





Lookout

Housing + Health Society

2024-2025
ANNUAL
REPORT



Lookout
Housing + Health Society



Lookout
foundation

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 photos: Top Left - Beaded Red Dress Day ornament made by a resident of The Oasis in Vancouver; Top Right - Art activity made at a Lookout workshop; Bottom - Tomato garden at Dovercourt.

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Chuck Puchmayr
—
Board Chair

Expanding Capacity to Meet Growing Needs

As I reflect on the past year, I am filled with profound gratitude for what the team has accomplished. It has marked a period of strategic growth and deepened community impact as we brought more vulnerable British Columbians in from the cold.

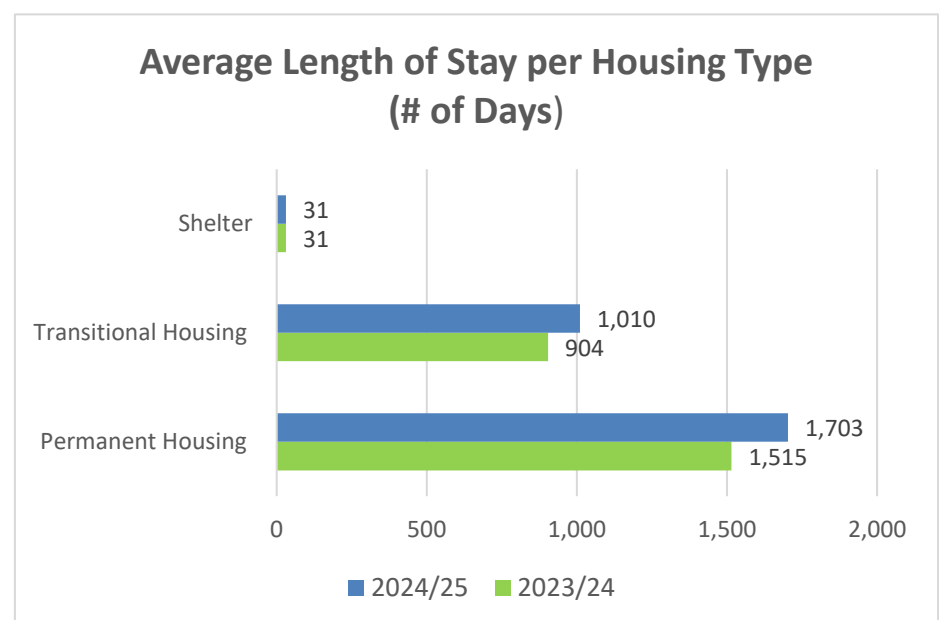
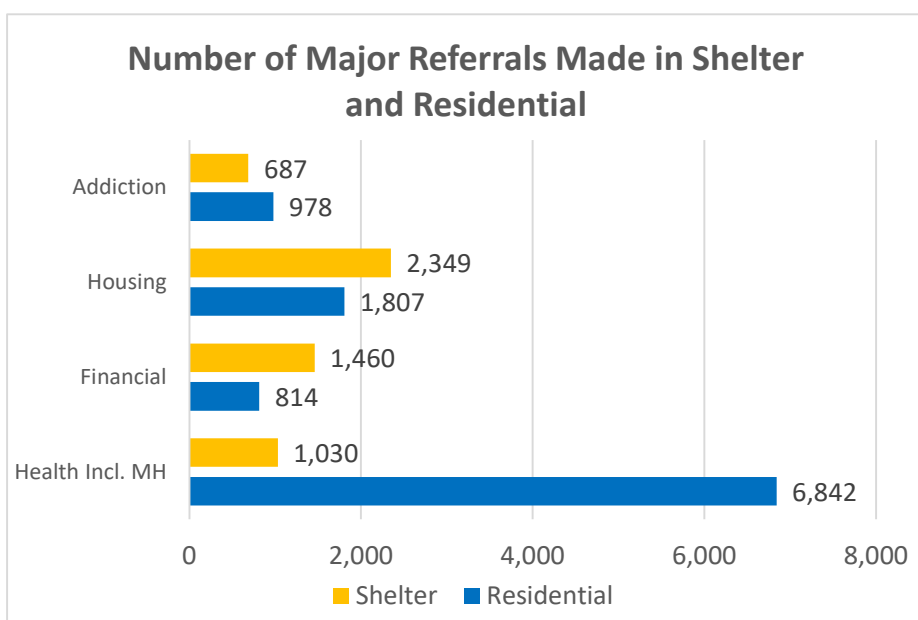
The year began with a landmark achievement, the acquisition of Camelot Apartments in Vancouver through BC’s innovative Rental Protection Fund. This critical purchase preserved 24 affordable homes that otherwise might have been lost, ensuring existing residents can remain in their community and within their means. This victory set the tone for a year where we didn’t just maintain but actively expanded our capacity to meet growing needs.

In Vancouver’s Downtown Eastside and Surrey, we relaunched the Lookout Ethical Employment Program, our innovative low-barrier employment program with funding from the Ministry of Social Development and Poverty Reduction. This program represents our commitment to solutions that address both housing and economic barriers while helping marginalized individuals rebuild their lives with dignity. Meanwhile, the opening of Brennan’s Place demonstrated what is possible through strong partnerships, as we worked with the City of Vancouver, CMHC, BC Housing and Vancouver Coastal Health to create supported housing

specifically designed for seniors, a population often overlooked in the housing crisis.

Innovation continued with the MDABC’s Substance Use and Addictions Program (SRP) Curriculum preview, aimed at equipping frontline workers with further specialized training. We introduced several new Acquired Brain Injury housing programs, Sturgeon Place in Abbotsford, GABI Residence and Candice Lodge in Surrey, addressing complex needs with tailored support in partnership with Fraser Health. In Richmond, we acquired six new affordable housing units for individuals moving toward greater independence.

As I write this, I am reminded daily that none of this happens without the dedication of our frontline staff, the vision of our leadership team, and the trust of our community partners. In a time when the need has never been greater, we are proving that with creativity, collaboration and determination, we can create real change - one home, one life, one community at a time. The road ahead remains long, but after a year like 2024-25, I’ve never been more confident in our collective ability to walk it together.



Lookout 2024-2025: By the Numbers



Courtenay Junction supportive housing site

1,244 Tenants housed within Lookout

313,359 Residential bednights spent in own home

2,670 Guests with case plans

15,235 Service referrals made

45
LOOKOUT RESIDENCES

17 24/7 SHELTERS & OUTREACH PROGRAMS

19 OUTREACH PROGRAMS

228 Shelter guests housed

4,703 Guests in year-round shelters

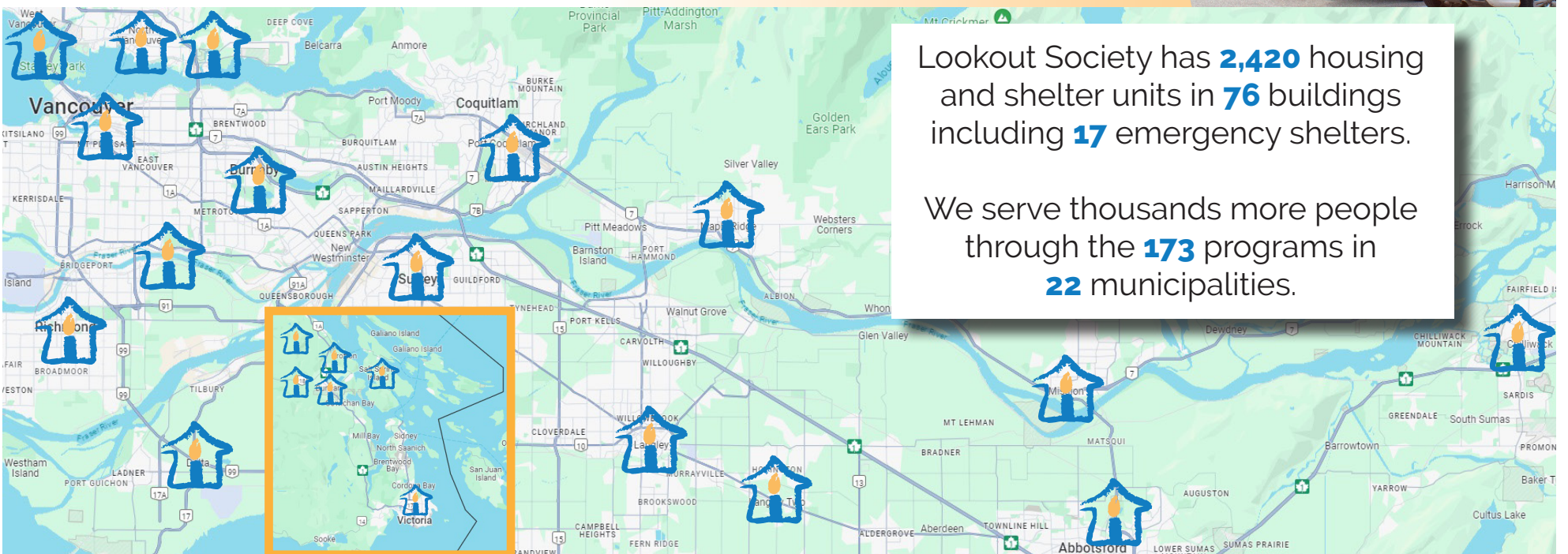
7,098 Overnight shelter stays

27,150 Number of turnaways

629,835 Shelter meals served



Sumas Shelter in Abbotsford



Lookout Society has **2,420** housing and shelter units in **76** buildings including **17** emergency shelters.

We serve thousands more people through the **173** programs in **22** municipalities.



Lobby area at The Junction in North Shore

231,731 Resource centre visits

156,864 Meals served at resource centres

17,854 People served by Surrey Health Programs

7,869 Sharps collected by Rig Dig Peers

28
COMMUNITY SERVICES

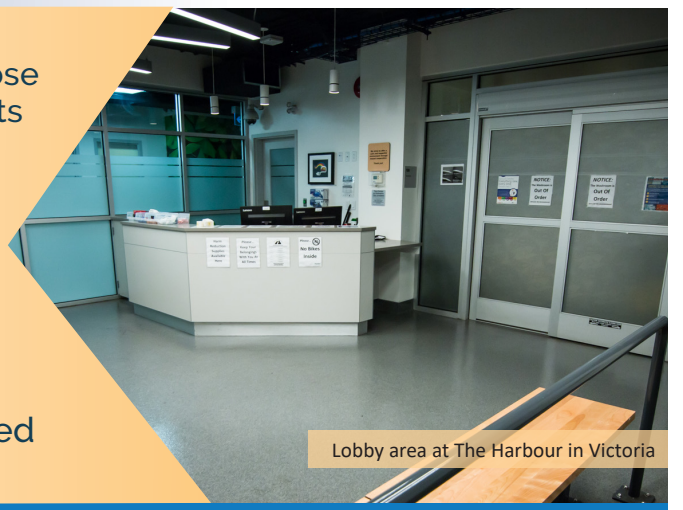
48 HEALTH SERVICES

275,227 Community overdose prevention site visits

3,880 Site visits by Lookout nurses

1,493 Dental appointments

499,490 Sharps collected



Lobby area at The Harbour in Victoria



Shayne Williams
—
CEO

Dedication to Service

Thanks to the dedication of our staff, the guidance of our Board, and the support of our community partners, we have grown both our reach and our ability to adapt to emerging needs, always keeping quality care at the heart of everything we do. A significant organizational achievement was earning our Certificate of Recognition, implementing an occupational health and safety accreditation program that meets national standards. This investment in our workplace standards ensures we can continue delivering high-quality services while protecting our most valuable asset, our team.

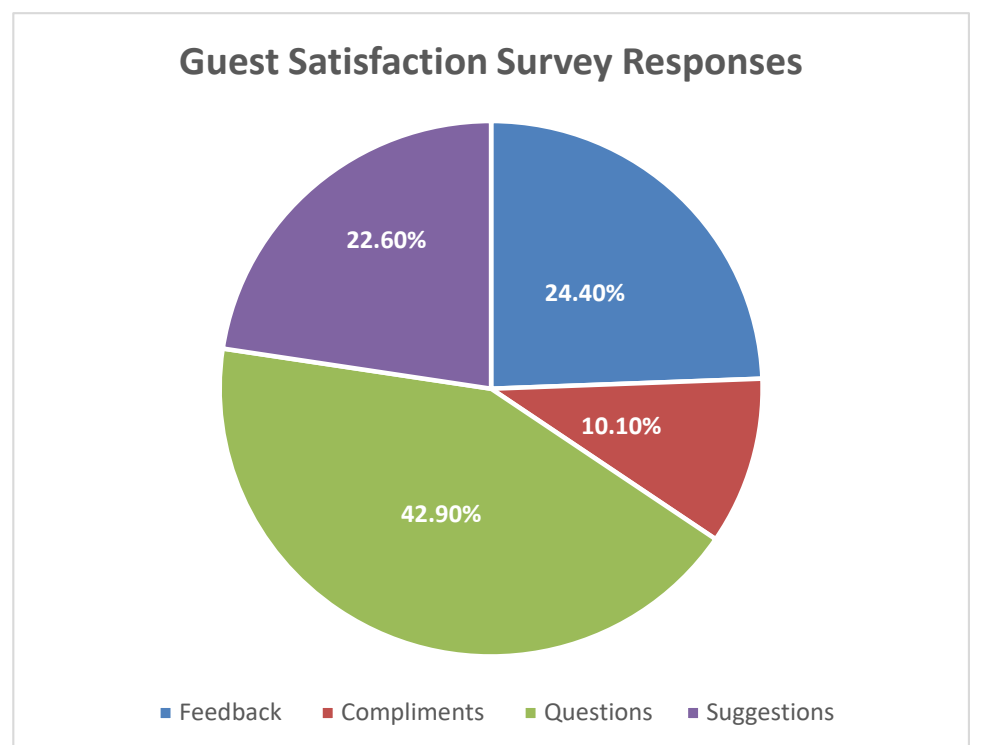
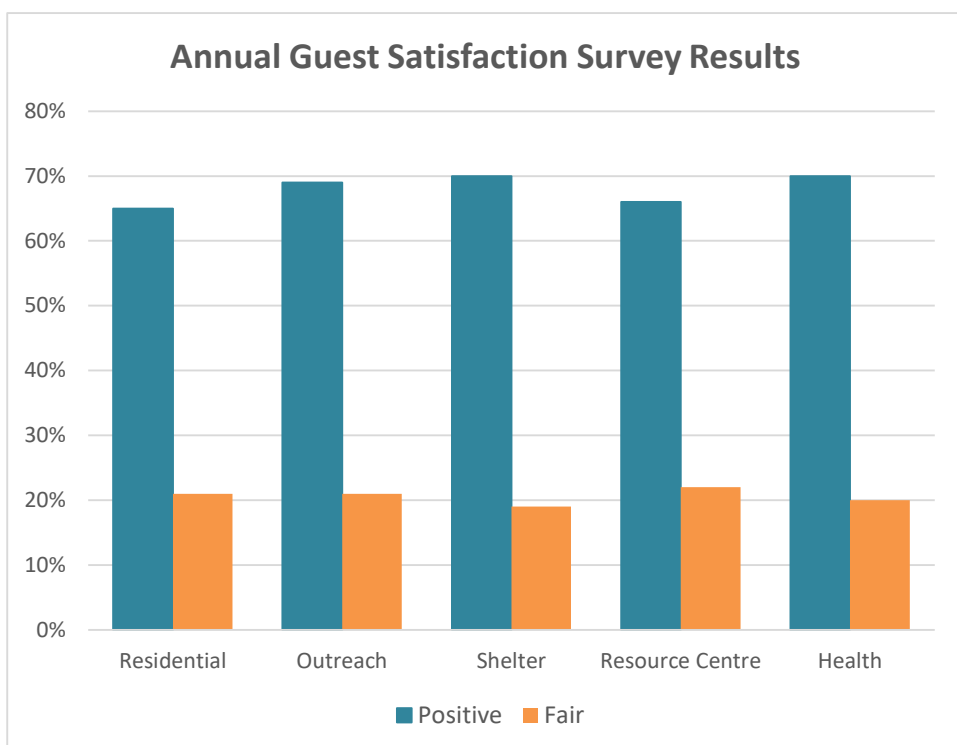
In Vancouver, we extended critical shelter services by adding the Commercial Hastings Shelter and the Imperial Shelter, ensuring more individuals have access to safe refuge. Our partnership with Vancouver Coastal Health (VCH) allowed Lookout to open the North Shore Junction, a recovery-based program, and Acorn House, an intensive clinical licensed mental health program, both filling vital gaps in care. We also assumed the operations of two supportive housing programs - the Savoy SRO in Vancouver, and the Junction in Courtenay.

When the cold, wet weather arrived, our teams were there, not just in our historical service areas, but for the first time in White Rock and Courtenay where

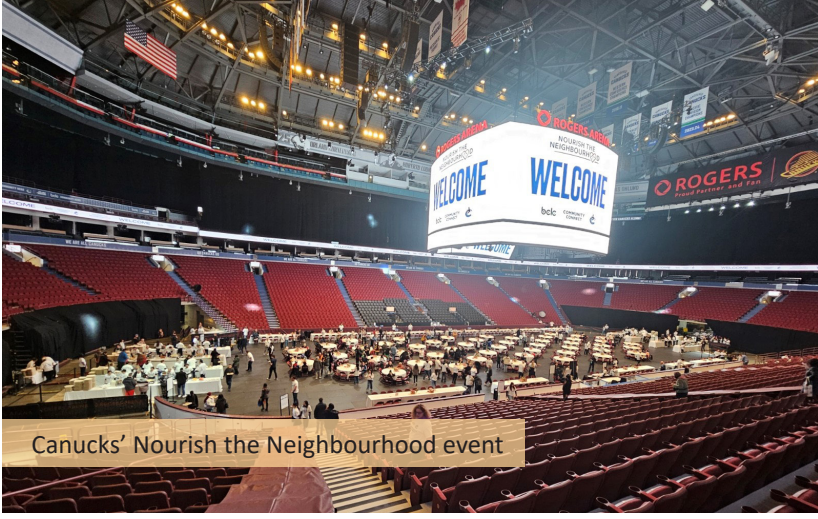
we operated Extreme Weather Response Shelters. These expansions meant fewer people faced impossible choices during life-threatening conditions. Our footprint in the Fraser Valley grew significantly as well, with the opening of two referral-only shelters in Abbotsford (Lonzo and Sumas) and the exciting start of construction to twin our Cole Starnes supportive housing residence. Assuming operations of the Chilliwack Wellness Center allowed Lookout to bring our model of integrated shelter and health services to another community in need.

Another exciting milestone was the opening of Homewood in Campbell River, our second Tiny Homes project, in partnership with the City and BC Housing. This community-focused model provides dignity and stability for residents, proving that creative solutions can make a real difference.

Our achievements over the last year have demonstrated the continued commitment of our staff, board and partners to meet the challenges experienced by those we advocate for and support. Throughout our expansion, we have stayed committed to our mission, mandate and vision through our client-centred innovative care.



Power Plays: Connection Through Hockey



Canucks' Nourish the Neighbourhood event



HHTH-funded van for Vancouver Island programs

Thanks to the generous support of Hockey Helps the Homeless (HHTH), Lookout's Cowichan Valley programs now have a vital tool in their outreach, a dedicated van. This vehicle has transformed how we support our guests, ensuring they can access financial services, essential resources and medical care, as well as find housing opportunities.

Reliable transportation is a barrier for individuals experiencing homelessness, especially in more remote areas like the Cowichan Valley, where public transit options can be limited. This van allows our outreach staff to transport guests to critical appointments, helping them stay on track with housing searches, medical needs and financial stability. It helps many move into new homes by providing essential assistance with transporting belongings. It also makes managing the Supported Rent Supplement Program, a federally funded rent assistance program, easier to access.

Beyond direct client support, the van helps to facilitate other Lookout services in the region. It is used to deliver meals to guests, pick up food donations and transport supplies. During extreme weather, it ensures shelters are stocked with the essentials needed to provide safety and comfort.

We are deeply grateful to HHTH for making this possible. The impact has been significant, providing mobility, dignity and stability for individuals working toward secure housing and a better future.

Another initiative that brought joy and connection to our guests this past year was the Community Connect: Nourish the Neighbourhood event, hosted by BCLC and Canucks Sports & Entertainment. Nearly 70 Lookout guests were welcomed to Rogers Arena for a warm, nourishing meal alongside more than 730 other community members.

With appearances by Canucks alumni and mascots Fin and Timbr, as well as activity stations designed to spark fun and connection, the event was more than just a meal, it offered a sense of belonging. Thank you to BCLC and the Canucks for creating such a memorable experience, and for recognizing the power of community in supporting those who are working to rebuild their lives.

These initiatives, whether offering reliable transportation or creating a moment of joy, reflect the profound impact of partnerships grounded in care, compassion and community.

Fundraiser Shout Outs:



Vancouver Rock Choir Concert

On December 12, 2024, the Vancouver Rock Choir delivered an electrifying performance at St. Andrews-Wesley Church, presenting choral renditions of rock classics from bands like Van Halen, Guns n' Roses, The Rolling Stones, and more. The event was a resounding success, raising over \$6,700 in support of Lookout. The funds will directly benefit our programs, providing essential services to those in need. We extend our sincere gratitude to the Vancouver Rock Choir and all attendees for their generous contributions.

Tribute Album Honors Hugh MacGregor

In a heartfelt tribute, Clayton Hill, drummer for Trooper, reunited with former bandmates from their teenage cover band, Big Rock, to release their tribute album "After All This Time," featuring vocals by the late Hugh MacGregor. Hugh was a resident at Lookout's Russell Housing Centre, and the album's sales raised over \$2,000 for the site. This generous contribution supports our ongoing efforts to provide supportive housing and services at the Russell. We are profoundly grateful to Clayton and the Big Rock members for their meaningful tribute and support.



Dunderave Festival of Lights

The Dunderave Festival of Lights transformed West Vancouver's waterfront into a dazzling display of over 140 beautifully decorated holiday trees from November 30, 2024, to January 7, 2025. Families, businesses, and community groups sponsored and adorned trees, with proceeds supporting Lookout's North Shore Shelter. This cherished annual tradition not only brightened the season but also raised significant funds to aid our mission of battling homelessness. We are deeply thankful to Mary and Michael Markwick and the Dunderave Festival of Lights Society for organizing this wonderful event and to the many sponsors for their unwavering support.

Milestones: Elevating Health, Safety, and Equity

This past year, Lookout Housing and Health Society reached several important milestones that highlighted our ongoing commitment to building a safer, more inclusive workplace. These achievements reflect the collective efforts of staff across the organization and reinforce the values that guide our work every day.

At the 2024 HEABC Healthcare Employee Relations Awards, Lookout received two awards that reflect the strength of our people-first values. First was the Leading Practices in Diversity, Equity, and Inclusion Award that recognized our ongoing efforts to foster a workplace where all individuals feel seen, valued and respected. From staff-led cultural celebrations like Red Dress Day and the Moosehide Campaign to guest-designed Orange Shirt Day t-shirts, our Justice, Equity, Diversity, and Inclusion (JEDI) Committee has been central in advancing equity across the organization.

We also received the Award of Merit for Health and Safety Excellence, which highlights our proactive efforts to prioritize staff well-being. Through robust training during Liftoff Week, mental health supports like the Unbreakable Wellness program, and real-time safety tools such as the incident reporting portal, Resolver, our teams are equipped to create safer

environments for themselves and the people we serve.

These achievements were further amplified in January 2025 when Lookout officially became COR (Certificate of Recognition) accredited through WorkSafeBC and the BC Municipal Safety Association (BCMSA). This recognition certifies that Lookout meets rigorous standards in occupational health and safety for both Counselling/Social Services and Residential Social Services classifications.

This milestone was three years in the making, beginning in 2021 with a Gap Analysis to identify areas for improvement. In December 2024, Lookout successfully completed a certification audit that included documentation review, staff interviews and safety tours at 17 sites. It was a true team effort, and we are proud to be among the few non-profits in BC to achieve this national standard.

Together, these recognitions reflect Lookout’s continued commitment to exceeding expectations in workplace safety and inclusion, creating environments where staff, guests and communities can thrive.



Lookout’s Certificate of Recognition



Lookout’s HEABC Award



Collaborative Support: Mental Health Programming

Since 2023, the Mood Disorders Association of BC (MDABC), Lookout’s mental health branch, has been piloting the Supportive Recovery Program (SRP) for men who are interested in reducing their opioid usage. This project was originally started by volunteers who created online programming to support others going through their recovery journey. In recognizing the strong connection between mental health and substance use, MDABC received funding from Health Canada to develop a 60-90-day curriculum and staff training materials that pair lived experiences with clinical research.

SRP offers online and print manuals in plain language which incorporate psychology tools that promote mental, physical, emotional and spiritual health centered around:

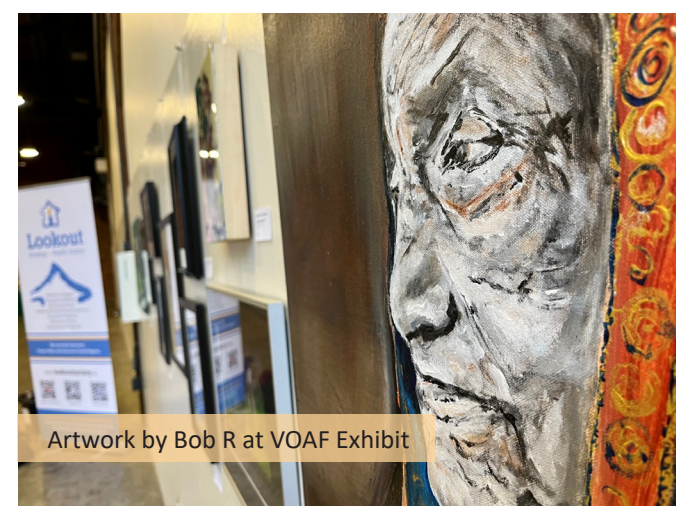
- Substance Use and Recovery Focused Modules
- Building Healthy Relationships
- Healthy Living in Recovery
- Structured Psychosocial Treatment

Our evaluation data showed an 80% reduction in substance use behaviours in cohorts that ran during 2024. 82% of participants reported that they gained knowledge and skills to change their substance use. The program concluded in 2025, but the SRP curriculum will be available for all Lookout staff to access online.

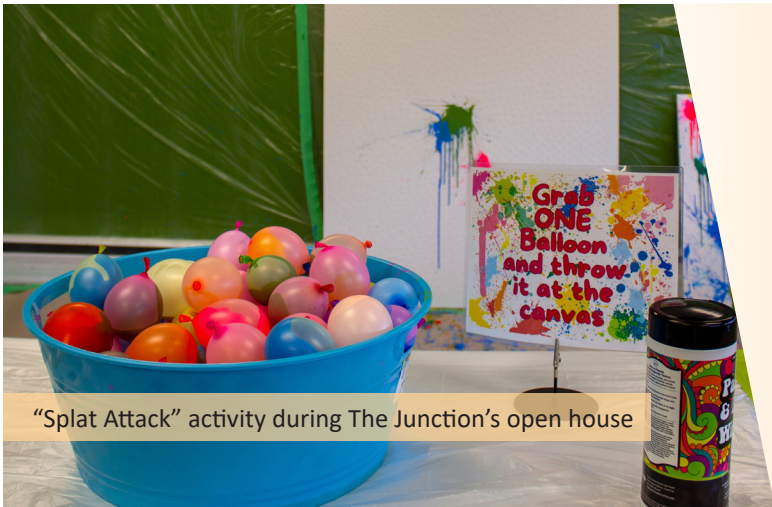
For the second year in a row, The Art Studios was invited to participate the Vancouver Outsiders Art Festival (VOAF). The annual public exhibition, ran from October 11-13 in 2024 at the Roundhouse Community Centre. It celebrates artists who traditionally face barriers in showing their art at mainstream institutions. Our artists at The Art Studios are individuals living with mental health diagnoses who, through art and peer support, develop their artistic talents, confidence and life skills. Oftentimes, they arrive at The Art Studios with little to no art experience and grow those skills in a safe environment that emphasizes community. Not only was showcasing their art and gaining public recognition a great personal achievement for the selected artists, but it also spread mental health awareness.



Open house at MDABC for the Supportive Recovery Program



Artwork by Bob R at VOAFA Exhibit



"Splat Attack" activity during The Junction's open house



North Shore Junction lobby area

The Junction: A Celebration of Community and Healing

In July 2024, the North Shore Junction opened its doors to the North Vancouver community, providing drop-in recovery services to individuals aged 19 and older who use substances and are exploring recovery pathways. The Junction hosted an open house to celebrate its opening, offering tours to showcase the new space and explain the programming offered at this location. A standout moment of the day was the "Splat Attack" activity, where visitors enthusiastically threw paint-filled balloons at a canvas, creating an inspiring piece of art that now hangs in the sun-filled programming space. This activity symbolizes the unexpected beauty that emerges through energetic collaboration and shared contributions.

The North Shore Junction is the first Junction program in the province to implement a brick-and-mortar service model. It is part of a Vancouver Coastal Health regional initiative that includes two additional Junction locations and is connected to the broader Junction BC network, which supports and links Junction Recovery Community Centres across British Columbia.

Since opening, the North Shore Junction has been bustling with a variety of different programs, including:

- Mutual support groups and one-to-one services: facilitated by Recovery Navigators and Junction Peers
- Health and wellness activities: 'Tuesday Trail Walks', weekly community dinners, yoga and meditation sessions
- Social and recreational time: The NS Junction hosts bingo, karaoke, movies in the lounge, and even a basketball arcade machine
- Guidance and referrals: Junction Recovery Advocates are available to share information and referrals with community support

A key aspect of the Junction model is that programs are led, designed and informed by people with lived and living experience. Peer support workers lead most programs and are an integral part of the Junction community. The North Shore Junction is an inclusive and flexible environment where folks from all backgrounds and stages of recovery can find community, support, fun, and healing. In the spring, we added a trauma-informed yoga program and have taken our activities outside. We also look forward to a variety of fun trips to explore the beautiful natural environment on the North Shore!



Welcome sign inside Candice Lodge

A Reason to Celebrate: One Year of ABI Care

In June 2025, Lookout Housing and Health Society celebrated the first year of operation at two important supportive homes: Candice Lodge in Surrey and Sturgeon Place in Abbotsford.

Funded by the Fraser Health Authority, both homes are changing the way care and support are given in the Fraser Valley. Fraser Health's Acquired Brain Injury (ABI) team refers individuals to the programs and collaborates with Lookout staff for complementary services to provide the best possible care for each resident. Lookout program support workers and medical care aides support the residents' Activities of Daily Living.

Candice Lodge is a permanent home-like residence for up to 10 people. It offers long-term support for individuals who not only have an ABI but also live with substance use challenges. It is a low-barrier housing program, which means people can move in easily and get the help they need.

Sturgeon Place is a six-unit transitional home, located next to the Sumas Shelter. This residence helps people work towards stability and the next step of independence in the community, when possible.

These two homes are the first of their kind for Lookout. They give people living with ABIs a safe and supportive place to live. Both sites focus foremost on safety. When a person has a brain injury, care can become complex. The injury can affect their personality, ability to think and even how to move. It can make everyday tasks more difficult.

For example, someone may have trouble walking and need help moving to, or from, a wheelchair. Brain injuries can also affect how people think, act or cope with stress. This is why guests often also need health-focused support that is tailored to meet their needs.

Our caring and skilled staff are trained to provide specialized, high-quality care. This includes helping with lifts, responding to emergencies and using non-violent crisis intervention strategies to keep everyone safe. Every day, the team learns more about how to better support each resident. Each of these programs has been successful in reducing visits to acute care, which is a significant milestone. Take Jay, for example, who used to visit the hospital 3 to 4 times daily. Today, she hasn't accessed emergency services for months.

These homes are special because they help fill a gap in the healthcare system. They meet people where they are at in their lives and provide the specialized care that is needed for those living with ABIs.

Meeting the Need: Specialized Housing's Transformative Effect

When people receive specialized housing services that target their individual challenges or needs, they are able to thrive. In Vancouver, Lookout has opened two new housing programs that offer individualized wraparound supports for residents. Acorn House is a 16-unit licensed mental health care facility designed to provide comprehensive support to individuals with acute needs, and Brennan's Place is a 20-unit residence providing affordable housing and integrated health supports for seniors.

Funded by the Vancouver Coastal Health Authority, and nestled in the Oak Care Centre, Acorn House is tailored to meet the needs of residents managing serious mental illness, substance use and overlapping treatment requirements, including medical, psychiatric, and rehabilitation services. This program emphasizes holistic care, creating opportunities for wellness and stability in a setting designed to foster dignity and respect. Acorn House offers unique programming daily that includes activities like journaling, musical therapy and yoga to explore different pathways towards wellness and building community.

The opening of Acorn House in December 2024 reflects Lookout's ongoing commitment to addressing the growing demand for integrated mental health and housing services. By combining professional care with compassionate support, this facility provides residents with the tools they need to rebuild their lives and achieve greater well-being.

In the same month Lookout also proudly opened Brennan's Place. Once a small parking lot, this site has been transformed into a beautiful new building specifically designed for seniors to age in place with dignity. We created Brennan's Place in response to the growing number of vulnerable seniors facing the ongoing affordability crisis. The need for specialized seniors housing is growing and we hope that Brennan's Place is the first of many low-barriered services for this population. This new residence helps seniors transition into health-focused housing tailored to their unique needs, including opportunities for senior-specific care and end-of-life support.



Acorn House

Brennan's Place is named in honor of Evanna Brennan, an outreach nurse who served the Downtown Eastside community alongside her nursing partner Susan Giles for more than two decades. This development was made possible through funding from CMHC, BC Housing and the City of Vancouver's Rapid Housing Initiative, with ongoing operations supported by BC Housing and Vancouver Coastal Health.

These two new unique housing programs reflect the innovative support that Lookout proudly strives to deliver. Using out of the box thinking to meet the needs of the people we serve by creating specialized housing that better supports vulnerable people, we continue to lower barriers and increase individual success.

The evidence of specialized housing programs in transforming the lives of residents has been apparent. In less than one year, both Brennan's Place and Acorn House have helped guests like Rebecca. Rebecca has been working with Lookout staff to create a resume, manage her substance use and has now begun to rebuild her relationship with her son. She's made these steps all while remaining in regular contact with her mental health and primary care teams.



Susan Giles at Brennan's Place

Homewood: Serving with Heart in Campbell River

Being homeless is not just about lacking shelter. It's about waking up each day uncertain of where you will sleep next, or whether sleep is even possible. For many, just stepping into a warm, dry space, let alone access to a hot shower and indoor bathrooms, can feel like a small miracle. In Campbell River, that miracle now has a name.

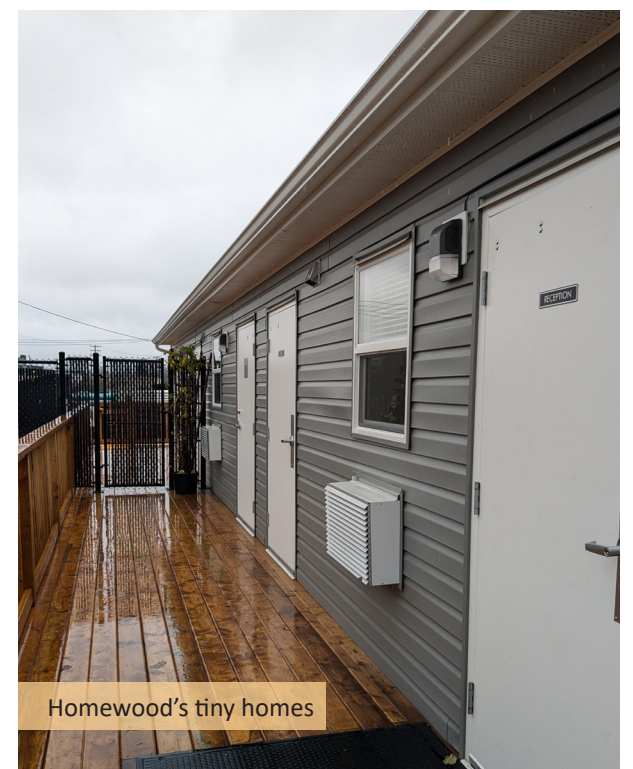
Homewood, a community-driven response to a rising crisis, opened on November 21, 2024. In 2023, homelessness in Campbell River had surged by 66%. The need was urgent, and the response had to be compassionate, collaborative and bold. Working together, the City of Campbell River, BC Housing and Lookout stepped forward to create something more than shelter, they created a sanctuary.

Homewood is more than tiny homes. It has around-the-clock staffing, with at least two support workers onsite at all times. Residents receive hot meals, onsite laundry, access to health and mental health services, and goal setting support that ranges from reconnecting with family to finding employment.

The age of residents spans from 24 to 68, with many identifying as Indigenous. Culturally safe supports are a priority, making Homewood part of the first step towards reconciliation.

Steps towards healing and growth are unique for each person. For some residents, progress is shown by sweeping communal spaces or helping a neighbour cook. Others celebrate quieter victories by getting a full night of sleep, reconnecting with loved ones or finding employment.

Take Tanya and Justine, for example. Before arriving at Homewood, Tanya hadn't had stable housing in over three years. Now, with a safe bed and supportive community, she is sleeping through the night and attending a weekly art therapy group. Justine recently started volunteering at a local thrift shop, a first step toward the future she is beginning to imagine, thanks to the stability of her new housing. Everyone's path is different. But Homewood offers something that's the same for all: the chance to pause, breathe and build something new.



Homewood's tiny homes

New Beginnings in Courtenay: Housing, Shelter, and Support

In August 2024, Lookout became the new operator of The Junction, a transitional supportive housing site in Courtenay. In partnership with BC Housing, the site provides 46 units for adults facing barriers to housing, health, income and employment.

Lookout prioritizes dignity, independence and support. Services include case planning, social supports, income assistance, educational programs and substance management. Staff work closely with residents to create individualized plans that address their unique needs, helping them work toward long-term stability. Eligibility for tenancy is determined through a community committee process with residents able to stay up to 2.5 years under BC Housing guidelines.

The three-story building has 10 wheelchair-accessible units, ensuring inclusivity. Located near train tracks and a trail system, tenants chose to retain “The Junction” as the building name as reflects its symbolic and practical connection to the community. The landscaped exterior offers outdoor space where tenants can relax, socialize and engage in community activities that foster well-being. Lookout’s harm reduction philosophy and low-barrier approach has helped to stabilize tenancy rates, creating a safer environment and stronger tenant-staff relationships. Staff frequently check-in and assist tenants, ensuring they feel supported and valued. The Junction continues to evolve as a place where individuals can find stability, safety and support on their journey toward permanent housing.

One highlight in the residence so far has been the Walk With Me art project, which amplifies the voices of individuals with lived experience of homelessness. Through this initiative, tenants created artwork exploring resilience, connection and home. It has also encouraged residents to express themselves creatively while building connections with the wider community.

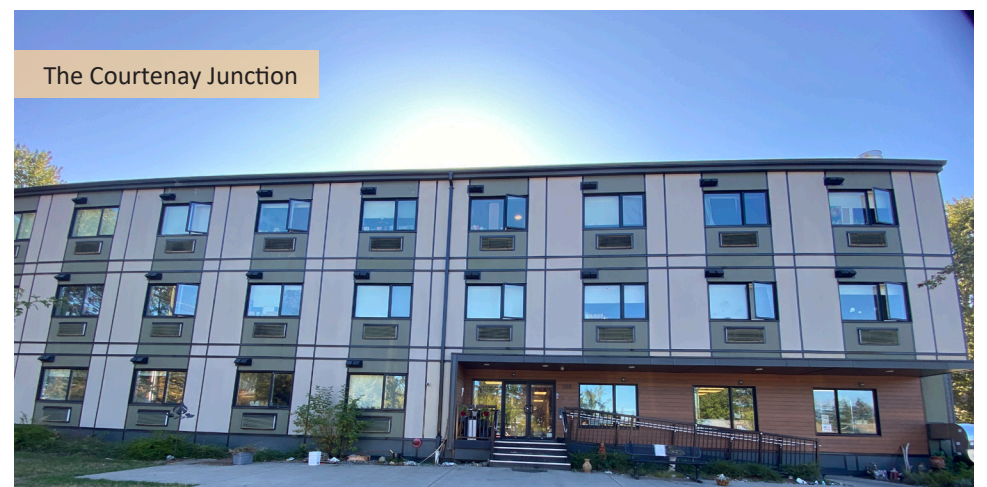
With a focus on dignity, independence, and community, The Junction continues to evolve as a place for individuals on their journey toward permanent housing.

In addition to operating transitional housing in Courtenay, Lookout operated

an Extreme Weather Response (EWR) shelter on Cumberland Road during the past winter. Funded by BC Housing, the shelter opened after necessary building upgrades were completed, providing 18 overnight spaces for unhoused people during periods of extreme weather based on predetermined thresholds. The EWR operated nightly between 8:30 pm and 7:00 am, offering a vital life-saving service during cold and wet conditions. With the help of the city, a full-time Outreach Worker position was added for the duration of the EWR, providing the guests with connection, support and referrals to appropriate housing and health services. In total, the shelter provided 668 overnight stays over 46 nights.

“...they check in more often, ask if we need support, and are more friendly... New staff are nice and seem to care.”

Courtenay Junction Guest



Camelot Apartments: Preserving Affordability, Strengthening Community

In September of 2024, Lookout acquired Camelot Apartments, a 24-unit apartment complex in the Marpole neighbourhood of South Vancouver. The 4-storey building underwent numerous upgrades and remains in great condition since opening over sixty years ago. The Camelot Apartments is located in a quiet yet central area and has provided affordable housing for community members and families locally for many decades. With the support of the Rental Protection Fund, we are helping to preserve affordability in Marpole and make the city a place that everyone can call home.

The Rental Protection Fund was established in January 2023 to preserve the existing affordable rental housing stock through providing capital contributions to non-profits for the purchase of these properties. This funding prevents these buildings from being sold to for-profit developers who have a high likelihood of increasing rents to market rates or evicting residents to redevelop the property. The fund also provides Renewal Grants to revitalize the buildings to keep them in tip-top shape for the years to come.

Lookout offered services in this community prior to the acquisition. In the 1990s, Lookout operated its winter shelter in the area. The society operated the Marpole Warming Centre that was later converted to an emergency warming response shelter at the Marpole Neighbourhood House. We’re glad to continue expanding our work in the area and help more residents who may be struggling with maintaining affordable housing.

The Camelot Apartments was the fund’s first acquisition in Vancouver and Lookout’s third affordable housing residence. We are proud to protect affordable housing in the province’s most expensive city to live in. “These investments help address the need for the full continuum of housing in communities like Vancouver, where it’s needed most,” said Shayne Williams, CEO.



From left to right: Vancouver City Councillor Sarah Kirby-Yung, Lookout CEO Shayne Williams, MP for Vancouver Granville Taleeb Noormohamed, and Minister of Citizens’ Services George Chow at Camelot Apartments

Confidence Through Connection: Lookout’s Approach to Employment Readiness

Poverty and lack of work are closely linked. Many individuals accessing Lookout services feel that employment is beyond their reach due to complex barriers such as lack of work experience, low literacy and/or numeracy skills and past trauma. Lookout has proven that finding a job can be achievable using unique trauma-informed ways to engage and support participants.

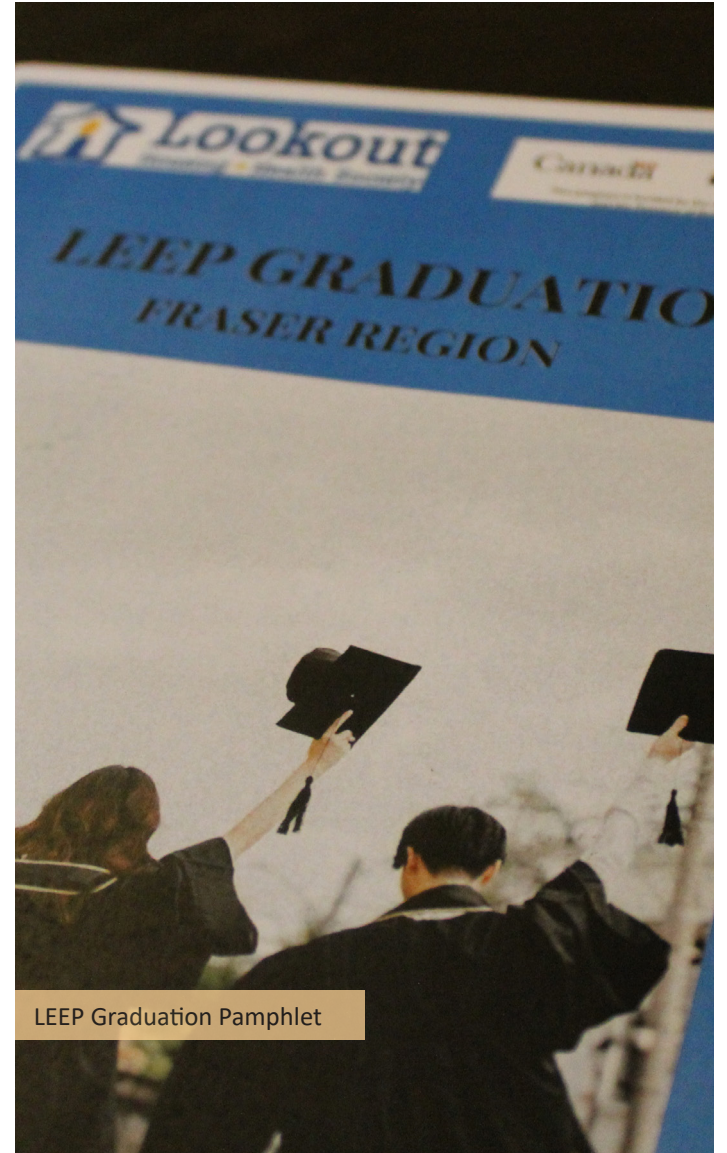
Based on our experience and learnings from past Lookout Ethical Employment Program (LEEP) iterations, Lookout was successfully selected to operate two new programs for WorkBC’s Community-based Employment Services. One program is based in Vancouver’s Downtown Eastside (DTES) and the other is in Surrey. These specialized low-barrier employment programs meet people where they’re at along their employment readiness path and provide personalized support as they take meaningful steps towards entry into the labour market through skills training and individualized supportive work placements.

Lookout was able to implement these new programs quickly through leveraging pre-existing relationships in both regions, like partnerships with housing providers and businesses. Unlike the original LEEP that focused on Lookout residents, these new employment programs are community-based, which means that they are open to anyone who meets the program criteria and lives within Surrey or DTES. Lookout has continued building community partnerships to develop new and exciting referral pathways for potential participants.

The key to the success of Lookout’s employment

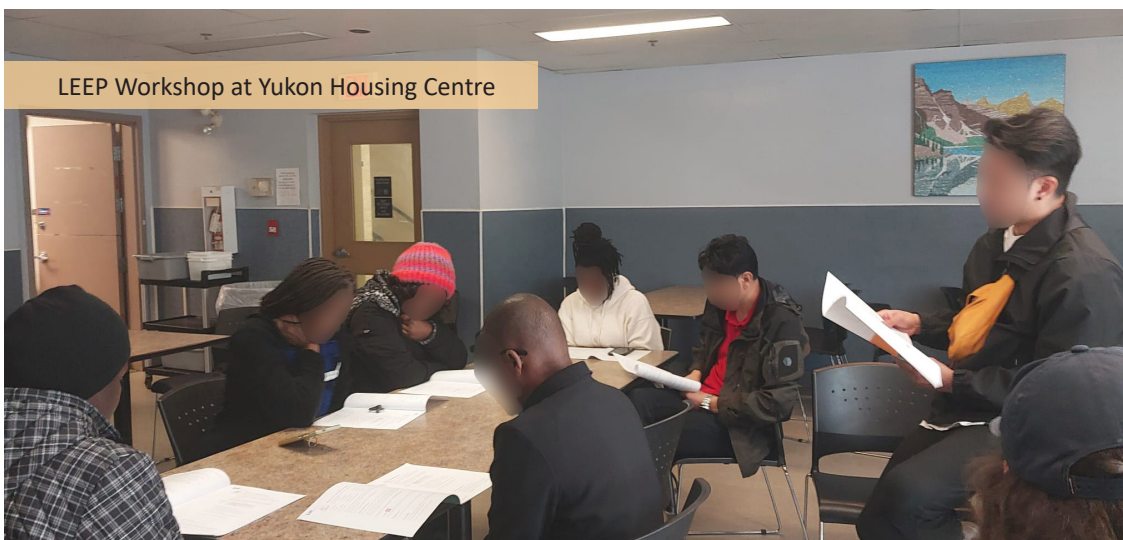
programs is its flexible individual support with a systematic approach. Trained program staff, called Employment Navigators (ENs), meet participants out in the community, where they have opportunities to engage and build positive, trusting relationships. This one-on-one support helps to identify activities that are based on the needs and goals of each participant. The program begins with assessing participant’s employment readiness and progresses to developing a personalized curriculum that includes life skills, pre-employment and job skills training. Each participant receives one-on-one, wraparound supports throughout their time in the program, including during their job placements. Regular check-ins provide encouragement, and personal challenges can be accommodated through a “stop-start” pattern of addressing needs. This step-by-step approach empowers participants, building confidence that real change is possible. One participant explained, *“I never thought I’d get this far. I feel like I’m finally on the right path.”*

Each region also has a Job Developer (JD), a specialized staff member who networks with local businesses and organizations to identify possible work placements. The JD works with the ENs to match program participants with the employers, supporting both through the transition period and work placement. The response from employers has been amazing. They know that their new staff are ready to work and that support is available if additional training is needed. As one employer said of the LEEP program, *“I find that pays me back 10-fold in effort and gives me personal and professional satisfaction.”*



LEEP Graduation Pamphlet

Metrics 12 week cohorts	DTES	Surrey
No. of participants to March 31, 2025	60	40
Graduates	43 / 73%	34 / 85%
Currently employed	20 / 40%	13 / 32.5%



LEEP Workshop at Yukon Housing Centre

**Susan Croll
Education Fund**

The Susan Croll Education Fund helps Lookout residents build independence and wellness through small grants for skills training, education, and personal growth.

Donate today!



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



Gospel Church in Christ volunteers

we  our
Volunteers

5,494 volunteers



Former Board President Tom Roberts and his family wrapping gifts for guests

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

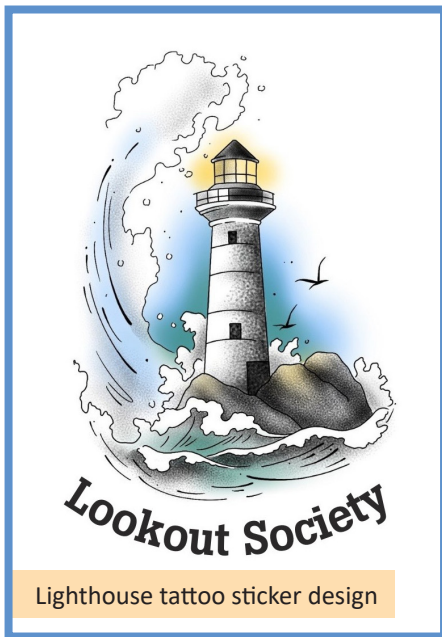
We really couldn't have done it without you!

27,516 hours

Lighthouse Love: Art that Connects



Lighthouse tattoo



Lighthouse tattoo sticker design

Earlier this year, one of Lookout's Program Coordinators, Aj Toor came up with an idea for a fundraiser. Aj's vision was to create a campaign that not only raised awareness but built community through tattoos. A design contest was held to select artwork with the winning image being a powerful wave with a shining lighthouse. The intent of the artwork was to represent the theme, "where hope and health reside, there is home." The lighthouse beautifully captures that sentiment and the spirit of what Lookout represents to many.

The talented Holly of Orchid Oddities Tattoo & Curio collaborated with Lookout to transform the design into Lookout's very first tattoo and now seven amazing donors wear this artwork permanently.

To make the design more accessible, the same artwork was converted into temporary tattoos and stickers. You can grab your temporary tattoo or sticker (or both!) at Lookout Administration, 544 Columbia Street in New Westminster, Monday to Friday, 9 am to 5 pm, \$4 for one or \$6 for a combo. All proceeds support Lookout's vital work in our community.

YIMBY: Supporting Shelter and Solidarity



Housing Minister Ravi Kahlon holding the YIMBY pin



YIMBY pin

Serving our community means ensuring shelter is available for people who need it. To raise awareness and provide education about the value of investing in safe, affordable housing, Lookout launched the Yes, In My Backyard (YIMBY) Button Campaign in early 2025. The YIMBY campaign was featured on Lookout's social media platforms for 13 weeks, during which time we shared what it is like to experience fear and concerns and then begin to understand the positives that new social housing projects can bring. The campaign was a huge success, with supporters reaching from across the Lower Mainland and even as far as Calgary.

The campaign was intended to help people identify if they have experienced these same thoughts and emotions, as well as provide information about some of the more common issues. We explore how asking questions, being curious, and open can often address the majority of concerns.

Help get the conversation started and share your support for affordable housing in your community by sporting a button of your own. Buttons are available for \$5 at the Lookout Administration Office, located at 544 Columbia Street in New Westminster. The office is open weekdays and all proceeds from the button sales support the Lookout Foundation.

Lookout Society: Other Milestones and Highlights

APRIL

- » Scott S. named Volunteer of the Year
- » The Art Studios received a Citation Award from the Canadian Association of Occupational Therapists
- » Cole Starnes celebrated 5th anniversary
- » Began operating the Chilliwack Resource Centre and 30 new shelter beds

Photo: Cole Starnes wall art



MAY

- » Commercial Hastings Shelter and Imperial Temporary Shelter both extended
- » Island Health funded StreetSmart Peer Program at the Village
- » Avalon Hotel partnership celebrated 20th anniversary
- » Lookout partnered with EFry to begin Reaching Home Outreach services in Delta
- » Long time supporter Julie Mahler and family hosted a fundraiser for the Djaef Mahler Grocery

Photo: Avalon Hotel sign



JUNE

- » New sensors improved overdose monitoring at Al Mitchell Place
- » 2 computer lab training spaces retrofitted with new TV and AV systems thanks to a federal IT grant
- » New online Incident Reporting database brought immediate access to staff
- » Funding received for Restorative Justice workshops at Sakura So

Photo: One of the 2 computer labs at the Lookout Admin Office



JULY

- » Fraser Health helped replace computer and medical supplies at the Lookout Medical Clinic
- » North Shore Junction officially opened with a political and community event

Photo: North Shore Junction opening announcement



AUGUST

- » Hiring processes fully integrated into employee management software
- » Lion Hotel partnership program celebrated 15th anniversary
- » Fraser Health funded Candice Lodge, a new 10-bed Acquired Brain Injury residence in Surrey
- » Talks with Sosa Presents: A New Era for Mental Health conference was held in Surrey

Photo: Candice Lodge



SEPTEMBER

- » Lookout participated in Recovery Day, Canada's largest recovery-centred festival
- » Creative artwork made at The Right to Be Remembered Memorial Art Project to display at several Lookout sites
- » Campbell River consulted with community prior to opening Homewood, Lookout's 2nd tiny home project

Photo: Lookout's pop-up tent at the Recovery Day Festival



OCTOBER

- » Surrey Street SMART program relaunched
- » Lookout sites highlighted Homeless Action Week
- » Lookout sites received free turkey dinners and holiday meals for Thanksgiving

Photo: Djaef Mahler Grocery turkey dinner



NOVEMBER

- » Funding secured from Cowichan Community Action Team for Duncan and Victoria cleanup programs
- » New Warming Centres opened Including Odd Fellows Hall, and the Cliff Block

Photo: Odd Fellows Warming Centre



DECEMBER

- » Began operations of Savoy Hotel in Vancouver
- » Candace Lavalee and Brian Morgan received the Karen O'Shannacery Legacy Award for Service Excellence
- » Pauline Shelter, White Rock Warming Centre, Acorn House and Brennan's Place opened

Photo: Sleeping space at Pauline Shelter



JANUARY

- » Began partnership with Neighbourhood Housing Society to provide in-reach services at Oasis Hotel in DTES
- » Yes, In My Backyard campaign began as a counter to NIMBYism. YIMBY buttons available for \$5 at the Lookout Admin Office

Photo: Lookout CEO Shayne William wearing the YIMBY pin



FEBRUARY

- » Bowen Island renewed contract for monthly outreach visits
- » Island Health funded nursing and primary care supports at Cowichan Wellness and Recovery Centre
- » Homewood initiated peer-led community clean-ups and bench building program

Photo: Primary care space at Cowichan Wellness Centre



MARCH

- » Acorn House held its first open house since opening
- » 3rd-party fundraiser resulted with 7 people inked with the Lookout tattoo. Temporary tattoos and stickers still available for purchase at Admin Office

Photo: Lookout Program Coordinator, Aj Toor, getting the Lighthouse tattoo



Strengthening Abbotsford: Lonzo and Sumas Shelters

In the ongoing effort to address homelessness in British Columbia, Lookout is proud to have expanded our Abbotsford services with the opening of two new shelters. Among these, the Sumas Shelter shines as a vital addition, offering enhanced support and new beginnings for individuals in need.

The Sumas Shelter provides 53 shelter spaces in a safe, welcoming environment where unhoused individuals can begin to rebuild their lives. Beyond providing immediate safety, the shelter offers a wide range of services including meals, showers, and health-related referrals. Staff are available 24 hours a day to offer guidance and assistance, helping residents take important steps toward long-term housing, stability and improved well-being. These services ensure that everyone who comes through our doors receives the care and support needed to move forward.

The establishment of the Sumas Shelter is a testament to the strong partnerships between Lookout, the City of Abbotsford and BC Housing, reflecting a shared

commitment to creating real opportunities for wellness and growth. Through collaboration and coordination, project partners work together to identify and meet the needs of vulnerable people in the community.

During the same period, Lookout also began operating Lonzo Shelter, providing an additional 50 shelter spaces and support services. Like Sumas, the Lonzo Shelter offers a range of supports to help guests stabilize and work toward more permanent housing. Together, these two new sites mark meaningful progress in the work to address homelessness in Abbotsford and surrounding areas.

With the opening of the Sumas and Lonzo Shelters, the Abbotsford community is taking significant steps toward creating a future where dignity, hope, and opportunity are within reach for everyone. Lookout remains dedicated to working alongside our partners, residents and the broader community to create opportunities for stability, connection and renewed hope.



Sumas Shelter



Lonzo Shelter entrance

Community Angel: Remembering Julie Mahler

We remember Julie Mahler, a long-time community advocate for those living with HIV/ AIDS who passed away on December 28, 2024. Julie was the founder of the Djaef Mahler AIDS Benefit Society and a strong supporter of the Djaef Mahler Grocery, a high protein food bank for individuals living with HIV/AIDS or Hepatitis C. Both were named in honour of her son, who was a Lookout guest and artist who passed in 1990. Over the past two decades, she regularly volunteered and raised funds for the food bank. Most recently, at the age of 92, she and her family organized a dinner dance at the Elks Hall in White Rock. In recognition of her community work, she was inducted into the Surrey Pride Society's Wall of Honour

in June 2024. Julie will remain an inspiration for people who advocate for vulnerable community members and HIV/AIDS awareness.

To support Julie's legacy and the ongoing effort of the Djaef Mahler grocery to help people with HIV/AIDS and Hep-C to live vibrant and healthy lives, visit <https://www.canadahelps.org/en/dn/130731> or scan the QR code and give today.



Julie Mahler (second from the right) serving a meal at the Djaef Mahler Grocery with her family and staff circa the 2000s



Lookout foundation

Lookout Foundation was established on January 14, 2011, to support and assist housing, healthcare 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.

For more information visit: <https://lookoutsociety.ca/about-us/lookout-foundation>.



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Secretary



Amber Davey
Treasurer



Zahra Esmail
Director

Building a Strong Foundation



Powell Street Getaway lobby area

The Lookout Foundation continues to serve as a lifeline for vulnerable populations across British Columbia, channelling critical funding into programs that address homelessness, mental health, food security, and healthcare access. In the 2024-2025 fiscal year, the Foundation’s support spanned initiatives designed to meet immediate need while fostering long-term stability and community connection.

At the heart of the Foundation’s work is the recognition that everyone deserves access to life’s essentials. The centralized Food Hub operated as a vital distribution point, ensuring individuals facing food insecurity received nutritious meals across multiple communities. Similarly, the Powell Street Getaway delivers nourishing food in Vancouver’s Downtown Eastside, creating a welcoming space for individuals who might otherwise go without.



Lino cutting for printmaking at The Art Studios

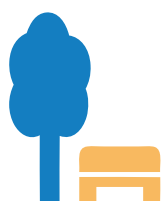
Safe, supportive housing remains one of the most powerful tools for breaking cycles of homelessness. The Foundation’s funding continues to sustain several key residences, each tailored to meet specific community needs. The Princess Avenue residence in Chilliwack, and the Center Street and High Drive residences in Abbotsford offer affordable housing for people transitioning to independent living. Julian House in Surrey provides specialized care for individuals with complex health challenges like HIV and HCV, while a condo in North Vancouver provides affordable housing for a senior resident.

The newest addition was the Junction, a supportive housing building for 46 tenants in Courtenay.

Recognizing that physical and mental health are fundamental to well-being, the Foundation also invested in critical healthcare services. Lookout’s low-cost dental clinic in Surrey removes financial barriers to oral healthcare, addressing a frequently overlooked need in marginalized populations. Mental health received equal attention through funding for MDABC, including psychiatric services and The Art Studios program, where creative expression becomes a therapeutic tool for healing.

Beyond meeting basic needs, the Foundation invested in programs that challenge stigma and foster belonging. The sponsorship of Battle Rap for Mental Health in New Westminster used urban art to spark conversations about psychological wellbeing, while the “Yes, In My Backyard” anti-stigma campaign designed to reframe the narrative around homelessness and build more compassionate communities.

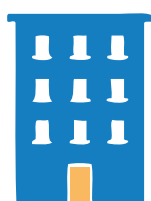
The Foundation’s multifaceted approach of combining essential services with innovative community-building, aims to create pathways out of poverty and isolation. Its 2024-2025 initiatives show what is possible when compassion meets strategic action. Community members inspired by this work are encouraged to get involved to help expand our reach and impact.



Outreach



EWR and Shelters



Transitional Supportive Housing



Long Term Supportive Housing



Abstinence Based Supportive Housing



Affordable Social Housing



Scattered Housing



SRSP Rent Subsidies



Donor Honour Roll*

Thank you for choosing to support Lookout!

2024
2025

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

- | | | |
|--|--|---|
| Apple Canada (Benevity) | HAVE Culinary Training Society | Sea To Sea Productions ULC |
| Bear and Pear Productions Inc. (Mega Sword) | Clayton Hill | Senior Services Society |
| Elaine Beaudry | Holy Trinity Catholic Women's League | Shaughn & Sharon Clements Homeless Fund |
| Blanket BC Society | Karenjit Hundal | Shopper's Drug Mart, multiple locations |
| Michael Bowerman | Kiwassa Neighbourhood House | Soap for Hope |
| Elliott Brooks | Jazz Aviation LP | South Vancouver Neighbourhood House |
| Eric Brown | Just Mechanical Ltd. | St. Andrews United Church |
| Buy-Low / Re-Foods | Jennie Lam | Starbucks, multiple locations |
| Daniel Cairns | David & Carol Lansdowne | Steed and Evans Holdings Inc. |
| Andrew Campbell | Graham Lawrey | Society of St. Vincent de Paul |
| Cascades Gospel Chapel | Emil Lee | Surrey Alliance Church |
| Glenda Chapman | Levy-Ehreke Family Fund | Surrey Homelessness & Housing City Fund |
| Kelly Cheung | LiUna Local 1611 | Sutherland Foundation Inc. |
| Hui Kyong Wendy Chun | Christopher & Catherine Locher | Nancy Sweedler |
| The Church of Jesus Christ and the Latter-day Saints | Scott Loewen | John & Judy Taylor |
| Church of St. Francis in-the-Wood | Lohn Foundation | TD Bank, Branch #9471 |
| CNV Public Works Department | Maple Ridge Teachers' Association | Teamsters Local Union No. 464 |
| COBS Bread, multiple locations | Marpole Neighbourhood House | TEKsystems, Vancouver Team |
| Columbia Business Systems | Kelsey Martens | Tenth Church |
| Commercial Vent Cleaning | Gail Martin | The Derick Brenninkmeyer Charitable Foundation |
| Anne Condon | Raffael Merola | The Djaef Mahler Dinner Dance |
| William Connors | Roberto Merola | The Euan Ramsey and Helen Tremlett Legacy Fund |
| Coquitlam College | Tamara Micner | The Fox Family |
| Lynn Coughlan | Martin Miles | The Hamber Foundation |
| Cowichan Blanket Society | Miracle Management Inc. | The Langara Foundation |
| Cowichan Housing Association | Mission Community Farm | The Neighbourhood Church |
| John Crummy | Kevin Mitchell | The Parish of St. John the Evangelist |
| Delta Teachers' Association | Steven Moran | The Vancouver Rock Choir |
| Domino's, Powell Street | Val Nelson | The Way Church |
| Dr. C.I. Thompson Corp. | New Hope Church | Toss Yer Cabers |
| Dr. Patrick Cunniffe Inc. | North Shore Unitarian Church | Nicole Trevelan |
| Richard Duggan | Odd Fellows- Vancouver Lodge | Urban Fair, multiple locations |
| Dundarave Festival | Ono Vancouver | Urban Impact Recycling Ltd. |
| Anna Dutta | Our Lady of Perpetual Help Parish | Don & Ausma Vivic |
| Edmonton Community Foundation | Parish of St. Mary's Kerrisdale | Wachiay Friendship Centre Society |
| Christopher Ens | Jennifer Philip | Ann Webborn |
| Estate of Natalie M Gaffney | Nolan Pick | West Van Vacuum |
| Fairway Fund | Pico Productions (BC) Limited | West Vancouver Baptist Church |
| Nicolas Fan | Lori Pinkowski Wealth Management | West Vancouver Community Foundation |
| Brady Faught | Provincial Employees Community Services Fund | West Vancouver Fire Fighters Charitable Society |
| Field and Marten Associates Inc. | RDM Management Ltd. | Westminster Bible Chapel |
| Adele Finney | Gregor Reid | Dennis Weston |
| Fletcher Family Foundation | Renew Crew Foundation | Peter Whitelaw |
| Cameron Fraser | Harley & Eleanor Rothstein | Sean Wiens |
| Fraternal Order of Eagles North-West | Royal Canadian Legion, Branch 60 | SK & MG Williams |
| G3 Terminal Vancouver Limited Partnership | Salt Spring Island Foundation | Maurice & Deanna Wilson |
| Greens & Beans Deli | Salvation Army, New Westminster | Working Gear |
| John Gunn | Schein Foundation | James Wyatt |
| Bingying Guo | David Schreck | William Zander & Frances Bickerstaff |
| Guru Nank's Free Kitchen | Scott Road Productions (S2) Ltd. | Adam Zimmerman |
| GWIL Industries | Sheraton Vancouver Guildford Hotel | |

Together, we have raised millions of dollars that have been used to enhance the well-being of Lookout guests.

- | | | |
|---|---|--|
| 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 & Housing Corporation | District of Mission | Providence Health Care |
| Canada Summer Jobs | District of North Vancouver | Providence Living |
| Capital Regional District, Salt Spring Island | District of West Vancouver | Reaching Home: Canada's Homelessness Strategy |
| City of Abbotsford | Employment and Social Development Canada | Service Canada |
| City of Chilliwack | First Nations Health Authority | Social Research and Demonstration Corporation |
| City of Duncan | Tegan Hubick | Society to End Homelessness in Burnaby |
| City of Hope | Fraser Health Authority | SPARC BC |
| City of Langley | Health Canada | Squamish Nation |
| City of Maple Ridge | Human Resources and Skills Development Canada | Surrey Homelessness & Housing Society |
| City of New Westminster | Infrastructure Canada | Letizia Romei, Program Manager |
| City of North Vancouver | Island Health Authority | Township of Langley |
| City of Port Coquitlam | Ministry of Advanced Education and Skills Development | United Way British Columbia |
| City of Surrey | Ministry of Health | Vancouver Coastal Health Authority |
| City of Vancouver | Ministry of Housing | Vancouver Foundation |

Special thanks to the hundreds of other individuals who made gifts of cash, food, blankets, clothing and household items.

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