



Housing and harm reduction

PHS 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 operate more than 1,500 units of supportive low barrier housing and are a leader in innovative programs and safe consumption sites.

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, radical pragmatism

Micheal Vonn, Chief Executive Officer

Housing first. That's how PHS started, providing housing and harm reduction to people who couldn't find the services elsewhere.

It seemed radical back in the early '90s, but the logic and success are now evident. Housing first means that we don't wait for people to be "ready" for accommodation; housing provides the ability to settle and stabilize.

Likewise, harm reduction. Giving people sterile equipment and other supplies they need, when they need it saves lives and prevents infections and blood-borne diseases. And of course, the provision of healthcare to marginalized, under-served communities is absolutely essential. As is dental care and accessible financial services. So we do those too.

Our most radical act is to be a success in providing dignified care and services to under-served people in the face of rising homelessness, a drug poisoning crisis, a pandemic, and the on-going public health emergency of entrenched poverty.

And we have a huge debt of gratitude to everyone who makes these miracles happen on a daily basis.

Our heartfelt thanks to our awesome community members, workers, volunteers, board members, funders, donors and supporters, and champions of all kinds.

This is a colossal challenge. But PHS has innovation in its DNA. Radical pragmatism is our M.O. and figuring out how-to-do-it is what we do best.

That's a vision we retain from our founding and one we are hell-bent on upholding. Our innovations today become everyone's practice and protocols tomorrow and amplify our impact beyond the communities that we directly serve. We couldn't be more proud of that.

I might add that everyone is exhausted.

Phenomenal and extraordinary work has gone into meeting the myriad interconnected threats to our communities in the last year.

And yet, we are finding some small pockets to catch our breath and re-group for the next set of challenges which obviously still see OD deaths and the urgent need for safe supply at the top of the list.

And will also need to include the growing emergencies of global warming and the health effects of extreme heat and dangerously poor air quality affecting the communities we serve.

And we will meet those challenges exactly like we did the last set: determined.

Resilience and creativity against all the odds

Allen Garr, PHS Board Chair

We are in our second year of dealing with the COVID-19 pandemic and it has been more than five years since B.C.'s Provincial Health Officer declared overdose deaths due to toxic street drugs a health emergency.

Yet our staff members, stretched as they may be, continue to exhibit resilience and creativity in dealing with these seemingly insurmountable issues among others affecting the community we serve in a manner that is most remarkable.

When folks waiting for COVID test results caused concern about the infection spreading in our shelters, staff found funding for the purchase of a number of RV's to comfortably house those people until the results were available.

When Canada Post workers refused to deliver the mail to our buildings for fear of contracting COVID, denying our residents much needed cheques, our staff delivered the mail.

When our staff in Victoria were asked by one of our funders to turn an arena into a homeless shelter they carefully thought through the details of such a conversion and then created a new shelter model that provided more comfort, privacy and services to its residents. So much was that model an improvement that it was replicated in

the conversion of the Vancouver Army & Navy building to our newest shelter: The Osborn.

CMAF, the Community Managed Alcohol Program, for years existing on a wing and a prayer finally secured stable funding. And then there were complaints from local merchants about folks drinking on the street to the chagrin of local merchants. That was resolved when the City was convinced by our staff to allow for an outdoor patio.

It took a combined effort by us and others in this part of the country to get the Federal government to allow for a safe supply of drugs to just begin to offset the damage of the poison being peddled on the street. But SAFER (Safer Alternative For Emergency Response), the flexible, low-barrier safer drug supply program did finally get a "soft launch." And we manage that, too.

We are also called upon by funders to manage an equal-

“Through all of this we continue to grow as funders continue to turn to us to meet the needs of our community. This is why, as you read this, we are the early days of finding a new and bigger workspace in the ‘hood.’”



GIMMIE SHELTER: SLEEPING PODS AT THE SAVE-ON-FOODS MEMORIAL CENTRE, VICTORIA.

ly difficult task; finding appropriate housing for those have found shelter in tents on public land.

That was our staff on the ground in Victoria, then in Vancouver in Oppenheimer Park and then Strathcona Park.

And finally one most complicated, important and arduous task for all involved was carried on out of sight. Our staff has all but completed new labour contract negotiations

with our unions bringing us in line with the rest of the industry.

Through all of this we continue to grow as funders continue to turn to us to meet the needs of our community. This is why, as you read this, we are the early days of finding a new and bigger workspace in the 'hood, one that would better facilitate our staff and the challenges they so willingly take on.



Vaccination drive: from marginalized to prioritized

Vaccinations are ending the pandemic – which is why PHS staff are supporting pop-up clinics across the communities served.

Throughout the last year-and-a-half, PHS Community Services Society has been working with health authorities to help avert a COVID-19 crisis among a high-risk population already reeling from homelessness and the toxic drugs crisis.

At the outset key PHS staff came forward to coordinate the organization's COVID-19 response: Tegan De-Palma, Spike Harris, Kim Hiebert, Stephanie Lai, Erin Matthews and Ramsay Moffat brought together Vancouver and Victoria operations.

Their aims are prioritizing PHS innovation, avoiding duplication of staff effort and supporting public health initiatives. Currently, the focus is supporting vaccinations.

At the beginning of 2021, Vancouver Coastal Health (VCH) set out to triage high-risk communities, offering priority vaccination to seniors and vulnerable people.

Senior Housing Manager Spike Harris has been the vaccinations point person, acting as liaison between PHS and VCH and helping out at pop-up vaccine clinics, aided by Cole Small, Project Operations Manager.

“I think people seeing pop-up clinics on the sidewalk makes the vaccination process seem more everyday. It’s all out in the open at the side of the street.”

“There can be hundreds of vaccinations administered at a single clinic,” said Spike. “There’s been more and more interest in vaccination as the process continued.

“In the beginning, a surprising number of people were really not interested. Historically, this group is the last to get anything, and people in the Downtown Eastside were understandably suspicious to suddenly be first.”

On clinic days Spike and Cole help with set-up, then act as crowd control – asking passers-by if they’ve had their shot yet and directing them where to line up.

At the start of the year, many people were generally hesitant about the vaccines, but as the roll-out proceeded, people’s initial question changed from whether to get a vaccine to which vaccine to get.

Vaccine hesitancy has diminished one conversation at a time. The PHS and VCH crew have listened to concerns and answered questions, assisted greatly by peers bringing their community credibility to the process.

Cole said: “I think people seeing pop-up clinics on the sidewalk makes the vaccination process seem more everyday. It’s all out in the open at the side of the street.”

Pop-up clinics are typically held on high-traffic sidewalks, occasionally at community centres and periodically at PHS accommodations.

The strategy has turned the Downtown Eastside from a supposed COVID-19 hotspot into one approaching herd immunity.

“When COVID kicked off, what I envisioned happening to this neighbourhood terrified me,” said Spike. “It could have been a perfect storm in the DTES. That didn’t happen because of the vaccine.”

“It’s been great working with VCH on this, who have been really collaborative. We worked together and we got it done.”

VAX AND RELAX: PHS PROJECT OPERATIONS MANAGER COLE SMALL (LEFT). RIGHT: POP-UP CLINIC IN ACTION.



Taking over an iconic Vancouver landmark

Vancouver's iconic Army & Navy department store is serving the Downtown Eastside as an innovative pathway to housing.

PHS refitted the iconic Vancouver landmark as a 60-bed shelter, which we are operating on behalf of BC Housing and the City of Vancouver to enable homeless people to move into permanent housing.

The quintessential general store operated for 101 years until closing in May 2020 due to financial pressures caused by the COVID-19 pandemic.

"It's an exciting proposal to turn an iconic building into a much-needed community resource," said PHS Housing Director Tanya Fader.

"The ultimate goal is housing for people experiencing homelessness. The shelter exists to get homeless people inside with access to the supports needed for a successful transition to permanent housing. We will see people moving through the shelter and going on to find homes as they become available."

Named The Osborn in honour of Vancouver poet and drug-user-advocate Bud Osborn, it opened May 2021.

The menswear section of the former store was transformed into a sleeping area with pods for privacy. Along-

side, in the former workwear department, residents get meals, watch TV and access a range of services including assistance getting ID, housing advocacy, and connection to health and psychosocial supports.

Residents can access a safe consumption area with peer support, lockers for personal belongings and wheelchair-accessible bathrooms.

"The 24/7 operation means that, unlike most shelters, residents will not be required to vacate by a set time each morning," said Tanya.

"But what really sets this project apart is the quality of supports. The Save-On-Foods Memorial Centre arena shelter showed us that when people are in a 24/7 supported environment and given opportunities they quickly become stabilized and equipped for long-term success."

PHS operated this model of shelter at Save-On-Foods

"This shelter is a temporary response to Vancouver's homelessness and drug poisoning crises amidst the COVID-19 pandemic, and a model that is proven to work to get people into the housing that they need."



THEN & NOW: PHS SENIOR MAINTENANCE PROGRAM MANAGER PHONG LAM DURING CONSTRUCTION, LEFT, AND HOUSING DIRECTOR TANYA FADER AT THE OSBORN SHELTER JUST BEFORE OPENING.

arena in Victoria through spring and fall 2020 and again in spring 2021, transitioning people experiencing homelessness to permanent housing.

The Osborn will probably exist for two to three years, enabling hundreds of people to access housing.

“Many of us at PHS worked closely with Bud on several programs, community initiatives and events and cherish his memory as a poet, activist, friend and community builder,” said Tanya. “We are so happy to have the full blessing of Bud’s sister Leslie, who was also the executor of Bud’s estate, in our honouring of Bud.

“This shelter is not where we expect or plan for people to stay longer than they need to as we work with them to find housing and move on. This shelter is a temporary response to Vancouver’s homelessness and drug poisoning crises amidst the COVID-19 pandemic, and a model that is proven to work to get people into the housing that they need.”

Shelters are not the solution to homelessness, but there’s a definite need for shelters that offer short-term reprieve and transition to permanent housing – especially if they are low barrier and with 24/7 wraparound supports, as is the case at The Osborn.

Culture is woven into everything we do

Two-and-a-half percent of Vancouver's population is Indigenous, yet the Downtown Eastside is comprised of 33 percent First Nations. It's for this reason that the DTES is often referred to as Canada's largest unofficial reserve.

Like any reserve, people are suffering the effects of colonization – with intergenerational trauma, housing scarcity and mental health and addictions topping the long list.

PHS launched Indigenous Health Services in 2010 to address the social determinants of health: marginalized

people suffer poor health, and supporting culture builds community and resilience.

The program's mandate is to reconnect people to their culture and community while providing a range of other supports, particularly around accessing services.

Indigenous Health Services works side-by-side with Culture Saves Lives, a group that came to life to provide healing public art installations that were so successful it grew into a community-wide celebration of Indigenous culture with a distinct harm reduction lens.

Both groups regard culture as essential to health, with Indigenous Health Services based at The Hub for drop-in activities and Culture Saves Lives taking it out to the streets, and at times making use of The Hub.

The Hub (1 East Hastings St.) is open weekdays 10 a.m. to 2 p.m. for coffee and food – and connections.

"We're boots on the ground – we're feeding the community, providing clothing, organizing workshops and connecting people to resources," said Indigenous Health Services Interim Program Manager Felix-Marie Badeau.

"We help people with a wide range of services from obtaining government identification to supporting people with claims relating to residential day schools."



HEALING: FELIX-MARIE BADEAU, LEFT, AND MELISSA JAMES.

“We also offer a variety of traditional medicines including tobacco, kinnikinnick, sage, sweetgrass and lavender. Our cultural workshops include drum-and-rattle-making, beading and cedar-weaving, along with sharing circles. Culture was stripped away from us in an attempt to kill the Indian in the child, and we recognize that culture is what will build us up again.”

“We’re boots on the ground – we’re feeding the community, providing clothing, organizing workshops and connecting people to resources.”

“And our in-house elder comes in once a week to make pancakes for the community of the DTES, the elder also brings grandchildren in to sing some hand drumming songs.

“It’s always sad to see people in the street who are incapacitated, but it’s a happy experience to watch those taking in the medicine.”

That’s where healing begins. It’s people who had been disconnected getting the opportunity to remember who they are.

The Hub is a former store, with passers-by able to get a glimpse inside at the transformative power of culture.

Indigenous Cultural Keeper Melissa James said: “There recently was a drum group that came and sang outside. People were grateful for the prayers.

And the call to support could not be more acute. Im-mense grief and trauma in response to the discoveries of the unmarked graves of Indigenous children at former residential schools across Canada has made the provision of culturally appropriate healing supports critical.

How to be an ally

Felix-Marie Badeau has a primer for how to work and live with Indigenous people in a good way.

H – Humour. Indigenous people often use humour to get our points across. We invite you to laugh with us.

E - Educate yourself. Look for Indigenous resources when learning about First Nations, Métis and Inuit peoples.

A - Allyship. Being an ally is a great act of humility. We’re grateful for our allies!

R - Read our stories. Read our history, our legends and our stories and you will come to see who we are.

U - Unravel colonization. Join us as we march for our land, our water, our children and the murdered and missing Indigenous women and girls.

S - Surrender your preconceptions. Make the space for Indigenous concepts and ways of being. A whole new world just might open up to you.

How to allow self-isolation when you're at capacity

It was the dilemma that only a pandemic can bring: how do you create space to allow vulnerable people to self-isolate without reducing service capacity?

At the height of COVID-19, PHS was tasked with finding a way to allow people experiencing homelessness, or staying in shelters or SROs with shared bathrooms, to temporarily isolate.



There was a gap in services. Homeless people could isolate in hotels under Vancouver Coastal Health (VCH) supervision once they had received a COVID-19 diagnosis, but there was nothing in place for those required to isolate while awaiting test results.

It can take two days from testing to receive a diagnosis, yet people without homes had no way of isolating.

“Obviously, we don’t want to be like, ‘Oh, you’re being screened, and you need to isolate,’ or ‘You test positive — we’re kicking you out on the street,’” said PHS Housing Director Tanya Fader.

Setting aside isolation space in homeless shelters reduces critically needed capacity and leaves vulnerable people without shelter.

So we bought five RV trailers to provide safe space. The Mobile Outreach Response Experiment (MORE) became operational in January 2021, with the RVs used by people with a need to isolate.

People using the MORE RVs receive round-the-clock support from PHS staff who provide food and other supplies to support individuals for a successful isolation, and mitigate adverse drug reactions.

PHS partnered with other community agencies, public health, clinics and pharmacies to ensure access to prescription medications, including safe supply of medical alternatives to toxic street drugs.

PHS has been responding to COVID in various ways, working with VCH, B.C. Housing, the City of Vancouver and other community partners to allow people in Vancouver’s Downtown Eastside to isolate. The RVs are an important addition to the continuum of isolation services.

This project is funded through the Government of Canada’s Reaching Home program in partnership with Lu’ma Native BCH Housing Society and Vancity Community Foundation.

Feeding Vancouver & Victoria's most marginalized

PHS serves hundreds of nutritious meals every day of the year – created, packaged and delivered to the most marginalized people in our community.

Working out of two commercial kitchens in PHS properties, the Vancouver Food program creates 750 lunches around noon and 500 dinners by late afternoon, every day of the year. In Victoria, a kitchen at Johnson Street Community produces between 500 and 550 meals daily.

Yet despite feeding more than 1,000 people, the Food Program is one of the lesser-known aspects of PHS.

“The Food Program is not like Housing, where staff tend to move between different buildings – it’s a stand-alone catering operation within the PHS organization,” said Vancouver Food Program Manager Heather Clark.

The team has to move fast and think on their feet. If an incoming delivery goes awry, they have minutes to step into the stores to devise a menu to feed hundreds.

The real challenge, however, is creating wholesome, balanced foods that satisfy a wide group of residents.

“Some of the people are acclimatized to Froot Loops, donuts and Kraft Dinner,” said Heather. “Also, because people choose to take their meals at different times, we need to find things that warm up well in a microwave.”

Deliveries were previously made by cyclists, but PHS outgrew this during the pandemic when delivery and portion sizes increased and we needed to implement COVID safety protocols to protect residents and riders.

A generous donation from B2Gold allowed us to update the delivery system by purchasing a new cargo van, retrofitted with warming units, in early 2021.

The funds from B2Gold kept our food program running without major interruption and we’re grateful for their support.

PHS serves marginalized people living in areas recognized for chronic food insecurity and nutritional deficiencies.

The healthy meals we provide create a sense of security and belonging.



The beating heart of PHS frontline services

Mental Health Workers are the heart of frontline PHS operations in Victoria and Vancouver.

These dedicated individuals work together within our housing projects and programs to address the day-to-day needs of residents and of the project as a whole. In short, they keep things running smoothly.

PHS Mental Health Workers support residents and participants who may or may not have mental health diagnoses, might be a person who takes drugs, and might have been homeless until some point in the recent past.

The focus is on increasing the quality of life for people who have often been marginalized and frequently share histories of trauma.

“We’re not here to tell people what to do with their lives,” said Maddox, a Mental Health Worker with PHS Victoria for the past four years.

“I believe personal autonomy is one of the most important things we can give people. It’s about allowing people to realize their own strengths and make their own decisions.

“The job is problem-solving and supporting residents. It might be supporting people that feel isolated, or else reaching out to the Ministry of Social Development and

Poverty Reduction, or Legal Aid, or working with housing services.”

Currently at The Soleil, Maddox works three 12-hour shifts Monday through Wednesday. Finding four continuous days off each week helps her degree course studies.

“The team I work with are some of the best people I’ve met in my life,” she said. “They care about others, but in a way that’s larger than them. It’s not about ego.

“We’re not coming in to save people, we’re supporting them. You remove yourself from the experience, which is a difficult thing to do.”

The most powerful tool for a Mental Health Worker is humility. There’s a lot of de-escalation required, along with boundary setting – staff need to be understanding but professional.

Fellow Victoria Mental Health Worker Thomas has been working for PHS for around three years, seeing the Mental Health Worker role as providing a career and a source of meaning.

“I was a DJ in Montreal and threw after parties,” said Thomas. “Sometimes I was my own bouncer, there were a lot of people drinking, and it was important to try to create a safe space.

“I think this gave me great tools when it comes to being a Mental Health Worker, but more than that it taught me about community-building and creative thinking, which I find is really at the heart of what we do.”

“I believe personal autonomy is one of the most important things we can give people. It’s about allowing people to realize their own strengths and make their own decisions.”

He says the best way to begin helping someone with their mental health is to offer to help clean their room to begin to build a connection.

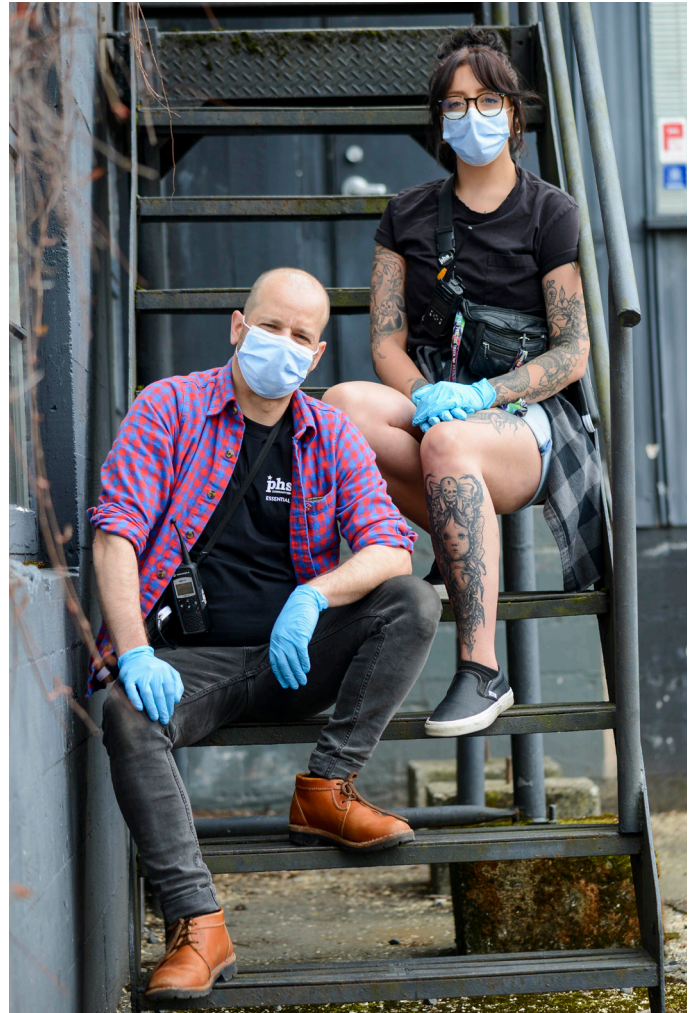
It takes time and effort to build respect, with the hard part being not taking residents’ setbacks personally. It’s about enabling individuals to make their own choices and learn from outcomes,

and their progress is not necessarily linear.

“If someone is agitated, sometimes the best thing you can do is give them the space they need to express why they are angry. They just need to be heard first, and then you can have a productive conversation.”

With services expanding, we’re hiring casual Mental Health Workers.

The position pays \$26.42 per hour plus 9.6 percent in lieu of benefits, with an additional \$2.50 per hour if working nights. Info at www.phs.ca/careers



SUPPORTING RESIDENTS: PHS MENTAL HEALTH WORKERS THOMAS AND MADDOX.

Bringing harm reduction support to street drinkers

PHS launched an innovative program to serve alcohol at outdoor tables as a public health measure, with the backing of Vancouver City Council, neighbourhood businesses and residents.

The Community Managed Alcohol Program (CMAP) applies the principles of harm reduction to illicit drinking, engaging people who may otherwise be consuming non-beverage alcohol – substances not meant for human consumption such as hand sanitizer and mouthwash.



Participants are often highly marginalized people and CMAP supports them to safely manage their own consumption of alcohol, with program staff helping establish healthy boundaries. Meals are available and a physician provides medical care at a weekly drop-in clinic.

Canada is a world leader in managed alcohol programs, which operate in 20 cities. Studies show they enable participants to manage alcohol use, reducing consumption and health risks without triggering withdrawal symptoms.

COVID-safe bistro tables and planters were installed on the roadway adjacent to the CMAP Drinkers Lounge in mid-March 2021, and by May the hours had been extended to include weekends.

“PHS is grateful for the opportunity to support a place for illicit drinkers to come together and socialize in a COVID-respectful way, and to engage and connect new CMAP members to healthcare and wraparound services”, said Susan Alexman, PHS Director of Programs.

The City became involved because the consumption of liquor outdoors is a bylaw matter. The City is supporting the program by providing funding to create and staff the site. Vancouver Coastal Health (VCH) has also confirmed the renewal of its core funding for CMAP.

Dr. Patricia Daly, VCH Chief Medical Health Officer, said: “Providing safe, low-barrier spaces for people to consume alcohol in the Downtown Eastside will help those most at risk in this community to socialize and look out for each other’s safety.”

The project was shaped by a steering committee including Strathcona Business Improvement Association, VCH, First Nations Health Authority, PHS Community Services Society, Vancouver Area Network of Drug Users’ Eastside Illicit Drinkers Group for Education and DTES Neighbourhood House.

The alternative to toxic street drugs is SAFER

PHS has launched a flexible and low-barrier safer supply initiative to provide pharmaceutical-grade opioids and stimulants to those most at risk of overdose death.

The SAFER Initiative – Safer Alternative for Emergency Response – will be located at 73 East Hastings St., adjacent to Providence Health Care’s new Crosstown Clinic.

However, due to construction delays – and faced with the enormity of the opioid poisoning crisis – the PHS team launched the multi-year safe supply initiative temporarily as a satellite program at Molson Overdose Prevention Site. The brick and mortar aspect of SAFER should be completed by October.

“We’re in a public health emergency due to the toxic unregulated illicit drug supply, and absolutely couldn’t wait for a build to be completed to implement SAFER,” said PHS Senior Programs Manager Coco Culbertson.

“We’ve engaged participants, who are offered fentanyl transdermally, intravenously and orally, as well as hydromorphone and other opioid agonist therapies. We’re replacing the illicit fentanyl that people who use opioids in Vancouver are wired to.

“We’re providing a safe supply in a respectful, kind way that hopefully gets participants interested in talking about other supports we can offer.”

It doesn’t matter why or how people became habituated to fentanyl or other substances, or if they plan to quit.

Around 20 people were engaged with the program within weeks of opening, with SAFER ultimately prescribing to up to 200 as it expands into its new home.

The program is being delivered by PHS in conjunction with Vancouver Coastal Health (VCH) and British Columbia Centre on Substance Use, funded by Health Canada’s Substance Use and Addictions Program.

Programs treating opioid use disorder typically focus on people with entrenched addictions, but SAFER is open to anyone using illicit opioids or stimulants or otherwise clinically identified as at risk of overdose.

Meanwhile, PHS is working with VCH to also provide safe supply through a new TiOAT program based at Insite, offering a range of opioid agonist therapies for up to 50 people.

The answer to a toxic drug supply is non-toxic drugs. Safe supply saves lives.



Housing homeless people in Victoria

Throughout the year-and-a-half of the COVID-19 pandemic, PHS's Victoria operation has created new housing for 75 people and enabled a further 70 to obtain homes with other providers.

While operating uninterrupted regular harm reduction services and housing, PHS Victoria has opened four major projects: Save-On-Foods Memorial Centre arena (twice), The Soleil, and a shelter at the former Mt. Tolmie long-term care hospital in Saanich.

The first of these additional efforts launched May 2020 with the opening of a temporary emergency shelter at the Save-On-Foods arena. This project provided 47 places for people experiencing homelessness, with sleeping pods for physical distancing, nutritious meals, an on-site medical clinic and harm reduction facilities.

When it closed in September of that year, 64 shelter guests had transitioned to permanent housing: 25 to The Soleil and 39 to other service providers. (The 47-space shelter ultimately enabled 64 people to be housed because spaces were backfilled as individuals transferred out.)

Then opening The Soleil just on the heels of the arena closing was a major achievement. The Soleil is 75-units of permanent housing operating at the former Paul's Motor Inn.

"The Soleil was challenging," said PHS Director of Victoria Operations Avery Taylor. "The building wasn't ready when the shelter closed and we had to take it over quicker than expected. But it's all good now.

"It's an old motel, so it's different to our other housing stock. It's more open, built around a central open space, and there are walkways in front of rooms like a balcony.

"It's a really good space, a real good community feel. People are outside talking to each other."

In March 2021, PHS Victoria reopened the arena emergency shelter, renewing the partnership with leaseholders B.C. Housing and supportive site owners GSL Group, which provided catering.

The entire operation was a team effort. Island Health funded medical supports, Cool Aid Mobile Inner-City Outreach (CAMICO) provided embedded clinical services and SOLID Outreach Society operated an embedded overdose prevention facility.

"I feel the community in Saanich has shown their trust. We got a really warm welcome from so many people. A lot of people bought cakes and gift bags."



HERE COMES THE SUN: PETER, A RESIDENT AT THE PHS-OPERATED SOLEIL, IN VICTORIA.

“We’re really just trying to give everybody everything that they could need to be prepared to move into housing,” said Avery. “People came in and we got to understand them, they got to know us and it really helped them find permanent housing.”

The temporary lease came to an end in early June. At that time, 31 people moved to permanent housing and 24 to Mt. Tolmie, which had been obtained by B.C. Housing on a longer-term lease.

“Mt. Tolmie is bright, there’s lots of space and a lot of light,” said Avery. “And landscaping – plants and trees all around us. It’s a positive environment to be living in.

“I feel the community in Saanich has shown their trust.

We got a really warm welcome from so many people. A lot of people bought cakes and gift bags they wanted made out to people individually.”

All of these initiatives in housing and shelter, critically needed at all times and urgent in the context of COVID, were in addition to existing PHS Victoria harm reduction and housing services: Douglas Street Community and Johnson Street Community, the Arbutus Shelter and a 22-bed supportive recovery program.

Meanwhile, an additional 42 people are currently sheltering at Mt. Tolmie while new homes are located.

Housing is healthcare. Harm reduction saves lives. That’s what we do at PHS.



Thank you to our generous funders and donors

PHS Community Services Society would like to thank and acknowledge all individual and monthly donors and the various organizations that gave financial gifts during 2020.

We are extremely grateful to all of our donors who made a difference supporting the relief efforts of both a global pandemic and the opioid crisis. These gifts were incredibly impactful allowing us to keep our community safe and healthy.

Although we are unable to list everyone publicly, we would like to recognize the following major gift donors: **B2Gold, Benevity Giving Platform, Canada Running Series, Donate-a-Car Canada, Evergreen Cannabis, Forge & Smith, Iain Hutchison and Margaret Dorsey, Ben and Lilac Milne, Nicola Wealth Foundation, Pay-**

Pal Giving Fund, Reaching Home Foundation, The Rogers Family, UBC Triathlon Sport Club (pictured, above) and **Vancity Community Foundation**.

PHS is dedicated to securing financial gifts that supplement core government funding and to continue to provide programs and services in Vancouver's Downtown Eastside and Victoria.

For information on donating, joining our monthly giving program or leaving a legacy gift, please contact us at donations@phs.ca.

PHS would also like to thank and acknowledge our own Board of Directors for their time, generosity and continuous support of the fundraising department and all its efforts.

Dear PHS supporter, you make a difference

Last year presented challenges we all never could have expected – and our community members felt that as strongly as the rest of us did. It changed our way of living but it never changed the generous support from our funders, partners and donors.

Amidst the pandemic we never stopped providing life-saving programs and maintaining housing for our most vulnerable residents. As the opioid crisis continues to take too many lives year after year, PHS fundraising efforts ensure we remain at the forefront of programming and support to keep our community as safe and healthy as possible.

Since the fundraising department was created in 2018, donations have grown over 100 percent each year. It's very moving to see the positive response from our donors, particularly when it's expressly to support the care we provide for others. Donations are also an incredibly thoughtful way to remember someone who has been affected by these public health crises.

The donations and grants we received last year helped us meet great challenges and translated into essential supports ranging from PPE, food security, laundry services and clinical assistance. Our goal remains to build awareness and continue to raise much-needed dollars for housing, health services, harm reduction and our Indigenous programming.

Thank you to everyone who dug a little deeper and stepped up with generous donations during an uncertain year to make a real difference in the lives of those we care for in our community.

If you are interested in donating, please visit our website www.phs.ca/donate to find out more about the impact of a gift to PHS and those we serve.

With gratitude,

Michelle Sewell,
Fund Development Manager



Our strategic partners make all this possible

Our partners range from government to grassroots



Canada



NOW HIRING: PHS IS ACTIVELY RECRUITING NURSING AND OTHER MEDICAL STAFF. INFO: WWW.PHS.CA/CAREERS.

Financial report

April 1, 2010 - March 31, 2021

	Replacement Reserve Fund	General Fund	2021	2020
Revenue				
BC Housing Management Commission	141,024	28,859,100	29,000,124	25,214,156
Vancouver Coastal Health Authority	-	13,267,308	13,267,308	13,742,538
Vancouver Island Health Authority	-	1,539,537	1,539,537	1,662,900
Rent	-	5,723,356	5,723,356	5,603,378
Other income	-	11,093,790	11,093,790	3,768,741
Other service grants	-	1,865,451	1,865,451	1,275,198
Amortization of deferred capital contributions	-	711,616	711,616	735,848
Donations, grants and fundraising	-	331,879	* 331,879	166,362
Total	141,024	63,392,037	63,533,061	52,169,121
Expenses				
Staffing costs	-	39,549,615	39,549,615	30,855,393
Residential services operations	-	6,016,215	6,016,215	5,927,481
General and administrative	-	5,664,493	5,664,493	5,379,447
Repairs and maintenance	141,024	4,416,801	4,557,825	4,053,498
Building and operations	-	3,101,667	3,101,667	2,873,682
Amortization	-	1,824,156	1,824,156	1,931,622
Interest on long-term debt	-	901,040	901,040	969,399
Bad debts (non-rent)	-	41,673	41,673	9,375
Total	141,024	61,515,660	61,656,684	51,999,897
Excess of revenue over expenses before undernoted	-	1,876,377	1,876,377	169,224
Gain on sale of capital assets	-	-	-	241,172
Excess of revenue over expenses	-	1,876,377	1,876,377	410,396
Net assets, beginning of year	-	2,408,039	2,408,039	1,997,643
Net assets, end of year	-	4,284,416	4,284,416	2,408,039

CONSOLIDATED STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

* During the year, the Society received \$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.

	Replacement Reserve Fund	General Fund	2021	2020
Assets				
Current assets				
Cash	-	11,975,616	11,975,616	4,317,329
Restricted cash	2,604,182	-	2,604,182	2,551,069
Accounts receivable	-	2,410,210	2,410,210	3,490,711
Government remittances recoverable	-	270,218	270,218	67,765
Inventories and supplies	-	-	-	56,930
Prepaid expenses	-	195,577	195,577	216,440
Sub-total	2,604,182	14,851,621	17,455,803	10,700,244
Long-term prepaid lease	-	209,032	209,032	214,969
Capital assets	-	67,256,919	67,256,919	69,042,107
Total	2,604,182	82,317,572	84,921,754	79,957,320
Liabilities and fund balances				
Current liabilities				
Accounts payable and accrued liabilities	-	1,879,760	1,879,760	1,690,756
Government remittances payable	-	325,697	325,697	62,698
Salaries and dues payable	-	3,323,130	3,323,130	2,453,214
Damage deposits	-	162,553	162,553	155,701
Deferred contributions	-	9,181,481	9,181,481	5,320,267
Current portion of long-term debt	-	1,352,648	1,352,648	6,4922,138
Current portion of vehicle loans	-	38,685	38,685	26,744
Sub-total	-	16,263,954	16,263,954	16,201,519
Long-term debt	-	36,426,650	36,426,650	32,754,020
Vehicle loans	-	94,415	94,415	82,819
Replacement reserve	2,604,182	-	2,604,812	2,551,069
Deferred capital contributions	-	25,248,137	25,248,137	25,959,753
Sub-total	2,604,182	78,033,156	80,637,338	77,549,180
Net assets	-	4,284,416	4,284,416	2,408,039
Total	2,604,182	82,317,572	84,921,754	79,957,320

Overview

PHS administrative and managerial expenses comprised 9.2 per cent of total expenses for the 2020-2021 fiscal year.

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 media@phs.ca.

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

CONSOLIDATED STATEMENT OF FINANCIAL POSITION ASSETS



Staff and customers supporting PHS

A community business has a novel approach to fundraising that's collected more than \$28,000 to date towards PHS housing, harm reduction and healthcare.

Evergreen Cannabis in Kitsilano donates the entire proceeds of their branded merchandise to PHS Community Services Society, raising both funds and awareness.

The store is co-owned by former radio broadcaster Mike Babins, whose resume includes music industry side hustles including tour manager for The Wailers and roadie for Motorhead. His wife Maria is co-owner.

"While we were looking for charities and other places we could contribute to, PHS was eager to work with us,

and it aligned perfectly with our goals," said Mike. "Plus, they're nice people."

Customers support PHS by purchasing merchandise including bamboo rolling trays and grinders, rechargeable electric lighters, pocket ashtrays made from recycled plastic and reusable tote bags. These are available in the store by donation, with 100 percent of proceeds going to PHS.

Mike said: "When we suggest an item is available for a \$5 donation and someone gives us \$20, it makes us feel warm and tingly inside. It's great to see how much our customers are happy to contribute, especially when they know every penny goes directly to PHS."

Give a gift today

PHS supports a variety of initiatives that empower and heal our community.

Every 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.”

**9 East Hastings Street, Vancouver, B.C. V6A 1M9
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AT THE OSBORN: A PORTRAIT OF DTES ACTIVIST BUD OSBORN LOOKS ON AS PHS'S TANYA FADER AND DUNCAN HIGGON LEAD FRASER VALLEY NON-PROFIT SERVICE PROVIDERS ON A TOUR OF OUR OSBORN SHELTER.