

2025 Annual Report



Field notes from the frontlines: Bringing hope and dignity to people in crisis

Housing and harm reduction

PHS is a registered charity that provides some of the lowest barrier supportive housing, shelter, healthcare, harm reduction and community supports to profoundly 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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Dedication

PHS Board Chair Varun Banthia and Chief Executive Officer Micheal Vonn

Dedication is arguably the most essential ingredient in any work to bring lasting change.

In this report, we celebrate some of the people who bring their deep commitment to our mission.

We are delighted to profile PHS's longest-serving staff member, Thuy Lam. She is a Senior Accountant in our Finance department and a long-haul hero who has been with PHS for 34 years.

We also celebrate John Hatfull, the founder of Unity Housing, whose 20 years of commitment has brought a home and community to people with mental health challenges.

Showing up, day in, day out. That's the formula for making change.

At PHS, we believe in relentless specificity and the critical need for relationship. Which might sound nostalgic to some, and miles away from large scale transformation.

Except that scaling impact isn't just stretching a good idea wider and thinner, like blowing up a balloon.

As author Peter Davis says, "scale more often comes by making what we are doing deeper, stronger and fuller."

How do we know that? Well, we've had a few modest ideas that were brought into being by dedicated people who gave their all and didn't give up. And the impacts reverberate.

Insite, our supervised injection site, which took the fight for harm reduction all the way to a win at the Supreme Court of Canada, is the obvious example. But there are many others.

Such as Pigeon Park Savings (PPS), the low-barrier bank we run in partnership with Vancity to bring financial services to people who would otherwise be excluded from banking, usually because of difficulties securing identification.

PPS has only one branch. But their expertise in serving marginalized communities, developed in the DTES, is needed all over. And PPS is now bringing mobile 'account clinics' to communities in the broader Lower Mainland and to Victoria.

You can tell what your values are by who your heroes are. Our heroes are the PHS staff, volunteers, donors and supporters who show up, time and time again, to serve people in dire need.

The impact of their dedication extends to communities far and wide.

PHS. . . by the numbers

We are leaders in supportive housing and sheltering, harm reduction and health care for marginalized communities with complex care needs. We serve thousands of people every day through a vast array of services.

Supportive Housing and Sheltering

Vancouver

Supportive Housing	1,497 units
Sheltering	154 guests

Victoria

Supportive Housing	291 units
Sheltering	55 guests



Healthcare and health promotion

Our clinical services include embedded clinics within our larger residences. We provide primary care and mental health and addictions treatment services for residents.

Plus two specialized floors at Pennsylvania Hotel: the Community Transitional Care Team for IV-antibiotic therapy to patients who have been released to community care from hospital, and Pennsylvania Supportive Suites, housing for people with histories of extensive hospitalization.

PHS also operates Portland Community Dental Clinic, which records 1,200 visits per year.

Recovery

PHS provides low-barrier recovery services in both Vancouver and Victoria.

Douglas Street Community Supportive Recovery (Victoria): 22-bed residential program.

Onsite (Vancouver) access to detox and supportive recovery: serves 400 people every year.

Offsite: second-stage supportive recovery.

Harm reduction

Insite Supervised Consumption Site



Since January 2017, Insite recorded:
Visits 805,730
Overdoses reversed 7,799

Insite is North America's flagship harm reduction site, recording an average of 265 visits to inject drugs every day of the year, with 2.5 overdoses reversed daily.

Molson Overdose Prevention Site

Since September 2017, Molson OPS recorded:
Visits 287,938
Overdoses reversed 3,690

Average: 103 visits to inject drugs per day, with 2.5 overdoses reversed.

Maple Overdose Prevention Site

Since December 2016, Maple recorded:
Visits 221,113
Overdoses reversed 3,038

Average: 72 visits to inject drugs per day, with one overdose reversal daily.

Mobile Overdose Prevention Unit (MOPU)

PHS operates a mobile OPS, which can be deployed throughout Vancouver to provide witnessed drug consumption and provide harm reduction supplies.

Since February 2020, MOPU has recorded:
Visits 3,902
Overdoses reversed 53

Clean needles and pipes

Every year we provide:
Clean needles 3 million
Glass pipes 81,000

Our Needle Depot is a 24/7 window providing sterile harm reduction supplies, which is visited 3,000 times per year.

And we retrieve 1.5 million used needles from individuals and organizations in sharps boxes, and collect 48,000 from the streets.

Community supports

CMAP 200 participants
(Community Managed Alcohol Program)

Food Program 2,050 meals per day

Pigeon Park Savings 7,000 members

With a little help from our friends

A team of volunteers revitalized a courtyard that's enjoyed by families, youth and seniors at our Station Street Community.

The project was completed by Team Depot, the Home Depot's associate volunteer force. They donate their sweat equity to organizations preventing youth homelessness in Canada.

The group of 31 weeded, trimmed and tidied the area, repainting the walls and revitalizing the area with more than 30 replacement plants.

In the short time it's been established, the garden has allowed barbecues and become a favourite hang-out place for residents.

"It brings life to the building," said Cultural Support Worker Debbie Martinez. "The whole point of it being so beautiful is to bring people out of their rooms. It brings them joy."

"It's allowing people to enjoy things that everyone should be able to enjoy. We've got residents helping take care of it, who come out to water the plants.

All staff and residents at Station Street are thankful to Team Depot for revitalizing this area, which has been transformed into a shared space that all can be proud of.



Our work at the intersection of housing and health

Our radical pragmatism and dedication to inclusion has allowed PHS to operate some of the lowest barrier supportive housing and shelter in BC.

But to merely say that we house people with extremely complex needs, doesn't tell the story.

To illustrate what we mean, we need to provide details. So, here's a look at one of our residences, Pennsylvania Hotel, fondly known as "the Penn."

The Penn is a community of 33 long-established residents that also includes two specialist programs: an embedded medical unit and an area for people requiring additional support due to long-term health complications.

The Community Transition Care Team (CTCT) is a nine-bed medical unit that provides a low barrier, residential setting for transitional care and IV-antibiotic therapy.

Co-managed with Vancouver Coastal Health, CTCT provides the dignity of a private room, nutritious food and 24-hour nursing care for participants who are fighting severe and possibly life-threatening infections.

"We always say it's a matter of life and limb," said Nicole Wheelhouse, the building's Programs Operations Manager. "Participants are receiving IV antibiotics for bone infections."

Participants typically stay for a six-week course of treatment and those experiencing homelessness are subsequently transferred to long-term housing whenever possible.

The second specialized program embedded in the building is Pennsylvania Supported Suites, which provides permanent supportive housing for residents with extensive histories of hospitalization.

It has 11 rooms to help residents age in place. A higher level of care improves quality of life for those with co-morbidities, while maintaining a harm reduction philosophy.

"Basically, it's supportive housing for people that need extra support," said Nicole. "We provide room service and deliver three meals a day, and visit their room during the day to make sure they are doing OK."

At a time when housing supply and health care are both under tremendous stress, the model of embedded clinical supports in low-barrier settings is the way forward.



PHS makes addiction treatment low-barrier

PHS works to provide a seamless continuum of harm reduction and recovery programming. One of our significant contributions has been in expanding the uses of a form of behavioural therapy called contingency management.

Contingency management is a therapy that rewards positive behavioural change, frequently used in the treatments of stimulant use disorder.

We have brought this proven addiction treatment method to a low-barrier harm reduction environment.

The method provides a modest, but meaningful reward for the achievement of goals towards healthy behaviours. It reinforces positive neural pathways around these actions.

The reward is an essential component of integrating the new activities and turning them into habits. Feeling good is integral to motivation, which is why gold stars and public praise spur people on.

Contingency management harnesses the same positive reinforcement chemistry to reinforce healthy habits.

The success of the approach is proven, but to date has mostly been researched in clinical settings and narrowly focused on abstinence-based outcomes in formal, and frequently carceral, environments.

It was our innovation to apply the method in community-based settings. And it was Vancouver Coastal Health that recognized that we would be filling a gap in the research and invited us to facilitate groups using our harm reduction expertise starting in 2022.

We had groups of around seven people complete 12-weeks of sessions, which involves three hour-long meetings every week.

Most participants came through our Safer Alternative for Emergency Response (SAFER) prescribed supply initiative. They were joined by participants from Insite and supportive housing residents who wanted to address their drug use, and have typically been poly-substance users.

In each weekly session, participants entered into prize draws for small amounts of cash or gift cards as rewards for meeting previously set goals, setting new goals and participating in group activities reflecting on their substance use behaviours.

“Sometimes people want to do activities like artwork, but a lot of the time they want to talk about their experiences – their issues and their frustrations,” said Senior Manager Julie McGuinness, who oversees the program.

“There’s a lot of sharing and supporting going on. It’s a safe space where people can talk to each other about

the disorganization they experience and challenges with relationships.

“We found there aren’t that many places in the community people can sit with their peers and have the kind of personal conversations most professionals would take for granted.”

It’s particularly meaningful when people can talk about their struggles and find common threads with people that have been in similar situations, as opposed to talking to health care providers in a clinical setting.

Participants in drug user programming often become adept at telling people seen as authorities what they want to hear. But peer-based conversations provide a forum for a more real discussion.

Each group sets their own rules to establish the behaviours they want to see: usually, no-one is to arrive more than 15 minutes late, and participants are not to talk over each other.

The meetings can often be completely taken up with participants talking about successes and struggles meeting goals.

“A lot of the time people set goals of not using illicit drugs,” said Julie. “A lot of people are looking to reduce use.

“People often want to get housing, so their goal might be to go to the Ministry office. It might be cleaning their room, improving their hygiene or going to the dentist.



“It’s life skills and wellness. There’s a lot of talk about emotional regulation.”

At the end of the process, participants can come back as alumni to help facilitate subsequent groups, building lived experience into the conversations.

Groups are co-ed, but groups to-date have had more men than women. To address that, our next step is facilitating sessions specifically for people who identify as women. Those sessions will be held at the Rainier Hotel.

To date, the quantitative findings show contingency management is very successful in a low-barrier environment: most participants met most of their weekly goals, finding the incentives an important motivator. The majority reported meeting their drug reduction goals, making new connections within the community, and increasing their access to services that support their health and wellbeing.

Sharon Buchanan: Dedication deserves recognition

Pigeon Park Savings (PPS) branch manager Sharon Buchanan was recognized for her 17 years of dedicated service to the people of the Downtown Eastside.

She's the 2025 recipient of The Gary Gillam Award for social responsibility. Jointly sponsored by Alterna Savings and Central 1, the award honours individuals within the Ontario and British Columbia credit union system.



SHARON BUCHANAN

PPS is a unique, one-of-a-kind credit union we operate with Vancity. For more than two decades it has had astounding success bringing financial services to people who are otherwise excluded from banking.

There are various barriers to financial inclusion, especially for people who have experienced homelessness and

have lost their ID. Which is why the Pigeon Park Savings tellers go the extra mile in helping to track down the identification documents required to become members.

Hence the award for Sharon (pictured), which she says is a recognition of the entire PPS team's commitment to dignity, inclusion and community support.

Recently the team at PPS have been broadening their reach. The branch office is in the DTES, but the need for the service extends almost everywhere. Sharon and team have been outreaching to other locations in the Lower Mainland and to Victoria.

In many of these outreach clinics, they work with the Ministry of Social Development and Poverty Reduction to help people get ID and open a basic account that allows for direct deposits and withdrawals from ATM's.

For some of the people who PPS is serving in this way, it is their first bank account in years.

Returning to financial inclusion is essential for things like accepting a job and having a way to receive a directly deposited pay cheque.

People on very tight budgets retain more needed funds by not paying for cheque cashing services. They have the personal safety of not needing to carry large amounts of cash.

It can also be meaningful for what it signifies personally, for example, as concrete recognition of a recovery journey or a step forward in hard-won stability.

PPS now has 7,000 members and continues to grow because it's a service that is genuinely within reach of people who struggle with complex needs.

Treating residents with dignity and compassion

The ongoing success of Unity Housing is the perfect tribute to its founder, John Hatfull.

John had a vision of a new type of housing for people with mental health diagnoses, where the residents share responsibilities for day-to-day tasks and make decisions about their shared living space as a democratic unit.

His motivation was simple: to overcome the isolation experienced by people with mental illness.

John's concept was to bring residents together into a socially connected community where people could mentor and support each other. That connection brings well-being and clear health benefits.

In a 2019 video documentary, John reported that the idea for this model came from his frustrations at finding a place of his own.

"Years and years ago I was here without family, I didn't have many friends," he said. "I would walk around Vancouver and I would look at the houses and I would wonder what it was like to live in these houses."

In 1991 he received a grant to form the member-directed Unity Housing, with PHS Community Services Society providing administrative support. The program is still on-going. Unity Housing is currently run out of five inconspicuous rented houses that house 20 people.



PHS Senior Manager of Programs Russ Maynard notes that John's vision was geared to bring residents out of their rooms and into the community.

"I worked a lot with John and got to know him very well," he said. "He wanted to have the houses run like they would with any group of people coming together and taking care of each other. That was his vision."

"There's only one staff member at Unity, but it works because the members themselves are running their households. And residents are mixing and socializing together."

He said Unity's success is highlighted by the fact that the original members are still there, aging in place, as well as being joined by newer participants over the years.

John Hatfull died last May on his 78th birthday. His dedication and spirit are celebrated by us and the wonderful community he helped create.

Thuy Lam: With us every step of the way

Our longest serving employee has worked for PHS for two years longer than the organization has officially existed.

Senior Accountant Thuy Lam has 34 years experience at an organization founded 32 years ago. That's because PHS grew out of a side project of the Downtown Eastside Residents Association (DERA).

Thuy's many years with PHS are inextricably linked with the founding and history of the organization.

It all kicks off in 1991, with DERA converting a hotel into housing for people experiencing recurrent homelessness. It was called the Portland Hotel.

Nurse Liz Evans was put in charge. And Thuy has hired to work three days a week while she completed her accounting qualifications. She came on full-time the following year.

Thuy is a refugee who fled Vietnam by boat. She had a keen affinity with the work of DERA as she was herself a resident of the neighbourhood and saw for herself how many people needed support.

A visionary and hardworking team coalesced around the mission of the Portland. They included Liz Evans, Mark Townsend, Kerstin Stuerzbecher, Dan Small and Tom Laviolette.

They needed an accountant to create financial systems for the off-shoot organization devoted to developing their new housing model.

For her part, Thuy was impressed by the group's commitment to inclusion, especially in welcoming people living with HIV and people who use drugs, at a time when many people did not.

Thuy was key to the success of the fledgling organization. There was little segmentation of tasks in the early days. She not only provided budgets for proposals, she supported residents. And she was instrumental in the incorporation of the Portland Hotel Society in August 1993, working seven days a week to provide the stability in its accounting systems that set the foundation for subsequent growth.

Although her name has not been featured prominently in the written histories of PHS, the five founders had so much respect for Thuy that she was initially paid more than any of them and was the only one with an office.

Granted, the office was in a disused elevator.

"When we moved into the Portland Hotel," she said, "all the space was given to the residents so we weren't allocated any office space.

"They turned a broken-down elevator into my office.



THUY LAM AT THE PENNSYLVANIA HOTEL LOBBY, WITH JOSHUA ROMINE.

“They put a shelf and a desk into it. It was tiny, but I was the only one that had an office. There was a shared reception area outside the elevator that everyone used.

“I worked in the elevator from June 1998 to 2000, when they finished the new Portland Hotel and we moved there. It was a new building but there was still no office space, so I was in an exercise room. There was still all the equipment in there.”

The residents were an inspiration rather than a distraction despite the long hours of detailed work.

As the only accountant at that time, Thuy was respon-

sible for budgets, payroll, invoicing and honoraria to residents for stipended volunteer work.

There was a bond between the residents and the Vietnamese refugee who to this day is still proud to call the Downtown Eastside her home.

Thuy remembers times when she'd work through the night to get needed work done. She says the excitement of the mission would fuel her.

Thuy is still with PHS. She continues to bring her deep commitment to supporting the community she has walked along side for all these years.

Caring for our community's beloved pets

In providing low-barrier supportive housing, we have many residents who have animal companions. We know how important cats, dogs and the occasional gerbil are to people's well-being.

This is why PHS in Victoria is so delighted by a new initiative with the city's branch of the Humane Society to provide free neutering and spaying, with additional complementary veterinary support, for residents' cats and dogs.

"Victoria Humane Society contacted us looking to improve access to pet care," said Ramsay Moffatt, Senior Manager of Housing and Programs in Victoria. "They are offering access to spaying and neutering for our residents' pets, and will address other issues they find while doing this – check out the animal's health and give treatment like flea spray or deworming.



"It's important for us to house people with pets, especially knowing how many residences and services in Victoria don't make that accommodation. But of course, with pets comes challenges."

This new initiative gives us a practical solution to the problem of unwanted litters, which tend to be given away to other residents. In many cases those residents are not able to care for their new animal and the SPCA gets involved to safeguard the animal's welfare, which is a very distressing situation we want to work to avoid. Even when residents are themselves able to care for their pet, the cost of vet care is out of reach. And vet support is essential.

Not only does spaying and neutering prevent unwanted litters, it can also reduce an animal's aggression, making them a better fit for the community.

As Ramsay points out, for a person who has come to PHS directly from experiencing homelessness, theirs is probably a de facto 'working dog.' "These dogs watch people's belongings while they sleep, are constant companions and security. They are often highly protective."

Living indoors requires a transition for these kinds of pets and neutering helps then make the adjustment into a their new housing and community. Many thanks to the Victoria Humane Society for helping our residents care for their animals.

Out in the streets supporting people in crisis

PHS deploys a dedicated team of volunteers to patrol streets and alleyways and support vulnerable people.

Spikes on Bikes volunteers receive modest stipends for four-hour outings to collect discarded drug equipment, give out harm reduction supplies and provide lifesaving overdose response.

The program provides low-barrier volunteer opportunities for people with lived experience who are looking for meaningful community involvement, and those people in turn are a tremendous resource for reaching people in distress.

James, who has been with Spikes on Bikes five years, recalled his first solo overdose response while out on patrol in early 2020. It was at the Cordova and Columbia intersection, and he remembers it vividly.

“There were people standing around, but everybody was watching, no-one was helping,” he said. “I remember being unsure about the first dose [of Naloxone/Narcan], but when I hit him with the second shot he started breathing. His head lifted up. It felt unbelievable.”

Fellow volunteer Mike, who has been with the group a year or two longer, says that thanks to his route he knows the entire community.

“I say hello to everybody, like clockwork,” he said. “I

know all the good guys and bad guys, and I’ve ‘narcanned’ more people than I can remember.

“Working keeps me busy, and I like to try my best to keep the neighbourhood clean. It’s a natural instinct to want to help people, and I get a lot out of it. People I’ve narcanned greet me and thank me.



“Spikes on Bikes is definitely an essential service. There would be a lot more dead people if it wasn’t for this program.”

It’s fitting that the Spikes on Bikes team have high-vis vests provided through a fundraiser last summer by BCEHS paramedic Anthony Condotta. He completed a half-ironman to raise funds for PHS.

Programs Operations Manager John Nellany said the vests make the team better recognized by the community, especially as helpers in the event of an emergency.

“For our volunteers, many of whom face significant barriers to traditional employment, the vests are also a symbol of pride and purpose.”



**PHS FOOD PROGRAM TEMPORARILY
AT STATION ST. AND SMITH-YUEN**

Feeding our community every day of the year

We have long been proud of our food program and this year we are excited to announce its expansion.

PHS provides nutritious meals 365 days a year in communities with chronic food insecurity.

The PHS Food Program is truly a marvel. Every day we serve approximately 1,500 restaurant quality meals in Vancouver and 600 in Victoria. That's every day of the week, every week of the year.

We produce more than 14,000 meals every week, or over 760,000 meals per year.

Even more impressively, the 1,500 meals produced daily in Vancouver were mainly coming out of a central kitchen that had originally designed to produce only 200 meals per day.

The staff ingenuity and resilience that made this possible is a testament to skill and hard work. But the situation was never going to be sustainable.

Not only had staff had been working in outdated spaces, they had been doing so with aging equipment.

Our main kitchen at Alexander Street Community had been in daily use since 2015, and the Station Street Community auxiliary space had been in service since 2012 and were showing considerable wear and tear.

Fortunately, the AI Roadburg Foundation stepped up to the plate with funding to upgrade and re-equip our main commercial kitchen at Alexander Street Community.

At the same time, Vancouver Foundation provided funding to upgrade our previously under-utilized kitchen at Woodward's to include new temperature-monitoring storage to help process, package and store shelf-stable meals for residents, shelter guests and other community members that have been displaced by emergencies. It also helps our Food Program focus on the provision of culturally relevant meals and invites kitchen access for Indigenous and community groups looking to process and store local harvests, further improving food security in the DTES.

"We're serving more people than ever before, and we're now also able to better meet people's specific dietary requirements," said PHS Food Service Senior Manager Andrew Adam. "And it's all because of dedication and teamwork."

"We can accommodate individual allergies, gluten intolerance and religious considerations, for example, with specialized equipment and increased capacity."

These improvements are not only an investment in the sustainability of our critically needed food security programs, but they will also increase the quality of the service for community members we care for.

Beautiful new location for Indigenous support team

PHS is very pleased to have a new and improved space for our Indigenous Hub.

It's now located at 30 West Hastings. We made the move in April and already we are hearing great things.

Culture Saves Lives works out of this space. They serve the Indigenous population of the Downtown Eastside by helping the many thousands of people here struggling with intergenerational trauma to reconnect with their ancestral cultural heritage.

Culture is medicine because it gives meaning. Belonging and connections are key determinants of health.

Indigenous people in the province face stark health inequalities, with an average life expectancy 15 years shorter than other residents. One third of the people experiencing homelessness in Metro Vancouver identify as Indigenous, despite Indigenous people making up only two per cent of the area's population.

The new and inviting Hub is a drop-in space for people in the neighbourhood to stop by for coffee and community. There's bannock, weekly pancake breakfasts and above all, companionship.

"Everyone is welcome," said Elder-in-residence Mary. "We do one-on-ones with people who want to come in and talk.

The move allowed for some wonderful updates. Mary said: "It's brighter and more modern, with a better kitchen and food storage. More inviting."

There are workshops, covering traditional crafts including cedar bark weaving, drum-making, beading and sewing ribbon skirts. And many referrals are provided, especially for people looking for housing or storage.

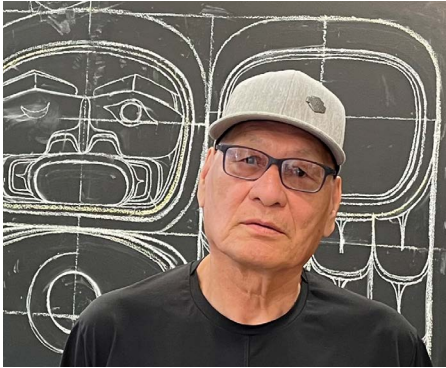
The space is wheelchair accessible, including the washroom, and has patio out the back. Pride of place goes to a traditional log drum where impromptu playing and chanting acts as a calling home to people passing by.

"The drum beat carries, and a lot of people come walking over and stand at the door to watch," said Mary. "It speaks to their spirit.

"There are so many people on the streets. A lot don't know why they ended up here, but it's because of trauma."

Volunteer Jimi shared his experience of how rediscovering his culture turned his life around.

"I spent 11 years in residential school, and I lost my culture," he said. "It wasn't till I was in my twenties that I started learning about it, but when I did, it stopped me doing drugs.



TOP, JIMI; RIGHT, LOG DRUM AND THE MURAL; ABOVE, THE HUB'S KITCHEN



"I was one of the people in the streets in the 1970s.

"When I heard about Culture Saves Lives I started volunteering. I really believe that culture saves lives."

Jimi co-founded a men's wellness group that meets at the Hub Friday afternoons. It's based on his five years'

experience with Warriors Against Violence Society which helps Indigenous families unlearn abusive and aggressive behaviours.

As with everything else offered by Culture Saves Lives, it's about helping people through their trauma by fostering connections and building community.

Your support makes a difference. Thank you.

Your support to PHS continues to drive meaningful impact and we are so grateful.

In 2024–2025, every \$1 spent on fundraising generated \$4.15 in support of our programs. We also extend our gratitude to our monthly donors, whose annual contributions exceeded \$28,000.

Your dedication drives progress and allows us to continue walking alongside those facing complex challenges. Thank you for your partnership and for standing with us to make this vital work possible by bringing hope where it's needed most.

Major donors

Aboriginal Front Door Society, Al Roadburg Foundation, Alpha & Omega Painting Inc., Anthony Condotta, Association for Molecular Pathology, B & B Massiah Fund held at & administered by Vancity Community Foundation, B2Gold, BC Dental Association, Bear & Pear Productions, Charitable Impact, City of Vancouver, Cole Brown, Columbus Meat Market, Community Impact Real Estate Society, Dawn Thiessen, and Doug Ford.

Dr. Brian Grunau and Miriam Schellenberg, First Nations Health Authority, Fluor Canada Ltd., Fockler Family, Ines Shearing, Ira Hoffercker-Sattler & Matthias Hoffercker, Julia MacIsaac & Arman Abdalkhani, Keith Becker, Kelly Maxwell, Keray Henke, and Mohammad Qureshi.

R&M Mechanical, Stratford Hall School, The Andrew Mahon Foundation, The Haebler Group, The Right Shoe, Toni Bramley & David Kendall, United Way Centraide, United Way of the Lower Mainland, Vancity Community Foundation, Vancouver Community Action Team, Vancouver Division of Family Practice, Vancouver Foundation, Will Connors, Workday, and Yvonne & Jim Stanford.

In-kind donors

2 Guys with Knives, A Better Life Foundation, Baaad Anna's Yarn Store, Blanket BC Society, Bones Pet Stores, Coast Coal Harbour Vancouver Hotel, Cobs Bread, Definity Insurance, East Van Roasters, Everybody Deserves a Smile, Forerunners, Greater Vancouver Food Bank, Guy Felicella, Heart to Paws, Home Depot and Team Depot, Kits for a Cause, Let It Flow, M!LA Plant-Based Restaurant, Mega Sword, Mindset Barber Shop, Mission Possible, Nelson The Seagull Café, Nuba on Hastings, Overstory Media Group, and Pacifica Housing.

Pawsitive Pet Grooming, Re-Buy-Cycle Shop, Rheaply, Soap for Hope, Sock Rocket, St. Pius X Elementary School, Stratford Hall School, Sysco Canada, Tattooed Heart Society, The Mustard Seed, The Right Shoe, Vancouver Shoebox Project, Value Village, Vancouver Warriors, Victoria Humane Society, Victoria Women in Need Community Cooperative, Virtuous Pie, Water Street Café, Westin Bayshore Hotel, and Zacharie & Sol Bard.

The Power of Donor Dedication

A letter from Fund Development Manager Kelly Nichol

At PHS Community Services Society, dedication drives everything we do.

Each day, our donors, supporters, and partners stand beside us, enabling vital supportive housing, healthcare, and harm reduction services for thousands of society's most vulnerable—those with nowhere else to turn.

Once working quietly behind the scenes, PHS took action while others debated. We led the way with innovative, low-barrier approaches to housing and harm reduction. Today, the intersecting crises of homelessness, mental health, and addiction are more urgent than ever—and the need for community and corporate support has never been greater.

From grassroots beginnings, PHS has grown into one of B.C.'s largest supportive housing providers. We've shown that wraparound, person-centered services delivered with compassion can transform lives.

Now, our expertise is sought by leaders across sectors—from policy to healthcare.

Yet, despite over 30 years of frontline impact, our Fund Development department is only seven years old. To meet growing demand and expand our proven model, we need new partnerships—with foundations, companies, and organizations that share our vision for a more humane and just society.



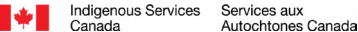
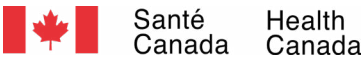
If you work with or know of an organization looking to make a meaningful impact, we invite you to connect with our Fund Development team. Your support could help expand essential services, launch life-changing initiatives, and reach even more people left behind.

To our donors and supporters—thank you. Your contributions this past year have powered our work and reminded us that we're not alone in this fight. Your generosity is essential.

As we look to the future, we invite new changemakers to join us. With courage and committed partnership, we can continue to lead community-based solutions to some of our community's most pressing challenges.

Reach out if you have questions or would like to support our work: kelly.nichol@phs.ca or 778-580-5472.

Our strategic partners make it all possible





Art at The Hub

(From Page 19)



Financial report

April 1, 2024 - March 31, 2025

CONSOLIDATED STATEMENT OF OPERATIONS

	Internally Restricted Fund	Externally Restricted Fund	General Fund	2025	2024
Revenue					
BC Housing Management Commission grants	-	17,425	52,014,719	52,032,144	45,163,002
Vancouver Coastal Health Authority grants	-	-	21,087,452	21,087,452	20,037,733
Vancouver Island Health Authority grants	-	-	918,439	918,439	889,409
Rent	-	-	6,391,420	6,391,420	5,571,609
Amortization of deferred capital contributions	-	-	667,471	667,471	985,978
Gain on sale of asset			25,000	25,000	-
Other income	-	-	2,658,090	2,658,090	2,803,857
Other service grants	-	-	2,316,181	2,316,181	2,295,050
Donations, grants and fundraising	2,500	-	299,254	301,754	385,850
	2,500	17,425	86,378,026	86,397,951	78,132,488
Expenses					
Salaries and benefits	-	-	54,022,365	54,022,365	49,480,363
Repairs and maintenance	10,952	17,425	7,021,787	7,050,164	5,596,973
Building operational costs	22,633	-	5,780,624	5,803,257	4,562,760
Amortization	-	-	1,744,149	1,744,149	2,103,432
Residential services operational costs	42,147	-	9,947,139	9,989,286	9,351,228
Interest on long-term debt	-	-	750,578	750,578	750,374
General administrative costs	-	15	6,494,275	6,494,290	5,705,989
	75,732	17,440	85,760,917	85,854,089	77,551,119
Excess (deficiency) of revenue over expenses	\$ (73,332)	\$ (15)	\$ 617,109	\$ 543,862	\$ 581,369

During the year, the Society received \$527,763 (2024 - \$417,087) 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 MNP. 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	2025	2024
Assets					
Cash	-	-	11,264,353	11,264,353	13,983,947
Restricted cash	1,851,509	4,207,678	-	6,059,187	5,450,645
Investments	-	-	8,000,000	8,000,000	-
Accounts receivable	-	-	3,155,364	3,155,364	3,501,636
Government agencies recoverable	-	-	444,544	444,544	341,122
Prepaid expenses and prepaid lease	-	-	264,955	264,955	205,056
	1,851,509	4,207,678	23,129,216	29,188,403	23,482,406
Investments	-	-	-	-	3,000,000
Long-term portion of prepaid lease	-	-	185,282	185,282	191,220
Capital assets	-	-	66,794,720	66,794,720	63,431,700
	1,851,509	4,207,678	90,109,218	96,168,405	90,105,326
Liabilities					
Accounts payable and accrued liabilities	-	-	2,379,597	2,379,597	2,043,910
Government remittances payable	-	-	1,305,130	1,305,130	981,393
Salaries and dues payable	-	-	4,009,339	4,009,339	3,689,534
Damage deposits	-	-	213,056	213,056	168,157
Deferred contributions	-	80,000	16,487,558	16,567,558	15,240,671
Current portion of vehicle loan	-	-	5,745	5,745	11,854
Current portion of long-term debt	-	-	1,093,798	1,093,798	1,212,308
Interfund balances	121,890	366,172	(488,062)	-	-
	121,890	446,172	25,006,161	25,574,223	23,347,827
Long-term debt	-	-	31,570,339	31,570,339	32,600,319
Vehicle loans	-	-	-	-	5,559
Replacement reserve	-	3,761,521	-	3,761,521	3,196,981
Deferred capital contributions	-	-	26,457,801	26,457,801	24,797,132
Deferred development obligation	-	-	2,103,151	2,103,151	-
	121,890	4,207,693	85,137,452	89,467,035	83,947,818
Net assets					
Internally restricted fund	1,729,619	-	-	1,729,619	1,802,851
Externally restricted fund	-	(15)	-	(15)	-
General fund	-	-	4,971,766	4,971,766	4,354,657
Total	\$ 1,851,509	\$ 4,207,678	\$ 90,109,218	\$ 96,168,405	\$ 90,105,326

Supporting the community one step at a time

This is the ninth year that PHS staff, supporters, and now local companies have come together to participate in the Under Armour Eastside 10K.

It's a powerful annual tradition that reflects the dedication to the vulnerable community that we care for.

More than just a run, this event represents the commitment we all share to stand with people facing homelessness, poverty and stigma. The funds raised through the 10K are directed to our critical frontline services, that provide supportive housing, healthcare, and harm reduction to thousands of extremely marginalized individuals every single day.

At the heart of this effort is dedication—from the frontline staff who show up 365 days a year, the runners who train and fundraise, the donors and partners who believe that no one should be left behind. This shared determination fuels our campaign and keeps our programs running.

Vancouver restaurant operators 332 Enterprises this year once again fielded a team to support PHS.

They told us: "Our 332 Enterprises team works in the Downtown Eastside, where we witness the day-to-day realities faced by community members dealing with homelessness, mental health challenges, brain injuries, and other serious health and social barriers.



"These are complex issues, and while public funding plays a role, it's simply not enough to meet the scale of need. PHS fills critical gaps in the system."

Special thank you's to the following companies that participated with run teams or provided donations to our PHS run team:

332 Enterprises, Air-Vac Services, Ben's Security Locksmith, Bunzl Cleaning & Hygiene, Columbus Meat Market, Community Apothecary, Community Impact Real Estate Society, East Van Roasters, Feel Good Everyday Fitness, Focus Enterprise, Gastown BIA, Hastings Crossing BIA, M!LA Plant-Based Restaurant, Nelson The Seagull, Nuba on Hastings, Sean McEwen Architect, Shatex Manufacturing Corporation, Spot Solutions, Stark Marketing, Swish Maintenance, Terra Housing Inc, Van-Whole Produce, Virtuous Pie, and Water Street Café.

Give a gift today

Every financial gift we receive impacts and improves the lives of extremely vulnerable people we care for in the communities we serve.

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

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

**425 Carrall Street - Unit 90, Vancouver, BC V6B 6E3
604-683-0073 | info@phs.ca | www.phs.ca**



JESUS LOZANO-VILLARREAL,
LAUREN PROSKOW AND
RAHUL DEV AT THE NEW
FOUNTAIN SHELTER

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