

# LOOKOUT HOUSING & HEALTH SOCIETY



# MISSION – VISION – MANDATE



## MISSION

- We are a social safety net providing a range of housing, health, and support services that promote improved wellbeing for those in need.

## VISION

- We respectfully provide caring, nonjudgmental, non-sectarian, flexible services. We strive to reduce harm and negative complex challenges with advocacy and minimal barrier supports.

## MANDATE

- To transform lives through innovation, by providing responsive services that build collaborative relationships and foster growth through change. We endeavor to provide hope where hope has been lost.



# OVERALL SERVICES

Lookout Housing & Health Society operates in 15 overall communities across British Columbia offering services that include:

- Emergency Shelter
- Extreme Weather Response
- Housing: Supportive, Transitional, Permanent, Mixed Market, Independent
- Resource Centres: Vancouver, Surrey & Chilliwack
- Health: Medical Clinic, Dental Clinic, HIV - HepC Services, Djaef Mahler Foodbank
- Harm Reduction: Witnessed Consumption, iOAT, Harm Reduction Distribution
- Outreach Services: Homeless Outreach, Homeless Prevention, StreetSMART, SRSP, iHART Transportation Services, and Integrated Transitional and Release Planning
- Employment: LEEP – Lookout Ethical Employment Program, Street Sweeper Social Club, Rig Dig, OPS Peer Staff



# ABBOTSFORD COMMUNITY



In Abbotsford specifically, we host several services including:

- Emergency Shelter
- Supportive Housing
- Independent Living
- Complex Care Housing
- Mobile Harm Reduction Outreach Services
- Outreach – HOP and SRSP
- Witnessed Consumption Services – Mobile Health Contact Centre
- Employment: Rig Dig, Street Sweepers and OPS Peer Staff



# EMERGENCY SHELTER



LIGHTHOUSE SHELTER – 20 BEDS

LONZO SHELTER - 50 BEDS opened in May '24

SUMAS SHELTER – 53 BEDS opened in June '24

PAULINE SHELTER – 22 BEDS (coming soon)

SERVICES INCLUDE:

- Shelter, meals, showers, laundry, clothing and other basic necessities
- Case management, assistance with securing housing
- Personal and health related referrals and resources
- Support staffing available 24/7





# SUPPORTIVE & INDEPENDENT HOUSING



## SUPPORTIVE HOUSING

- Cole Starnes - 44 units of Supportive Housing
- Cole Starnes II - 63 units of Supportive Housing (under development)
- Red Lion – 18 units of Supportive Housing
- Studio Apartments that include individual living space, washrooms and kitchen
- Services include:
  - Case management
  - Health and Wellness supports and referrals
  - Mental Health and Substance Use supports
  - Life Skills training and education
  - Employment assistance
  - Community building and social integration
  - Conflict resolution
  - Support staffing 24/7

## INDEPENDENT HOUSING

- High Drive – 7 units of shared accommodation



# COMPLEX CARE HOUSING



## RED LION COMPLEX CARE

- 10 units embedded within the Red Lion Supportive Housing complex offering:
  - Medication management
  - Psychosocial rehabilitation supports
  - Indigenous-specific services
  - Life skills support and skill development
  - Support staffing 24/7



## SUMAS ABI

- 6 units embedded within the Sumas Shelter offering:
  - Specific assistance towards Acquired Brain Injuries
  - Onsite supportive staffing 24/7 including Medical Care Aids
  - Medication management
  - Life skills training and assistance



# OUTREACH & HARM REDUCTION SERVICES



## OUTREACH SERVICES – HOP and SRSP

- Assistance securing housing
- Rental and support supplements
- Wrap around housing retention and health related services (SRSP)

## HARM REDUCTION OUTREACH

- Distribution of safe supplies
- Naloxone education and distribution
- Resources and referrals

## HEALTH CONTACT CTR

- Mobile service 8hrs/day, 7 days/week
- Witnessed consumption and overdose intervention
- Harm reduction education
- Resources and referrals to alternate services





# IMPACT AT A GLANCE

In the duration of April – September '24 services offered in Abbotsford have resulted in:

- 241 unique individuals accessing shelter services
- 13 shelter Guests housed
- 85 individuals supported in housing
- 279 planned activities to assist with life skills
- 1879 case management sessions assisting individuals to reach goals
- Over 1000 visits to witnessed consumption services
- 62 overdose interventions



# SUCCESS STORIES



## LONZO SHELTER

- “I really like the Lonzo Shelter, I feel like I have my own space, it’s way better than being in bunk beds, feels like I am moving in the right direction with my life”

## SUMAS SHELTER

- “Since I moved into the Sumas Shelter, I was supported with getting an interview to a female based supported housing program. I was accompanied to the interview by the Shelter Case Planner, who assisted me and further helped me move in after I was accepted. I am very thankful.

## RED LION COMPLEX CARE

- ‘Alice’ first came to Lookout in 2017, struggling with schizophrenia, developmental disabilities, and substance use, which led to frequent shelter moves due to violent outbursts. Lookout connected her with ACT, where she began supervised medication and daily support. In 2018, Alice was housed independently but returned to shelter after a traumatic incident.
- By 2021, Alice was stabilized at Red Lion and with regular medication routines and growing trust in staff, she learned how to respond to overdoses and now proudly carries naloxone. In August 2022, Alice moved into supportive housing, and today, she is more communicative, goal-driven, and able to advocate for herself. Her transformation shows the power of stable housing and consistent support.



THANK YOU

# Questions

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