



## Housing and harm reduction

**P**HS Community Services Society is a charitable non-profit that provides housing, healthcare, harm reduction and health promotion for some of the most marginalized and under-served people in Vancouver and Victoria.

We are recognized as North American leaders in low barrier housing and harm reduction services.

Our internationally recognized services and community programming include a medical clinic, affordable dentistry and a credit union branch.

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# Executive overview: Innovation, expansion and risk

Micheal Vonn, Chief Executive Officer and Jeff Brooks, PHS Board Chair

We're very pleased to present our annual report. We are only able to capture the tiniest fraction of the hard work and powerhouse creativity of our staff and volunteers in serving our communities in this past year.

This is year six of the public health crisis of opioid deaths and the ongoing crises of homelessness and poverty. And it clear to us that trying harder is not enough. We have to try different.

The focus of our report this year is on the innovations we're forging and our commitment to keep moving to meet the constantly evolving challenges.

Our safe supply initiatives have seen huge innovations this year. We opened our site for SAFER, piloting new medication options for people at risk of drug poisoning and we launched Enhanced Access, a history-making, first-ever paid prescription fentanyl program.

All our work to expand safe supply is rigorously evaluated and serves as an innovation hub for programs to be replicated across jurisdictions.

This is courageous and visionary work and we are inordinately proud of our Medical Director, Dr. Christy Sutherland, and the staff team that continuously translates what we learn from our patients and community members into responsive practice and protocols.

Innovation isn't always inventing from scratch. It's also working to improve established systems and programs. This year we've worked to improve and expand such crucial services as our food program.

The mammoth complexity of producing approximately 2,000 meals/day requires constant refinement and evaluation.

This year, with the help of donation funds, we were able to upgrade our food delivery system to meet increased need and study our food production operations to find even greater efficiencies and production capacity.

And our Indigenous Community Wellness Fund has sponsored tremendous creativity in our broader community with low-barrier grants for Indigenous ceremony, art, craft, workshops, travel to home communities, events and ceremonial regalia.

To make change means taking risks. But it is possible to be both bold and thoughtful. We strive for both and owe this year's successes to many people, among them our wonderful staff, volunteers, Board members, community members, allied organizations, funders, supporters and donors.

Thank you for your heroic efforts.

# PHS at a glance: who we are and what we do

And how we make a difference in the communities we serve

**R**adical pragmatism. PHS Community Services Society has been a leader in housing, healthcare, harm reduction and health promotion since 1993.

As we approach our thirtieth anniversary, here is a snapshot of the scope and scale of our organization.

## Organization



**1,600** individuals living in supportive housing in Vancouver and Victoria.

PHS offers innovative harm reduction programs, medical services and mental health supports.



## Harm reduction



**3 million** clean needles distributed



**81,000** glass pipes for inhalent drug users



**300,000** Needle Depot visits by the public



**700** nalaxone training sessions



**365** supported recovery participants

## Community



**748,000** meals prepared



**1.5 million** sharps collected from people



**4,000+** Pigeon Park Savings members



**113,000** supervised injections



**48,000** sharps collected from street

Note: Annual figures, based on 2021 data.



**NEW FOUNTAIN SHELTER PROJECT MANAGER DEUPHINE APEDAILE WITH SENIOR HOUSING MANAGER DUNCAN HIGGON.**

# Safe supply is an alternative to toxic street drugs

Two innovative PHS harm reduction programs officially launched this year

**P**HS launched two innovative safe supply programs in 2022 that pilot new medication protocols.

Both initiatives build on our existing low barrier engagement with street-entrenched drug users to provide medical-grade alternatives to the toxic street supply.

## SAFER

In March we opened our new site for SAFER – Safer Alternative for Emergency Response. The need was so urgent that we had launched the program at a satellite location while we got the new location ready.

Now, with our wonderful new dedicated space operational, we are expanding the program to full capacity.

Ultimately, up to 200 people per year should be able to receive a SAFER prescription.

The intake process includes a medical review and three or four days of titration, or tolerance testing. Too little of a dose can be as dangerous as too much, as it's likely to lead to participants returning to street drugs to stave off withdrawal.

Hydromorphone, an injectable opioid agonist treatment, is available, although the bulk of the prescribing is fentanyl. This is dispensed in various forms: patches, tablets, liquid or a powder.

“It’s not about the molecule,” said PHS Medical Director Dr. Christy Sutherland. “It’s not that fentanyl itself is bad, so much as it’s the illicit use in such an unstructured environment - the amount, the purity, the consistency between doses, and the contaminants are all controlled by organized crime.”

“It’s getting more challenging to stabilize patients who use street opioids. In 2016, people would be doing well on hydromorphone, but in 2022 it’s not strong enough to meet the needs of people when their opioid receptors have been wired to fentanyl.”

Participants visit the clinic at various times during the day for witnessed consumption of their prescription medicine. They are supported by PHS staff and Peer Navigators, who have lived or living experience of drug use, and they receive low barrier access to primary care, oral opioid agonist treatment and recovery programs.

## ENHANCED ACCESS

In April, PHS launched the Enhanced Access safe supply program. It’s for people who have already stabilized on



**DR. CHRISTY SUTHERLAND.**



**INSIDE THE SAFER CLINIC, OPENED EARLIER THIS YEAR TO PROVIDE AN ALTERNATIVE TO TOXIC STREET DRUGS.**

a safe supply program such as SAFER and don't need to make repeated daily visits for witnessed consumption. Safe supply medications are prescribed for an individual who takes the medication away with them to consume off-site.

Fentanyl powder is being made available in dosing capsules of various quantities. Patients open these capsules to smoke, snort or inject the powder.

Participants pay the pharmacy for their prescription at the program site. The cost is on par with street prices to remove financial incentives to sell on.

Enhanced Access appears to be the first and only program of its kind in the country. It complies with all federal and provincial laws and regulations for a

physician-generated prescription and then the purchase of medication from a pharmacy. This includes meeting the requirements of the BC College of Pharmacists, BC College of Nurses and Midwives, and BC College of Physicians and Surgeons.

"People have a prescription that is specific to their medical needs that they pay for and take home to use on their own schedule," said Dr. Sutherland.

Enhanced Access is a prescription-based protocol with take-home medications paid for by the patient.

Within both SAFER and Enhanced Access our clinical teams are working towards the next innovations to keep pace with the evolving drug poisoning crisis that continues to claim so many members of our community.

# Helping a community heal

## The Indigenous Community Wellness Fund

For the past year, PHS has been making funds available to support healing projects within the Indigenous communities we serve in Vancouver and Victoria.

We founded the Indigenous Community Wellness Fund in 2021 in recognition of the extraordinary need for Indigenous people to gather and heal and commemorate, in light of the revelations of unmarked graves at the sites of former residential schools.

Small, low-barrier grants have been made available and community members have met our call for proposals

with a stunningly creative array of projects.

These included: gatherings, ceremonies, art projects, workshops, crafting, storytelling, growing traditional medicines, creating an Indigenous resource library and building a teepee.

We are delighted to have been able to add to the initial one-time fund in March 2022, putting out a second call that expands eligibility criteria to include travel to home communities for ceremony and important family events and ceremonial regalia.

This June, thanks to the fund, Melissa Martin (left) was able to return to the Prince George area for a family gathering which included celebrating her younger brother's high school graduation, and offering prayers for children that attended a residential school just outside Vanderhoof.

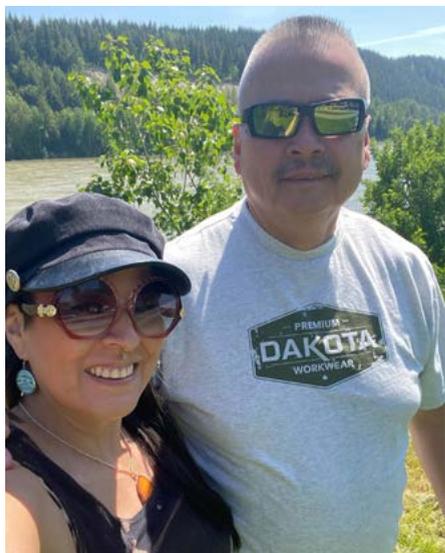
"My family all came from different parts of B.C.," she said. "I got to see my Auntie Violet who's 85 and our last Elder. She helped create the Wet'suwet'en dictionary.

"We had a barbecue for my brother and his high school friends. We had a fire and drummed.

"My brother wants to go on to trades school – having family to support him will give him the power.

"It was a wonderful opportunity and I'm super thankful for it. I wouldn't have been able to afford to go otherwise."

PHS has received an overwhelming response to this program for healing projects big and small, with grants ranging from \$200 to \$5,000.



# Providing shelter from extreme weather

The PHS team is innovating to protect vulnerable people from extreme weather.

Extreme weather is the new normal, and winter freezes, summer heatwaves and year-round storms hit marginalized people the hardest. The Downtown Eastside has less shade and shelter than other parts of Vancouver, with summer heat magnified by the urban environment.

Last summer's extreme heat caused 619 deaths across the province, according to the B.C. Coroners Service.

"We found the most important thing with the heat dome was to increase staff supports for residents," said PHS Housing Director Tanya Fader. "We helped people keep cool by providing fans and putting air conditioning units in common areas, and in the rooms of the most medically vulnerable people.

"Staff were also bringing water and electrolyte drinks and ice pops."

Then, when temperatures plunged in winter, we opened extreme weather response shelters.

"We created additional spaces at New Fountain Shelter," said Tanya. "It's not 24-hour, so we provided warm clothing and extra food for guests, linking them with resources for staying warm like community centres.

"At The Osborn, we were able to place cots in the lobby area and activate the programming area – we said to people to bring their sleeping bag and sleep on a chair."

Lessons learned from the heat dome response have been turned into a heat protocol, activated when the outside temperature hits 26 ° C. These include wellness checks and guidance to prevent staff overheating.

"If staff last summer had not been doing wellness checks there would have been deaths," said Tanya. "They identified people who were dehydrated, and some were taken to the ICU.

"People with schizophrenia are probably the most vulnerable, because of how they read their bodies.

"Additionally, we have to be aware of staff responding to overdoses in extreme heat, particularly providing CPR."

The team also prepared by stocking up on fans and air conditioning units well in advance, blocking out skylights, and preparing to install cooling areas in common spaces and misting stations on patios, courtyards and sidewalks.

Extreme heat is particularly dangerous for people who are socially isolated. We are working hard to help prepare our communities and bring safety through connection.

# PHS is opening two major housing developments

New low-barrier supportive housing in Vancouver and Victoria

Two new major housing developments in Vancouver and Victoria make this another year of growth for PHS.

In Vancouver we're re-opening The Stanley, which has been completely rebuilt, while PHS Victoria is unveiling a new temporary modular housing development.

PHS has had a long history with The Stanley, which we've operated on and off since 2001. Back then it was a rather decrepit 78-unit SRO and also the original site of the New Fountain Shelter.

"We moved the Woodward's squatters into there in the early 2000s," said Vancouver Housing Director Tanya Fader. "Downstairs there was an area that became a community space that was used by the group carving the Survivors Totem Pole at Pigeon Park."

Like the original it reinterprets, The Stanley is a mixed-use development. It has a tower of 140 market rental apartments, 80 PHS-managed units of supportive housing and a row of street-level commercial spaces.

"People living there when the building originally shut down have the right to return," said Tanya. "It's a big improvement. All rooms have great light and a view. There are private washrooms, kitchenettes and there are walk-in showers."

"It's a really beautiful space that will be really good for people's physical and mental health."

Meanwhile the Victoria operation is also poised to open new, purpose-designed housing.

PHS Victoria has steadily grown from a single supportive housing building in 2016 to five locations. Two offer supportive housing (Douglas Street Community and Johnson Street Community), there are two shelters (Arbutus Shelter and Mount Tolmie) and also the Douglas Street Community Supportive Recovery Program.

The new addition is The Juniper, a 46-unit B.C. Housing new-build at 1176 Yates Street. Shortly after it opens, the temporary Mount Tolmie shelter will close.

"Around half the people from Mt. Tolmie will be transitioning to The Juniper, along with people from temporary sites around the city," said Director of Victoria Operations Avery Taylor. "We house people in the best possible place for them, as soon as it becomes available rather than requiring them to wait."

Temporary modular housing is a cool technology, said Avery: prefabricated rooms are trucked in and craned into place, and buildings can be dismantled and moved to alternate sites if required, hence the somewhat misleading "temporary" tag.



**THE NEW-LOOK STANLEY, WITH (TOP LEFT) AN ARTIST'S RENDITION OF THE JUNIPER, AND (BELOW) PRE-FABRICATED MODULAR HOUSING BEING CRANED INTO PLACE.**

“It feels good to be opening something brand new in Victoria,” said Avery. “Temporary modular housing units have been in place five years in Vancouver. I’d imagine this property will still be in place in 10 or 15 years’ time.

“People will be moving in that have been in shelters for years, who are finally getting housing. The thought of people being left behind in shelters really bothers me – that’s why we’re working so hard to make sure we move people in from existing projects.

“Shelters are important for getting people off the streets

but should not be the end result. The next step from sheltering is supportive housing. And the next step after that, for many, is to live independently.

“Many will want to move out when they’ve made it work, and get their own place. Not everyone, because some will continue to need help, but some people transition in just a few months.”

We’re excited to be bringing this new supportive housing to our communities in Vancouver and Victoria. The answer to homelessness is housing.

# ‘Culture Saves Lives is medicine’

## Addressing intergenerational trauma in the Downtown Eastside

**C**ulture Saves Lives supports healing of Indigenous people in the Downtown Eastside.

Around one-third of the Downtown Eastside population is Indigenous, and suffers from intergenerational trauma in addition to the area’s intertwining housing, health, poverty and overdose crises.

The Hub, Culture Saves Lives’ community meeting place, is overseen by Mary, an Elder-in-Residence. She prefers to be referred to on first-name-only terms to be more approachable to a community surviving layers of trauma.

“I understand and I feel for the people I see out in the street because I know what they are going through,” she said. “I know the trauma that a lot of them have. They do not know who to talk to or who to trust.

“They have a hard time sharing their truth – it took me till I was 50 to share my truth.”

At age seven, in 1963, Mary was taken from her home at Nitinaht Lake on southwestern Vancouver Island to Alberni Indian Residential School in Port Alberni.

“From the age of three until I left home, I spent a lot of time with my grandparents and learned our language,” she said. “At residential school I wasn’t allowed to speak it. I lost the ability to speak it, but not to listen to it.

“I came home at 14 and for those three years my mom taught me how to harvest cedar bark and grass for weaving.”

Mary ran away to Vancouver with her brother; she was 17, he was 14. And although she was briefly placed in a girls’ home near Commercial Drive and he in a foster home, most of their time was spent Downtown.

“We lived in the streets. I used to sleep at Victory Square and Stanley Park, or in a doorway, or crash at somebody’s house. In the ‘70s it wasn’t as bad as it is now.”

During this time she was supported by Vancouver Aboriginal Friendship Centre and attended her first powwow.

About six years later, Mary moved back to the Island, living in Port Alberni. She quit alcohol and raised a family of six children through the 1980s and ‘90s.

“I learned to survive the trauma,” she said. “The trauma gave me strength more than anything, although I didn’t see the strength until afterwards.”

It has been a journey of healing, guided by spiritual truths and a fierce determination to do the right thing for her own family.

“Each Nation has its own culture, its own protocols,” she said. “I’m from the Island, and we are potlatch people. Coast Salish people have winter ceremonies, and the Prairies have powwows and sweat lodges.

“I’m a potlatch person but powwow pulls me. I think it’s the drum and the way the men’s and women’s voices blend together – it sounds awesome.”

Now she has 22 grandchildren to share cultural practices with, which has led to her recognition as an Elder. Not all seniors are Elders, and it’s not a title that’s claimed – it’s conferred.

Mary said: “An Elder is someone who respects, and has gained respect, by showing how to live and how to treat people. How to speak and listen when people talk, and how to live a good healthy life.

“I never expected to be in this role because I didn’t think I’d gained it until they honoured me here, which was because of the way I taught my grandsons how to live and how to be.”

A blanketing ceremony with Culture Saves Lives in late 2021 recognized Mary’s contribution to the community. Mary, who had been working for the Aboriginal Front Door Society, became Elder-in-Residence at Culture Saves Lives last December.

“Culture Saves Lives is medicine,” said Mary. “The drum is medicine. When you smudge, when you sweat, when you dance. . . whatever cultural practice you do is prayer.”



**CULTURE SAVES LIVES ELDER-IN-RESIDENCE MARY HOSTS DROP-IN SESSIONS OUTLINING INDIGENOUS TRADITIONS.**

# The PHS food program serves the community

We provide nutritious meals every day of the year

The PHS food program provides nutrition to people in communities with chronic food insecurity, every day of the year.

The program has grown considerably over the past couple of years, producing larger servings of a higher quality for more people than ever before.

It's a major undertaking, but then warm food creates a sense of security and belonging. It brings both stability and independence, with meals packaged to allow micro-waving to fit residents' schedules.



Teams work round the clock at commercial kitchens embedded in housing units in Vancouver and Victoria to produce breakfasts, lunches and dinners. They also need to fit in extras like sandwiches and baked goods as required.

In addition, there are dietary requirements to cater for, including gluten-free and lactose-intolerant options.

PHS serves more than 1,500 meals every day of the year in Vancouver, and a Victoria kitchen produces between 500 and 550 meals daily.

Jeff Curry and Rory O'Brien co-manage the Vancouver output.

"We're running a restaurant with a different menu every day," said Jeff. "We try to change up starches, proteins and vegetables so it never becomes monotonous for residents."

It takes considerable coordination to get meals out to residents and service users at so many different locations through the city, he said.

Previously, deliveries were coordinated by a hardworking team of cyclists known as the Food Peddlers, but increasing deliveries at the height of the pandemic caused logistical problems.



**MEALS BEING PREPARED, PACKED AND DELIVERED TO PHS RESIDENTS AND SERVICE USERS.**

A generous donation from B2Gold Corp. allowed us to update distribution by purchasing a cargo van. It's in use throughout the day, bringing in fresh produce and shipping out the completed meals.

“Most of the PHS projects get one meal and some get two meals per day,” said Rory. “We have a partnership with Vancouver Food Bank and collect donations from them, and the van also allows us to make fruit deliveries once a week.”

Completed meals go out in biodegradable and microwavable cornstarch containers, shipped in large plastic totes. At the end of each delivery, the previous day's empty totes are returned in the van for washing, to be ready for the next day.

The PHS food program is a complex and fast-moving operation, with teams working hard peeling, slicing and dicing every vegetable and preparing and cooking meat, fish, pasta. . . whatever's on the menu.



**MASS SPECTROMETRY AT  
THE MOLSON OVERDOSE  
PREVENTION SITE.**

## High-tech help for harm reduction

Mass spectrometry drug checking identifies dangerous contaminants

**P**HS operates two high-tech drug checking machines in the Downtown Eastside.

Based at Insite and Molson Overdose Prevention Site (MOPS), these use mass spectrometry to measure the precise molecular mass of ions in a sample, producing a readout listing the type, amount and strength of opioids and cutting agents.

The addition of benzodiazepines makes fentanyl even more dangerous and also makes overdose response more complicated. Even more worrying is fentanyl cross-contamination of stimulants, as users of this class of drug would likely have little opioid tolerance and may be less likely to be around people with naloxone.

Knowing what's in your drugs allows you to make

informed choices. For example, you might opt to use a smaller amount or use in the presence of someone else.

Testing takes a few minutes in the hands of a skilled technician, and it's a peer-led service, which helps increase participation from folks attending MOPS.

Also, people selling drugs come in to check their supplies. Often, individuals selling in the DTES are doing so to pay for their own drug use. Information about strength and adulteration allows them to direct batches to specific individuals based on tastes and tolerances. It's all harm reduction.

Drug checking machines aren't market regulation or safe supply. But they are innovative tools to give important information to consumers that reduces harm.

# Green and Gold: Businesses supporting our work

There's a growing awareness in the business community that harm reduction builds safer communities, and a corresponding engagement with organizations like ours that work with the most marginalized.

We are immensely grateful for this support.

Longtime supporter Evergreen Cannabis has been raising funds and awareness via branded merchandise. We received their first contribution in November 2019 and as of August 2022 a total of \$50,867 has been raised.

Lighters, grinders, tote bags, rolling trays and premium glass bongs (water pipes, pictured) are all available by donation.

Evergreen Cannabis initially reached out to PHS, impressed that we “do so much for the community and are very nice people,” in the words of owner Mike Babins.

“It’s a distinct pleasure of our day-to-day business witnessing how generous our customers are, knowing that all of it goes directly to serving local communities – more effectively than we ever could have,” he said.

In 2020, Vancouver-based B2Gold Corp. approached PHS as part of its commitment to supporting community groups through the pandemic. They charitably donated \$250,000 in 2020, and a further \$200,000 in 2021.



“We are pleased to be working with valuable local community organizations that provide the much-needed social programs for food security, health services, shelter and housing to Metro Vancouver’s most vulnerable,” said Liane Kelly, a director and advisor of B2Gold’s Canadian CSR Fund Committee.

Among other projects, B2Gold’s donations allow us to support Indigenous communities in Vancouver and Victoria, including offering grants for wellness projects, and also provide support for our Food Program.

We rely on our generous donors and organizations like Evergreen and B2Gold to increase and expand our ability to provide services to those most in need.

# A community service you can bank on

Pigeon Park Savings is a financial resource for an impoverished neighbourhood

Pigeon Park Savings is continuously innovating to provide low barrier banking services to the Downtown Eastside.

A unique collaboration between PHS and Vancity credit union, it provides financial services to people living on low incomes who are often excluded from conventional banking.

Marginalized customers are treated with dignity and respect – including being welcomed by community peers when arriving.

“Unlike every other financial institution on the DTES, or anywhere else in the city for that matter, we have actively chosen to not have added security at the front door, instead offering a low barrier approach in peer support,” said long-serving Pigeon Park Savings Branch Manager Sharon Buchanan.

“The peer support has been invaluable. They greet members with a mask and hand sanitizer at the door, they manage the queue and sanitize teller stations between transactions.”

The branch moved to its current 346 E. Hastings St. location in January 2021, as the previous site is being replaced by housing. The new location is very nice, but considerably smaller.

“We knew there would be a certain amount of change management with the new branch being a fraction of the size of our previous space. But that was an understatement once we were doing it through COVID-19,” said Sharon.

“During the pandemic, we started working with other community agencies to help keep folks from coming to the branch unnecessarily. We are facilitating account openings remotely, doing a lot more telephone banking for members and working with support workers to help members who would otherwise be unable to come in to the branch.

“We’ve had to navigate dealing with a major influx of new clients as cheque cashing places closed down. We also gained a lot more business through the extra payments issued by the Provincial and Federal governments.

“Pigeon Park Savings has been leaned on heavily throughout this pandemic.”

The branch has grown to nearly 5,000 members. There are more than 1,000 transactions on ‘cheque day,’ normally the last Wednesday in the month, when government income assistance payments arrive.

All the same, staff pride themselves on remembering customers’ names and offering a warm greeting.

“Our success is down to the relationships we build with people,” said Sharon. “Our customers want to be recognized – people are so happy when we greet them by their name and we know particulars of how they bank.”

A large part of the tellers’ jobs is listening to members’ needs and providing supports – which begins with providing help obtaining ID to open an account – and building trust among people who may previously have experienced poor service from financial institutions.

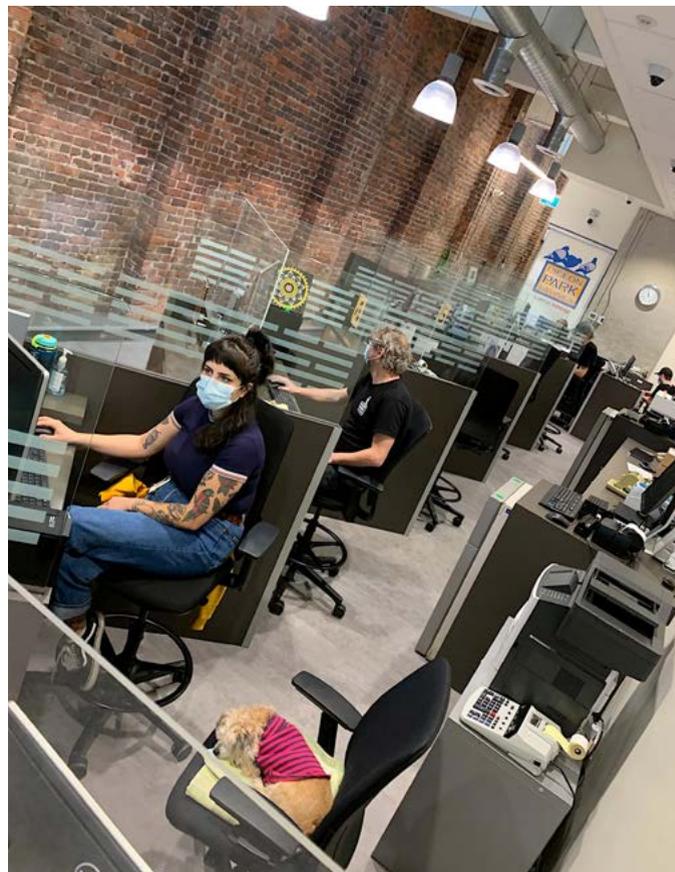
“It helps that people know we’re PHS,” she said. “From the outset, people recognize that, and it makes them feel comfortable. They have already built that relationship.”

Many customers initially visit for cheque cashing, and over repeated visits come to realize the benefits of services ranging from direct deposits to bill payments.

“What we do is a form of harm reduction – this is a safe place for people to put their money so they aren’t carrying round a month’s cash,” said Sharon. “We advise people, and help them build up financial literacy, and give referrals to those who want to access more products elsewhere.”

Some join Pigeon Park Savings as a temporary measure while sorting out hassles at other banks in town.

“People often tell me they’ve had their purse stolen or lost their ID, or something has happened in their lives and they are locked out of their bank account elsewhere. We’re a safe, friendly place to keep their money while they obtain ID again to re-access these accounts.”



**FRIENDLY, APPROACHABLE PIGEON PARK SAVINGS STAFF.**

Pigeon Park Savings was launched March 2004 to enable people living in poverty to become financially stable. For many in the neighbourhood, it’s the only alternative to exorbitant cheque cashing services or predatory lenders – and the only safe place to store cash.

# Thank you for the hope amidst the heartbreak

Michelle Sewell, Fund Development Manager

To say the last two years have been challenging is an understatement. And yet I remain hopeful. Hopeful for change, for community understanding, for safe supply, for solutions and for lives saved.

That feeling of hope is a direct result of messages and gifts we receive every day from PHS donors.

I've been deeply moved by the support of individuals, organizations, and community groups, many of whom have found their own unique way to support the causes and community that PHS serves.



Lee Jackson, a firefighter from Squamish, walked from his home to the Downtown Eastside on May 10, a journey of more than 70 kms that took 14 hours. His GoFundMe successfully raised more than \$6,500 for frontline PHS services.

He said: “The opioid crisis is one that has affected my family closely – I have seen firsthand the harmful effects that substance abuse can have on an individual’s physical and mental wellbeing, as well as the wellbeing of their loved ones.

“These experiences in my life motivated me to pursue a career as a first responder – a career that would allow me, in my own way, to do my part in helping others who are going through a difficult time.”

Andi Rae Fillion is another champion for change. Her brother Skylar passed away nine years ago due to drug poisoning.

To honour him and the 2,224 lives lost due to B.C.’s toxic illicit drugs crisis last year, she embarked on a 100-day, 2,224 km cycle challenge.

“This October will mark nine years since I lost my own brother to drug toxicity,” she said.

“He was 23 and his life mattered.

“Grief is not a linear journey. I ride for the voices that have fallen silent to drug use, the lives lost to drug toxicity and the community of people who inspire me to amplify the voices of vulnerable folks.

“Every kilometer celebrates a life that has been taken away due to the war on drugs.”

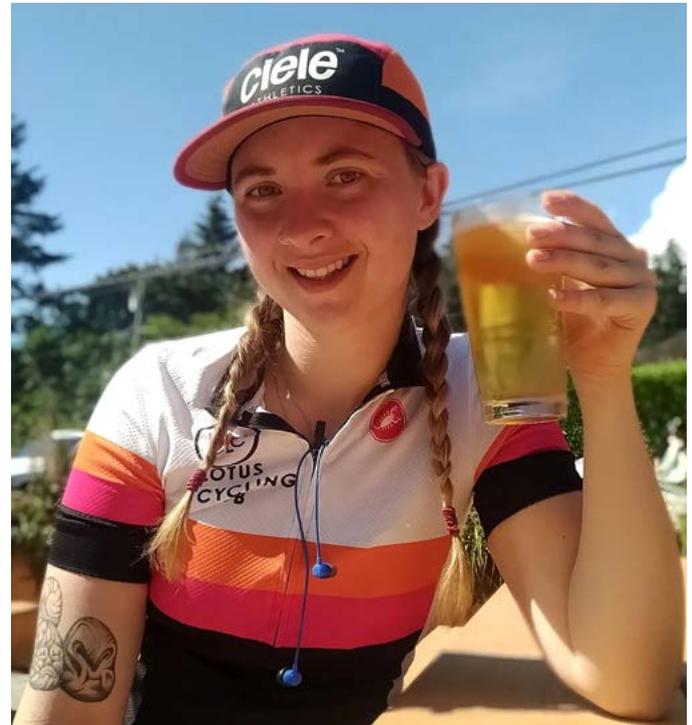
Andi’s GoFundMe and Instagram page express her strong belief “in supporting local drug user organizations and grassroots harm reduction initiatives.”



The Fockler Family also suffered a personal loss this year. Their son Steven “Rainbow” Fockler passed away in May from drug poisoning.

The family set up the Rainbow Fund to honour his memory and help others access safe supply. They’ve raised more than \$20,000 for PHS Health Care’s Columbia Street Community Clinic.

Lee, Andi, the Focklers and many others’ personal stories are a testament to how critical harm reduction is amidst the toll of drug toxicity on individuals, families and communities. Their drive to help others is inspirational.



**CYCLIST ANDI RAE FILLION. (LEFT) STEVEN “RAINBOW” FOCKLER. OPPOSITE PAGE: FIREFIGHTER LEE JACKSON.**

On behalf of PHS, we express our heartfelt gratitude to all our donors, supporters and champions, for the extraordinary way that you make change and bring hope to the community we serve.

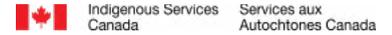
• *If you are interested in donating, please visit [www.phs.ca/donate](http://www.phs.ca/donate) to find out more about the impact of a gift to PHS.*

# Our strategic partners make all this possible





Ministry of  
Mental Health  
and Addictions



# Financial report

April 1, 2021 - March 31, 2022

## CONSOLIDATED STATEMENT OF OPERATIONS

	Internally Restricted Funds	Replacement Reserve Fund	General Fund	2022	2021
<b>Revenue</b>					
BC Housing Management Commission		\$ 154,310	\$ 36,743,361	\$ 36,897,671	\$ 29,000,125
Vancouver Coastal Health Authority		-	16,484,623	16,484,623	13,267,308
Vancouver Island Health Authority		-	1,132,504	1,132,504	1,539,537
Rent		-	5,806,244	5,806,244	5,723,356
Amortization of deferred capital contributions		-	689,586	689,586	711,616
Other income		-	3,252,317	3,252,317	11,093,790
Other service grants		-	1,689,408	1,689,408	1,865,451
Donations, grants and fundraising		-	949,051	* 949,051	331,879
<b>Total</b>		<b>154,310</b>	<b>66,747,094</b>	<b>66,901,404</b>	<b>63,533,062</b>
<b>Expenses</b>					
Staffing costs		-	40,798,571	40,798,571	39,549,616
Repairs and maintenance		154,310	4,919,481	5,073,791	4,557,825
Building operational costs	30,743		3,567,168	3,597,911	3,101,667
Amortization		-	1,811,050	1,811,050	1,824,156
Residential services operational costs		-	6,914,942	6,914,942	6,016,215
Interest on long-term debt		-	809,753	809,753	901,040
Bad debt expense		-	15,409	15,409	41,673
General administrative costs		-	6,771,982	6,771,982	5,664,493
<b>Total</b>	<b>30,743</b>	<b>154,310</b>	<b>65,608,356</b>	<b>65,793,409</b>	<b>61,656,684</b>
<b>Excess (deficit) of revenue over expenses</b>	<b>(30,743)</b>	<b>-</b>	<b>1,138,738</b>	<b>1,107,995</b>	<b>1,186,377</b>

\* During the year, the Society received \$525,739 (2021 - \$769,923) in restricted and unrestricted donations and grants. The unused restricted donation and grant amounts will be used and recognized into income in the year the money is spent.

**CONSOLIDATED  
STATEMENT OF  
FINANCIAL POSITION**

	Internally Restricted Funds	Replacement Reserve Fund	General Fund	2022	2021
<b>Assets</b>					
Current assets					
Cash	-	-	\$ 12,420,844	\$ 12,420,844	\$ 11,975,616
Restricted cash	\$ 971,597	\$ 3,078,088	-	4,049,685	2,604,182
Accounts receivable	-	-	1,821,681	1,821,681	2,410,210
Government agencies recoverable	-	-	274,108	274,108	270,218
Prepaid expenses and prepaid lease	-	-	83,241	83,241	195,577
<b>Sub-total</b>	<b>971,597</b>	<b>3,078,088</b>	<b>14,599,874</b>	<b>18,649,599</b>	<b>17,455,803</b>
Long-term portion of prepaid lease	-	-	203,095	203,095	209,032
Capital assets	-	-	65,423,101	65,423,101	67,256,919
<b>Total</b>	<b>971,597</b>	<b>3,078,088</b>	<b>80,226,070</b>	<b>84,275,755</b>	<b>84,921,754</b>
<b>Liabilities and fund balances</b>					
Current liabilities					
Accounts payable and accrued liabilities	-	-	1,132,566	1,132,566	1,879,760
Government remittances payable	-	-	598,803	598,803	325,697
Salaries and dues payable	-	-	3,353,091	3,353,091	3,323,130
Damage deposits	-	-	140,707	140,707	162,553
Deferred contributions	-	-	9,775,744	9,775,744	9,181,481
Current portion of vehicle loan	-	-	40,015	40,015	38,685
Current portion of long-term debt	-	-	1,383,062	1,383,062	1,352,648
Interfund balances	(127,660)	276,006	(148,346)	-	-
<b>Sub-total</b>	<b>(127,660)</b>	<b>276,006</b>	<b>16,275,642</b>	<b>16,423,988</b>	<b>16,263,954</b>
Long-term debt	-	-	35,043,589	35,043,589	36,426,650
Vehicle loans	-	-	55,134	55,134	94,415
Replacement reserve	-	2,802,082	-	2,802,082	2,604,182
Deferred capital contributions	-	-	24,558,551	24,558,551	25,248,137
<b>Sub-total</b>	<b>(127,660)</b>	<b>3,078,088</b>	<b>75,932,916</b>	<b>78,883,344</b>	<b>80,637,338</b>
Net assets					
Internally restricted funds	1,099,257	-	-	1,099,257	-
General fund	-	-	4,293,154	4,293,154	4,284,416
<b>Total</b>	<b>\$ 971,597</b>	<b>\$ 3,078,088</b>	<b>\$ 80,226,070</b>	<b>84,275,755</b>	<b>\$ 84,921,754</b>

## Overview

Information for this briefing was drawn directly from financial statements audited by the Chartered Professional Accountants of KPMG. However, this briefing summary itself has not been audited. The full package of audited financial statements is available by request via [info@phs.ca](mailto:info@phs.ca).

The Board of Directors requested a truncated version of the audit report for the membership of the society.

# Thank you to our generous funders and donors

Our supporters make a difference in the lives of marginalized and under-served people

**P**HS Community Services Society would like to thank and acknowledge all individual and monthly donors and the various organizations that gave financial gifts.

We are extremely grateful for our donor community. Although we are unable to list everyone publicly, we would like to recognize the following:

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**DONORS BEN AND LILAC MILNE.**

Thank you to our Board of Directors for their time, generosity and continuous support of the fundraising department and all its efforts.

• *Special thanks to our monthly donors whose annual gifts generate \$30,000 per year.*

## Give a gift today

**E**very financial gift we receive impacts and improves the lives of those who are in need within the community we serve.

For information on how to make a tax-deductible gift, please contact us at **donations@phs.ca**.

**“Together, we make our community a stronger, more resilient and healthier place.”**

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**PHS Community Services Society** housing, healthcare, harm reduction & health promotion