ANNUAL REPORT
2015-16
BUILDING HOMES,
LIVES AND COMMUNITY
I first met Cindy in 1999, when she checked into Sandy Merriman House. At first glance I saw someone who was short and tiny, with long brown hair and a timid personality.

As we all know, appearances can be deceiving and this was the case with Cindy. I soon found out she was anything but timid. She was a presence that commanded your attention; you knew when Cindy was in the house.

There were occasions when Cindy found the rules at Sandy Merriman House challenging and restricting. At these times we would have a dialogue to remind her of the guidelines. It was during these interactions that you really got to see and admire Cindy's creative flair for the English language and her imaginative use of analogies.

We often witnessed Cindy's compassionate side. If anyone was looking upset, Cindy took the time to check in with them and ask how they were doing. You could see Cindy cared. She was able to make people feel comfortable and they shared things with her that they did not often share with others. In return, she gave her advice. People listened to Cindy.

How to describe Cindy…her smile lit up her face and was contagious; her eyes often danced with mischievousness. She was feisty and determined. Cindy had a lot of power in her 5’3” body. Most of all she was a caring person. Cindy loved and was loved in return.

We had not seen Cindy for a while when we were notified she had passed away after fighting stage-four cancer. I was saddened to hear of her passing but I also felt happiness as I remembered Cindy and some of the times we had together.

She was one in a million.

By Christine O’Brien
Within Cool Aid we believe that:

- Everyone deserves a home.
- No one should have to sleep on the street or go hungry.
- Appropriate health care and supports should be accessible to everyone.

It has been a challenging year in the Capital Region — for the vulnerable people we serve and for the larger community. The issue of homelessness has been front and centre throughout this past year and continues to dominate the news. The need for Cool Aid’s services has never been greater and our commitment to long-term solutions has never been more important.

In order for individuals faced with multiple challenges of poverty, addiction, mental illness, brain injury and stigma to make any positive change in their lives, they need the security and dignity of their own home — a front door that locks and possession of the key — as well as the necessary supports to help them sustain it. That is what Cool Aid, with the assistance of our funders, partners and supporters, is able to provide.

Thanks to the energy, expertise and commitment of Cool Aid’s staff and partners, the generosity of our donors and volunteers, and the ongoing financial assistance of our funders, Cool Aid has had another productive year building homes, lives and community in Greater Victoria. On behalf of the Board of Directors and the Management Team, we are pleased to report that this year we have:

- Added a new dimension to our transitional housing program with additional funding from BC Housing to support 20 rental subsidies, the goal being to free up space within our shelter program for individuals who are sleeping outdoors.
- Broken ground on Cottage Grove Apartments in Saanich, which by early 2017 will provide 45 new homes for seniors who currently have none.
- Opened the doors to Mount Edwards Court, currently providing transitional housing and support to 38 residents who were previously homeless, with the future potential to do more.
- Welcomed an additional 848 new patients to Cool Aid’s Community Health Centre where we engaged with patients in more than 37,200 primary health and dental care appointments and filled more than 73,000 prescriptions.
- Provided 1,690 individual shelter residents with 154,700 hot meals and 58,385 nights of warm, dry sleep; and assisted more than 170 of them to find homes.
- Connected 275 individuals to jobs through the Casual Labour Pool, worth more than $88,900 of income to help them live better lives.

As much as the past year has been a busy and challenging one from an external perspective, it has been equally demanding internally. This year we:

- Undertook a comprehensive review of our housing program, which highlighted a number of challenges but also provided some solid recommendations for improvement.
- Planned for the retirement over this fiscal year and next of two key senior managers, resulting in a restructuring of our shelter and housing programs into a new Residential Services division; and an integration of our support services — REES (Resources, Education, Employment & Supports) and the Downtown Community Centre — with our Health division.
- Thanked our Help End Homelessness capital campaign Cabinet and Advisory teams for a job well done in helping us to reach the halfway point on our $5 million campaign. With two fully funded buildings well on their way to providing long-term solutions and significant dollars in the bank for our next projects, we have put the campaign to rest for now. We will see if a revival is necessary once the criteria are announced for the CRD/provincial fund of $60 million.
- Engaged residents and clients from across our programs in a facilitated dialogue over a delicious meal (prepared by our talented cooks) at our Downtown Community Centre, ensuring that the voice of the people we serve is integrated within our operations.
- Celebrated John Crean on his retirement at the end of March. John was there to open our first building, Swift House, in 1991, and was at the housing helm as we opened the doors to ten additional supportive housing buildings over the ensuing 25 years.

To our Management Team and Board colleagues — your continued guidance, support and confidence are an incredible gift — thank you! On your and our behalf we extend our appreciation and heartfelt thanks to all of our amazing staff — those on the front lines who work 24/7 to help our clients, residents and patients to build better lives for themselves — and those behind the scenes whose work is just as integral to Cool Aid’s and our clients’ success. It is through all of your daily efforts that Cool Aid can continue to reach out and make a difference; it is with thanks to each of you that Cool Aid is helping to build a better community for all of us who call Greater Victoria home.

Cool Aid — our Board, our Management Team and our Staff — is committed to working with others: service providers; local, regional, provincial and federal governments; funders; donors; neighbours; volunteers and the people we serve — to create solutions that will work for our entire region.

We are confident that together we will end homelessness.

René Peloquin
Board Chair

Kathy Stinson
Chief Executive Officer
MISSION, VISION AND GUIDING PRINCIPLES

Homelessness touches many lives at a significant cost to communities. The Victoria Cool Aid Society has been a key player in the work to end homelessness in the Capital Region for almost five decades and, with your help, is developing 360 more apartments for people who are currently homeless.

MISSION

We act to end homelessness by working in partnership with others to develop community-based solutions. We are committed to working in a non-judgmental way with adults experiencing marginalization in Greater Victoria by advocating for and providing emergency shelter, supportive housing, integrated health care and other support services.

VISION

The Victoria Cool Aid Society acts to end homelessness and improve our quality of life by working with others to build a community where:

- No one is forced to sleep on the street or go hungry.
- Everyone who needs supportive housing is getting it.
- Integrated health care service to treat illness and promote wellness is provided.
- Integrated services are provided to those with mental health and addiction issues.

GUIDING PRINCIPLES

- Meet clients where they are at and see things from their point of view.
- Practise reliability, good faith and integrity in all our relationships.
- Recognize and value the contributions of our clients, staff, volunteers, donors and partners.
- Embrace diversity and honour all cultures, identities and experiences.
- Cultivate partnerships to strengthen community.
- Foster an environment that promotes equity, well-being and safety for all.
- Advocate for those we serve.
- Support each other through change and innovation.
- Take responsibility for our actions and learn from our experiences.

MICHAEL CAMERON’S RECOVERY

In 1993, I had a terrible skiing accident that left me in a coma with a broken leg and brain injury. I lived in a small town and, while there were lots of people rooting for me to recover, the brain injury changed me completely. I didn’t “bounce back.”

I became an outcast and was bullied. I wanted to fit in but I felt that no one really understood the pain I was going through or my struggles with everyday life. I just wasn’t who I was before the accident. That’s when my addictions started – first with alcohol and then with drugs. It was not so much to get “high” as it was to just “numb out” and escape the pain.

In March 2012, I was accepted to live at Foundation (recovery) House. One of the other residents was involved with Cool Aid’s Every Step Counts running and walking program. What initially sparked my interest was that you got free running shoes if you did 15 sessions. I didn’t have any running shoes so I asked where I could sign up and started the program. It was the first time I was able to go to a store to get the shoes I wanted, not just what I could afford. In my first year in Every Step Counts I ran the Times Colonist 10K and a half marathon. The TC10K was a great experience as it was the largest community event I’d ever participated in.

I also started going to Cool Aid’s Downtown Community Centre where I saw posters for the Community Kitchen Program and Community Outings. I was interested in learning new recipes and cooking techniques so I signed up. I started to make friends and develop a support network. I also started going on Community Outing fishing trips. Fishing is something I've done all my life and really love. Some of my best memories are fishing with my dad, grandfather and brother. It felt really great to be fishing again.

The Downtown Community Centre has given me a place to go and something to do. It is a positive environment and offers healthy activities.

In January, I celebrated four years of recovery. I’m in a stable relationship, have my own bachelor suite and am working with the window washing company Men in Kilts.
STRATEGIC PLANNING AT COOL AID

An organization as large and diverse as Cool Aid requires an overarching process to guide, focus and evaluate its strategic endeavours. Cool Aid uses the balanced scorecard methodology as the framework for strategic planning and performance monitoring. While Cool Aid’s strategic assessment and reporting framework is well established, we fine-tune performance measures to ensure alignment with emerging priorities, a practice we’ve been steadily refining since 2006-07.

The foundation of Cool Aid’s strategic plan is its primary objective, which is the lens we use to identify what we need to do and how we need to do it, articulated in the current three-year plan as 18 strategic objectives, 27 desired outcomes and 49 performance targets.

Strategic objectives are organized under three themes—Build Homes, Build Lives, Build Community—and four perspectives—Client, Learning and Growth, Community and Capacity, Financial—illustrated in our strategy map (below). These themes and perspectives form a matrix that encourages us to reflect and report on progress toward desired outcomes from different angles.

Cool Aid reports on progress quarterly and annually. The 2015-16 Report Card reflects that, overall, the Society is in a strong position with regard to performance. This year we’ll be publishing our tenth annual report card to the community, which will be available online at www.CoolAid.org/planning in the summer.

STRATEGY MAP
2014-2018
Approved DECEMBER 2014

Cool Aid is working with clients and community partners to improve quality of life and to end homelessness in Greater Victoria by 2018

<table>
<thead>
<tr>
<th>PERSPECTIVES</th>
<th>BUILD HOMES</th>
<th>BUILD LIVES</th>
<th>BUILD COMMUNITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLIENT</td>
<td>It all starts with housing</td>
<td>Improve client quality of life</td>
<td>Nurture stakeholder relationships</td>
</tr>
<tr>
<td>Connect clients with appropriate housing</td>
<td>Help clients to sustain or improve their health</td>
<td>Help clients to strengthen their engagement with community</td>
<td></td>
</tr>
<tr>
<td>Support tenants to maintain their housing</td>
<td>Assist clients to attain more financial stability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LEARNING AND GROWTH</td>
<td>Recognize and value our staff</td>
<td>Expand training and development</td>
<td>Promote cultural competency and diversity</td>
</tr>
<tr>
<td>Strengthen workplace health and safety</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COMMUNITY AND CAPACITY</td>
<td>Increase and optimize Cool Aid’s housing stock</td>
<td>Strengthen service integration and continuity</td>
<td>Be a good neighbour</td>
</tr>
<tr>
<td>Improve workforce planning and deployment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FINANCIAL</td>
<td>Acquire capital and operating funding for new housing</td>
<td>Improve financial stability for support services</td>
<td>Increase fund development revenue</td>
</tr>
</tbody>
</table>

Victoria Cool Aid Society acknowledges the Lekwungen and WSÁNEĆ peoples of the Songhees and Esquimalt Nations, on whose traditional territories we build homes, lives, and community. HÍSWKE.

VOlunteer
RYAN TONKIN: SHELTERS’ “LEGAL TECH”

I am a community legal advocate with degrees from UVic and Harvard focused in law, philosophy and neuroscience. When not working or studying, I can usually be found volunteering with TAPS and Victoria Hospice, riding my motorcycle, or debating with Plato, my mischievous black pug (he usually wins).

The computer room at Rock Bay Landing is a great platform for the delivery of a variety of services. Sometimes we kick back and browse the web or play games, and other times we apply for disability or income assistance. I can help people write resumes, or I can explain their legal rights with respect to issues like tenancy and police powers.

Each of us tells a story with our life and my favourite part of volunteering is hearing the stories of others. I’ve met many terrific people at Rock Bay Landing and I’m always interested to hear their stories.

Growing up I was homeless at times and I know what it means to be “in the system.” No person is an island: each of us is accountable to one another. The first responsibility of any state is to provide for the basic necessities of its citizens. Since our government has failed to do so, we each must do what we can. Any volunteer will quickly affirm that the effort is also personally satisfying: you work with great people on issues that really matter.

People’s perceptions of homelessness are often inaccurate. Every deliberate action can be placed on a continuum between choice and circumstance. Some people are fortunate because their circumstance places few restrictions on their choice. For others, circumstance is a burden nearly too heavy to bear.

At this moment Victoria has an economic refugee camp on the lawn of our courthouse. I think economic inequity is the major issue of our time.
“I say thank you, thank you dear Dawn! For your peacekeeping efforts. Again, Thank You! Thank you for being a great problem solver.”

Sandy Merriman

Client

BUILDING HOMES

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

✓ INCREASE AND OPTIMIZE COOL AID’S HOUSING STOCK

• With the financial help of the Province, 38 people, many of whom had been living at InTent City, are now housed at Mount Edwards Court – Cool Aid’s eleventh apartment building.
• Construction began on Cottage Grove in Saanich. The new apartment building will house 45 seniors who have been homeless, starting in early 2017.
• The Help End Homelessness campaign has succeeded, thanks to our very generous donors, in obtaining cash and pledges totalling $2.5 million and a total of about 180 apartments occupied (Mount Edwards Court), under construction (Cottage Grove), or in planning (Cedar Grove and Mount Edwards). Cool Aid ends the year, and Phase One of the campaign, half way towards our goal of $5 million to build 360 apartments.

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

✓ CONNECT CLIENTS WITH APPROPRIATE HOUSING

• Cool Aid recently signed a new agreement with BC Housing through the Homelessness Prevention Program to fund at least 20 rental supplements to help people afford Victoria rents. Housing Outreach continues to expand this program, which supports clients in accessing market rental housing through rent supplements, connections with landlords and ongoing support.
• Over the three years that Chuck was with us as a tenant, most recently in the next Steps Transitional Shelter, he started to interact more with staff and fellow residents, went to school for his Care Aid certificate, graduated at the top of his class and found employment with two different agencies. This spring, Chuck located market housing that he can afford.
• The Health Centre helped prevent long-term homelessness by assisting a patient with completing a Centralized Access to Supportive Housing (CASH) application. The patient had been evicted from his home of over 30 years for hoarding (a symptom of his chronic mental illness) and alcoholism. The patient’s successful CASH application prevented him from becoming homeless at the age of 57, resulting in his accessing appropriate supported housing.
• When there are tenants who feel they would be better served elsewhere, such as people who want to move in with their partners, Centralized Access to Supportive Housing referrals are made.
• The Tenant Resource & Advisory Centre has offered regular “Ready to Rent” training and “Tenant Rights and Responsibilities” workshops in the shelter program, providing important information to clients on both seeking and maintaining rental housing.

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

✓ SUPPORT TENANTS TO MAINTAIN THEIR HOUSING

• A Sandy Merriman client service worker was contacted by a former resident who was unable to pay her rent for reasons beyond her control. Cool Aid’s Mike Gidora Fund and the Sandy Merriman House Toonie Group helped pay her rent and prevent homelessness.

“My disability assistance was approved! Could never have been able to make this happen without your help. The best for you and yours always.”

Wendy, REES Client

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

• Housing staff continue to work closely with tenants’ supports such as Assertive Community Treatment teams, case managers and Centralized Access to Supportive Housing.
• Hillside Terrace benefited from the work of a University of Victoria Social Work student. She completed individual tenant care plans and facilitated a highly successful annual tenant survey.
• Through participation in Cool Aid service planning meetings, the Health Clinic is able to support patients to maintain their housing by helping address medical and/or psychiatric issues that may be contributing to housing instability.
• One of our recent tenants arrived at Desmond House in poor physical shape and entrenched in methamphetamine use. After three months with support from Cool Aid and other agencies he was able to move into market rent with a new job and partner.
• Queens Manor staff conduct regular fire and safety inspections of each apartment to connect with tenants and ensure standards are met. The Hoarding Education & Action Team helps tenants get rid of unwanted items.

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

• Pandora staff often facilitate Block Walks with tenants on weekends. Staff perform wellness checks on any tenants that have not been seen within 48 hours.

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

• Shelter, Housing and Downtown Community Centre staff met with the Occupational Health & Safety Coordinator to work on a team approach for the extreme weather season and opening the Cool Aid Seasonal Shelter.
• All sites are benefitting from ongoing health and safety initiatives such as violence risk assessments, incident investigations, exposure control assessments and working alone procedures.

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

• The housing team has been working more closely with housing support worker Roberta from the Victoria Native Friendship Centre who now has been given an office in Mike Gidora Place.
Staff, thanks for getting me to the hospital and back, as well as letting me sleep on the floor the last couple of days to rest when we are supposed to be sitting up. We are all connected.”

Ryan, Rock Bay Client

**SUPPORTS OUR STRATEGIC OBJECTIVE TO:**
**STRENGTHEN SERVICE INTEGRATION AND CONTINUITY**
- REES Program (Resources, Education, Employment & Support) staff actively participated in Greater Victoria Coalition to End Homelessness Homelessness Prevention Fund and Community Split Program, which provide one-time financial support to individuals facing economic challenges that will result in eviction if not addressed.
- The seasonal shelter program, which operated nightly at the Downtown Community Centre from November 1 to March 31, provided mats and meals to 40 individuals each night.

**SUPPORTS OUR STRATEGIC OBJECTIVE TO:**
**BE A GOOD NEIGHBOUR**
- Neighbours from an apartment building near Sandy Merriman House attended the 20th Anniversary Open House, and featured Sandy Merriman House in their internal newsletter with a lovely, positive article.

**SUPPORTS OUR STRATEGIC OBJECTIVE TO:**
**INSPIRE COMMUNITY SUPPORT**
- Generous individuals, companies and foundations contributed over $1 million to Cool Aid services and the housing capital campaign in 2015-16, the highest level of private support ever enjoyed by the Society. A big thank you to all of our supporters who are helping the most vulnerable people in our community live healthier lives and find suitable housing.
- A group of ten employees from Deloitte spent their annual day of community service painting the interior of the Next Steps Transitional Shelter alongside Cool Aid staff and residents, with paint donated through Cloverdale Paint’s ReCoat recycling program.
- Saanich Baptist and Central Baptist churches selected Sandy Merriman House as a site for their Serve the City activities – thank you! Over 30 church members worked together with shelter staff to arrange onsite projects, including the laying of a concrete patio, tiered garden beds and a new bike rack.
- A big thank you to the donors who this year gave over $438,000 to Cool Aid’s housing campaign to build new apartments for people who are homeless. Thanks in part to your generosity, Mount Edwards Court opened to house 38 people and Cottage Grove construction began to house and support 45 seniors in Saanich.

**SUPPORTS OUR STRATEGIC OBJECTIVE TO:**
**HELP CLIENTS TO STRENGTHEN THEIR ENGAGEMENT WITH COMMUNITY**
- Both Rock Bay Landing emergency shelter and Sandy Merriman House hosted micro-housing consultations by the Coalition to End Homelessness, Committee to End Homelessness Victoria, Vancouver Island Public Interest Research Group and the City of Victoria.

**SUPPORTS OUR STRATEGIC OBJECTIVE TO:**
**HELP CLIENTS TO SUSTAIN OR IMPROVE THEIR HEALTH**
- Patients living with HIV who receive care at the Medical Clinic have treatment outcome measurements that far exceed provincial targets. For example, 92% of clinic patients living with HIV have undetectable viral loads, which is the gold standard for measuring HIV care.
- The popular Every Step Counts running and walking program continues to be an important resource to assist clients to sustain or improve their health. Each week, approximately 50 or more individuals attend sessions that include physical activity, nutritious food and positive peer connections.
- This fiscal year has seen the Dental Clinic staffed by two dentists daily. This increase in treatment hours has reduced the waiting period for an appointment from four months to ten weeks.
- Next Steps Transitional Shelter staff supported some residents to learn new ways of caring for themselves with the onset of long-term medical changes, such as vascular conditions. Staff provided smoking cessation and healthy eating education to residents through casual conversation and healthy cooking.
- The Open Art Therapy Studio, a program facilitated by volunteer Geri Nolan Hilfiker and supported by volunteers Jennifer and Monika, has goals that include social interaction, expression of feelings, life review and self-reflection, sensory/cognitive/perceptual stimulation, pleasure and relaxation.
- Naloxone injection training has been given to staff by AIDS Vancouver Island.
- Three staff members have continued to facilitate their weekly eight-module anger management group for shelter residents to rave reviews.
- Both Sandy Merriman House and Rock Bay Landing offered volunteer-facilitated yoga classes, with the goal of supporting both physical and mental health of clients in a trauma-informed, supportive environment.
- The Downtown Community Centre continues to provide monthly food hampers from The Mustard Seed to 87 of our most vulnerable tenants experiencing barriers that would prevent them from accessing this resource.
- Staff work with tenants to abstain or moderate their alcohol use. FairWay Woods tenants have developed a support group for Alcoholics Anonymous.
- Harm reduction is practised at all sites. Safer substance use and sex supplies are available in the office and are placed in a container that residents are able to access freely. Tenants regularly receive referrals to drug and alcohol services as well as counselling programs.
- Johnson Manor staff advocated with one tenant’s case manager to address some persistent health and sleep problems. This led to a home assessment which resulted in implementing a number of practical solutions that markedly improved the tenant’s health and sleeping.
Shelter Volunteer

“I am so grateful and honoured to have spent time with these amazing, creative, talented and sensitive women. I have learned a great deal from this experience and look forward to future opportunities.”

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

ASSIST CLIENTS TO ATTAIN MORE FINANCIAL STABILITY

- Cool Aid’s Casual Labor Pool is promoted to clients for ongoing job opportunities.
- We provided Food Safe Certificate Training for dozens of individuals this year, thanks to financial support from the Victoria Foundation.
- Vancity staff led a financial literacy course in shelters as part of their “Each One Teach One” program, focused on creating and living within a realistic budget.
- BC Problem Gambling and Prevention staff continued their regular outreach and educational workshops to shelter clients this spring, including free counselling for those negatively affected by gambling.
- Next Steps Transitional Shelter resident Brianna worked with staff on one of her main goals – budgeting. Brianna is also applying to go back to school and obtain her high school diploma. Once she has completed this, she is hoping to take the Mental Health and Addictions program through Camosun College.
- The Community Kitchen Program includes discussions on seasonal shopping tips, where to purchase items, and how to replicate recipes at home in order to save money.
- Cedar Grove has five to six regular honorarium positions that help tenants gain work experience and develop professional work habits.
- A Desmond House tenant who moved to our FairWay Woods building was able to maintain his paper route job by keeping a front door key and by staff providing a place to store the papers.
- In collaboration with Carole James’ constituency office, an ID replacement clinic was held at the Downtown Community Centre that 160 people attended.

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

RECOGNIZE AND VALUE OUR STAFF

- The Medical Clinic was extremely proud to have an article approved for publication in the peer reviewed “International Journal of Drug Policy.” The article describes the innovative and highly successful hepatitis C treatment program at the clinic.

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

EXPAND TRAINING AND DEVELOPMENT

- Shelters organized a society training session on Resiliency for Helpers. It was well attended with 25 people taking a few hours out of their day to learn from Dr. Nancy Reeves with Island Loss Clinic about techniques for staff to remain engaged and healthy while providing care and hearing about or experiencing traumatic events.
- Cool Aid offered fire extinguisher training, first aid training, food safe training, naloxone training and hosted a webinar entitled: Managing for Improved Performance.
- Shelter team leaders were offered training through the BC Government and Service Employees’ Union, covering important topics such as bullying and harassment, confidentiality and gossip.

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

STRENGTHEN SERVICE INTEGRATION AND CONTINUITY

- An education session was held for Cool Aid staff on palliative care for vulnerable and homeless people. The session was held at Olympic Vista seniors housing and was well attended by housing and shelter staff, many of whom are the primary supports for clients at the end of life.
- The Downtown Community Centre Coordinator participated in the launch of the Rotarians for Food Rescue, a joint initiative between all nine Rotary Clubs on southern Vancouver Island, 11 Thrifty Foods stores and the Food Share Network. The goal of this initiative is to secure warehouse space so that donated fruits and vegetables will go to a centralized location for immediate use by members.
- Our floor hockey team participated in a fundraiser for The Mustard Seed called “Five Hold for Food.” Our players competed with other teams in the community and raised funds in-house along with food donations.
- We have utilized the expertise of different staff and community partners in our volunteer training workshops this quarter, which included a workshop by PEERS Victoria Resources Society and a workshop on Building Rapport with Vulnerable Clients.

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

INSPIRE COMMUNITY SUPPORT

- In recognition of his research and work leading to the creation of the Cool Aid Dental Clinic, Dr. Bruce Wallace has been awarded the BC Dental Association Award of Merit. Recently Dr. Wallace spoke at the Canadian Public Health Association’s annual conference on the Cool Aid Dental Clinic as a model for the province.
- Thanks to generous donors, more than $4,200 worth of dental treatments were made possible this year.
- For the month of May, Cool Aid was the grateful recipient of all donations to the charity bins at Bottle Depot locations across Greater Victoria. Over $3,000 was raised through this initiative, with funds being directed to our employment and support programs.
- “Medicated: A Cool Night of Comedy” at Heckler’s Bar and Grill featured headliner Mike MacDonald, host Mark Robertson, and comedians Melanie Rose and Cool Aid’s own Paul Oppers. The sold out show and fantastic night of laughter raised $1,500.
- This year, the Gordon Head Lions Club began providing donated prescription glasses to shelter residents in need.
- Jordan’s Furniture and a donor drop off furniture and food to Queens Manor on a regular basis.
BUILDING COMMUNITY

**SUPPORTS OUR STRATEGIC OBJECTIVE TO:**

HELP CLIENTS TO SUSTAIN OR IMPROVE THEIR HEALTH

- At the Downtown Community Centre, programs include opportunities for physical exercise (walks/hikes on community outings, floor hockey, yoga, cross-fit and drop-in recreation) and nutritional support (nutritious snacks, community kitchen program, tenant BBQs and foraging for wild edibles). All programs focus on opportunities to demonstrate healthy boundaries, improve communication skills, and are community-minded, helping to mitigate social isolation.

- Clinic nursing staff offered a number of sexually-transmitted infections and viral hepatitis screening clinics offsite in indigenous communities throughout Victoria, Saanich and the Western Communities.

- Guests in all three Cool Aid shelters engaged in on-site community gardening initiatives which aim to provide residents with opportunities to develop and share skills and benefit from therapeutic aspects of gardening while increasing food security.

- Rock Bay Landing emergency shelter hosted a Licensed Practical Nurse student from Camosun College in their Community Placement.

- The Health Centre was approved as a clinical site for a number of hepatits C and HIV-related studies.

- Staff at Cedar Grove facilitated tenant participation in the Equitable Access to Care Study by UVic.

**SUPPORTS OUR STRATEGIC OBJECTIVE TO:**

ASSIST CLIENTS TO ATTAIN MORE FINANCIAL STABILITY

- An additional 275 individuals gained employment through the Community Casual Labour Pool this year. These individuals are provided with direct links to employers through casual work opportunities, resulting in hands-on skill-building opportunities, and real and supported opportunities to experience “the world of work”, which generates improved confidence, increased financial earnings and greater economic independence for participants.

- Two REES (Resources, Education, Employment & Support) Outreach workers helped 378 people to access income supports, address financial issues and improve their economic well being.

**SUPPORTS OUR STRATEGIC OBJECTIVE TO:**

HELP CLIENTS TO STRENGTHEN THEIR ENGAGEMENT WITH COMMUNITY

- Weekly peer support meetings were hosted by a REES Program (Resources, Education, Employment & Support) staff member and peer client. This program is focused on supporting people through a variety of life transitions and making positive change in their life.

- Eight community agency visits took place this year, providing opportunities for clients, volunteers, staff, service providers and the general public to connect directly and learn more about important resources in the community. Visits took place at The Mustard Seed, Pacifica Housing, Rock Bay Landing, GT Hiring (Work BC), Ready to Rent, Victoria Immigrant and Refugee Centre Society and Infocus Disability Services.

- The Seniors Recreation Program is going strong at FairWay Woods, Olympic Vista, and Hillside Terrace and tenants look forward to the planned events in and around Greater Victoria, as well as arts, music, community kitchen and more.

- Seven Rock Bay Landing residents participated in a focus group by City of Victoria staff on the update of the city’s community plan for the Burnside Gorge neighbourhood, which was a positive experience for everyone involved.

- Weekly peer support meetings were co-facilitated by a REES Program (Resources, Education, Employment & Support) staff member and peer client. This program is focused on supporting people through a variety of life transitions and making positive changes in their lives.

- Next Steps Transitional Shelter has initiated a program that gets clients involved with Life Cycles’ fruit tree project. The project coordinates volunteer fruit pickers with homeowners who have extra fruit on their trees.

- CARTS (Christian Actions Reflecting The Spirit) have been providing food, clothing and donations in the Downtown Community Centre courtyard on Sundays.

- All three permanent shelters participated in Homeless Partners, a program which allows shelter clients to ask for and receive individualized Christmas gifts from members of the community. A tea was held at Rock Bay Landing which allowed religious communities, donors and gift recipients to meet.

- Voter outreach and education occurred in connection with the federal election.

- The Downtown Community Centre hosted a thank you BBQ for PECSF (Provincial Employees Charitable Services Fund) – a multi-year funder. More than 100 people attended, of which about 40 were provincial employees.

- Regular referrals are made to a large variety of community supports such as: drug and alcohol services, 713, AIDS Vancouver Island, Victoria Persons Living with HIV/AIDS Society, PEERS Victoria Resources Society, Street Nurses, Cool Aid REES Program (Resources, Education, Employment & Support), Society of Living Illicit Drug Users (SOLID), Downtown Community Centre, Dandelion Society, WIN (Women In Need), Volunteer Victoria, Bridges for Women, etc.

- Part of the spectrum of support at the Downtown Community Centre is to provide opportunities for participants to experience leadership, and to make a contribution and engage with the larger community.

- On Pandora, many of our tenants are proactive in volunteering at festivals and other community gatherings. Staff and tenants of all the downtown buildings participate in tenant and special event BBQs that foster community within our downtown buildings.

**SUPPORTS OUR STRATEGIC OBJECTIVE TO:**

EXPAND TRAINING AND DEVELOPMENT

- Health Services attended the Canadian Association of Community Health Centres conference in Ottawa in September. It was encouraging to learn that the Cool Aid Medical Clinic offers quality health care services that exceed the mandate of similar or larger and better funded health centres in Ontario and throughout the country.

- The Cool Aid Forum held a Lunch & Learn training session with speakers from the BC Schizophrenia Society at Rock Bay Landing, which was attended by shelter staff and practicum students.

**SUPPORTS OUR STRATEGIC OBJECTIVE TO:**

_PROMOTE CULTURAL COMPETENCY AND DIVERSITY

- Many staff participated in a Victoria Native Friendship Centre initiative called the “Treasure Box,” a three-part program providing education and hands-on learning about local indigenous culture.

- The Gay Pride Rainbow sticker is now displayed in all buildings to flag our respect and support for diversity.
SUPPORTS OUR STRATEGIC OBJECTIVE TO:

STRENGTHEN SERVICE INTEGRATION AND CONTINUITY

• Nurses do weekly primary health care clinics at Rock Bay Landing, Queens Manor, Sandy Merriman House and Mount Edwards Court. The Health Centre also provides physician outreach support to community partners including AIDS Vancouver Island and Victoria Native Friendship Centre.

• REES Program (Resources, Education, Employment & Support) staff actively participated in the Mental Health and Substance Use Advisory Committee, which informs Island Health leadership about the needs of service users, families and community service providers.

• Our Downtown Community Centre Coordinator has facilitated multiple workshops at The Mustard Seed to help train their volunteers in how to implement and facilitate their own Community Kitchen Program.

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

BE A GOOD NEIGHBOUR

• A Queens Manor tenant fixed up a bike and gave it to a neighborhood child after finding out his had been stolen.

• The REES Program (Resources, Education, Employment & Support) has been making their new Community Office and Meeting Room available to our partners, neighbours and general community. Vancouver Island Public Interest Research Group (VIPRIG), Micro Housing Society, Action Committee for People with Disabilities and other agencies use these spaces for individual and group meetings and activities.

• Rock Bay Landing’s Clean & Safe team, composed of shelter residents, has continued to provide neighbourhood graffiti removal, clean-up and needle pickup in the area around the shelter.

• The Boulevard Garden across from Rock Bay Landing was planted by community partners and Rock Bay Landing guests and staff. The garden has since been weeded and maintained largely through the volunteer efforts of one of the Rock Bay Landing residents.

• Christmas, Rock Bay Landing’s Fifth Anniversary, and Sandy Merriman House’s 20th Anniversary all created unique opportunities for community members to visit and learn about our shelters. We had holiday visits and donations from Homeless Partners (individualized Christmas gifts from community members), sisters from a local mosque (hot chocolate and cookies), Saint Michaels Junior School and St. Margaret’s School children (food), the school board (large food donation), Caring with Cookies, Sandy Merriman’s own Toonie Group and many more.

• A Downtown Community Centre Kindergym program day-care provider wrote a letter of support for the Downtown Community Centre and Pandora Apartments.

• The Downtown Community Centre Coordinator was asked to speak to the Urban Livability Sub-Committee of the Victoria Downtown Residents Association.

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

INSPIRE COMMUNITY SUPPORT

• This year, staff shared information about the great work of Cool Aid and the United Way through client impact stories to 20 generous workplaces throughout Greater Victoria including Royal Roads University, Sooke Municipal Hall, Saanich Parks, Viking Air, ICBC, Victoria General Hospital, various banking institutions and more.

• Over 60 Every Step Counts participants, volunteers and supporters took part in the Goodlife Marathon and TC 10K events, raising vital funds and community support for the Every Step Counts running and walking program. Frontrunners Victoria and Runners of Compassion again hosted a New Year’s Eve “Run Through Time” benefiting the program with donations of cash and running gear.

SUPPORTS OUR STRATEGIC OBJECTIVE TO:

PROMOTE CULTURAL COMPETENCY AND DIVERSITY

• Rock Bay Landing staff met with UVic to talk about two year-long practicum student placements with Indigenous Studies Concentration either from the School of Social Work or Child and Youth Care Program.

“I am requesting funding for a top denture... I had all my top teeth pulled and have lost the ability to chew food. I have lost over 65 pounds and 5 pant sizes... it has also affected my ability to find stable employment hence the need for help. It has changed the way I talk, breathe, eat and sleep... please help as I have no one else who can help.”

Dental Clinic Patient

“I like the people here at the Health Centre. They care and they are non-judgemental. The staff at the front sure have a lot of patience and are good at being calm when someone has been ignorant and abusive... The doctors care and are serious about a person’s health. Good doctors are hard to find in this time and place. I give everyone an 11 on a score from 1 to 10.”

Health Centre Patient
FINANCIAL HIGHLIGHTS

REVENUE BY FUNDING SOURCE

- BC Housing Management Commission: 38%
- Investment Income and Other: 9%
- Health Centre Revenue (Pharmacy and Dental): 20%
- Island Health Authority: 25%
- Rental Income: 1%
- Donations & Grants: 4%
- Forensic: 3%

EXPENSES BY CATEGORY

- Salaries & Benefits: 12%
- Program Expense & Client Support: 3%
- Building & Mortgage Expense: 54%
- Office, IT, Communications, Other: 31%

EXPENSES BY PROGRAM

- Support Programs: 25%
- Administration: 20%
- Shelters: 20%
- Housing: 12%
- Health Services: 24%

SUMMARIZED STATEMENT OF FINANCIAL POSITION

As at March 31

- Current Assets
  - Cash and short-term investments: $6,477,334
  - Accounts receivable: $893,284
  - Other assets: $169,838
  - Prepaid leases: $539,133
  - Land, property, and equipment: $27,476,261
  - Total: $35,555,850

- Current Liabilities
  - Accounts payable and accrued liabilities: $1,993,348
  - Deferred contributions: $2,466,995
  - Deferred contributions related to land, property, and equipment: $4,460,343
  - Long-term debt: $20,174,583
  - Total: $42,222,097

- Net Assets: $5,355,850

SUMMARIZED STATEMENT OF OPERATIONS

For the year ending March 31

- Revenue
  - B.C. Housing Management Commission: $8,303,743
  - Island Health: $4,377,965
  - Health Centre revenue: $5,444,988
  - Rental income and occupancy fees: $2,083,251
  - Donations and grants: $1,262,545
  - Forensic Psychiatric Services Commission: $693,308
  - Investment income and other: $200,178
  - Total: $22,365,978

- Expenses
  - Salaries and benefits: $11,492,648
  - Program expense and client support: $6,441,223
  - Building and mortgage expense: $3,587,540
  - Office, IT, and communications: $618,146
  - Other: $33,225
  - Total: $19,319,196

EXCESS OF REVENUE OVER EXPENSES FROM OPERATIONS: $2,046,782
Paula Ferris is the heart and soul of the “Toonie Group for Sandy Merriman House Homeless Shelter for Women” and its Facebook page.

Every month for the past eight years, Paula has met Toonie members to collect toonies, clothing and hygiene supplies for residents at Sandy Merriman House.

She also puts together Christmas stockings and donates turkeys for special meals. As if this was not enough, this seemingly tireless woman – who also has children and takes care of the books for Ferris’ Oyster Bar & Grill and helps where she can with bookkeeping for Catalano restaurant – is constantly asking what more she can do.

How would someone describe you? Big energy, loving, compassionate, don’t back down from obstacles, will help when I can, strong willed, intuitive, busy mom.

What was your first impression of Sandy Merriman House? Welcoming, well run/organized, structured but most of all the staff are so incredibly caring, compassionate, firmly loving and professional.

What made you think of a Toonie Group? Simplest answer – single parent of two who wanted some way to help monthly. So eight years ago I asked my amazing family, friends and co-workers if they would be willing to try it. A toonie a month is all I asked for from each person. It seemed more likely that everyone could afford this and, if I collected the toonies and dropped them off monthly, I felt the consistency might help to make an impact. (It has!)

How do you balance volunteering with work and life obligations? I make it fit. I email first thing in the morning when the house is quiet and pick up first thing in the morning before starting work. I sort clothes, etc. at night and drop off bottles to the Bottle Depot on weekends. At Christmas it becomes a little more crazy.

What is the motto or philosophy of the Toonie Group? No matter how small the donation, consistency can affect change.
BOARD OF DIRECTORS AND SENIOR MANAGERS

To learn more about governance and leadership at Cool Aid, please visit our web site at CoolAid.org/govern.

BOARD OF DIRECTORS

René Peloquin, Chair
Consultant, Queenswood Consulting

Heather Brazier, Vice Chair
Executive Director, Ministry of Social Development & Social Innovation

Rick Marshall, Secretary
Retired Civil Servant

Larry Beatty, CA, Treasurer
Grant Thornton, LLP

Nicole Beach, Director
Human Resources & Business Consultant

Sandra Govender, Director
Real Estate agent, Royal LePage Coast Capital Realty

Drew Mildon, Director
Lawyer & Partner, Woodward and Company

Arleen Paré, MSW, MA, MFA, Director
Writer

Eric Pedersen, Director
Lawyer, Velletta & Company

SENIOR MANAGEMENT TEAM

Kathy Stinson, CEO
Melanie Fleming, Director, Human & Strategic Resources
Irene Haigh-Gidora, Director, Health & Support Services
Don McTavish, Director, Residential Services
Hope Roberts, Director, Finance & Administration

Ed Jones, Manager, Information Systems
Beverley Renny, Executive Coordinator
Alan Rycroft, Manager, Fund Development & Communications
Grey Showler, Manager, Health Services

DONORS, FUNDERS AND PARTNERS

ANONYMOUS DONORS

Many of you prefer to make your gifts anonymously, even when you are very generous. A special thank you to everyone who prefers to give this way and who is making a difference for people living without homes and in poverty in the Capital Region. Thank you so very much for your heartfelt generosity. Please feel free to call anytime. Your anonymity is appreciated and respected.

Alan Rycroft, 250-414-4781 or arycroft@CoolAid.org

BEQUEST, BENEFICIARY AND PLANNED GIFTS

Victoria Cool Aid Society very much appreciates the thoughtfulness of the following generous donors who are leaving a bequest for the Society in their will or naming Cool Aid as a beneficiary to a life insurance policy, RRSP, RRIF, TFSA or other registered account, or an annuity, trust or other investment vehicle.

Bequests, unless dedicated to a particular purpose, are used to build new housing for people who have been homeless and to support Cool Aid’s work forever through our Endowments at the Victoria Foundation and Vancouver Foundation.

For information on how you can leave a bequest or other special gift, please contact your financial/legal advisor and talk with family members. Cool Aid would also love to hear about your wishes to make sure your gift is used as intended, to learn what inspired you, and to be able to thank you in person while you are still alive!

www.CoolAid.org/bequest

Alan Rycroft or Kathy Stinson, 250-414-4781, arycroft@CoolAid.org

Many anonymous bequestors

Michael and Christine Bloomfield
Virginia and Charlie Brucker
Frances Mahon Chapman
Monique Cleban
Ross and Shelea Deakin
Barbara Dodge (Estate of)
Nancy Gaedinger
Jim Hackler
Ted Humphreys
Ruth Humphreys (Estate of)

Mary Doody Jones
Judy Kadwell (Estate of)
Gilbert Love
Karen Maxwell
Catherine Meagher
Herman Nezen
Joan Omnston
Anne Victoria Thomas (Estate of)
Marilyn Van Imschoot
Pat Vickers
Susanne Wilson
Carl Graham Young (Estate of)

“I became homeless and the staff at Sandy Merriman are really good people. You get the best food compared to anywhere I have stayed. This is the best for support and care.”

Sandy Merriman Resident
SPECIAL EVENTS
Special events organized by others provide huge benefits to Cool Aid by introducing our work to new people, building profile for the Society, and raising money which is used to help over 9,000 locals every year. Thank you to the following community leaders for the events they sponsored, organized, and offered in-kind gifts and prizes for this year, which included the Legacy Golf Tournament, TC 10K, Goodlife Fitness Marathon, House of Distinction, Medicated: A Cool Night of Comedy, Murder by Midnight and many more.

Gary Anderson
Andrew Beckerman
Bandit Benefit Chili Supper & Concert
Isaiah Bell
Blackball Ferry
BMO
Bottle Depot
Brink Events
Callaway Golf
Chateau Victoria
CHEK News
CI Funds - Victor Young
Coast Capital Savings Credit Union
Coast Hotels
Carolyn Converse
Corby Distilleries
Dannon Herr - Select Mortgages
Dynamic Funds
Eagle Wing Tours
Enigmatic Events
Everything Wine
Frontrunners
Garmin Golf
Glenlivet
G.V. Harbour Authority: Lighted Ship Parade
Goodlife Fitness Marathon
Gordon Food Service
Gunnar Stephenson & David Steinberg
Harbour Air
Helijet
Homes & Buyers.ca
Danny Hooper
Home Cougar
hot house marketing
HSBC
Infinity Law
Innovative Fitness
Invesco
Investors Group
Island Temperature Control
Jaw& Burdon
Knappet Projects
LA Limno
Laurel Point Inn
Lighthouse Brewhing
Manulife Financial
Market on Yates
Mark McDougall PREC
Megson FitzPatrick
Nike Golf
Payworks
Prestige Picture Framing
Raper & Associates
Raymond James Canada Foundation
Raymond James Vancouver Island
RBC Foundation
Robert Bateman Centre
Royal BC Museum
Russell Investments
Saunders Subaru
Sentry Investments
Sheraton Inn
Sprott Asset Management
Syco
Taylor Made Golf
TC 10K
TD Asset Management
Times Colonist
Toone Drive
Toque Catering
Union Club
United Rentals
Vancity
Vancouver White Caps
Vertex Asset Management
Victoria Foundation
Westjet
Wickanninish Inn

FOUNDATION PARTNERS
Foundations are very special partners who have chosen to invest in the important work of housing, emergency shelter, inner city health care, employment, food services, mental health support, healthy recreation and other Cool Aid services. A very special thank you to our thoughtful and generous foundation partners.

Anonymous Foundations
CanadaHelps
Chimp Foundation
Encana Cares Foundation
FitzPatrick Family Trust
Gift Funds Canada
Hylcan Foundation
Ladybug Foundation
Laucks Foundation

CORPORATE PARTNERS
Local, national and international businesses have all helped Cool Aid with donations and grants of cash, gifts of services and goods, and by lending a hand through volunteering. It’s great to live in a community where businesses are key partners in helping to end homelessness. Thank you all, with a special shout-out to those businesses listed in bold who make regular, often monthly, contributions.

Many anonymous businesses
2 Burley Men
Association of Fundraising Professionals
Bay Centre
Bean Around the World
Bear Mountain Resort
Bernstein & Gold
Bottle Depot
Bowos and Arrows Coffee
Brink Events
CANOE Brewpub
Canpro Construction
Cascadia Liquor
Chew Construction
Coast Capital Savings Credit Union
CodeName Entertainment
Curious Comics
DBA Island Gourmet Catering
DigThis
Donna Jervson Law
Dr. Kyle R. Egger
Enigmatic Events
Fairfield Fish and Chips
Fairfield Petro Auto Centre
Fairmont Empress
Ferris Oyster Bar & Grill Restaurant
Fidelity Investments Canada
Frontrunners
GLM Enterprises
Gordon Food Service
Greens Foodservice
Green Cuisine
Horizon Pacific Contracting
Hotel Rialto
Hutcheson & Co.
ICON Salon Systems
Invis Mortgage Brokers
James Evans and Associates
Jamfin Inc.
Jensen Group Architects
Joe Newell Architects
KGEZ Company
Kool FM
La-Z-Boy
Lululemon Athletica Canada
Marie-Pierre Lawlor Translation
Moksana Yoga Centre
Moksha Yoga Victoria
New Balance
Paul’s Motor Inn
Pedersen’s Rentals & Sales
Please Mum
Prestige Picture Framing
Pro Line Management
Raymond James
Royal Roads University
Russell Investments
Sentry Select Capital Corporation
Shaw Communications
Sik Road Tea
Silver Rill Corn
Soap Exchange
Starfish
Stewart McDannold Stuart
Strategic Alliance of Business Technology
Strongtharm Consulting
Syco
TD Bank Group
TD Commercial Banking
TD Waterhouse
Times Colonist
Trees Dispensary
United Rentals
V Force Commercial Cleaning
Wickanninish Inn
Winchester Gallery

GOVERNMENT FUNDERS
A significant portion of Cool Aid’s operating and capital dollars are investments by governments in essential services critically needed in the Capital Region. We are very grateful to our government partners for the confidence they have shown in Cool Aid by providing this core support.

Province of British Columbia
BC Housing
Capital Regional District
Forensic Psychiatric Services Commission
Island Health
City of Victoria

...and more...

... and more...
NON-PROFIT PARTNERS
While we partner with many non-profit organizations through the Greater Victoria Coalition to End Homelessness, Downtown Service Providers, BC Non-Profit Housing Association and many other groups, we’d like to say a very special thank you to those organizations who gave Cool Aid a direct gift of cash or goods this year.

- New apartment buildings would never get built without the generous support of our donors, including Mount Edwards Court, Cottage Grove and more apartments we need to build or repurpose.
- The REES Program provides Resources, Education, Employment and Support for several thousand local people living with mental health and addiction challenges. (465 Swift Street)
- The Downtown Community Centre is the only local community centre that provides free programming so that people who are living in poverty can enjoy the same benefits as those of us with an income. Thanks to your support everyone can participate. (755 Pandora Avenue)
- Cool Aid’s full-service Dental Clinic would not be able to serve over 4,000 patients without your generous support.

INDIVIDUAL AND MONTHLY DONORS
Hundreds of “ordinary” and extraordinary individuals make gifts, large and small, to Cool Aid every year. Many of our programs would not be in operation without your gifts, or would be greatly reduced in scope. While all areas of Cool Aid’s work benefit from your individual gifts, the following programs are most dependent on your generosity:

- New apartment buildings would never get built without the generous support of our donors, including Mount Edwards Court, Cottage Grove and more apartments we need to build or repurpose.
- The REES Program provides Resources, Education, Employment and Support for several thousand local people living with mental health and addiction challenges. (465 Swift Street)
- The Downtown Community Centre is the only local community centre that provides free programming so that people who are living in poverty can enjoy the same benefits as those of us with an income. Thanks to your support everyone can participate. (755 Pandora Avenue)
- Cool Aid’s full-service Dental Clinic would not be able to serve over 4,000 patients without your generous support.

Thank you all very much, with a special appreciation to our monthly donors whose names are bolded.

COMMUNITY HEALTH CENTRE AND DENTAL CLINIC
The Cool Aid Community Health Centre, located at 713 Johnson Street, provides primary health care for over 4,000 patients living downtown in poverty and often homeless. Our professionals include doctors, nurses, counsellors, dentists, dental hygienists, pharmacists and assistants, an acupuncturist, nutritionist, medical office assistants and visiting professionals including psychologists and psychiatrists.

Community Health Centre
Margaret and Michael Asch
Nancy and Tom Bailey
Susanne Bertschinger
Gretchen Brewin
Bonnie Calder
Paul Curtiss
Ms. Clarice Dillman
Dr. Lawrence Fawcett
Raymund Folk
Dr. Paul and Virginia Gareau
Dr. Brian and Caroline Gorman
Jim and Amy Jaarsma
Pat Kinrade
Hugh Matheson
Brian McArdle
Marilyn Norman
Bernie Pauly
Cathy Riley
Rob Russell
Linda Savill
Jennifer and Paul Sobkin
Yvonne Van Ruskenveld
Pat Vickers

Dental Clinic
Robert Vick Farley, Q.C.
Diane Johnston
Mary Doody and Gerald Jones
George Jian Ko
Dr. Miriam Korn
Gilbert and Leona Lowe
Stephen Makuch
Susan Newlove
Sandra Phelps
Beryl Roundhill
Dr. and Mrs. Charles and Janet Simpson
Linell Stems
Shirley Stinson
Brenda Taylor
Mr. Timothy Taylor
Dr. Richard Williams

Secular Franciscan Order
Sisters of St. Ann
St. Luke’s Anglican Church
St. Patrick’s School
Toonie Group
UVic Educational Employees Union
Victoria International Running
Victoria Regional Dental Hygienists Society
VICTORIA FOUNDATION & VANCITY FOUNDATION ENDOWMENT FUNDS

The Victoria Cool Aid Society has established Endowment Funds at both the Victoria Foundation and Vancouver Foundation. All donations to these Funds are invested, and the investment profits are available for Cool Aid programs every year forever. The foundations also assist Cool Aid with gifts of stocks and gifts from the USA.

For more information, please contact: Alan Rycroft, 250-414-4781 or arycroft@CoolAid.org

Jim Hackler
Marilyn Van Imschoot

SUPPORTIVE HOUSING

Housing with support services is the key to ending homelessness. These donors helped support Cool Aid's existing 412 tenants this year.

Joseph Dewhurst
Scott Burley
Mr. Michael and Judith W. O'Cain
Loraloo Scott
Michael and Christine Bloomfield
Moira Fuller
Kealey Pingle

HELP END HOMELESSNESS NEW HOUSING CAPITAL CAMPAIGN

Our main campaign this year has been encouraging gifts, both large and small, to allow us to build more apartments for people who are today living homeless. As you can see from the giant list below, our community is filled with many people who understand that housing with support must come first. Please give what you can.

Dr. Sibylle Artz
William Baker
Mark Bavis
Andrew Beckerman
Susan Beiderwieden
Philip Bisset-Covaneiro
Katherine Black
Virginia and Charlie Brucker
Sherry Bryson
Caley and Sean Byrne
Sean Camilleri
Bhapinder K. Cheema
Peter and Nancy Ciceri
Bradley Clark
Dr. Joyce Cleehe
Emma Cochrane
Brenda Colborne
Gail and Marty Cole
Elizabeth Collins
John Crean
Kimberley Devey
Jane Dewing
Maureen Duncan
Hazel Dunham
Lois Dunn
Miriandurbach
Dr. James Iarrow
Lori Ferguson
Ray Ferris
Melanie Fleming
Dr. Christopher R. Fraser
Elizabeth Garrett
David Gibbs
Norman and Mary G indictment
Sandra Govender
Gordon Gunn
Irene Haigh-Gidora
Aidan Henry
Eugene Hetherington
Susan Holloway
Ted Humphreys
Mrs. Janice M. Hutchins
Cameron Hutt
Tony Joe
Diane Johnston
Calvin Jones
Susan and Ben Kangasniemi
Kyle Kerr
Dr. Christopher King
Aaron Lambeth
Alfred Jacklaw
Bette MacDairmid
Sarah and Mike Macdonell
Gary MacDougall
Kate Mansell
Richard S. S. Marshall
Donna McKenna
Rob McLaunhan
Catherine Meagther
Lola and Alan Mehlennbacher
John Andrew Mlondon
Isa Milman
Caroline Mitchell
Christine O'Brien
Kevin O'Brien
Susan Parsons
Joan Peggs
Rene Pelousin
Ronald Polstein
Murray Rankin
Nay Rayani
Beverley Renny
Hope Roberts
Shelia Ruffell
Alan Rycroft
Hugh Schmid
Tim Schothero
Robert Schuler
Margaret Sheehy
Brian Sims
Joan Skilling
Betty Ann and Ray Smith
John Gunnar Stephenson
Kathy Stinson
Kerry Stott
Sue and Dr. Carl Stovel
Deanne and Janet
Strongtharm
Catherine van Mossel
Pat Vickers
Linda Waddell
Karla Wagner
Don Wagnor
Merle Lorraine Wall
Drs. Rivian &
Deanne and Janet
Brian Weinerman
Heather Wellman
Claudia Wilimovsky
Angela Williams
Dawn Williamson
Carl Graham Young (Estate of)

REES PROGRAM

Resources, Education, Employment & Support

This amazing Cool Aid program provides employment, income and other supports for people who are living with a mental health or substance use condition. It is a weekday drop-in service and resource centre, now permanently located at 467 Swift Street. This is a much-underfunded program and so donations are critical to keeping the services alive.

Theresa Gernerman
Paul Goldney
Frederick Lang
Chris Rudrum
Joan Skilling
Pat Vickers

Every Step Counts

This phenomenally successful running and walking program has helped over 700 people over the last six years get out and get healthy. The program is almost entirely dependent on donations as it receives very little government funding.

Aina Adashynski
Mary June Aquino
Joyce Ballantyne
Irene Bergen
Jill Bevan
Cheryl Bevan-Gellor
Maureen Bomford
Carolyn Cade
Agatha Carroll
Laurie Chesworth
Dawn Connolly
Christopher Connor
Wendy Cooper
John Crean
Patricia Cretney
Jennifer English
Elizabeth Fagan
Melody Falconer
Sarah Fales
Peter Fieger
Eric Geling
Norman and Mary Gindon
David Gien
Bonnie Gunderson
Thomas Hackney
Sandy Hallivell
Jill Henry
Lori Herron
Julie Holder
Zoe Jackson
Brenda Jarvis
Linda Jones
Patricia Jones
Marilyn Klisz
Dr. Miriam Korn
Terra Lamont
Lauren Leblanc
Sue Lindsay
Deb Linehan
Helena Lochen
Tommy Lorenzo
Marlene Lovell
Erin Lumley
Barbara Macdonald
Tim Mackness
Ruth MacLaurin
Marlie Manning
Richard S. S. Marshall
Dianne McIvere
Jill Murray
Boynt Myers
Lois Narine
Arleen Lynda Mary Nark
Kathleen Perkin

EMERGENCY SHELTERS

Cool Aid operates most of the emergency shelter beds and mats in the Capital Region and we are grateful for the enthusiastic support of many people, businesses and foundations, as well as our government partners. Shelters include Rock Bay Landing, Sandy Merriman House, Next Steps and the Cool Aid Seasonal Shelter.

Robert and Sherry Belcher
Gisele Bourgeois-Law
George Bowden
Susan Bowers
Sarah Claus
Colin and Ticia Dower
Guy Grauido
Tony Golzua
Sharon Hazelwood
HMCS Algonquin
Andrew Jorgensen
Ian R.J. Laing
Kelly Nishnik
Scott Rempel
Chris Tanner
Jessica Tweedhope
VICTORIA COOL AID SOCIETY

Cool Aid is especially grateful to the many donors who provide general support to the Society, which allows us to allocate the donations to where they are most needed.

Rosalyn and Gordon Alexander
Jenna Creaser
Linden Gauld
Lynn Cronin
Lyndal Curtis
M.D. Daly
Rod Dallziel
Janet Darcie
Richard Day
Mrs. Joan Deeken
Daphne DeGirolamo
Madeleine Dent
Paul Deroy
Pascal Desile
Patricia Devenish
Brian Dewar
Don Dewar
Douglas Donaldson
Dr. Wendy Donawa
Erika Druska
Agnes Dummer
Jean Duncan
Barbara Dutton
Dr. Kyle R. Egger
Jayne Ellis
Dr. Angela Enright
Arthur Neil Entlich
Mary Evans
Carl Evers
Elizabeth Fagan
Robert Vink Farley, Q.C.
Mrs. Ruth Farm
Mr. Werner Faust
Allan Ferguson
William and Joan Feyrer
Dorothy Field
Fitzpatrick Family Trust
Alia Flavell
Dianne Flood
Anne Ford
John Forster
Bruce Forsyth
Marian Foucault
Donna Francis
Paul Garmache
Laural Gaudeette
Mr. John Ghanam
Brendan Gibe
M. Shannon Glover
Albert and Joan Glowicki
Diana Glynn
Nancy Gnaedinger
Daniel Godlovitch
Daphne Goode
Doreen Goodwin
Walter and Carolyn Goresky
Sheila Grant
Julia Greer
Dorothy Griffin
Shirley Grosser
Larry Guilbert
Frances Gundry
Foster Hamar
Roberta Hamme
Arthur Hanson
Pauline Harding
Joyce Levy
Susan Lewis
Brian Levithwaite
Gudrun Marianne Leys
Judy Lightwater
Marianne Love
Ms. Bertha MacBain
John Mackenzie
Rebecca-Anne MacKenzie
Alan MacLeod
Murray and Ann Mafty
Irene Magill
Patricia Main
Debra Marchand
Margaret and Joe Newell
Jean Matheson
Margaret Matheson
Frances McBride
Sean McCullogh
Helen McDonald
John and Valerie McGregor
Cindy McIlwain
David G. Mcintosh

SANDY MERRIMAN HOUSE FOR WOMEN

Sandy Merriman is Cool Aid’s emergency shelter for women including transgender women. Thank you for your generous support of our drop-in meal program and other non-funded services for the women we house and assist.

Gwen Allison
Ms. Agnes Ananichuk
Gunilla Barnett
Gregory Bowes
Lee Cameron
Vinni Chadwick
Bryan Chu
Derek and Mary Chu
Sally Crickman
Lauren Dale
Ms. Clarice Dillman
Gail Dumont
Robert Vick Farley, O.C.
Paula Ferris
Edward Fong
Lovell Ann Fuglsang
Lorraine Goudge
M. Shannon Glover
Dorothy M. Harvey
Sharon Hazelwood
Mayor Lisa Helps
Susan Herman
Teri Hustins
Donna Iverson
Jean Kandy
Claudia Knoginger
Matt Lang
Gloria Linton
Dianne Marks
Noreen Marshall
Pamela Mason
Florence McKieown
Dr. Tracy Mihalyuk
Mr. Francis Mitchell
Trudy Moul
Gordon and Beverley Mohnam
Vicki Mulligan
Kelly Parks
Sylvia Rhodes
Roger Sainsbury
Gail Scoines
Lynn Smith
Sandra Switzer
Chris Tanner
Cailie Theocharis
Cailie Thomson
Shirley Triviss
Marilyn Vallance
Judie Yanin-Roth

GISELE BOURJEOUS-LAW

Douglas Boyd
Colin and Susan Boyer
Paul Brady
Dr. Paul Brigel
Jessica and Robert Brooks
Chelsea Burdge
Erin Burrell
Michelle Butot
Gordon and Anne Campbell
Rev. Dr. Sel and Mrs. Joan Cardus
Timothy Cary
Gus Chan
Terry Chan
Hyewon Choi
Mr. and Mrs. Anne and George Clark
Brenda Colbourne
Ms. Margaret Cooke
Mrs. Kathleen Cosson
Marsha Crawford
Allan Crawshaw

32
33
"Personally I was overwhelmed (in a good way) by the expressions of gratitude I received from some of your clients. Cool Aid is such a special organization and it was great to be able to share the experience with volunteers first hand."

Gillian Henuset, PECSF Campaign Manager

"I can’t thank you enough for giving me the opportunity to volunteer here; it’s honestly been one of my most enjoyable experiences since moving to Victoria. The interactions with everyone and sense of community that exist there are amazing and I’m really looking forward to continuing this work [in my future career]."

Shelter Volunteer
PAT VICKERS: ADVOCATE FOR SOCIAL JUSTICE

There are a lot of reasons why Pat Vickers has been a lifelong advocate for people who are vulnerable and homeless, including family, friends and work experiences.

During their lifelong marriage, Pat and David Vickers raised four children and pursued social justice careers.

Their daughter Janice, now in her 50s, has faced many challenges over the years, including mental health and addiction issues. Now in recovery, Janice is a volunteer with Cool Aid’s REES Program (Resources, Education, Employment & Support) and a patient at Cool Aid’s Community Health Centre.

Pat’s husband David had a distinguished career as a lawyer and judge, culminating in his 2007 landmark ruling in favour of the Tsilhqot’in Nation. He ruled that the First Nation had established Aboriginal Title to a large portion of their traditional territory in BC’s Chilcotin, thus confirming the right to Aboriginal Title for First Nations across Canada.

Pat graduated from McGill University in 1955 with a Bachelor of Science, paying for university by working at the Boys and Girls Club and a summer camp. In Québec, Pat and David directed a summer camp for low-income children. After moving to Vancouver, Pat worked for the Family & Children’s Court. Later in Victoria, she directed the Community Exploration Program for Capital Mental Health. Her last paid position was as Advocate for Service Quality for Persons with Developmental Disability, from which she retired in 1998.

What would Pat ask for if she had just one wish? “That we would solve the problem of homelessness,” which she sees as inextricably linked to poverty and the lack of an “equitable distribution of wealth” in Canada.

Since the loss of David to cancer in 2009, Pat has been an enthusiastic Cool Aid volunteer and monthly donor. She regularly helps prepare and serve lunches at the Sandy Merriman House women’s shelter drop-in program. Pat Vickers is the only person we know who is leaving two bequests to Cool Aid in her will: one for health services and a second to help construct more housing for people with no home.

Through a lifetime of hard work, good ideas and family support, Pat Vickers is helping to make important improvements in the lives of many of our most vulnerable citizens. Her inspiration and energy help us realize that ending homelessness is within reach and that economic justice must prevail.