

2024 Annual Report



PIGEON PARK SAVINGS: 20 YEARS AT THE HEART OF THE COMMUNITY

Housing and harm reduction

PHS is a registered charity that provides low-barrier supportive housing, shelter, harm reduction, health care and community supports to marginalized people in Vancouver and Victoria.

Our services include safe consumption sites, recovery programs, affordable dentistry and low-barrier banking services. We partner with Culture Saves Lives for harm reduction work with Indigenous communities.

We serve individuals who are generally unhoused or at risk of homelessness and have complex care needs in relation to severe substance use disorders, mental health challenges, brain injuries and various other acute health needs.

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Filling the gaps to improve lives

Micheal Vonn, Chief Executive Officer and Adam Munnings, PHS Board Chair

It's hard to come up with a fresh opener on the intersecting public health crises that continue to brutally harm the people we serve.

In so many ways, things are getting harder. In hard times, it is more important than ever that we maintain focus, stay responsive and mine our own extensive experience for solutions that work on the ground.

The theme of this Annual Report is “continuum.” As in ‘continuum of care’ or ‘of service.’ This means a coordinated approach to cover all the things that are needed.

It boils down to filling in the gaps. Giving genuine access by helping people take the steps needed.

Our focus on continuum is based in our decades of experience seeing where people can get lost to care and lose access to basic needs. Some other words for this approach: “low-barrier” or “meeting people where they’re at.”

There are lots of ways to say what it is we do every day. But nothing quite brings it home like examples.

We don't let people lose out on having a bank account because they don't have enough/any identification. The staff at Pigeon Park Savings are experts at helping with ID.

We don't make unhoused people choose between staying with their family and sleeping indoors. Partners and pets are welcome in our low-barrier shelters.

We don't miss a beat when a person who attends our harm reduction or overdose prevention sites decides that they want to stop using drugs. We know how to maintain connection and bring folks through a continuum of recovery services that includes second-stage supportive recovery housing.

You'll find lots more examples throughout this report. The through-line is, wherever we can, we provide a crucial “yes,” a bridge, at a juncture where people with complex needs often fall away from needed supports.

That is why we are housing retention specialists for under-served communities. We figure out a way.

What we are called upon to ‘figure out’ are often problems that have no easy solutions, or sometimes no solutions at all. But what we can't fix, we can at least make better. We can and do reduce harms and improve lives. Every day.

The other ‘theme’ of every Annual Report is “thank you.” Thank you to the truly extraordinary and dedicated PHS staff and volunteers who do this work; to our staunch allies, donors and supporters; and our valued partners and funders.



ARTIST'S IMPRESSION OF THE
POWELL STREET DEVELOPMENT

PHS is bringing new housing to the DTES

We are working on an exciting project to bring more than 150 units of much-needed affordable housing to the Downtown Eastside.

We haven't got the shovels in the ground quite yet, but we are well on our way. Our timeline is to begin construction in 2025.

This is a new kind of venture for PHS. This is not supportive housing, this is housing for independent living

that will bring many benefits to our wider community. Located at 525 Powell Street (at Jackson & Powell), it will be a 10-storey, 117,353 sq. ft. building.

It is an excellent location. Central, close to a range of amenities, and well-served by public transit.

Kitty-corner from Oppenheimer Park, the new development will have many studio units and also one-bedroom, two-bedroom and three-bedroom units.

This new PHS development will house a dynamic mix of community members, with a portion of the units rented at social assistance rates, some at rent-geared-to-income and the rest at slightly below market.

We look forward to housing a vibrant and diverse group of residents, including those who have benefited from the stability they've achieved in supportive housing and are now able to live independently.

We also anticipate housing folks who have come through our low-barrier recovery programs. We've been thrilled to see people sustained in their recovery and able to once again live with their children.

We look forward to providing viable, affordable family housing for them and others.

Within the mix, we also anticipate housing staff of local service providers and businesses and helping to support the neighbourhood's vital local enterprises with affordable housing close to those worksites.

The building project will be a community contributor in many ways. On the ground floor, there will be a commercial space and a Community Economic Development (CED) hub supported by the City of Vancouver to bring more diverse and inclusive employment to the area.

This new venture is a wonderful addition to our continuum of housing. We have been frustrated to see people who have gained stability in supportive housing have almost no feasible options to move forward into independent living.

Affordable options will also have an important ripple effect.

Micheal Vonn, CEO of PHS explains: "Having housing available to those ready to live independently will make more units in supportive housing available for those who are unhoused and needing those supports. Our entire housing continuum becomes even more effective by including affordable housing."

This will be a new type of housing for us, and we're well-suited to it, given that we already operate a wide-ranging property portfolio. We manage properties ranging from low-barrier sheltering to buildings for residents with a high level of independence.

We also run transitional housing, residences focused on the needs of seniors, housing exclusively for women, and second-stage supportive recovery housing.

A project like this is a major undertaking. Happily, we have a great team and terrific partners. We will be building on land leased from the City of Vancouver specifically to create this kind of housing and the CED to support the community. And we are supported by funds from BC Housing for the construction.



Embedded clinics take healthcare to housing sites

Our health care provision is as flexible and low-barrier as everything else we do, having a unique model where clinical care is provided through outpatient clinics and embedded locations at PHS housing sites.

In addition to Columbia Street Community Clinic, community members can access medical care at some of our other services, like SAFER prescribed supply program and Insite. But our embedded clinics and clinical outreach are not public facing, so are lesser known. And they deserve some profile.

There are PHS Health Care clinics located onsite at the residences of Alexander Street Community, Dovetail Annex, the Portland Hotel and Station Street Community. In addition, we have regular nursing and physician outreach

services at five of our other residences - Chartrand Place, Hummingbird Place, Margaret Mitchell Place and Smith Yuen Apartments.

Nurses at the embedded clinics provide low-barrier full primary care and mental health and addictions treatment services for residents.

There's a physician's visit at least weekly, as well as a

medication management program in partnership with our community pharmacy partner. Any residents in the building can access nursing and social work supports, and those unattached to primary care elsewhere can access physician services.

Our supportive housing residents have often had negative interactions with health care in their histories. Being located where people live and not requiring appointments keeps the clinical services low-barrier and genuinely accessible.

"Our embedded clinics have a unique model as they work closely with our partner pharmacy who provides a medication nurse on site to support with medication administration daily," said PHS Nursing Director of Clinical Care Stephanie Lai.

"Our building nurses provide health promotion, education, wound care, phlebotomy, physical, addiction and mental health assessments. These nurses also provide in-house medication administration for various innovative therapies such as fentanyl patches and iOAT."

Our embedded clinics bring access to primary care within supportive housing and this model, in addition to benefiting marginalized patients, is also identified by preliminary study as helping to reduce utilization of acute healthcare resources. In other words, this is a model that benefits everyone.



**TIMOTHY PARIZEAU,
PORTLAND CLINIC**

Welcome Hazel and Hutch, our newest additions

PHS is excited to have taken on the operations of two more residences in the DTES.

We've added the Hazelwood Hotel, at Hastings and Gore, and Hutchison Block, at Pender and Richards, to our continuum of housing in Vancouver. "Hazel and Hutch" as we like to refer to them.

Both are SROs. This means the units are not self-contained and, before the opportunity arose, we would have said that we were unlikely to add more SRO housing to our operations. But there are compelling reasons for us becoming the operators of these residences.

Hazelwood Hotel is the larger of the two, with 107 suites. It is next door to our New Fountain Shelter. And our low-barrier credit union Pigeon Park Savings is one of two ground-floor commercial tenants of the building.

The eight-storey Hutchinson Block has 51 suites.

Interim Director of Housing Duncan Higgon said: "We want to provide the best services and supports possible.

"We already had connections to both projects. PHS has provided in-reach support services to the tenants of the Hutchinson for a decade through the Integrated Housing Team, and we have supported the residents of the Hazelwood through the proximity of our operations at the New Fountain Shelter and Pigeon Park Savings."



In addition to current residents, we also have a keen focus on the long-term needs of those accessing supports through the PHS sheltering and programs continuum.

Duncan: "We saw the unique opportunity presented by the proximity to our shelter. We are looking forward to seeing long-term guests at our shelter be able to transition to their own units.

"We need more pathways out of homelessness and with a genuine continuum of supportive housing and sheltering services, we are well placed to help people make that critical first step into housing from shelter."

Our housing team has done a bang-up job of transitioning these operations on a very short timeline.

Harm reduction and recovery work together

Insite-Onsite-Offsite: a continuum of care that shows how harm reduction and recovery work together.

We opened Insite in 2003 with our partners at Vancouver Coastal Health. It became the first legally sanctioned supervised drug consumption site in North America.

Insite is known globally for saving thousands of lives and millions of healthcare dollars over the past two decades. It also helps street-entrenched drug users find the stability that makes recovery an option.

And that can lead an Insite participant upstairs to the second floor where the 12-unit Onsite withdrawal management services are located.

Onsite, also in partnership with VCH, provides access to nursing care and physician support for people experiencing acute withdrawal from street drugs.

Colloquially known as ‘detox,’ withdrawal management is the process of removing toxins, such as drugs, from the body. This process can take up to two weeks when benzodiazepines are involved, which is usually the case in the unregulated drug supply.

After withdrawal management, participants can access an 18-unit transitional recovery housing floor. This provides further recovery programs and connection to community supports, treatment and housing.

For very nearly two decades, this has been a seamless transition:

- Insite, the supervised consumption site where people’s drug use becomes less chaotic.
- Onsite, for medically supported withdrawal, and then on to the transitional housing floor for additional supports.

Given the current housing crisis there’s a clear need for a third step. In October 2023 we opened Offsite, a second-stage supportive recovery program that offers a transition into independent living.

Offsite is currently small, a shared household for five participants. It is clearly improving people’s lives. And we will see this important addition grow to greater capacity.

The participants of Offsite are folks in recovery working to transition to independent living in the community. The level of support is calibrated to the stage of their recovery and consists of daily interactions with PHS staff.

“The process from Insite to Onsite to Offsite is all about being able to offer the right level of care at the right time,” said PHS Senior Manager of Programs Julie McGuinness.

“The continuum progresses through to community living at Offsite, which is more like pre-employment housing. It’s independent living, and people who might have been



homeless for a number of years can get life skills like budgeting and grocery shopping.

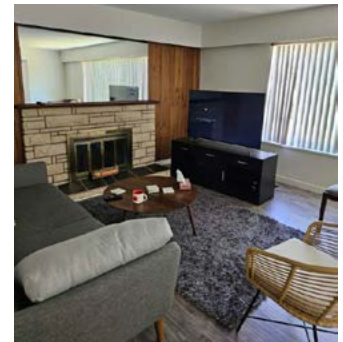
“If someone relapses we can bring them back to Onsite. It’s a safety feature.”

Insite-Onsite-Offsite provides a continuum of care. Many places that offer recovery beds are not effective in serving people experiencing homelessness, and tend to talk about ‘rehab’ in a transactional in-and-done terms.

A fixed and linear approach isn’t usually accessible to people experiencing street homelessness. And that is a gap we are focused on filling.

In our work, harm reduction and recovery overlap and form a net of supports designed to meet the needs of extremely marginalized community members.

Harm reduction and recovery are a continuum of care, and they fit seamlessly into the overall PHS map of services.



Celebrating connection through Indigenous culture

Ancestral knowledge is a potent medicine. PHS Indigenous Health Services brings this medicine to an urban Indigenous community in the Downtown East-side that suffers from intergenerational trauma and all the harms that flow from the intersecting public health crises in mental health, homelessness and toxic drugs.

Indigenous Health Services and their partners Culture Saves Lives are rooted in fostering belonging through cultural identity and traditions. This work addresses the social determinants of health by providing low-barrier and harm reduction focused traditional teachings.

Both groups operate out of the space known as The Hub (at East Hastings and Carrall). It's a place of drumming, chanting and smudging, where people gather and the breeze carries medicine to anyone passing by.

Indigenous harm reduction goes beyond keeping people safer while using substances. It's a reconnect to culture, rebuilding relationships with the interconnected spiritual, human and natural worlds.

In early summer Indigenous Health Services held a blanketing ceremony to celebrate community member Tara Martin.

Tara was presented with a blanket by Knowledge Keeper Shane Pointe. The design on the blanket tells a story and holds history.

In this case, the story of the blanket tells of Tara's journey home to her culture. As Shane explained at the ceremony, the green in the pattern represents Mother Earth, The Creation. And the yellow is for the sunshine, to represent Tara's journey out of dark times.

"My life's been a roller coaster," said Tara afterwards. "It's easy for people to slip and fall. I fell, but I got back up."

"Culture Saves Lives and Indigenous Health Services have changed my life. They open up the doors to Hastings Street every day, and that opens opportunities for people."

"I love listening to the big drum. It calms me. And I've started going to ceremonies, which I never did when I was younger. It makes me feel part of something bigger."

There are many different kinds of blanketing ceremonies, and they all show respect for individuals that have made a contribution to the community. The gift of the blanket acknowledges relationship, honour, respect and recognition of an individual's achievements.

"I don't do the things I'd do when I was younger," she said. "I've gone wrong in my life, and back then, I would never have thought about being blanketed. It never would have crossed my mind."

"Culture makes me happy, it makes me feel good."



**TARA MARTIN
CELEBRATING
THE POWER
OF CULTURE**

The Juniper - new supportive housing in Victoria

More growth, more housing: fresh from opening a six-storey supportive housing building in Victoria, the PHS team is looking ahead to its next challenge.

PHS came to Victoria in 2016, asked by BC Housing to support occupants of an encampment. And we've been steadfast in providing a growing range of low-barrier services ever since.

In November 2023, the hard-working team opened The Juniper. The 46-unit new building provides studio apartments with private washrooms and kitchenettes.

The attractive, purpose-built residence looks the same as any other new apartment building, but residents are supported by staff round-the-clock, and have nutritious daily meals, cultural programming and medical care.



All residents at this new development have come from shelters, making The Juniper a direct response to street homelessness in Victoria.

Living at The Juniper is hugely improving the lives of many vulnerable people, said Avery Taylor, Director of Victoria Operations.

And that's true of everything the PHS team does on the Island.

PHS Victoria's operations have grown from a single supportive housing building in 2016 to its current six projects. Four provide low-barrier supportive housing (Douglas Street Community, Johnson Street Community, The Juniper and The Soleil). We also operate the Arbutus Shelter and the Douglas Street Community Supportive Recovery Program.

Avery observes that his team has opened five projects and closed three over the past couple of years:

- 2020: Established and closed a large, temporary, Covid-response shelter at the Save-on Foods Memorial Centre arena.
- 2021: Re-opened and closed at the arena. Opened a new supportive housing operation at The Soleil and a temporary shelter at the former Mt. Tolmie long-term care hospital in Saanich, as a successor to the arena shelter.
- 2023: Closed the Mt. Tolmie shelter and opened The Juniper.

“Closing a project can be as much work as opening one,” he said.

But all the opening and closing has been to an extremely important end. The residents now living at The Juniper started off in the shelters at the arena and Mt. Tolmie.

“Some folks had been sheltering for three years before coming to The Juniper. It has been immensely moving to see their response to finally living in housing.”

Opening The Juniper went unusually smoothly as the residents had been together for years. Having shared experiences of sheltering through the pandemic and a couple of moves, there was already a ready-made community, with no settling-in period required.

The building expands the continuum of housing services PHS offers in Victoria. Our supportive housing at Johnson Street Community is supplemented by some Complex Care programming for residents requiring specific medical supports.

“Although Complex Care is the name of specific programming, all our housing supports people with complex needs,” said Avery. “Soleil has older residents than other buildings. Although, the average age of all our residents is going up.

“Our residents are able to gain stability and access medical care. Sadly we’re still seeing people dying of drug poisoning and infections, however access to care is improving and preventing deaths that used to be common, say from HIV or Hep C.”



Our residents gain security and increasingly, they are aging in place. The on-going and growing challenge for supportive housing as a sector is the necessity of caring for people who are arriving in shelters and supportive housing with severe and acute illnesses.

PHS Victoria, with a stable and experienced staff of approximately 170 people, has worked hard to be a good community member in the city. We have collaborative relationships with the other organizations in our sector and benefit from community partnerships.

The team is ready to expand their continuum of services in Victoria and looking for the next opportunity to make a meaningful contribution to addressing street homelessness.

“We’re ready to take on more challenges” said Avery. “We’re in a good place for it.”



Pigeon Park Savings: 20 glorious years

Pigeon Park Savings is celebrating 20 years as the Downtown Eastside's bank.

The low-barrier community bank opened in 2004 to fill the void left by the closure of the province's Four Corners Community Savings.

In partnership with Vancity, Pigeon Park Savings serves a community that faces considerable obstacles to obtaining financial services.

The branch is a lifeline as so many in the DTES exist on very low incomes, usually only Ministry cheques.

People don't have to have good credit, or even make a cash deposit, to become a member at Pigeon Park Savings. Lack of ID is not a problem, as branch staff are willing to chase up photo ID from the Ministry of Social Development and Poverty Reduction.

The branch currently has more than 7,000 members and is still growing. More than 725 accounts were opened in 2023, and in the nine months from September 2023 staff counted 112,300 visits.

"We're successful because of the relationships we build with members," said branch manager Sharon Buchanan.

“It’s all about meeting people where they are at and treating them with respect, and helping them move to financial inclusion.”

It’s a small branch with only six wickets to serve customers. So things get hectic on Ministry cheque day when as many as 10 staff work around each other to serve the community.

Interactions can take time. For some members, Pigeon Park Savings will be their first ever bank account, so relationship-building is key to the branch’s success.

The exchange with the member isn’t the only critical aspect of what makes the bank a success. There’s also behind-the-scenes work building relationships with other service providers so there’s a seamless flow of information. For example, when outreach staff at the Carnegie Centre direct people to the Pigeon Park Savings branch to open an account they simultaneously reach out to the Ministry so there’s a copy of ID on-hand. This allows new members to open an account in one visit.

Pigeon Park Savings was designed to support the needs of vulnerable people, achieving success through gradually building respectful relationships. It all comes down to two critical elements: our amazing partnership with Vancity, without which we would not have this wonderful service available in the community, and the PHS staff who have built this community resource over 20 years, one face-to-face interaction at a time.

Happy birthday Pigeon Park Savings!

Member’s view: Kindness

Pigeon Park Savings member Manon Tremblay wrote a poem about the tellers, which was read out as an opening reflection in the Provincial Legislature in April 2024.

“I’d been in a deep depression so long, and still was vulnerable and fragile,” she said. “One of the tellers, Alex, remembered my name and pronounced it correctly, the French way.

“It’s what inspired the poem. I could have gone to the ATM, but the machine would not have done what Alex had done.”

The poem, *Lift me up*, describes the moment:

Lift me up, please
‘Cause I’m falling down
Lift me up with your smile,
By saying my name kindly,
Correctly,
By wishing me a good one
In a heartfelt way
Like you did the other day
To show me someone cared

Manon who lives with chronic depression moved to Vancouver from the Montreal area in 2015. Living at Main & Hastings, she was isolated.

“When you’ve lost everything and are living by yourself in a single room, you don’t have a social network,” she said. “Alex could see I was not myself that day, and the kindness he showed was like a light in the darkness.”

Tipi camping makes connections

A little-known PHS program makes a big difference in people's lives by taking them out of the city for land-based Indigenous teachings.

Overseen by Indigenous Health Service's Earl Crow, the Tipi Project sees people temporarily leaving the DTES for a cultural experience gathering traditional medicines, fishing, fire-making and attending sweat lodges.

The four-day tipi camping trips are held between April and November on the land of Xaxli'p, formerly known as Fountain Band, around 15 km from Lillooet, BC.

Xaxli'pmec (the people from Xaxli'p) continue to hunt, fish, and gather food and medicinal plants in the territory their ancestors managed for thousands of years.

"We're on the family land of Chief Darrell Bob, a Knowledge Keeper who does many of the teachings and leads sweat lodges," said Earl. "He has a lot of empathy and a lot of respect, and is a good speaker.

"He knows the Downtown Eastside, and the people, and shares teachings on the land and on harm reduction."

Chief Darrell is a highly regarded spiritual teacher, who speaks widely about undoing the damages of intergenerational trauma and addiction by reclaiming spiritual identity through connecting to the land and walking the way of the ancestors.



The access to traditional knowledge, culture and medicine is a different world from community members' day-to-day urban lives, and people tell us that they return with a feeling of spiritual and cultural connection.

"We come away from the city and go back to land-based teachings because people in the Downtown Eastside don't have the opportunity to get out of town," said Earl.

"People start thinking different. All of a sudden we're talking about land, we're talking about medicine. We're talking about making yarrow into tea, which is good for all your organs, or we're talking about taking pitch from a tree for a bad cut.

"What we're not talking about is about drugs or what's going on in the Downtown Eastside. People come back different."

PHS staff and supporters run for the community

The Under Armour Eastside 10K is a community run through Gastown, the DTES and East Van.

It's an amazing vibe: streets are taken over by thousands of people on a Sunday morning in mid-September to run together and celebrate Vancouver's historic East Side.

The annual event is not a race, as runners are challenging themselves to beat their own personal best. Naturally, there's a lot of encouragement and support.

And PHS takes part every year, putting together a team of staff and supporters, who run and raise funds for frontline services.

Runners are invited to support PHS along with Downtown Eastside Women's Centre, KidSport Vancouver, Promise Vancouver and Urban Native Youth Association.

PHS housing manager Patrick Beattie, who oversees Chartrand Place, said that he was running in the Under Armour Eastside 10K to get in shape.

"I started running regularly only about a year ago, and I have found it a deeply satisfying way to get exercise and challenge myself," he said.

"I've been working in the DTES community for 15 years and it seems very worthwhile to use this newfound practice to raise money for PHS."

Fellow runner, PHS Senior Accountant Ken Painter, has a similar view: "I run mostly for the fitness, but this is a great cause because it brings awareness to what PHS does."

Team PHS runner Erin has been working as a pro bono legal advocate in the DTES since 2019. Although not a PHS employee, 2024 is her fourth year running for us in the event.

"I have become part of the community united to act and make positive change in the lives of the most marginalized," she said.

"Housing, healthcare and harm reduction are essential services and PHS is at the forefront of providing them. I'm honoured to run with Team PHS."



PATRICK BEATTIE



IN MEMORY: GRAFFITI ARTIST SMOKEY D'S MURAL IS A COMMUNITY TRIBUTE TO DONOVAN PATRICK MAHONEY.

Remembering a longtime PHS champion

Donovan Patrick Mahoney celebrated the lives of people around him in the Downtown Eastside.

He's best known as a street photographer who captured raw and visceral images of life in the margins, but with such empathy that his work was never intrusive.

A long-time PHS resident who journeyed through our continuum of community services, he died of a suspected heart attack in April 2024. He's greatly missed.

Born in Vancouver, of the Kwakwaka'wakw Nation, Donovan bounced around foster homes following the death of his parents as a child.

Homeless in his mid-20s, he used our shelters and became a regular visitor to Insite, where he later told of having several overdoses reversed. He went through medically supported withdrawal at Onsite numerous times and lived at a range of PHS residences, most recently Chartrand Place.

Donovan was known for his charisma and self-advocacy, whether he was doing well or struggling, said PHS Interim Programs Director Tanya Fader.

"He had a confidence about him," she said. "He was an excellent photographer, and I think because of his own experiences he could really connect with people. They could be suffering but he'd always show their humanity.

"He started doing yoga at Onsite and other recovery environments and fell in love with it. At one point he was professionally teaching yoga, and doing really well, and also making money from his photography."

Donovan celebrated the humanity of people around him and easily made friends among residents, who would visit to return the support when he was suffering.

He was open about his struggles and how harm reduction gave him the chance to start living again.

In 2014 he told *Huffington Post*: "The reason I'm sober today is because a group of people created a space where I could use IV drugs safely and be treated like a human being. The safe injection site kept me alive long enough to start living the life I wanted to live, which turned out to be a sober one."

It was not a linear journey, with many stumbles as Donovan worked through his childhood trauma.

That he would remain sober for months, returning to Insite and Onsite after relapses, highlights the importance of harm reduction within recovery.

Tanya says that Donovan perfectly represents the community PHS serves, dipping in and out of our continuum of services as and when they were needed, while living a creative and full life.

Investing in hope: The vital role of donors

A letter from Fund Development Manager Kelly Nichol

In the heart of Vancouver's Downtown Eastside, Donovan Patrick Mahoney's journey from survival to recovery exemplifies the transformative impact of PHS Community Services Society's mission.

Guided by principles of harm reduction and compassion, staff at Insite and across PHS programs provided crucial support to Donovan and countless others facing the challenges of overdose risk, homelessness and mental health crises.

PHS is committed to providing a comprehensive continuum of care.

From the latest announcement of our new affordable housing development at 525 Powell Street to the provision of essentials such as socks and delousing treatments in our shelters, every aspect of our programming is designed to be a lifeline for individuals navigating the complexities of poverty, trauma and systemic neglect.

The simplest acts of care — providing socks, underwear, delousing, a cup of coffee — have profound impacts on those we serve.

These gestures not only meet immediate needs but also lay the foundation for trust and engagement with our community members, often giving them access to our broader continuum of care and supports.

Critical to our ability to deliver these vital services are our supporters and donors. Whether through unrestricted funds from partners like B2Gold enabling rapid response to community emergencies, or innovative initiatives like the Delousing Program at Osborn Shelter, made possible by the AI Roadburg Foundation, every contribution makes a tangible difference in the lives of those we serve.

Sock Rocket's generous donation of thousands of socks underscores how thoughtful contributions address urgent health risks for community members.

We are grateful to all our donors and supporters — individuals, businesses, organizations, and community groups — who make our work possible.

As one of British Columbia's largest supportive housing operators and a global leader in harm reduction, PHS relies on your support to implement holistic approaches and innovative practices that serve our community with compassion and effectiveness.

Your commitment ensures that PHS can continue to evolve and respond to the shifting needs of our community members, offering not just immediate relief but also able to provide sustainable pathways to stability and well-being.

Thank you for standing with us in this crucial mission.

Your support makes a difference

For every \$1 spent on fundraising we have raised \$3.32 to further enhance our programs and improve the lives of the community members we serve.

PHS Community Services Society is grateful for the generosity and support of all our donors and would like to give special mention to the following key supporters for their dedication to strengthening our mission and enriching the lives of vulnerable community members.

Special thanks to our monthly donors whose annual gifts generated more than \$27,000 in the 2023-2024 fiscal period.

Major Donors

Al Roadburg Foundation, Anonymous donation in memory of Paula Armstrong, B & B Massiah Fund c/o Vancity Community Foundation, B2Gold, Bear & Pear Productions, Ben and Lilac Milne, Benevity Giving Platform, Canada Running Series, Charitable Impact, Christopher Steggles, City of Vancouver, Cole Brown and Columbus Meat Market.

Community Impact Real Estate Society (CIRES), Doctors of BC, Doug Ford, The Heabler Group, Health Sciences Association of BC (HSABC), Ines Shearing, Julia MacIsaac & Aman Abdalkhani, Keray Henke, Kitsilano Secondary School, Lillian Lim, Locked Car Movie Inc, PayPal Giving Fund, Stratford Hall School

Society, United Way Centraide East Ontario, Vancouver Division of Family Practice and Workday.

In-Kind Donors

Baaad Anna's Yarn Store, BlanketsBC, Canada Running Series, De Novo Law Corporation, Definity Financial Corporation, Everybody Deserves a Smile (EDAS), Food Stash Foundation, Food Runners, Forerunners, Foresters Financial, Greater Vancouver Food Bank and Henriquez Partners Architects.

Hudson Group by Avolta, Let It Flow, Merck Animal Health Canada's Heart to Paws, Norton Rose Fulbright, Sock Rocket, Spot Solutions, Stratford Hall School Society, Sysco Canada, TELUS, The Shoebox Project for Women, Value Village on Victoria Drive and Westin Bayshore Hotel.



Our strategic partners make it all possible





Financial report

April 1, 2023 - March 31, 2024

CONSOLIDATED STATEMENT OF OPERATIONS

	Internally Restricted Fund	Externally Restricted Fund	General Fund	2024	2023
Revenue					
BC Housing Management Commission grants	-	\$ 24,163	\$ 45,138,839	\$ 45,163,002	\$ 40,938,279
Vancouver Coastal Health Authority grants	-	-	20,037,733	20,037,733	18,508,464
Vancouver Island Health Authority grants	-	-	889,409	889,409	802,636
Rent	-	-	5,571,609	5,571,609	5,460,491
Amortization of deferred capital contributions	-	-	985,978	985,978	985,977
Other income	-	-	2,803,857	2,803,857	2,881,684
Other service grants	-	21,243	2,273,807	2,295,050	1,681,946
Donations, grants and fundraising	\$ 20,000	-	365,850	365,850	413,301
	20,000	45,406	78,067,082	78,132,488	71,672,778
Expenses					
Staffing costs	4,053	-	49,476,310	49,480,363	44,735,224
Repairs and maintenance	-	24,163	5,572,810	5,596,973	5,654,161
Building operational costs	-	-	4,562,760	4,562,760	3,788,706
Amortization	-	-	2,103,432	2,103,432	2,103,998
Residential services operational costs	95,165	21,243	9,234,820	9,351,228	9,105,891
Interest on long-term debt	-	-	750,374	750,374	779,282
General administrative costs	4	-	5,705,985	5,705,989	5,321,788
	99,222	45,406	77,406,491	77,551,119	71,489,050
Excess (deficiency) of revenue over expenses	\$ (79,222)	-	\$ 660,591	\$ 581,369	\$ 183,728

During the year, the Society received \$385,850 (2023 - \$413,301) 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**

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.

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

	Internally Restricted Fund	Externally Restricted Fund	General Fund	2024	2023
Assets					
Cash	-	-	\$ 13,983,947	\$ 13,983,947	\$ 6,336,631
Restricted cash	\$ 1,851,509	\$ 3,599,136	-	5,450,645	2,543,319
Restricted investments	-	-	-	-	2,500,000
Accounts receivable	-	-	3,501,636	3,501,636	6,015,092
Government agencies recoverable	-	-	341,122	341,122	336,077
Prepaid expenses and prepaid lease	-	-	205,056	205,056	143,317
	1,851,509	3,599,136	18,031,761	23,482,406	17,874,436
Investments	-	-	3,000,000	3,000,000	3,000,000
Long-term portion of prepaid lease	-	-	191,220	191,220	197,157
Capital assets	-	-	63,431,700	63,431,700	63,961,608
	1,851,509	\$ 3,599,136	\$ 84,654,681	\$ 90,105,326	\$ 85,033,201
Liabilities and fund balances					
Accounts payable and accrued liabilities	-	-	\$ 2,043,910	\$ 2,043,910	\$ 1,278,992
Government remittances payable	-	-	981,393	981,393	862,104
Salaries and dues payable	-	-	3,689,534	3,689,534	5,701,596
Damage deposits	-	-	168,157	168,157	158,202
Deferred contributions	-	\$ 80,000	15,160,671	15,240,671	9,457,710
Current portion of vehicle loan	-	-	11,854	11,854	39,769
Current portion of long-term debt	-	-	1,212,308	1,212,308	1,230,961
Interfund balances	\$ 48,658	322,155	(370,813)	-	-
	48,658	402,155	22,897,014	23,347,827	18,729,334
Long-term debt	-	-	32,600,319	32,600,319	33,812,627
Vehicle loans	-	-	5,559	5,559	16,742
Replacement reserve	-	3,196,981	-	3,196,981	2,688,773
Deferred capital contributions	-	-	24,797,132	24,797,132	24,209,586
	48,658	3,599,136	80,300,024	83,947,818	79,457,062
Net assets					
Internally restricted fund	1,802,851	-	-	1,802,851	1,882,073
Externally restricted fund	-	-	-	-	30,000
General fund	-	-	4,354,657	4,354,657	3,664,066
Total	\$ 1,851,509	\$ 3,599,136	\$ 84,654,681	\$ 90,105,326	\$ 85,033,201

Supportive housing finds a provincial voice

Housing First is the evidence-based housing strategy that does exactly what it says. It puts housing first because housing is the prerequisite to the stability needed to meet other critical needs.

The embrace of a Housing First approach has advanced the creation of a sector of non-profit organizations that fulfill the need for supportive housing that is genuinely low-barrier.

Some of the organizations have existed for a long time, some are new. But understanding ourselves to be a unique sector, with distinct and growing challenges, in need of our own voice – that's new. And we are thrilled to be a part of it.

This year we've joined more than 20 organizations who provide low-barrier supportive housing to make the work of our sector better, safer and more sustainable.

The organizations who have come together in the BC Coalition for Safe and Sustainable Supportive Housing (SaSSH) collectively provide accommodation for more than 10,000 people who wouldn't be able to remain housed in other environments. We currently have members in most regions of BC – Lower Mainland, Vancouver Island, the Interior and the North.

We do not all provide all the same services and there are regional and other diversities. That said, what we share

is greater than our differences. We are all challenged to address the great humanitarian disaster that is homelessness: the growing acuity of the complex health problems of the people we are housing, the growing encampments, the drug poisonings, the strain on emergency services.

"Our collective responsiveness to this crisis has created a specialized expertise in how to do this needed work in a safe and sustainable way," said Micheal Vonn, CEO of PHS Community Services and SaSSH Chair.

"We need to bring our vast collective experience forward in creating long-term solutions to homelessness."

Coalition members work to support each other, share best practice and resources, to identify issues, and work with government and community partners to create the essential infrastructure needed to meet the crisis we're in.

We welcome new members. If your organization is interested to find out more, please send an inquiry to info@phs.ca.



MICHEAL VONN

Give a gift today

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.”

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