

COMMUNITY

A Welcoming Community for All

If there is one overarching theme of this past year, it is Cool Aid's ongoing effort - through constant learning and continued reflection - to foster an inclusive, accessible community in which our residents, patients, team members, and volunteers feel safe, welcomed, and included...all of the time.

Whether through the radical renovation (thank you, HeroWork) that transformed our Downtown Community Centre into a brighter, more accessible, and welcoming place; the opening of our mixed-use building at 210 Gorge Road where supported residents live alongside families and other market tenants; the continued growth of our health services, providing more than 60,000 barrier-free medical encounters; or the creation and implementation

of an organization-wide anti-racism and decolonization strategy and action plan, we are working purposely and patiently to become a truly inclusive, anti-racist organization.

Preparing this year's report was particularly poignant for each of us. As CEO for the past 18 years, and Chair for the past three, it is with mixed emotions that we provide our last joint message.

Know that we could not be prouder of our time here, the incredible team who will continue to lead this vital work, and the loyal donors and supporters who now number in the thousands. We feel honoured to have spent this time with you and to have witnessed such individual and collective growth.

Please know that this is not goodbye. We will continue to be lifelong supporters of Cool Aid and we leave you in the very capable hands of a new CEO and a new Board Chair, each bringing a wealth of knowledge and passion to their positions. We have no doubt that, like us, their time at Cool Aid will be life changing.

Warmly,



KATHY STINSON,
CEO



JANET DONALD,
BOARD CHAIR

WINS THIS YEAR

61,974
total health encounters
(CHC and outreach)

1,800
volunteer
hours

\$204,000
raised during Homecoming
matching challenge

\$80,000
raised during annual
dental campaign

HEALTH



TAMARA BARNETT, CHRIS FRASER, AND
MARION SELFRIDGE AT INHSU 2022

Delivering Healthcare

The Cool Aid Community Health Centre (CHC) saw more than 60,000 medical encounters last year alone, but did you know we are also known worldwide for our hepatitis C and HIV research and care?

Since 2017, health outreach to people in their pharmacies, homes, shelters, other housing sites, and on the streets has helped to identify and treat more than 300 people who did not know they had hepatitis C, vastly improving their quality of life. Since its inception, this unique nurse-led (now also peer supported)

model has been presented at least 25 times to healthcare professionals throughout the world as an example of how to deliver low barrier care.

Cool Aid's hep C program is not the only international standout. The CHC's HIV testing program completed more than 2,000 tests — through outreach and in the clinic — last year. An impressive 97% of CHC clients living with HIV are on antiretroviral therapy and 94% have undetectable viral loads (which means they cannot transmit the virus to anyone).

RECONCILIATION

Anti-racism at Cool Aid

Becoming an anti-racist organization is an ongoing process, requiring collective work and patience. We are pleased to share that while there is much work still to do, Cool Aid has made progress this year toward many of the goals outlined in our 2022 anti-racism strategy, including:

- ▶ Hiring a Director of Indigenous Relations and Program Development
- ▶ Hiring a Human Resources Manager who has direct experience in diversity, equity, and inclusion work
- ▶ Creating an anti-racism strategy and sharing it with all staff and board members
- ▶ Launching an updated respectful workplace policy and hotline
- ▶ Rolling out mandatory bystander intervention training
- ▶ Creating a new land acknowledgement and anti-racism statement

2021-2024 STRATEGY MAP

Working with our partners in the Capital region, we offer life-changing services to people who are impacted by poverty, colonization, stigma and homelessness.

These services include permanent housing, emergency shelter, health and dental care, employment assistance, and social and recreational opportunities.

Vision ▶ 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.



		Pillars			
		HOME	HEALTH	COMMUNITY	RECONCILIATION
Perspectives	CLIENT	Support people to find and maintain appropriate housing	Help people improve their health and wellbeing	Help people build on their strengths and grow their connections with community	Provide opportunities for cultural connections
	STAFF	Ensure staff have the training and resources they need	Improve workplace safety and wellness	Strengthen staff engagement	Develop a shared understanding of decolonization and reconciliation
	CAPACITY	Sustainably manage, grow and diversify Cool Aid's housing	Sustainably expand and integrate health and support services	Strengthen relationships with neighbours, funders, volunteers, and donors	Build and strengthen relationships with local First Nations and urban Indigenous organizations

Victoria Cool Aid Society respectfully acknowledges the Lekwungen and WSÁNEĆ peoples, on whose traditional territories we build homes and deliver our programs and services. Hay'sxw'qa. HÍSWKE.

WELCOMING, INCLUSIVE, AND CULTURALLY SAFE SPACES AND SERVICES

Please see over...

Building Homes...Creating Community



A major highlight from this year was the opening of our new, mixed-use building at 210 Gorge Road East. Aptly named **210 GORGE**, the building has 21 units of supportive housing and 51 units of affordable market housing (studio, one and two-bedrooms) for families, seniors and individuals. The location also boasts space for a coffee shop, as well as garden beds and a community room.

This year also marked the beginning of construction at our **BALMORAL** Avenue site. The entirely modular building, expected to be complete early in 2024, will include 56 units of supportive housing with supports and a commercial kitchen.

Development continues at **CROSSTOWN**, our largest project to date. Phase One construction is 50% complete and will include 100 units of affordable housing and 54 supportive units, as well as 25,000 square feet of commercial space. Initial occupancy is expected in June 2024. Phase Two of Crosstown is currently in the preliminary planning phase.

Lastly, we are happy to report that Cool Aid received Provisional Project Approval (PPA) from BC Housing for its **SPEED AVENUE** affordable housing project. Once complete, Speed Avenue will see 23 new affordable units.



640
total housing units



125
shelter beds



7,710
dental treatments



1,493
counselling encounters



57%
of clients are 55+

THANK YOU

Thanks to continued community support, Cool Aid saw several campaign highlights last year including a successful Homecoming matching challenge raising an astonishing **\$204,000**, the DCC kitchen campaign raising **\$75,000**, the Giving Tuesday challenge raising nearly **\$100,000**, and the dental campaign raising close to **\$80,000**. In addition, we were successful with multiple grants which covered most of the cost of a second mobile health clinic.

An outstanding **\$2.5 million** was raised this year to support the Cool Aid community.



PARTNER HIGHLIGHT
TL Housing Solutions - Building Together

A huge thank you to TL Housing Solutions (TLHS), Cool Aid’s design-build partner for the Crosstown project and one of the sponsors of our annual Homecoming matching challenge. TLHS started on Crosstown in 2018 and its development and construction teams have worked hard to ensure the building reflects Cool Aid’s unique operational needs and the needs of our tenants. TLHS plans to complete Phase One construction on Crosstown in the spring of 2024 and we are so grateful for its continued support.

Stay tuned later this year for the launch of the Crosstown tenant improvement project campaign, supporting the completion of our Dr. Joe Haegert Community Health Centre, social enterprise training kitchen and café, and arts collective.



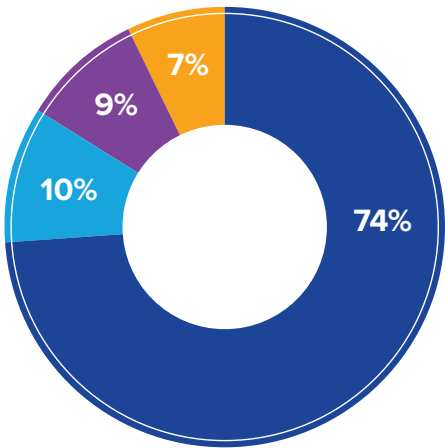
TL HOUSING SOLUTIONS DEVELOPMENT AND CONSTRUCTION STAFF SHOWCASING A CROSSTOWN RENDERING IN THEIR OFFICE.

FINANCIALS

REVENUE

- 74% **Government Funding**
\$ 28,142,022
- 10% **Rental & Other Income**
\$ 3,890,654
- 9% **Donations & Grants**
\$ 3,354,777
- 7% **Health Centre Revenue (Pharmacy and Dental)**
\$ 2,642,049

Total revenue: \$38,029,502



EXPENSES

- 45% **Housing**
\$ 17,297,140
- 25% **Health & Support Services**
\$ 9,642,469
- 20% **Shelters**
\$ 7,831,284
- 10% **Administration**
\$ 3,768,511

Total expenses: \$38,539,404

