

The Extraordinary Difference You've Made

What a year it has been! In our 53 years, we're not sure Cool Aid has ever been challenged in the way it was this year. It was difficult, often unpredictable, and called for new ways of thinking and acting. But through it all, our team, our clients, and our supporters stepped up in ways we could not have imagined: our staff went above and beyond to protect each other and our clients, and our funders and supporters ensured that no one went without the necessities that Cool Aid provides. Despite having to reduce capacity or suspend some activities,

we grew our housing stock, raised more than \$3 million through the generous support of our donors, and increased our provision of vital healthcare services through more than 36,000 medical encounters at our Community Health Centre, satellite clinics, and outdoor locations. Our sincere thanks to everyone who recognized the unique needs this year and who stepped forward to meet them. We truly could not do it without you.


Kathy Stinson, CEO
Janet Donald, Board Chair

Average age of supportive housing tenants **55**

% of housing tenants who are Indigenous **22**

Average age of emergency shelter clients **42**

% of emergency shelter clients who are Indigenous **26**

Wins this year  **Matching Challenge raised \$114,000**
Distributed 3,500 grocery cards
THOUSANDS of masks donated to protect Cool Aid clients and staff

HEALTH

In the last year, the Palliative Outreach Resource Team (PORT) has provided palliative services to 110 people facing unstable housing and other barriers to care. The team has also supported more than 35 deaths that honoured the wishes of its patients. The PORT outreach worker helps meet many client needs—transportation, housing, communication with family, etc.—that are often overlooked.



In March, Cool Aid was the recipient of a mobile health clinic (van) donated by Doctors of the World Canada. The fully-equipped clinic hit the streets in June and provides a full range of primary healthcare services including wound care, sexually transmitted infection testing, over-the-counter medications, safe supply, opioid agonist therapy, vitamins, harm reduction supplies, and foot care.



36,387
medical encounters



19,950
health outreach encounters



81,904
prescriptions filled



3,309
dental visits



97
Hep C patients started active treatment

COMMUNITY

For much of last year, the Downtown Community Centre was limited in delivering all of its programs and services. Safe, in-person and virtual programming including art, yoga, and computer access was offered when permitted. Throughout the year, staff adapted and shifted in creative ways to meet client needs including regular check-ins and grocery shopping and delivery services.

Similarly, the Community Casual Labour Pool saw a decrease across the board including clients accessing the program, new employers, days worked, and total paid to workers in 2020.

John moved away from Ontario years ago in search of opportunities in the boomtown of Fort McMurray. "Fort Mac was a roller coaster," he said. "It was going well. Then, it crashed and burned." John saw his livelihood go up in flames during the devastating Fort McMurray fire of 2016. He's been working to get back on his feet ever since. He was invited to Victoria for work but with few housing options and much lower pay, he soon found himself homeless



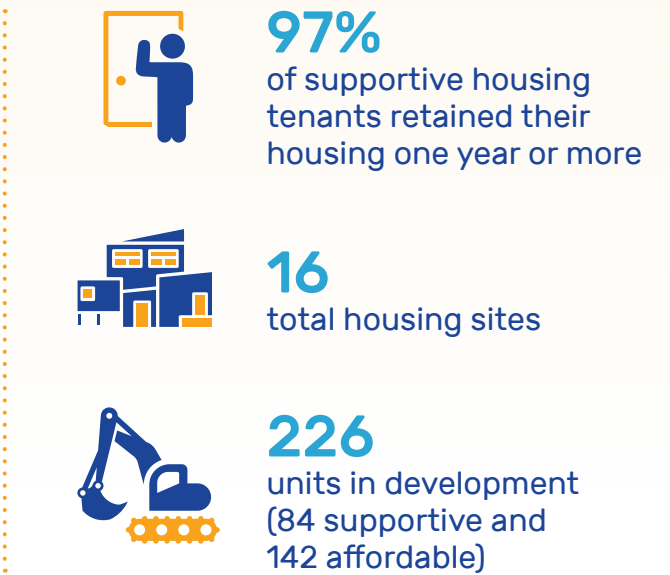
for the first time in his life. "It was scary. I was on the streets with all of my possessions, my tools," he said. Thankfully, he found shelter, casual employment and work gear, and the support he needed at Cool Aid. He started at Rock Bay Landing and moved from there to Next Steps Transitional shelter, where he's getting the support he needs to move forward. "I'm going to make my room vacant for someone else who needs it soon," he said optimistically.

HOME

- We worked hard with our partners over the past year to ensure more people were provided with shelter and homes. We have several projects under development:
- ▶ Crosstown (former Tally Ho) at 3020 Douglas and 584 Burnside is being redeveloped in two phases. Phase one will include **154 UNITS** of affordable and supportive housing, 32,000 square feet of commercial space, a daycare, training kitchen and café, and art studio. Phase two is being determined. Occupancy expected fall 2023.
 - ▶ The 210 Gorge Road redevelopment is currently underway, replacing 21 units with **72 NEW UNITS** of affordable and supportive housing. It is expected to open in spring 2022.
 - ▶ 953 and 959 Balmoral is a partnership project of BC Housing and Cool Aid which could include up to **60 NEW UNITS** of supportive housing. Occupancy is expected in the summer of 2022.



Victoria’s life turned on one event – the tragic passing of her daughter at 16. “My whole world turned upside down,” she recalled. “I just couldn’t do it anymore.” Victoria turned to substance use to numb the pain and within months she had lost her job, her home, and her family. She found herself on the streets, struggling to get by until she was offered a room at Muncey Place supportive housing project. “I couldn’t believe it. It felt too good to be true,” she said. “It can feel like there’s no way out. And then someone comes along and gives you this...and loves you.”



THANK YOU

Last year was a strong one for donations and grants, raising **\$3.1 million** from close to **3,000 donors**. We also received a generous grant from the Shaw Family Foundation to renovate the Downtown Community Centre and upgrade the Wi-Fi in most Cool Aid buildings. We were unable to host the annual Homecoming Gala but took fundraising online and raised an amazing **\$114,000!** Thank you!



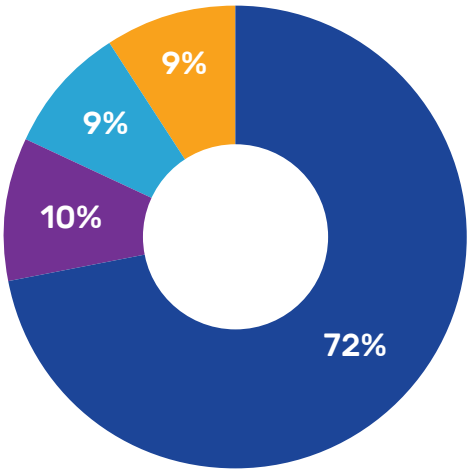
In the late 1980s, Don Wagnor got a brochure in the mail from Cool Aid. He remembers thinking, “This is what the world needs.” Over the years, Don and his company, CanPro Construction, have supported the organization in many ways including the construction and renovation of several Cool Aid housing sites. Recently retired, Don plans to “take time to smell the roses,” enjoy walks with his golden retriever, Trooper, learn to play the banjo, and volunteer. His corporate-giving philosophy is simple, “Be aware of community needs and do what you can. It takes a lot of small pieces to make the whole.”

FINANCIALS

REVENUE

- 72%** Government Funding
\$ 25,010,213
- 10%** Rental & Other Income
\$ 3,303,473
- 9%** Health Centre Revenue (Pharmacy and Dental)
\$ 3,248,903
- 9%** Donations & Grants
\$ 3,153,439

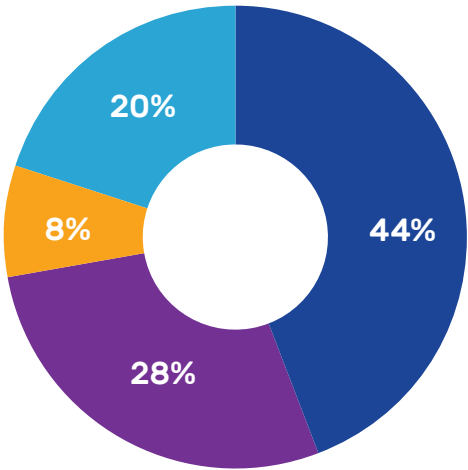
Total revenue: \$34,716,028



EXPENSES

- 44%** Housing
\$ 15,287,259
- 28%** Health & Support Services
\$ 9,644,990
- 20%** Shelters
\$ 6,874,136
- 8%** Administration
\$ 2,705,035

Total expenses: \$34,511,420



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