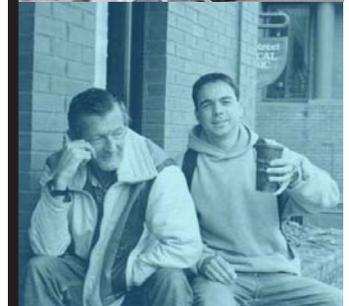


ANNUAL REPORT 2003-2004



SUMMARY

The Victoria Cool Aid Society provides shelter, housing and community health services to the marginalized. We continue find ways to expand our housing, shelter and health services in order to meet community needs. Current services include:

SHELTER:

Streetlink Emergency Shelter: 1634 Store Street. A 55 bed emergency shelter for temporarily or chronically homeless adults. Clients receive meals, referrals, hygiene services, mental health services, housing advocacy, community liaison, and crisis and lifeskills counselling.

Sandy Merriman House: 809 Burdett Street. This women's only shelter provides 15 safe and supportive shelter beds, hygiene services and drop in facilities for women including counselling and access to health care for those who are homeless or at risk of becoming homeless.

HOUSING:

Housing Program: Swift House at 465 Swift St. , Pandora Housing at 757 Pandora Ave. and Johnson Manor at 1153 Johnson St. These 3 housing projects provide a total of 78 units of safe, supportive and affordable housing for persons with special housing needs. Cool Aid's housing initiatives are recognized nationally as being both innovative and effective. In addition to the 78 units of adult housing, the Pandora facility includes eight units of transitional housing operated by the YM/YWCA geared toward teaching lifeskills and good tenancy skills to youth.

Mike Gidora Place: 749 Pandora Avenue. Provides 45 units of affordable market small suite housing and main floor commercial / office space.

FairWay Woods: 567 Goldstream Avenue, Langford, provides 32 units of supportive housing for seniors with special needs.

Aberdeen Project: 1400 Block of Cedar Hill Cross Road, will provide 45 units of supported seniors housing with BC Housing and the Vancouver Island Health Authority. The project groundbreaking is set for August 2004.

HOLISTIC HEALTHCARE

Community Health Centre & Dental Clinic: 465 Swift Street, Dental Services 469 Swift Street. The expanded, fully-staffed Centre provides medical care for the downtown street entrenched population and those at risk. Specialized services include pharmacy, nutrition, dental, and alcohol & drug counselling to serve the downtown community and its diverse needs.

REES Network: 1929 and 1931 Lee Avenue. The REES Network (Research, Education, Evaluation & Support) is consumer driven and works in partnership with mental health consumers, family members and professionals to provide training, peer support, opportunities for education, community integration and life enrichment. REES also runs a community casual labour pool matching those who are looking for short term work placements with employers seeking their services.

Downtown Activity Centre: 755 Pandora Ave. The Centre provides an affordable voicemail service and is available for rentals to the community.

REPORT TO MEMBERS: CHAIR's REPORT

It is with a great satisfaction that we present to the membership the 36th Annual Report of the Victoria Cool Aid Society. The year has been full of accomplishments with a streamlining of Society governance.

Membership will be pleased to know that the Society's Board of Directors, with the guiding Board Governance Policy, have effectively steered Society affairs in monthly meetings and committee working groups. On behalf of the membership I want to thank all the volunteer Board Members for their hours of diligent work and focus in the past year. The successes enjoyed by the Society and the Board would not have been attained if not for the dedication and support of the management and staff of the Victoria Cool Aid Society. Our continued thanks to all of you for your efforts in supporting the goals of the Society and in addressing the day-to-day needs of those marginalized members of our community.

Last year was a year of planning that resulted in the Board's adoption of a five year Strategic Plan for the organization. Many hours by staff, management, Board Members, stakeholders, community partners and funders went into the creation of the Strategic Plan. In addition to fine-tuning our Vision and Mission Statements, the Plan establishes a broad range of objectives for the next five years in the areas of Housing, Shelters and Community Health Services. The approach taken in the creation of the Plan is a 'balanced scorecard' one which puts the onus on all members of the Society and staff to monitor the objectives of the Plan on a regular basis and to assess how this 'Vision' for the future is being realized. The Strategic Plan is an incredible document and we invite all to read it. Congratulations to planning team members for the quality of the Plan that you have produced. We look forward to seeing the results of the seeds that have been planted by this effort.

All members of our community were shocked during the winter months to realize the magnitude and impact of the Homeless on Greater Victoria. Clearly the numbers of Homeless and the severity of the quality of life on the streets have been increasing more rapidly than any of us had anticipated. The



**REPORT TO MEMBERS:
CHAIR'S REPORT**

awareness of Homelessness in our community is certainly on the rise, and we are optimistic that community involvement will increase with creative solutions for street issues.

The challenge for the Victoria Cool Aid Society in the future is tied to two related needs. One is the need to broaden the constituent base of the membership of the Victoria Cool Aid Society within our community. With a broader membership base more energy and solutions can be brought to the issue of Homelessness in our community. Linked to this is the ongoing need to increase fundraising beyond traditional sources in order to meet the needs of marginalized members in our community. We are more confident than ever that our community has the resources to broaden our response to the need for shelter, supportive housing, and holistic healthcare for all.

-Tom Moore, Chair

A PLACE TO CALL HOME: CEO's REPORT

When you are Victoria's largest service provider for the homeless, planning for change is as crucial as change itself. 2003-2004 was a benchmark year for the Victoria Cool Aid Society as the organization gained momentum with the completion of the strategic plan in spring and images of a bright future. Our vision – shared by donors, volunteers, staff, and community partners- is to eliminate homelessness. By providing shelter for those in need, expanding supportive housing for the marginalized, and developing holistic healthcare, we are changing the community's physical, emotional, and mental health for the better. It is with great pleasure that we present to you this annual report.

COMMUNITY In April 2003 Cool Aid, in cooperation with several community agencies, formed the Downtown Service Providers Group. In May of 2003, the group was pleased to welcome Victoria Chamber of Commerce representatives and members of the Street Issues Liaison Committee. The purpose of the Downtown Service Provider's meetings was to identify and address the emerging social needs in the downtown core. After gaining input from over nineteen agencies Cool Aid was able to produce a report, "Serving the Homeless: Social Agencies in 'The Red Zone'". For the first time, social service representatives and business leaders sat at the table with common concerns about the number of homeless people on the street. The Downtown Service Providers continue to meet on a monthly basis with discussions including, youth housing, housing for people with addictions including wet housing and housing for injection drug users, shelter for street workers, and a regional Homeless Count scheduled for January 15th, 2005.

SHELTER This year, the Cool Aid Society provided shelter to 1700 people. We continue to build staff and funding capacity in order to meet growing needs.

Shelter Services has resolved privacy and funding agreements with the Ministry of Human Resources. By building a relationship for sustainable funding and reporting, Cool Aid is able to concentrate on their primary focus – clients.

Crystal meth-amphetamine use is on the rise amongst clients, and staff training for the year included workshops focusing on street drugs and general precautions, the effects of "Crystal Meth", conflict resolution, and concurrent



A PLACE TO CALL HOME: CEO'S REPORT

disorders. We continue to improve standardized debriefing and crisis prevention procedures.

This winter, Cool Aid's shelter and housing staff were inundated with a high number of homeless. By collaborating with service agencies and the City of Victoria, Cool Aid staffed a temporary space in the Silver Threads Seniors Centre. 58 people were taken off of waitlists and out of the cold. The following week, 40 beds were added to Cool Aid's shelters. These spaces remained full from early January until March 31st, 2004. Discussions on partnering with the Salvation Army and the Ministry of Human Resources have begun for winter 2004.

We are currently discussing drop-in shelters with Prostitutes Empowerment Education and Resource Society (PEERS) in order to increase safety and support for sex trade workers.

SUPPORTIVE HOUSING Cool Aid provides a wide range of affordable housing for the community. We continue to increase supportive housing beyond the 120 spaces currently available to clients. In addition, Mike Gidora Place provides market housing for students and individuals requiring quick access to downtown Victoria. This year, Fairway Woods has helped to meet the growing need for diversified housing.

Fairway Woods, our first housing project specifically designed for at-risk seniors, was opened in August 2003 and has celebrated great success. Tenants of Fairway Woods are

considered some of the hardest-to-house individuals in the downtown core, yet have shown improvement at their new Langford home. A team of homecare and resident support workers has been instrumental in helping tenants feel confident, safe, and supported. Thanks to the vision created for Fairway Woods, tenants gain a sense of community by sharing in the gardening and lawn maintenance of the building.

We look forward to the upcoming groundbreaking ceremony of a 45-unit building at "Aberdeen" (to be completed in 2005). Cool Aid is also researching the need for wet housing as recommended by the Downtown Service Providers Group and a Town Hall meeting facilitated by MLA Jeff Bray.

HOLISTIC HEALTHCARE The Victoria Cool Aid Society's health and dental services continues to lead in providing integrated treatment service to over 2000 clients facing HIV, AIDS and mental health issues. This year, with the increase in Crystal Meth-amphetamine users, Cool Aid has seen a real need for Hepatitis C prevention. A new alcohol and drug counselor has joined the Community Health Centre, and we expect to see another pharmacist join the team in order to meet the demand for prescriptions. Health Services has been instrumental in working with the Canadian HIV Clinical Trials Network and an Outcomes Measurement Study for Vancouver Island Health Authority.

This year, REES Network successfully hosted two conferences on integrated services to mental health and addictions clients and provided the basis for some good community outreach and networking. These

A PLACE TO CALL HOME: CEO's REPORT

conferences are a wonderful opportunity for service providers to share ideas and strategies.

In an effort to improve shared resources for community members, Cool Aid takes every opportunity to collaborate on major projects. For 2003-2004, the Cool Aid Dental Clinic worked with Shaw Television to produce a promotional health video. The Clinic also provided a tradeshow display in the Bay Centre, alerting community members to the services available to them.

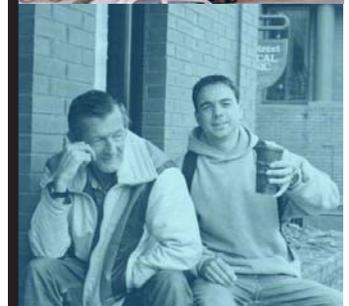
In addition, we are beginning community consultation on an integrated care facility for clients with advanced HIV, Hepatitis C and Cancer.

INSIDE COOL AID With a growth in community need, Cool Aid has required an increase in standardized orientation for staff and volunteers. Collective bargaining has been successfully completed, and both unionized and non-unionized employees have come to an agreement for their wages and benefits.

We are working to incorporate occupational lifestyles volunteers into the Downtown Community Activity Centre. These volunteers will produce activity programs that allow clients to gain life skills necessary for healthy independent living.

LOOKING FORWARD Victoria Cool Aid Society looks forward to another bright year and thanks all those individuals and partners who have worked with us as we move towards our vision of eliminating homelessness.

-Carol Finnie, Chief Executive Officer



SHELTER FOR THOSE IN NEED: SHELTER SERVICES

MEETING NEEDS Last year shelters provided 25,491 beds to 1,623 individuals. On average we turned away 22 people nightly. 95% of the time we couldn't accommodate everyone on the waitlist.

There is a common misperception that the shelters are primarily filled with traveling or transitory youth. The average age of clients is 38-years-old and 309 clients are working poor.

Another misconception is people from eastern and central Canada come to Victoria to access services. 70% of shelter clients are from our own community. Many are born on Vancouver Island and have lived their lives in Victoria.

There is a migration of homeless within BC. When people try repeatedly and unsuccessfully to access housing, employment or training and their time at the shelters has run out, they will often try their luck in another community. All too often these folks return in a few months.

FEEDING COMMUNITY The shelters provided 107,671 hot meals to our clients over the year, with three meals a day for some. We provide 71,500 hot meals to people staying at the shelters. The other 36,171 meals are provided to walk-in clients who are for the most part absolutely homeless. Although not all of these individuals are homeless, many are considered at-risk of homelessness and rely upon free meals or laundry services to make ends meet.

Providing drop-in services is a way of bringing people into the shelters and connecting with

them. This is an essential entry-point of shelter services as those at-risk of homelessness often become homeless outright.

MENTAL ILLNESS Poverty and isolation are not the only issues clients deal with. One in four Canadians manages a mental illness. Many people with mental illness end up living on the streets undiagnosed and untreated. The longer you live on the street, particularly with a mental illness, the more likely you are to become involved with substances or become addicted.

Forty percent of clients manage moderate to severe mental illnesses. Up to 70% of those struggle with addictions. These clients do not fit in traditional models of support. Cool Aid creatively individualizes services.

ADDICTION We have moved from seeing alcohol and marijuana use to heroin and cocaine use, and now to crystal meth-amphetamine. Crystal meth has twice the potency and four times the purity of the speed of the 60's. In the 60's they said, "speed kills". It does today, just faster and cheaper.

Crystal is attractive as it is an energizing high and gives people on the street an exaggerated sense of safety while also killing hunger pains.

Interacting with a person coming down from a crystal high takes training, awareness and education. Shelter staff received updated training and new safety protocols while supporting a Crystal using client base.

COMMUNITY PARTNERSHIP When the weather started to become dangerously cold, the service providers mobilized to respond. This year the

SHELTER FOR THOSE IN NEED: SHELTER SERVICES

City, Vancouver Island Health Authority, and the federal government joined us to help against the cold. Within half a day we opened up the old Silver Threads building as a temporary, overnight location for 60 individuals. Within a week we were organized to accommodate a minimum of 85 individuals at Streetlink and 26 at Sandy Merriman, an increase of 60% over our usual capacity. The shelters provided these beds until March 31st, 2004.

Planning has already begun for next years severe weather program and it will remain a part of our operations until the need is met through appropriate long-term housing.

-Don McTavish, Manager of Shelter Services



SUPPORTIVE HOUSING: HOUSING SERVICES

Cool Aid's Housing Program opened in February 1991 in response to the growing numbers of homeless people in our community, and was unique in that it provided a housing model with a supportive element. By focusing on building a sense of community, tenants and staff collaborate to build a supportive living situation and environment that enable tenants to experience personal growth and stability.

SWIFT HOUSE opened in February 1991, and continues to provide housing in a respectful and non-judgmental way for 26 adults who have been traditionally labeled as hard to house.

PANDORA PROJECT Pandora Project opened in 1997 and was the second housing project opened by Cool Aid. With the same client base as Swift House. The Pandora project has turned out to be a model for responsible affordable housing for 26 tenants.

MIKE GIDORA Opened in 2004, Mike Gidora apartments started as a vision of our former financial administrator Mike Gidora. Mike had a dream of possibly building homes for the young working poor in the downtown area of Victoria that would be decent and affordable. We now have 45 units of purposely built, small suite design, affordable housing for low income urban singles. Tenants living in these small suites have found them to be adequate in terms of fitting in with their present lifestyle.

JOHNSON MANOR Johnson Manor was opened in 2001 to help break the cycle of

eviction for tenants who have had the most difficulty in maintaining safe, affordable housing. Some factors that have influenced the building's success include its central location away from the downtown core, 24-hour on site staffing, and strong partnerships with key stakeholders. Johnson Manor has proven to be a cost-effective model for housing individuals managing co-occurring disorders such as psychiatric and substance related symptoms.

FAIRWAY WOODS Fairway Woods was opened in 2003 to house 32 homeless and homeless at-risk seniors. Since opening Aug. 1st. of 2003 we have served one meal per day (dinner) in our new dining room, facilitating community development, providing a wide range of programming and providing 24 hour seven day a week staffing coverage. Fairway Woods is located in Langford, and is adjacent to bus service, parks, walkways and easy accessibility to stores and restaurants.

ABERDEEN PROJECT Aberdeen Project is a 45 unit supported living project for seniors planned in partnership with BC Housing and the Vancouver Island Health Authority. Aberdeen will provide housing to seniors who have difficulty fitting into regular housing situations and need a higher level of care. VIHA will be providing the personal medical care and we will be providing the housing component and facilitating community development within the building. We will be having a groundbreaking ceremony sometime in late July or August of this year (date to be announced soon) and are scheduled to open the building in August 2005.

-John Crean, Manager of Housing Services

HOLISTIC HEALTHCARE: HEALTH SERVICES REPORT

HEALTH CLINIC The Cool Aid Community Health Centre, through its multi-disciplinary and innovative team-based approach, provides primary health care, both acute and long term, to Victoria's downtown population. During the past year, we have continued to strive to reduce the significant barriers facing the marginalized and complex inner city population from accessing health services.

Clinic staff is involved in a number of committees, partnering with Vancouver Island Health Authority and downtown agencies looking at service gaps and the need for additional health and social services for the downtown community.

The clinic continues to serve an increased patient load. In addition, staff has increased since the opening of the clinic in 2001. Cool Aid is actively looking to move or expand the Health Clinic in order to increase services for the growing number of patients.

During this past year, in the area of communicable diseases, the clinic has undertaken a new "Directly Observed Therapy" study for difficult-to-reach populations and we continue our ongoing participation in multiple clinical trials through the Canadian HIV Clinical Trials Network. Also, we have increased chronic Hepatitis C treatment through participation in a database of outcomes for patients treated with Pegylated Interferon.

An additional Drug and Alcohol Counsellor has been added to our counselling staff and, as a result, we are able to expand our outreach services to access people at risk in the downtown core and to continue to increase our inter-agency support.

Our Pharmacy continues to see an increase in the number of patients and prescriptions filled and we will be looking to hire additional staff in the Fall.

The clinic is in the process of completing an "Outcomes Measurement Study," the results of which will be presented to the VIHA Community Health Program Quality Council meeting in June 2004.

DENTAL CLINIC Our Dental Clinic now has both a full time dentist and a part time dentist, along with a full time hygienist and certified dental assistant.



HOLISTIC HEALTHCARE: HEALTH SERVICES REPORT

Our Volunteer Dentist Program, which includes a Pediatric dentist to serve our ever-increasing numbers of child patients, is a very successful program. The clinic participated in Dental Awareness Month by producing a short video and brochure of our services, in partnership with Shaw Cable and the Social Planning Council's Quality of Life Program, and also hosted a display table at the Bay Centre, which proved to be successful in bringing in new patients and increasing the public's awareness of our clinic.

DOWNTOWN COMMUNITY ACTIVITY CENTRE

We have obtained a summer grant, which has enabled us to hire a student to run a life skills program at the Downtown Community Activity Centre to provide life skill opportunities to our housing clients. The Centre continues to provide an affordable voicemail service for those who do not have access to telephone service, and our facilities are available for rental to any individuals, groups or organizations seeking an open, welcoming and centrally-located venue to host their events or community programs.

RESEARCH, EDUCATION, EVALUATION, & SUPPORT NETWORK (REES NETWORK)

Living on low income, side effects of medication, relapses in mental health, stigma and increased vulnerability to stress are among the most common challenges people with mental illness face. REES Network's 25 staff and volunteers help more than 300 mental health consumers on a monthly basis in an effort to break down the barriers to mental health. Through conferences, mental health publications,

development, REES has successfully identified consumer-driven services that aid people in managing mental illnesses.

In 2003-2004 REES has improved a training program for mental health consumers, has increased promotion of the Casual Labour Pool through media exposure and tradeshow displays, and has actively supported the integration of Vancouver Island Health Authority Mental Health and Addictions Services by promoting concurrent disorders awareness.

-Irene Haigh-Gidora, Manager of Health Services

FINANCIAL STRENGTH: TREASURER'S REPORT

The Victoria Cool Aid Society's financial position shows significant improvement over the last year, and a number of issues have been resolved. With continued assistance from funders and the staff's implementation of the 2003/04 financial plan, the Society has regained its financial health. As a result, we can look forward with renewed confidence to the continuation of expansion in client-based service delivery.

The Society ended the year with an operating surplus of \$61,904. This compares favourably to 2002-2003's surplus of \$78,927, which while slightly higher, was largely achieved through a one-time \$142,690 gain on the disposal of capital assets.

During the year, the Society was able to stay close to the Board's approved 2003/04 budget in respect to both revenues and expenditures. This allowed for focused planning, smooth operations and regular reporting. In addition to improving its financial management, the Society took advantage of low interest rates by refinancing Mike Gidora Place at 4.944% with the Bank of Montreal. This consolidated 3 mortgages with rates that had exceeded 6% and increased the Society's cash by \$250,000.

Changes to the balance sheet other than the refinancing were primarily the result of the completion of Fairway Woods which reduced the accounts receivable and payable by about \$300,000. Capital assets increased by about \$3.0 million and construction financing went from \$1.9 million to \$.5 million. Net assets increased from \$1.37 million to \$1.43 million and the Society's financial position moved from \$17.8 million to \$19.7 million.

From a financial perspective the Society has met its commitments and has successfully followed the course set out in the previous year. The board continues to be impressed with the dedication, skill and professionalism of Society staff and looks forward to an equally successful 2004/05.

-Thea Vakil, Treasurer



Financial Statements of

VICTORIA COOL AID SOCIETY

Year Ended March 31, 2004

MANTELL

DICKSON

BLADES

WISEMAN

CHARTERED ACCOUNTANTS

*Bruce Mantell CA
Michael Dickson B.Comm., CA
Michael Blades B.A., CA*
Murray Wiseman B.Comm., CA•IFA*
Jasvir Dusanj B.Comm., CA*
denotes Professional Corporation

AUDITORS' REPORT

To: The Members of the Victoria Cool Aid Society

We have audited the statement of financial position of the Victoria Cool Aid Society as at March 31, 2004 and the statements of operations and changes in net assets and cash flows for the year then ended. These financial statements are the responsibility of the Society's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Society as at March 31, 2004 and the results of its operations and changes in net assets and cash flows for the year then ended in accordance with Canadian generally accepted accounting principles. As required by the Society Act of British Columbia, we report that, in our opinion, these principles have been applied on a basis consistent with that of the preceding year.

Our audit did not include the comparative figures of the prior year as these were reported on by another firm of public accountants.

Mantell Dickson Blades Wiseman

Victoria, B. C.
May 25, 2004

Chartered Accountants

VICTORIA COOL AID SOCIETY

STATEMENT OF FINANCIAL POSITION

MARCH 31,

2004
\$

2003
\$

ASSETS

CURRENT

Cash and short-term investments (Note 2)	1,534,692	1,144,518
Accounts receivable	288,895	582,159
Marketable securities	-	5,153
Inventory	61,230	40,307

1,884,817 1,772,137

CASH – REPLACEMENT RESERVES – B. C. HOUSING (Note 3)

307,379 287,573

CASH – REPLACEMENT RESERVES – OTHER (Note 4)

32,066 31,625

LONG-TERM ACCOUNTS RECEIVABLE (Note 5)

38,639 62,840

PREPAID LEASE (Note 6)

1,556,706 1,585,551

CAPITAL ASSETS (Note 7)

15,292,858 12,140,683

CONSTRUCTION IN PROGRESS (Note 8)

605,354 1,959,544

19,717,819 17,839,953

LIABILITIES AND NET ASSETS

CURRENT

Bank indebtedness	-	85,180
Accounts payable and accrued liabilities	731,644	1,187,524
Security deposits	78,531	62,876
Deferred contributions (Note 10)	389,456	308,207
Due to Vancouver Island Health Authority	-	140,000
Construction financing (Note 9)	540,255	1,928,627
Current portion of long-term debt (Note 13)	2,445,452	1,138,380

4,185,338 4,850,794

LONG-TERM DEBT (Note 13)

11,485,073 10,121,335

DEFERRED CONTRIBUTIONS RELATED TO LAND LEASE (Note 11)

546,409 556,861

DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS (Note 12)

2,070,590 942,458

18,287,410 16,471,448

CONTINGENT LIABILITIES (Note 14)

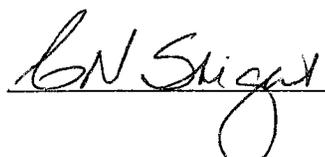
NET ASSETS

Invested in capital assets (Note 15)	976,833	713,237
Externally restricted (Note 16)	131,576	141,046
Externally restricted replacement reserves – B. C. Housing (Note 3)	307,379	287,573
Externally restricted replacement reserves – Other (Note 4)	32,066	31,625
Internally restricted (Note 17)	270,880	235,874
Unrestricted net deficiency	(288,325)	(40,850)

1,430,409 1,368,505

19,717,819 17,839,953

APPROVED BY THE BOARD:

 Director

 Director

See accompanying notes

VICTORIA COOL AID SOCIETY

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31,

	2004 \$	2003 \$
REVENUE		
Ministry of Human Resources	1,408,831	1,564,501
Ministry of Children and Family Development	-	280,827
Ministry of Health	566,535	531,181
Forensic Psychiatric Services Commission	646,415	646,415
B. C. Housing Management Commission	710,751	619,749
Integrated Community Mental Health Information System Project	-	363,025
Vancouver Island Health Authority	1,963,282	1,860,360
Pharmacy revenue	602,547	405,253
Research grants	36,070	67,406
Municipal grants	5,287	36,700
Other grants	91,297	250,296
Amortization of deferred contributions	116,712	112,378
Donations	52,492	65,849
Fees	29,813	96,454
Fees – Dental and medical clinics	275,067	112,850
Bingo revenue	36,308	40,673
Gaming direct access funding	33,000	27,000
Investment income	34,078	15,508
Other	62,938	142,257
Rentals	634,542	542,198
United Way	42,684	41,739
	<u>7,348,649</u>	<u>7,822,619</u>
EXPENSES		
Amortization	473,260	439,556
Amounts expended on replacement items	51,617	47,250
Computer consultants	52,679	54,465
Contribution to Cool Aid Foundation (Note 18)	42,000	13,266
Food	120,116	96,888
Insurance and property tax	72,057	57,002
Integrated Community Mental Health Information System Project	-	348,008
Miscellaneous	52,866	16,437
Mortgage interest and loan fees	727,667	640,758
Physician contracts	571,597	495,820
Professional fees	34,835	32,145
Program development and client support	114,739	109,751
Rent	27,276	60,784
Repairs and maintenance	297,732	215,894
Reorganization expense	962	507,381
Salaries and benefits	3,581,429	3,976,623
Supplies and equipment	295,361	182,398
Supplies – Pharmacy	478,031	313,097
Utilities	274,036	263,161
Vehicle expenses	18,485	15,698
	<u>7,286,745</u>	<u>7,886,382</u>
SURPLUS (DEFICIENCY) OF REVENUE OVER EXPENSES FROM OPERATIONS BEFORE UNUSUAL ITEMS	61,904	(63,763)
GAIN ON DISPOSAL OF CAPITAL ASSETS	-	142,690
EXCESS OF REVENUE OVER EXPENSES FROM OPERATIONS	<u>61,904</u>	<u>78,927</u>

See accompanying notes

VICTORIA COOL AID SOCIETY
STATEMENT OF CHANGES IN NET ASSETS
FOR THE YEAR ENDED MARCH 31,

	Invested in Capital Assets \$	Externally Restricted \$	Externally Restricted B. C. Housing (Schedule 1) \$	Externally Restricted Other \$	Internally Restricted \$	Unrestricted \$	2004 Total \$	2003 Total \$
BALANCE, beginning of year	713,237	141,046	287,573	31,625	235,874	(40,850)	1,368,505	589,019
RESTATEMENT (Note 20)								393,000
BALANCE, beginning of year as restated	713,237	141,046	287,573	31,625	235,874	(40,850)	1,368,505	982,019
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	-	(9,470)	-	-	35,006	36,368	61,904	78,927
TRANSFER OF EXTERNALLY RESTRICTED REPLACEMENT RESERVE IN PRIOR YEAR	-	-	-	-	-	-	-	307,559
INTEREST INCOME	-	-	3,998	441	-	(4,439)	-	-
AMOUNTS EXPENDED ON REPLACEMENT RESERVE	-	-	(51,617)	-	-	51,617	-	-
INVESTMENT IN CAPITAL ASSETS	601,751	-	-	-	-	(601,751)	-	-
AMORTIZATION OF CAPITAL ASSETS	(338,155)	-	-	-	-	338,155	-	-
REPLACEMENT RESERVE PROVISION (Note 3)	-	-	67,425	-	-	(67,425)	-	-
	263,596	(9,470)	19,806	441	35,006	(247,475)	61,904	386,486
BALANCE, end of year	976,833	131,576	307,379	32,066	270,880	(288,325)	1,430,409	1,368,505

See accompanying notes

VICTORIA COOL AID SOCIETY

SCHEDULE OF CHANGES IN EXTERNALLY
RESTRICTED REPLACEMENT RESERVES – B. C. HOUSING

FOR THE YEAR ENDED MARCH 31,

	Swift House \$	Pandora \$	Fairway Woods \$	Johnson Manor \$	2004 Total \$	2003 Total \$
BALANCE, beginning of year	152,098	116,606	-	18,869	287,573	276,954
ADD:						
Transfer from operations for the year (Note 3)	4,895	31,929	15,828	14,773	67,425	51,597
Interest income	2,114	1,622		262	3,998	6,272
LESS:						
Amounts expended on replacement reserve	(25,642)	(21,355)	-	(4,620)	(51,617)	(47,250)
BALANCE, end of year	133,465	128,802	15,828	29,284	307,379	287,573
PURCHASE OF REPLACEMENT ITEMS FOR THE YEAR CONSIST OF:						
Flooring	7,455	5,508	-	140	13,103	7,489
Heating	-	-	-	-	-	5,829
Painting	16,027	14,491	-	4,480	34,998	31,049
Roofing	-	-	-	-	-	120
Window coverings	1,596	450	-	-	2,046	2,763
Doors	111	-	-	-	111	-
Appliances	453	906	-	-	1,359	-
	25,642	21,355	-	4,620	51,617	47,250

See accompanying notes

VICTORIA COOL AID SOCIETY

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED MARCH 31,

	2004 \$	2003 \$
OPERATING ACTIVITIES		
Excess (deficiency) of revenue over expenses	61,904	78,927
Items not involving cash:		
Amortization	473,260	439,556
Amortization of deferred contributions	(116,712)	(126,561)
Gain on sale of capital assets	-	(142,690)
Cash provided by (used in) changes in non-cash working capital items:		
Accounts receivable	317,465	(353,835)
Marketable securities	5,153	-
Prepaid expenses	-	36,031
Inventory	(20,923)	(17,639)
Accounts payable and accrued liabilities	(580,224)	154,110
Deferred contributions	81,249	66,841
Deferred contributions related to land lease	-	(10,452)
	<u>221,172</u>	<u>124,288</u>
FINANCING AND INVESTING ACTIVITIES		
Mortgage and construction financing	1,282,438	1,691,020
Net contributions to externally restricted replacement reserves	-	11,638
Construction and purchases of capital assets	(2,242,401)	(2,025,501)
Proceeds from disposal of capital assets	-	210,000
Deferred contributions related to capital assets	1,234,392	-
	<u>274,429</u>	<u>(112,843)</u>
NET INCREASE (DECREASE) IN CASH	495,601	11,445
CASH, beginning of year	<u>1,378,536</u>	<u>1,367,091</u>
CASH, end of year	<u><u>1,874,137</u></u>	<u><u>1,378,536</u></u>
REPRESENTED BY:		
Cash and short-term investments	1,534,692	1,144,518
Cash replacement reserve – B. C. Housing	307,379	287,573
Cash replacement reserve – other	32,066	31,625
Bank indebtedness	-	(85,180)
	<u>1,874,137</u>	<u>1,378,536</u>
SUPPLEMENTAL CASH FLOW INFORMATION		
Interest paid	<u>680,579</u>	<u>642,938</u>

See accompanying notes

VICTORIA COOL AID SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 31, 2004

1. ACCOUNTING POLICIES

Nature of Business

The Victoria Cool Aid Society was incorporated October 28, 1976 under the Society Act of British Columbia.

The purpose of the Society is to reduce and ultimately eliminate homelessness in Victoria. The Society provides a continuum of care that includes supportive housing for the marginalized, the provision of shelter for those in need and the delivery of holistic and integrated health care. The Society services individuals facing multiple barriers of poverty, mental illness and addiction. The Society actively participates in a variety of networks committed to improving services and influencing policy for an improved quality of life in the community.

The Society is a registered charity under the Income Tax Act and as such is not subject to taxation.

These financial statements have been prepared by management in accordance with generally accepted accounting principles.

Revenue Recognition

The Society follows the deferral method of accounting for contributions. Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount can be reasonably estimated and collection is reasonably assured.

Restricted investment income is recognized as revenue in the year in which the related expenses are incurred. Unrestricted investment income is recognized as revenue when earned.

B. C. Housing Replacement Reserves

B. C. Housing replacement reserves are accounted for in accordance with the B. C. Housing Financial Responsibilities Guide. This requires that contributions from B. C. Housing for replacement reserves be recognized as revenue when they are received and then transferred to externally restricted replacement reserves. The replacement reserves are increased by interest earned on these funds and reduced by purchases of eligible items included in B. C. Housing's Standardized List of Replacement Reserve items.

Contributed Materials and Services

The Society receives contributions of both materials and services. However, due to the difficulty in determining their fair value, contributed materials and services are not recognized in the financial statements.

Financial Instruments

The carrying amounts of cash and short-term investments, accounts receivable and accounts payable and accrued liabilities approximate their fair value due to their short-term nature to maturity and capacity for prompt liquidation.

Inventories

Inventories are stated at the lower of the cost on a First in – First out basis and net realizable value.

VICTORIA COOL AID SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 31, 2004

1. ACCOUNTING POLICIES (continued)

Capital Assets

Capital assets are recorded at cost. Except for the housing developments under B. C. Housing's Homeless At Risk housing program, amortization is provided over the estimated useful life of the assets as follows:

Pandora Gymnasium	- 25 years straight-line
Community Health Centre – Improvements	- 5 years straight-line
Dental Clinic – Improvements	- 5 years straight-line
749 Pandora (Mike Gidora Place)	- 35 years straight-line
Furniture and equipment	- 30% declining balance

No amortization is taken in the year of acquisition.

B. C. Housing Management Commission (BCHMC) requires that amortization on the following Homeless at Risk housing developments be equal to the principal reduction on the mortgage for the fiscal year: Swift and Store building, Pandora building, Johnson Manor, Fairway Woods.

Measurement Uncertainty

The preparation of financial statements in conformity with Canadian generally accepted accounting principles, requires management to make estimates and assumptions that affect the reported amount of assets and liabilities and disclosures of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting periods. Actual results could differ from those estimates.

2. CASH AND SHORT-TERM INVESTMENTS

Cash and short-term investments include Canada Savings Bonds in the amount of \$166,010 which carry interest rates from 1.75 to 2.0% and mature on November 1, 2004.

3. CASH – REPLACEMENT RESERVES – B. C. HOUSING

Under the terms of the operating agreement with B. C. Housing Management Commission (BCHMC), the Society is required to maintain a replacement reserve for major repair and furnishing replacements for the housing facilities referred to as Swift House, Pandora, Fairway Woods and Johnson Manor. The replacement reserve accounts are to be credited in the amount determined by the annual budget plus interest earned. This is done by an annual transfer from operations. These funds along with the accumulated interest must be held in a separate bank account. The reserve funds may only be used for capital repairs and replacements in accordance with the operating agreement. The corresponding net assets are reflected in Externally Restricted Replacement Reserves – B. C. Housing.

At March 31, 2004 the BCHMC replacement reserve was fully funded and maintained in accordance with the operating agreement and all interest accruing to the fund has been recorded.

VICTORIA COOL AID SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 31, 2004

4. CASH – REPLACEMENT RESERVES – OTHER

The Society maintains a replacement reserve previously funded by the Ministry of Human Resources for the purpose of providing major repairs and furnishing replacements for the shelter facilities referred to as Streetlink and Sandy Merriman House. These funds earn interest and have been maintained in a separate bank account. The funds were transferred to the operating bank account during the year for anticipated roof repairs to Streetlink. The repairs were not completed at year end and the funds were returned to the Replacement Reserve bank account subsequent to year end. The corresponding net assets are reflected in Externally Restricted Replacement Reserves – Other.

5. LONG-TERM ACCOUNTS RECEIVABLE

The Society has long-term accounts receivable consisting of \$38,639 held in trust by B. C. Housing. These funds are to be used to pay down the mortgage payable on the 757 Pandora building upon completion of water penetration repairs.

6. PREPAID LEASE

The Society leases the property on which the 757 Pandora building and gymnasium were constructed. The \$1,130,000 lease was prepaid by the Society and the lease expires on January 31, 2056. The prepaid lease is being amortized over the term of the lease.

The Society leases the property on which Johnson Manor was constructed. The \$571,794 lease was prepaid by the Society and the lease expires on September 14, 2061. The prepaid lease is being amortized over the term of the lease.

7. CAPITAL ASSETS

	2004		2003	
	\$		\$	
	Cost	Accumulated Amortization	Net	Net
Land	693,000	-	693,000	693,000
Buildings				
467 Swift & 1634 Store Street	4,903,969	984,128	3,919,841	4,035,431
753/755/757 Pandora Avenue (Pandora)	2,907,983	355,944	2,552,039	2,634,442
749 Pandora (Mike Gidora Place)	2,890,988	364,685	2,526,303	2,635,708
1153 Johnson Street (Johnson Manor)	1,886,956	63,581	1,823,375	1,861,638
597 Goldstream (Fairway Woods)	3,541,067	14,615	3,526,452	-
Furniture and equipment	780,230	528,382	251,848	280,464
	<u>17,604,193</u>	<u>2,311,335</u>	<u>15,292,858</u>	<u>12,140,683</u>

VICTORIA COOL AID SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 31, 2004

7. CAPITAL ASSETS (continued)

The Swift and Store Street building provides facilities for Streetlink Shelter, Swift House, the Community Health Centre and the Dental Clinic. The building is situated on property leased from the Provincial Rental Housing Corporation. The lease required a single payment of \$377,800 in 1991, which was included in the cost of the building. The lease expires in 2051.

Mike Gidora Place is situated on property that includes a portion donated by the City of Victoria in 1999 with a fair market value of \$393,000.

The Fairway Woods building represents design and construction costs for a supportive housing facility. The building is situated on property leased from the Vancouver Island Health Authority for a dollar, with the use of land restricted to affordable housing.

8. CONSTRUCTION IN PROGRESS

	2004	2003
	\$	\$
Fairway Woods	-	1,953,419
Aberdeen (1450 Hillside)	605,354	6,125
	<u>605,354</u>	<u>1,959,544</u>

Construction of Fairway Woods was completed in the year and the facility became operational in August 2003.

Aberdeen represents costs to design and construct a supportive housing facility on the Aberdeen Hospital site. The project is still in the design phase. Construction is expected to be complete in the fiscal year ending March 2006 and is financed by BCHMC (*Note 9*).

9. CONSTRUCTION FINANCING

BCHMC has provided Proposal Development Funding for Fairway Woods and Aberdeen with no set terms of repayment or interest. The advance to Fairway Woods was repaid with a mortgage obtained from the Bank of Montreal.

The BCHMC Proposal Development Funding on Aberdeen is expected to be renegotiated as a mortgage when construction is complete, which is expected to occur in the fiscal year ending March 31, 2006.

VICTORIA COOL AID SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 31, 2004

10. DEFERRED CONTRIBUTIONS

Deferred contributions represent restricted contributions received in the current year that are related to the subsequent year. Changes in the deferred contribution balance are as follows:

	2004	2003
	\$	\$
Beginning balance	308,207	190,654
Less: Amount recognized as revenue in the year	(238,497)	(190,654)
Add: Amount received related to the following year	310,746	308,207
Ending balance	<u>389,456</u>	<u>308,207</u>

11. DEFERRED CONTRIBUTIONS RELATED TO LAND LEASE

Deferred contributions relate to funding received in prior years for the lease on the Pandora property (*Note 6*). The funding is being amortized to revenue over the term of the lease.

12. DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS

Deferred contributions related to capital assets represent contributions restricted to acquiring capital assets. Deferred contributions are amortized on the same basis as the related capital assets. The changes in the deferred contributions balance for the year are as follows:

	2004	2003
	\$	\$
Beginning balance	942,458	1,366,126
Add: Contributions related to capital assets	1,234,392	-
Less: Amounts amortized to revenue	(106,260)	(116,109)
Transferred to externally restricted net assets – B. C. Housing	-	(276,954)
Transferred to externally restricted net assets - Other	-	(30,605)
Ending balance	<u>2,070,590</u>	<u>942,458</u>

VICTORIA COOL AID SOCIETY
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED MARCH 31, 2004

13. LONG-TERM DEBT

	<u>2004</u>	<u>2003</u>
	\$	\$
TORONTO DOMINION BANK, 5.299%, repayable in blended monthly payments of \$15,518, due October 1, 2013.	2,755,588	2,818,903
CANADA MORTGAGE AND HOUSING CORPORATION (CMHC), 5.62%, repayable in blended monthly payments of \$24,842, due March 1, 2026, renewable on June 1, 2006.	3,781,549	3,866,487
BANK OF MONTREAL mortgage on Mike Gidora Place, 4.944%, repayable in blended monthly payments of \$13,942, due October 1, 2010.	2,784,074	2,271,379
BANK OF MONTREAL mortgage on Johnson Manor, 4.488%, repayable in blended monthly payments of \$10,926, due January 1, 2005, with an intent to renew.	2,261,429	2,299,692
BANK OF MONTREAL mortgage on Fairway Woods, 5.098%, repayable in blended monthly payments of \$10,032, due August 1, 2013.	2,347,885	-
ADULT FORENSIC PSYCHIATRIC SERVICES, non-interest bearing with no set terms of repayment.	-	3,254
	13,930,525	11,259,715
Less: Current portion	<u>2,445,452</u>	<u>1,138,380</u>
	<u>11,485,073</u>	<u>10,121,335</u>

The Toronto Dominion Bank mortgage is secured by a first charge in the leasehold interest, building and contents of the building at 753, 755, 757 Pandora Avenue and an assignment of rents.

The CMHC mortgage places a charge on the Swift and Store building, furnishings and equipment, fire and CMHC insurance and housing units rentals. The monthly mortgage payment is offset by a grant from BCHMC and Ministry of Human Resources resulting in an effective annual interest rate of 2%.

During the year, Mike Gidora Place was refinanced through the Bank of Montreal for an additional \$604,823. The mortgage is secured by a first charge on the property and contents of the building at 749 Pandora Avenue and an assignment of rents.

VICTORIA COOL AID SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 31, 2004

13. LONG-TERM DEBT (continued)

The Bank of Montreal mortgage on Johnson Manor is secured by a first charge in the leasehold interest, building and contents of the building at 1153 Johnson Street and an assignment of rents. The mortgage is expected to be renewed on or before January 1, 2005, and has been classified as current.

The Bank of Montreal mortgage on Fairway Woods is secured by a first charge in the leasehold interest, building and contents of the building at 547 Goldstream Avenue and an assignment of rents. The mortgage was used to repay BCHMC for construction financing advanced (*Note 9*).

Principal repayments required on long-term debt for the next five years are as follows:

<u>Year</u>	<u>Amount</u> <u>\$</u>
2004	2,445,452
2005	194,003
2006	204,526
2007	215,625
2008	227,329
Thereafter – 2009	<u>10,643,590</u>
	<u>13,930,525</u>

14. CONTINGENT LIABILITIES

The Society received a \$50,000 grant from the Corporation of the City of Victoria. As a condition of receiving the grant, the Society will make available to the City the activity centre and gymnasium for one evening per week for a maximum of six hours. The Society has agreed that should it permanently cease operation of the activity centre and gymnasium for the purpose of public recreation, the \$50,000 will be repaid to the City. This agreement expires in 2007.

The Society is involved in settlement negotiations in relation to the termination of employment of several past employees. The Society has retained legal counsel in this matter and the outcome is not yet known. At March 31, 2004, total claims against the Society in this regard were \$254,667 of which approximately \$106,162 has already been paid, leaving a balance of \$148,505 for which the Society is contingently liable. The Society has accrued a portion of this amount in the accounts, which is included in salaries and benefits expense and accounts payable at March 31, 2004.

The funders perform an annual review of the operations and will determine if any portion of the current year surplus is repayable. Any amount calculated under this review is unknown and therefore has not been recorded at March 31, 2004.

VICTORIA COOL AID SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 31, 2004

15. NET ASSETS INVESTED IN CAPITAL ASSETS

The Society's investment in capital assets is calculated as follows:

	2004	2003
	\$	\$
Capital assets (<i>Note 7</i>)	15,292,858	12,140,683
Construction in progress (<i>Note 8</i>)	605,354	1,959,544
Less amounts financed by:		
Loan and mortgages payable	(12,850,789)	(12,444,532)
Deferred contributions (<i>Note 12</i>)	(2,070,590)	(942,458)
	<u>976,833</u>	<u>713,237</u>

16. NET ASSETS EXTERNALLY RESTRICTED

Externally restricted net assets are made up of the net annual surpluses generated by the Community Health Centre. Funding for the Centre is received from the Vancouver Island Health Authority and as such, any surpluses are restricted for the purpose of funding operations of the Health Centre and Dental Clinic and are not available to the Society as a whole.

Excess (deficiency) of revenue over expenditures for the Community Health Centre and Dental Clinic is made up of the following:

	2004	2003
	\$	\$
Medical Centre – excess of revenue over expenditures	15,465	48,777
Dental Clinic – deficiency of revenue over expenditures	(24,935)	(28,433)
	<u>(9,470)</u>	<u>20,344</u>

The above figures do not include amortization expense and amortization of deferred capital contributions for the Community Health Centre or Dental Clinic as they are included in the determination of net assets invested in capital assets.

17. NET ASSETS INTERNALLY RESTRICTED

The Society has restricted a portion of its net assets to ensure that adequate funds are available to curtail or wind-up programs should funding of these programs be significantly curtailed or eliminated.

The Society has agreed with its funders to create a reserve for major repair and furnishing replacements for the non-housing portions of the Swift and Store building. In addition, the Society established a Capital Replacement Reserve to cover renovations and furniture replacements for programs that are not covered by other replacement reserves.

VICTORIA COOL AID SOCIETY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED MARCH 31, 2004

18. COOL AID FOUNDATION

The Cool Aid Foundation was incorporated on April 1, 1999, under the Society Act of British Columbia. It is a registered charity under the Income Tax Act. Its purpose is to raise and administer funds for the benefit of the Victoria Cool Aid Society and to distribute these funds, or a portion thereof, from time to time to the Society to support the delivery of its programs.

Separate audited financial statements are prepared for the Cool Aid Foundation.

19. TENANT RENT

The Society has on file, verification of the income and assets of all tenants as required by the operating agreements with BCHMC. The tenant rent contributions, as approved by BCHMC, are being charged correctly to the rent-geared-to-income tenants.

20. CORRECTION OF ERROR

During the 1999 fiscal year, the City of Victoria contributed land valued at \$393,000 to the Society for one dollar for the construction of Mike Gidora Place. The land was not recorded, which was an accounting error. The correction of this error has been made in the current year and applied retroactively. As such, the prior year cost of land and corresponding net assets invested in capital assets have been increased by \$393,000.

21. COMPARATIVE FIGURES

Certain of the prior year figures have been restated to conform to the current year's method of presentation.

MANTELL

DICKSON

BLADES

WISEMAN

CHARTERED ACCOUNTANTS

Bruce Mantell CA
Michael Dickson B.Comm., CA
*Michael Blades B.A., CA**
*Murray Wiseman B.Comm., CA•IFA**
*Jasvir Dusanj B.Comm., CA**
**denotes Professional Corporation*

AUDITORS' COMMENTS ON SUPPLEMENTARY FINANCIAL INFORMATION

To: The Members of the Victoria Cool Aid Society

The audited financial statements of the Victoria Cool Aid Society as at March 31, 2004 and our report thereon dated May 25, 2004 are presented in the preceding section of this annual report. The financial information presented hereinafter was derived from the accounting records tested by us as part of the auditing procedures followed in our examination of the financial statements and in our opinion, is fairly presented in all material respects in relation to the financial statements taken as a whole.

Mantell Dickson Blades Wiseman

Victoria, B. C.
May 25, 2004

Chartered Accountants

VICTORIA COOL AID SOCIETY

SCHEDULE OF SHELTER OPERATIONS – FAIRWAY WOODS

FOR THE YEAR ENDED MARCH 31,

	Shelter \$	Non-Shelter \$	2004 Total \$
REVENUE			
CONTRIBUTIONS/GRANTS			
Vancouver Island Health Authority	-	280,000	280,000
B. C. Housing - subsidy	89,644	-	89,644
B. C. Housing - replacement reserve provision	15,828	-	15,828
OTHER			
Amortization of deferred contributions related to capital items	-	7,487	7,487
Food	-	21,700	21,700
Other	-	317	317
Rentals	82,756	-	82,756
	<u>188,228</u>	<u>309,504</u>	<u>497,732</u>
EXPENSES			
Amortization	-	14,615	14,615
Amounts spent on replacement reserve items	15,828	(15,828)	-
Caretaker honorarium	150	-	150
Contract fees	7,454	-	7,454
Food	-	19,192	19,192
Garbage removal	1,735	-	1,735
Heating, hot water and electricity	17,874	-	17,874
Insurance	12,018	-	12,018
Miscellaneous	-	4,187	4,187
Mortgage interest	69,320	10,032	79,352
Repairs and maintenance	7,012	-	7,012
Salaries – Maintenance	13,179	197,331	210,510
Salaries and other – Administration	28,323	46,171	74,494
Supplies and equipment	-	13,417	13,417
Telephone	-	3,895	3,895
Vehicle	-	3,223	3,223
Water and sewer	2,351	-	2,351
	<u>175,244</u>	<u>296,235</u>	<u>471,479</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	12,984	13,269	26,253
INTERFUND TRANSFERS			
Mortgage principal repayments	(14,615)	14,615	-
Replacement reserve transactions – net	-	(15,828)	(15,828)
RENT SUBSIDY SURPLUS (DEFICIT) FOR THE YEAR	<u>(1,631)</u>	<u>12,056</u>	<u>10,425</u>

Prior year comparatives are not presented as 2004 was the first year of operation of the facility.

VICTORIA COOL AID SOCIETY

SCHEDULE OF SHELTER OPERATIONS – JOHNSON MANOR

FOR THE YEAR ENDED MARCH 31,

	Shelter \$	Non-Shelter \$	2004 Total \$	2003 Total \$
REVENUE				
CONTRIBUTIONS/GRANTS				
Forensic Psychiatric Services Commission	-	529,114	529,114	584,115
B. C. Housing - subsidy	131,667	-	131,667	133,687
B. C. Housing - replacement reserve provision	14,773	-	14,773	14,773
B. C. Housing - other	-	-	-	10,000
OTHER				
Amortization of deferred contributions related to capital items	-	3,001	3,001	2,427
Interest on replacement reserve	-	262	262	284
Other	-	6,174	6,174	(3,865)
Rentals	75,389	-	75,389	72,889
	<u>221,829</u>	<u>538,551</u>	<u>760,380</u>	<u>814,310</u>
EXPENSES				
Amortization	-	51,625	51,625	35,708
Amounts spent on replacement reserve items	14,773	(10,153)	4,620	828
Caretaker honorarium	10,600	-	10,600	10,832
Contract fees	7,782	-	7,782	7,894
Garbage removal	3,677	-	3,677	3,209
Heating, hot water and electricity	17,604	-	17,604	17,154
Insurance	3,627	-	3,627	4,557
Miscellaneous	262	15,637	15,899	11,101
Mortgage interest	92,899	-	92,899	110,193
Repairs and maintenance	9,369	-	9,369	6,086
Salaries – Maintenance	14,263	393,255	407,518	414,412
Salaries and other – Administration	28,138	65,656	93,794	74,201
Supplies and equipment	-	12,356	12,356	3,947
Telephone	-	6,425	6,425	7,944
Vehicle	-	6,729	6,729	9,436
Water and sewer	4,326	-	4,326	2,850
	<u>207,320</u>	<u>541,530</u>	<u>748,850</u>	<u>720,352</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	14,509	(2,979)	11,530	93,958
INTERFUND TRANSFERS				
Mortgage principal repayments	(38,263)	38,263	-	-
Replacement reserve transactions – net	-	(10,415)	(10,415)	(13,945)
RENT SUBSIDY SURPLUS (DEFICIT) FOR THE YEAR	<u>(23,754)</u>	<u>24,869</u>	<u>1,115</u>	<u>80,013</u>

VICTORIA COOL AID SOCIETY

SCHEDULE OF SHELTER OPERATIONS – PANDORA

FOR THE YEAR ENDED MARCH 31,

	Shelter \$	Non-Shelter \$	2004 Total \$	2003 Total \$
REVENUE				
CONTRIBUTIONS/GRANTS				
Forensic Psychiatric Services Commission	-	49,000	49,000	25,000
B. C. Housing - subsidy	164,871	-	164,871	168,231
B. C. Housing - replacement reserve provision	31,929	-	31,929	31,929
B. C. Housing - other	24,202	-	24,202	20,000
Vancouver Island Health Authority	-	88,443	88,443	88,443
OTHER				
Amortization of deferred contributions related to capital items	-	11,162	11,162	11,027
Donations	-	-	-	100
Interest on replacement reserve	-	1,622	1,622	1,575
Other	-	1,363	1,363	1,683
Rentals	119,433	31,435	150,868	157,382
	<u>340,435</u>	<u>183,025</u>	<u>523,460</u>	<u>505,370</u>
EXPENSES				
Amortization	-	82,468	82,468	53,354
Amounts spent on replacement reserve items	31,929	(10,574)	21,355	26,482
Caretaker honorarium	9,666	-	9,666	10,886
Contract fees	11,925	2,981	14,906	17,599
Garbage removal	4,041	1,010	5,051	3,960
Heating, hot water and electricity	22,711	5,678	28,389	25,627
Insurance	6,808	-	6,808	5,793
Miscellaneous	-	6,057	6,057	5,978
Mortgage interest	156,579	12,277	168,856	169,714
Repairs and maintenance	10,334	2,589	12,923	13,734
Salaries – Maintenance	30,980	49,534	80,514	108,608
Salaries and other – Administration	28,188	15,856	44,044	65,562
Supplies and equipment	-	4,036	4,036	2,526
Telephone	-	5,500	5,500	7,555
Vehicle	-	3,507	3,507	2,267
Water and sewer	3,106	777	3,883	3,269
	<u>316,267</u>	<u>181,696</u>	<u>497,963</u>	<u>522,914</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	24,168	1,329	25,497	(17,544)
INTERFUND TRANSFERS				
Mortgage principal repayments	(63,315)	63,315	-	-
Replacement reserve transactions – net	-	(12,195)	(12,195)	(7,022)
RENT SUBSIDY SURPLUS (DEFICIT) FOR THE YEAR	<u>(39,147)</u>	<u>52,449</u>	<u>13,302</u>	<u>(24,566)</u>

VICTORIA COOL AID SOCIETY

SCHEDULE OF SHELTER OPERATIONS – SWIFT HOUSE

FOR THE YEAR ENDED MARCH 31,

	Shelter \$	Non-Shelter \$	2004 Total \$	2003 Total \$
REVENUE				
CONTRIBUTIONS/GRANTS				
Forensic Psychiatric Services Commission	-	41,000	41,000	10,000
B. C. Housing - subsidy	150,205	-	150,205	183,617
B. C. Housing - replacement reserve provision	4,895	-	4,895	4,895
Vancouver Island Health Authority	-	50,870	50,870	50,870
OTHER				
Amortization of deferred contributions related to capital items	-	148	148	119
Interest on replacement reserve	-	2,114	2,114	4,698
Other	-	545	545	444
Rentals	66,147	-	66,147	69,060
	<u>221,247</u>	<u>94,677</u>	<u>315,924</u>	<u>323,703</u>
EXPENSES				
Amortization	-	27,609	27,609	34,087
Amounts spent on replacement reserve items	4,895	20,747	25,642	19,940
Caretaker honorarium	9,360	-	9,360	9,315
Contract fees	9,606	-	9,606	8,782
Garbage removal	4,146	-	4,146	3,458
Heating, hot water and electricity	17,660	-	17,660	18,227
Insurance	4,623	-	4,623	3,934
Miscellaneous	-	3,023	3,023	4,020
Mortgage interest	89,504	(7,070)	82,434	84,058
Repairs and maintenance	14,290	-	14,290	6,695
Property tax	-	-	-	20
Salaries – Maintenance	32,576	36,383	68,959	87,953
Salaries and other – Administration	24,413	8,577	32,990	56,825
Supplies and equipment	-	2,623	2,623	955
Telephone	-	3,287	3,287	4,399
Vehicle	-	3,542	3,542	3,271
Water and sewer	3,907	-	3,907	4,796
	<u>214,980</u>	<u>98,721</u>	<u>313,701</u>	<u>350,735</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	6,267	(4,044)	2,223	(27,032)
INTERFUND TRANSFERS				
Mortgage principal repayments	(26,020)	26,020	-	-
Replacement reserve transactions – net	-	18,633	18,633	10,347
RENT SUBSIDY SURPLUS (DEFICIT) FOR THE YEAR	<u>(19,753)</u>	<u>40,609</u>	<u>20,856</u>	<u>(16,685)</u>