

COMMUNITY

You Help Bring People Together

Part of what makes Cool Aid unique is our ability to support people with housing, but also with health and dental care, employment, meals, and community – so very important after the last two years. And for many of our clients – like Garry (see Garry’s story in our Health section) – it’s that community that matters the most.

Whether it is chatting with a support worker at one of our housing sites, taking part in recreational activities like bingo or an Easter egg hunt, dropping in to arts and sports

programs at the Downtown Community Centre, accessing care at our mobile health clinic, or just sharing a meal, it has never been more clear that we are all better (and healthier) together.

And as we reflect on the past year, we are astonished that despite the challenges, this community – our community – has come together like never before. We surpassed our fundraising targets, saw increases in our major campaigns, grew our affordable and supportive housing units by 226, and saw more than 45,000 patient encounters at our

Community Health Centre and through our growing health outreach. We could not have done it without you!

Cool Aid’s vision is a community where no one is forced to sleep on the street or go hungry, and everyone has the dignity that comes with home, health and connection. Thank you for sharing that vision and helping to make it a reality.

Kathy Stinson, CEO
Janet Donald, Board Chair

WINS THIS YEAR

- **1,664 medical encounters through our mobile health clinic**
- **Matching Challenge raised \$165,000**
- **Distributed 4,703 grocery gift cards**



20
locations

HEALTH

Health and Connection

Connection is not the word that first comes to mind when describing Cool Aid’s Community Health Centre but for Garry, who has been a patient at the Centre for 23 years, that is the perfect way to describe why the Centre, and the people who work there, mean so much to him.

Garry was first referred to the Community Health Centre for HIV treatment and has also been treated for Hepatitis C. He is proud to share that his current viral load for HIV is undetectable and that he has been cured of Hepatitis C.

As important as those medical milestones are, Garry says that the Centre has had a big impact on his life in other ways too, “The clinic

has played a huge role in my life,” he says. “It’s a sense of being accepted...of being part of something that feels like family.”

On an average week, Garry stops by the Centre several times – to pick up medication, for dental care, or just to share the lunches provided by AVI on the third floor. He says those regular connections have been just as important as the medical interventions to his overall health.

“It’s not good for your mental health to be disconnected from people,” he says. “It’s the best feeling to know you have people who really care about you.”



More than
5,000
dental visits



110
people provided
palliative services



1,966
total clinical
counsellor encounters



45,573
patient encounters
in health services

(doctors, nurses, clinic, all outreach)



350,000
meals
a year

RECONCILIATION

Territorial acknowledgment

Cool Aid’s territorial acknowledgment attempts to do more than just recognize the names of the traditional lands on which we live and work. We would also like it to serve as a reminder to walk lightly and work mindfully on this unceded territory of the Lkwungen (Lekwungen) peoples, and the Songhees, Esquimalt, and WSÁNEĆ First Nations.

We need to acknowledge that these lands – as is most of BC – are on unceded territories. Unceded means that these lands have been encroached upon, and that there are very few treaties to acknowledge and compensate the original caretakers. The First Nations peoples who live on these lands have a historical relationship to the land that continues to this day.

Decolonization at Cool Aid

Cool Aid acknowledges the devastating impacts of colonization including, but not limited to, the displacement of peoples, and the loss of language, culture, and children on the disproportionate number of Indigenous people we serve. We are committed to decolonizing our work and our practices, and we are on a learning journey that we hope will bring us closer to understanding and incorporating Indigenous history and culture into the work we do each day. Our strategic plan includes a foundational statement that speaks directly to our commitment, and we have included a pillar – with specific goals – dedicated to reconciliation.

We’ve continued the important work of connecting more people to permanent homes this year.

- ▶ **CROSSTOWN** (Burnside and Douglas). Phase One construction is **18%** complete and will include **100** units of affordable housing and **54** supportive units, as well as **32,000** square feet of commercial real estate space including a daycare, training kitchen and café, and an art studio. Initial occupancy is expected in late 2023.
- ▶ **210 GORGE** is nearing completion and we have started accepting applications for the 51 units (studio, one and two-bedrooms) of affordable housing. The site also contains 21 units of supportive housing and will be home to the Cool Beans coffee shop – our first foray into social enterprise.
- ▶ **BALMORAL** is a partnership project of BC Housing and Cool Aid which will include 56 new units of supportive housing. Construction is expected to begin this fall and occupancy is expected in summer 2023.
- ▶ **650 SPEED AVENUE**. This 23-unit motel was acquired to temporarily house the residents of 210 Gorge while that property was redeveloped. Those residents will move back to 210 Gorge in the next few months leaving 650 Speed available for renovation and future affordable housing.



149 emergency shelter beds



569 permanent housing units



151 new affordable housing units in works



22% of supportive housing clients are Indigenous



THANK YOU

Last year, our community generously stepped up again to support those who are most in need. Almost **4,000 donors** together raised an incredible **\$2.6 million**. Thanks to our generous matching partners, we were fortunate to have held three matching campaigns: the Homecoming Matching Challenge made possible by several matching donors, the Giving Tuesday Matching Challenge, thanks to the Fitzgerald family, and most recently, the Everyone Deserves to Smile campaign by Andrew Beckerman that brought in over **\$80,000** to support the Cool Aid Dental Clinic. A big thank you to our donors for your continued compassion and generous support!

An invaluable partnership

Four years ago, Cool Aid received its first gift from Peninsula Co-op: \$1,000. It was the start of an incredible partnership that continues (and is growing) to this day. Despite the toll that COVID-19 took on businesses everywhere, the Co-op continues to support and even increase its contributions to Cool Aid’s Homecoming Matching Challenge. It was a decision that Lindsay Gaudette, Peninsula Co-op’s Director of Marketing and Community Relations, said came down to the relationship with Cool Aid, the breadth of Cool Aid’s work, and the growing need in the community.

“That first year we donated \$1,000 and you would have thought it was \$100,000! There was so much gratitude and recognition,” she says. “And the more we’re supported, the more we can give back to our members and the community.” The community, she adds, includes every person in it.



“We’re here to support the whole community, which includes lots of different people,” she says. She also recognizes that sometimes all it takes is one small thing to turn someone’s life upside down.

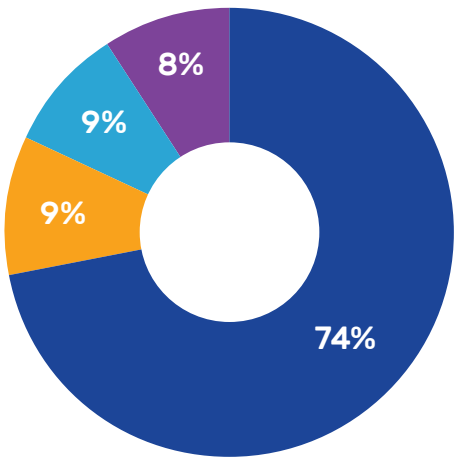
“Any one of us could fall on hard times... It could be your neighbour or your family member. And when they do, it takes a community, including the businesses and an organization like Cool Aid, to help them back up.”

FINANCIALS

REVENUE

- 74%** Government Funding
\$ 27,917,436
- 9%** Rental & Other Income
\$ 3,568,940
- 9%** Health Centre Revenue (Pharmacy and Dental)
\$ 3,504,913
- 8%** Donations & Grants
\$ 3,104,078

Total revenue: \$38,095,367



EXPENSES

- 45%** Housing
\$ 17,076,046
- 27%** Health & Support Services
\$ 10,406,160
- 19%** Shelters
\$ 7,234,878
- 9%** Administration
\$ 3,438,529

Total expenses: \$38,155,613

