

A Message From Our CEO and Board Chair

It has been a year since I started at Cool Aid and Tim took over as Board Chair, and what a year it has been! Meeting as many of our staff and clients as possible, touring our sites, connecting with other service providers and funders, and getting to know this very large and complex organization has been extremely gratifying but not without its challenges.

Alongside the incredible work we all do every day to provide housing, health, and connection, we have navigated significant challenges this year like indoor air quality, the ongoing toxic drug crisis, and a myriad of funding issues, to name a few. But we have also faced those challenges with the determination and passion so often exemplified in this work, and we are extremely proud of the progress we have made on several important initiatives, including:

- ▶ Adding a second mobile health clinic,
- ▶ Opening 56 new units of supportive housing on Balmoral Road, now called The Lily,
- ▶ Continuing construction, including a second Community Health Centre site, at Crosstown,
- ▶ Advocating for improved staffing models for our new supportive housing buildings,
- ▶ Closing Queen's Manor because our staff and residents deserve better,
- ▶ Solidifying our status as an industry leader in addressing indoor air quality while also supporting low barrier housing,
- ▶ Changing our bylaws and creating a dissolution clause that lists local First Nations as beneficiaries of Cool Aid's assets should the organization dissolve, and

- ▶ Building a new strategic plan grounded in ensuring we have the resources we need, and that we use them in the most inspiring ways possible, over the next five years.

As we head into this new fiscal year, we look forward to continuing this good work and bringing our new strategic plan to life!

Sincerely,



ELIN BJARNASON,
CEO



TIM FITZGERALD,
BOARD CHAIR

HEALTH



In May, Cool Aid expanded health outreach with the addition of a second mobile clinic, allowing us to support the ever-increasing needs of our priority population including at Aurora House, supportive housing for Indigenous people returning to their home communities on the Saanich Peninsula, a full day at Spaken House and the House of Courage in collaboration with the Aboriginal Coalition to End Homelessness, and night outreach for marginalized sex workers in collaboration with Peers.

Additionally this year, the Community Health Centre grew its rapid, on-the-spot hep C testing and information sharing initiative. Since 2022, we have trained 14 peers who have completed hep C treatment to test people and share their experiences, and we have carried out more than 1,200 tests, identifying 50 people living with hep C. 39 people have started treatment.



52,000

HEALTH ENCOUNTERS
(CHC AND OUTREACH)



77,000

PRESCRIPTIONS FILLED



1,200

HEP C TESTS CONDUCTED
THROUGH HEALTH OUTREACH



4,351

DENTAL VISITS

CONNECTION

- ▶ **787 INDIVIDUALS** were supported to access income benefits and improve their financial well-being through REES outreach and support programs
- ▶ **350 PEOPLE** received trauma-informed, professional counselling
- ▶ **200 VOLUNTEERS** provided 5,400 hours of volunteer service
- ▶ **20,000 VISITORS** participated in programs and services at the Downtown Community Centre
- ▶ **\$174,288** in missed tax refunds and credits were recovered for clients through our partnership with H&R Block's Returning Hope program

The Lived Experience Advisory Committee was integral to many important initiatives across the organization this year, including a film project focused on advocacy, anti-stigma and education for high school students; participation in the planning and delivery of Project ReConnect; participation in the CRD's Coordinated Access Community Dialogues, and Cool Aid's Belongings Management Working Group, to name just a few. Cool Aid continues to focus on the growth and expansion of peer support and peer-led Initiatives, including expansion to seven sites.



THE LIVED EXPERIENCE ADVISORY COMMITTEE MEETS EVERY SECOND FRIDAY.

HOME

Among our housing and shelter highlights this year was the completion of **THE LILY** (Balmoral) in partnership with BC Housing (BCH). The building, located on one of Cool Aid’s original sites, will welcome its first residents - including those from Queens Manor - in July. In addition to 56 units of supportive housing, The Lily has a dining room offering two meals a day, lounge, laundry room, medical room and a backyard garden.

Progress continues on **CROSTOWN**, Cool Aid’s largest project to date. We expect move-in for both supportive residents and affordable tenants in early fall. The Crosstown community includes the Dr. Joe Haegert Community Health Centre, Beacon Community Services daycare, artist spaces, and a commercial kitchen/café that will help those underemployed develop new skills.

And finally, with the safety of our staff and residents in mind, we announced the closure of **QUEENS MANOR**, a 52 year-old site that had become increasingly hard to maintain. Residents from the site will move to The Lily.



56
NEW UNITS OF
SUPPORTIVE HOUSING
AT THE LILY



54
NEW UNITS OF
SUPPORTIVE HOUSING
AT CROSTOWN



100
NEW UNITS OF
AFFORDABLE HOUSING
AT CROSTOWN



609
TOTAL HOUSING
UNITS



59%
CLIENTS ARE
SENIORS

DONOR SPOTLIGHT

Photo: Nancy and Martti Tienhaara



Nancy Tienhaara

When Nancy Tienhaara’s husband, Martti, died unexpectedly last year, she knew almost immediately where a gift in memoriam should go. Martti and Nancy had been regular donors to Cool Aid housing and the Cool Aid dental clinic; extending that generosity after he died felt like the perfect way to honour him, Nancy explained.



In memory of Martti, Nancy donated \$25,000 to Cool Aid’s dental clinic, and she said Martti would have been happy with the

choice, knowing that people who really need it will get the dental care they deserve.

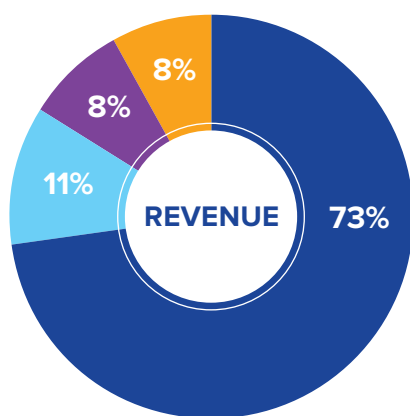
“Martti grew up with very little but we have been lucky. Extending that good fortune to help others seems like the natural and right thing to do.”
— Nancy Tienhaara, Cool Aid supporter.

To find out more, or to make a meaningful gift to Cool Aid’s Legacy Giving program, contact Director of Philanthropy and Community Engagement, Alyson Dahl: adahl@coolaid.org

FINANCIALS

- 73% Government Funding**
\$ 32,341,142
- 11% Rental & Other Income**
\$ 4,679,128
- 8% Donations & Grants**
\$ 3,526,353
- 8% Health Centre Revenue (Pharmacy and Dental)**
\$ 3,436,429

Total revenue: \$43,983,052



- 45% Housing**
\$ 20,208,025
- 26% Health & Support Services**
\$ 11,531,840
- 18% Shelters**
\$ 8,210,487
- 11% Administration**
\$ 4,967,118

Total expenses: \$44,917,470

