland Foundation Inc.
Glenda Chapman	Pat Lamoureux	John and Judy Taylor
Kelly Cheung	Langara YMCA	TD Bank Group
Christ Covenant Church	David and Carol Lansdowne	Tenth Avenue Alliance Church
Hui Kyong Wendy Chun	Levi Strauss & Co	The Art Studios Members Committee
Church of St. Francis in-the-Wood	William and Risa Levine	The Church of Jesus Christ of Latter-day Saints
City of North Vancouver Public Works Department	Little Caesar's Pizza, Duncan	The Hamber Foundation
COBS Bread, multiple locations	Lohn Foundation	The Joy of Sharing
Community Housing Transformation Centre	Marpole Neighbourhood House	The Langara Foundation
Anne Condon	Kelsey Martens	The Neighbourhood Church
William Connors	Jonathan McGroghan	The Parish of St. John the Evangelist
Coquitlam College	Bob Metcalf	The Stollery Charitable Foundation
Kathy Corday	Tamara Micner	The Way Church
Cowichan Blanket Society	Martin and Barbara Miles-Luthy	Ginette Thierry
Cowichan Community CAT Team	Hart and Anita Molthagen	Toss Yer Cabers
Cowichan Housing Corporation	Mission Community Farm	Transworld Management Ltd.
Mari Csemi	Mood Disorders Association of BC, Kamloops Branch	Urban Fair, various locations
Debta Productions Inc./Kanji S3	New Hope Christian Church	Urban Impact Recycling Ltd.
North Vancouver Deep Cove Lions Club	North Shore Neighbourhood House	Van Kam Freightways Ltd.
Domino's, Powell Street	North Shore Unitarian Church	Vancouver Food Runners
Dr. Patrick Cunniffe Inc.	Oakwyn Realty	Vancouver Foundation
Richard Duggan	Ono Vancouver – Chef TJ Conwi	Don and Ausma Vivic
Gary Dulay	Our Lady of Perpetual Help Parish	Aurelie Viotto
Duncan United Church	Parish of St. Mary's Kerrisdale	West Coast Seeds
Dundarave Festival	Provincial Employees Community Services Fund	West Van Vacuum
Edmonton Community Foundation	Sharon Provost	West Vancouver Baptist Church
Erwin Egert	Euan Ramsay	West Vancouver Community Foundation
Blake Elliott	Real Canadian Superstore, Guildford	West Vancouver Fire Fighters Charitable Society
Empower Fitness	Gregor Reid	Westminster Bible Chapel
Fairway Fund	Royal Canadian Legion No. 2	Dennis Weston
Lee Fox	Saint Vincente de Paul Parish	Peter Whitelaw
G3 Terminal Vancouver Limited Partnership	Thomas Sauyique	SW&MG Williams
Good Castle Real Estate Development Ltd.	Senior Services Society	Working Gear
GRD Construction Ltd.	Shaughn & Sharon Clements Homeless Fund	William Zander and Frances Bickerstaff
Greens & Beans Deli	Shopper's Drug Mart, multiple locations	

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

Abbotsford Food Bank	Community Action Initiative	Ministry of Mental Health & Addictions
BC Community Gaming Grants	Community Living BC	Ministry of Social Development and Poverty Reduction
BC Housing	Correctional Service Canada	Municipality of North Cowichan
BC Partners For Mental Health	Cowichan Nation	New Westminster Homelessness Coalition Society
Bowen Island Municipality	Cowichan Regional District	North Fraser Pre-Trial Centre
Canada Mortgage and Housing Corporation	District of Mission	Providence Health Care
Canada Summer Jobs	District of North Vancouver	Reaching Home: Canada's Homelessness Strategy
Capital Regional District, Salt Spring Island	District of West Vancouver	Service Canada
City of Abbotsford	Employment and Social Development Canada	Social Research and Demonstration Corporation
City of Chilliwack	First Nations Health Authority	Society to End Homelessness in Burnaby
City of Duncan	Tegan Hubick	SPARC BC
City of Hope	Fraser Health Authority	Squamish Nation
City of Langley	Health Canada	Surrey Homelessness & Housing Society
City of Maple Ridge	Human Resources and Skills Development Canada	Letizia Romei, Program Manager
City of New Westminster	Infrastructure Canada	Township of Langley
City of North Vancouver	Island Health Authority	United Way British Columbia
City of Port Coquitlam	Ministry of Advanced Education and Skills Development	Vancouver Coastal Health Authority
City of Surrey	Ministry of Health	Vancouver Foundation
City of Vancouver	Ministry of Housing	
City of Victoria		

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.

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