

SQUAMISH HELPING HANDS SOCIETY

ANNUAL REPORT

2021 - 2022

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CHAIR OF THE BOARD REPORT



2021/2022 was a year of profound challenges, and also of noteworthy successes. As we moved out of COVID towards more normalcy, we were finally able to start digesting the remarkable changes of the past couple years, as we continue to focus on fulfilling the vision of Under One Roof. As an organization, we worked hard to understand and balance the needs of our clients, our community, and our stakeholders overall. Our goal was to adapt and improve based on those learnings.

Clearly, in addressing the problems of food insecurity, addiction, and homelessness, we take on a critical assignment. There are no easy answers to such significant social challenges, and it isn't always a smooth path.

We have the good fortune, however, of having an incredible group of people working towards a common goal with a caring and compassionate approach. By always promoting an 'us' and 'we' mentality, we achieve both incremental improvements and big wins.

One of the key priorities for 2021/2022 was capacity building, which necessitated new and more specialized roles. We were very pleased to bring on new staff with a broad range of skills, including front-line, operations, maintenance, finance, administration, food services, and more. All these individuals are a great fit, have come to the table with an amazing attitude, and continue to bring value every day. Thank you to all our staff and management, whose hard work is reflected in the close community we're building at Under One Roof.

As a result, we were able to offer new and exciting initiatives that have long been hoped for, while retaining key projects.

'Doctor in the House' provides much-needed Primary Care on-site and has been a huge success. We are so grateful to the health care community and to our staff and funders who have all contributed to making this dream a reality.

The 'Writers Write' workshop is a wonderful step forward in providing mentoring and a creative outlet for the thoughtful and talented individuals in our midst. Feedback has been incredibly positive, and again, we thank members of the community who have been a part of making it happen.

The recently completed mural at our Overdose Prevention Site is a beautiful work of art, and a hopeful message representing the potential to overcome dark times through the love and support of 'Helping Hands' in our community.

The pergola recently built for the Backyard Project as part of Builders Fest '22 is a great testament to the wonderful things that can be achieved with the help of our local individuals and businesses – thank you all so much for your contributions.

It takes a group effort, and so many supporters have pulled together to make amazing things happen this year. There is no doubt that this cooperation across the spectrum has saved lives.

It also takes vision, and we've been fortunate to have Maureen Mackell, our tireless and dedicated Executive Director, to drive us towards caring and innovative approaches that are genuinely having an impact. As Maureen moves on to retirement pursuits in the spring of 2023, the old adage about 'big shoes to fill' certainly fits. Thank you for everything over these years, Maureen, and we wish you all the best in new adventures.

As Chair of Squamish Helping Hands, and on behalf of our Board of Directors, I'd like to express our appreciation to all our stakeholders: our clients, our staff and management, our volunteers, our municipal staff and Counsellors, our community supporters, and our funders. All that we are able to accomplish is thanks to your contributions.

Thanks also to the members of our Board of Directors, who give freely of their time, knowledge, and expertise. A warm welcome to our new Directors on the Board – we look forward to working with you.

Let's continue to celebrate our successes, as we continue striving for even better going forward.

With thanks,

Carrie Chase

EXECUTIVE DIRECTOR REPORT



After 13 years of being the Executive Director of Squamish Helping Hands and at the ripe old age of 46, oops 64, it's time for me to make my escape and pass the torch. I am happy and proud of the work we have done and the community we have created together. We've been on quite the journey together. But make no mistake there is still much work to done. It will take **courageous reflection**, where we challenge our assumptions and the status quo. And it will take a willingness to **course correct** whenever we find

ourselves off track. This organization has become a leader in our community giving voice to the marginalized and unheard among us, giving voice to innovation and the need for change and I am quite certain that as we transition and invite someone new to this role there will be an opportunity to continue along this path and beyond.

Unlike Shane Ramsay of BC Housing who recently resigned his post as CEO, even as I prepare to leave, I am hopeful about the future. I feel hopeful that we, as a community, can find the right combination of housing, supports, and compassion to support folks who need and want help and to be a model community for others to look up to. I feel excited to pass on the torch to someone new who can take this mission forward into new territory.

This is a time to celebrate – to celebrate the letting go and the promise of new energy, new eyes, new ideas. It is a time for me to celebrate – a new way of life after a long, passionate run in the world of social justice from Child Protection at MCFD to Women's rights at HSWC to working here with you at Helping Hands on a vision to end hunger and homelessness in our community.

In 2010 when I joined the organization, SHHS was just getting their feet wet with one main service – the emergency shelter program and one main funder – BC Housing. Life at our FireHouse and in the world of Helping Hands was simple, upon reflection, compared to where we are today both in our evolution of programs and services and in the growing complexity of the problems before us, as well as going from an \$.7M budget to a \$3.5M budget.

What an amazing ride! I look back with such fond memories. In those early years we re-imagined ourselves and went through several metamorphoses. I know there were times when our board thought that my hairbrained ideas were way out there, but thankfully they allowed me lots of latitude to fail and succeed safely. As part of a growing partnership with BC Housing our credibility and innovation were rewarded with new projects. Home InStead in 2014 to start with, to the eventual plan and design of Under One Roof which took from 2015 to 2020 to actuate. Along the way we continued to add byline descriptions to our name. By 2015 we were "Squamish Helping Hands - **Food and Shelter Solutions**" with the addition of our Food Rescue programs. By 2017 (or

so) **Community** was added to emphasize our understanding of how a sense of belonging can help people in their healing and recovery. Early in the planning & design of Under One Roof **Purpose** made the cut as our latest pillar of focus capturing our deep seeded belief that a sense of purpose is essential to healing and wellness. Along with a growing byline was an expanding set of programs – school lunches, recycle bicycle, Home InStead, Outreach, Extreme Weather to finally, in 2022, being able to add **Health** to the ever-growing byline with the opening of our ‘Open Door Health’ primary care clinic. This was and is a gamechanger. Having doctors in the house is a forward-thinking form of support where everyone benefits – saving lives and money.

The year 2020 saw our most significant transformation as an organization. In that year we went from 15 mats on the floor of the old FireHouse, to 48 units in trailers at The Bridge, to up to 70 spaces at Under One Roof for people in need of housing and supports all while COVID-19 and the Opioid Overdose Crisis were taking us and the world by storm.

In 2021, despite all efforts to return to normal COVID-19 and the TOXIC DRUG CRISIS had other plans for us. The year saw us continuing to navigate a steep learning curve without a playbook inside the vortex of these two monumental health emergencies. Inside the whirlwind of the times, like so many in our sector, we were facing intense and unprecedented participant need and complexity which means that people are still on the streets despite available supportive housing options. This has been the basis of much reflection for our team. Through observation and reflection, we have already started the process of righting the ship as we found ourselves coming out of 2021 somewhat adrift. In 2021 there were many successes as well, despite the crazy of a constantly changing landscape.

From the beginning of my tenure here we, as an organization, placed huge value in working to decrease dependency by helping people to build their individual capacity – to learn, to grow, to change, to heal. Built into this was and is a need for personal accountability. We realized that that this aspect of our mission had diminished over the last two years. We realized that we were accepting behaviours that were not acceptable. We were focusing on the role of saving people instead of walking along side supporting people to save themselves. This concept is fundamental for success at all levels of our sector and is in many ways being overlooked. And so we now find ourselves challenging the assumptions that led us off course.

First and foremost we are not a mental health facility but because mental health & substance use services are not keeping up with the complex and intense need, it leaves housing providers like us to deal with the fall out. We need better a mental health response where we, as a community, can then provide service and safety to those currently in crisis, in danger on the street, unable to manage in typical congregate settings and unable to find their own solution for crisis stabilization. Assumption: Supportive Housing can provide care and meet the needs of everyone. People want help.

Second, One size does not fit all. We need a variety of housing options including housing for people who do not want to be housed but may appreciate a warm dry place to shelter overnight. The variety and complexity of need, the increasing level of disconnect from conventional approaches is staggering. We need to work with our partners to create other options for the people who cannot succeed in conventional settings. Assumption: One size fits all. Congregate settings are meeting the need. People want help.

Finally, a new approach to working with people who are homeless or at risk of is essential. Over the past two years it has become abundantly clear that infantilizing people by requiring nothing of them is robbing them of their potential for growth. By not building natural consequences into the work, we are inadvertently telling people we don't believe in them or their ability to participate in civil society. By making it all about choices we encourage people to take responsibility for themselves. Assumptions: Trauma precludes accountability. A history of trauma excuses bad behaviour.

In summary, I feel much the same as I did when I started this collaboration with Helping Hands, which is to say that we all deserve to matter, and we all need to make sure Squamish actively and collectively is a place where everybody matters, and everybody counts. There can be no Us & Them in the equation. Infusing choice, accountability and capacity building into the work is the way to go, along with a strong dose of courageous reflection where we look hard at where we are going and whether we have the right assumptions and partners to get us there.

Together we've travelled far. Under One roof is a testament to that. And I am pleased to say I have never been alone on this journey. I have always had the support of a strong team of amazing human beings, and of a brave board of directors willing to take the risks with me.

I don't have an in-depth plan for what we'll be doing over the next 6 months before I go. I resonated with what Premier Horgan's farewell speech at UBCM this year when he said, "Instead of coming to UBCM and saying, 'Something for you, something for you, something for you,' we've come to say, 'what can we do over the next year together?'" And so in the same spirit I say, what can we do together over the next six months to support the current reset & restructuring, strategic planning, and a smooth transition in leadership?

This work has been soul fulfilling. I am so grateful for this opportunity given to me and to have spent this time with you. Thank you from my heart of hearts to all who have walked with me - our staff and board of directors for allowing me to be your leader; our community partners and funders for their willingness to back our ideas and dreams. Although I won't miss deadlines and board reports, I will miss all of you.

From the heart,

Maureen Mackell



COMMUNITY PROGRAMS

Community Action Team

The Sea to Sky Community Action Team (CAT) was formed in 2019 with funding from the province as a response to the toxic drug supply crisis. The CAT is a partnership between local agencies, local government organisations, and PWLLE (people with lived and living experience of substance use) with the purpose of reducing stigma, reducing risk for folks using substances, and raising awareness of the harms of prohibitive drug policies.

- 2016 BC Declared the Overdose Crisis to be a Public Health Emergency
- In 2021, 2,224 people lost their lives to the Toxic Drug Supply Crisis in BC
- Between January 1st and July 31st, 2022, there have been 1,297 overdose deaths in BC. Fentanyl was detected in 82% of these deaths.
- In 2021 in the North Shore/Coast Garibaldi Health Services Delivery Area (where Squamish is located) there were 61 Illicit Drug Toxicity deaths.
- As of July 31, 2022, there have been 28 confirmed Illicit Drug Toxicity Deaths in the North Shore/Coast Garibaldi Health Services Delivery Area.

The Sea to Sky Community Action Team meets monthly to connect about local issues, share information about services available and trends in our community, and to learn from the wisdom of others in the community. On average, 15-20 community members attend the meetings, including representatives from Squamish Nation, Vancouver Coastal Health, Peers, Under One Roof, Turning Point, Provincial Mobile Response Team, Squamish RCMP, The Howe Sound Women's Centre, The District of Squamish, BC Divisions of Family Practice, and Whistler Community Services.

The CAT was instrumental in the opening of the Overdose Prevention Site in February 2021 and continues to provide support to the site. Currently the CAT is focused on expanding the hours of the OPS to provide a safe and supported space for people to use substances.

As of the end of July, the OPS has had 7,868 visits to the site. There have been 14 overdoses on site which were responded to by staff and peers. There have been no fatalities at the Squamish OPS.

Another project spearheaded by the CAT was the Overdose Prevention Site Mural.

Over a year ago, members of the Sea to Sky Community Action Team (CAT) wanted to find a way to both honour those who have been lost to the toxic drug crisis, those who are still struggling, and to help build community connections and a sense of place. The team decided on creating a piece of public art.



[Squamish Chief Hope-for-Healing from the toxic drug crisis](#)

“What we’ve gathered from these conversations is that overall, people want to see an image of healing. this concept of healing came up over and over again.” says Gabriela

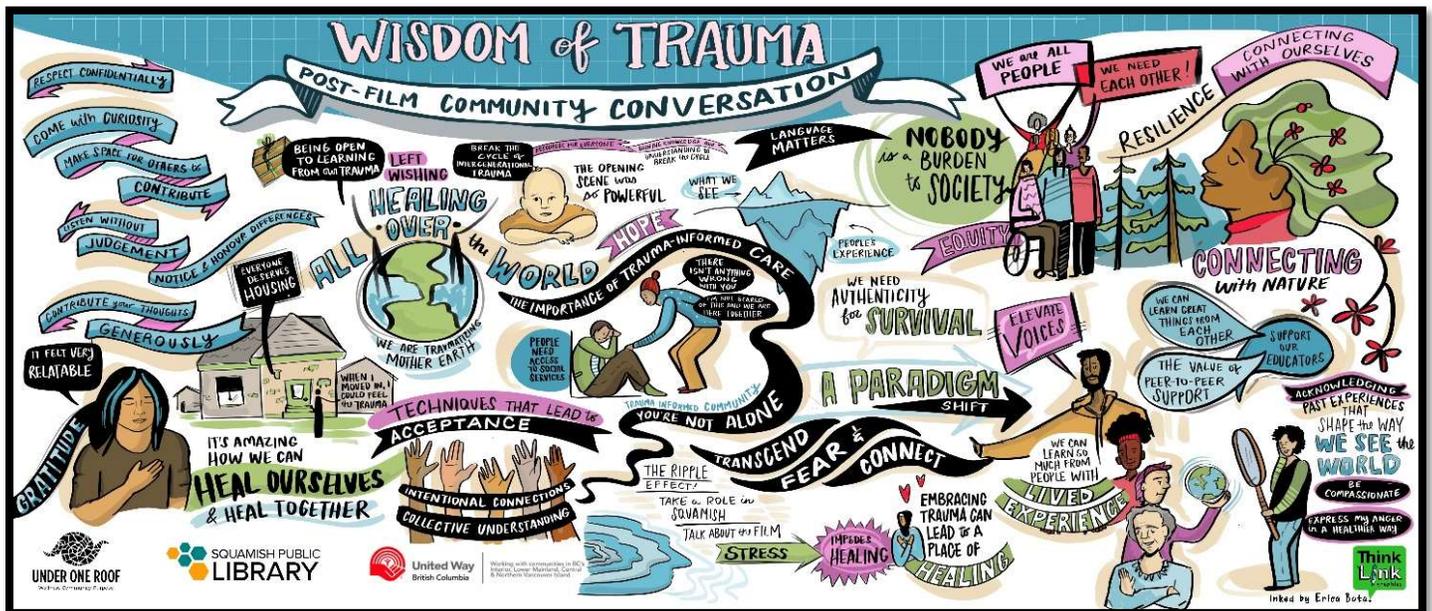
The OPS mural was brought to life by artists Gabriela Lech and Louis Sobel. After months of community engagement focused on gathering information and connecting with folks who access the OPS as well as other community members, Louis and Gabriela created a piece of art representing hope for the future. Over what Gabriela described as a marathon week, the mural was painted the week of August 12-19th, 2022. Gabriela explained that over and over again, people described wanting to see an image of healing. The community wanted art that was hopeful for the future.

The mural was officially unveiled on International Overdose Awareness Day (August 31, 2022). The ceremony took place at the OPS and included a welcome from Squamish Nation elders and healers, traditional singing and drumming from members of the Squamish Nation, a dedication space to remember those lost to the toxic drug supply crisis, as well as a BBQ to bring together members of the local community. The day focused on remembering those that we have lost, but also creating hope for the future.

The Partners for the Community Action Team:

Squamish Helping Hands Society	Sea to Sky Community Services	Howe Sound Women's Centre
RCMP	District of Squamish	Squamish Nation
Vancouver Coastal Health	Squamish Bylaw	Peers

A focus of the CAT this year is continued education for members of the team. The education series focuses on topics such as Harm Reduction, Safer Supply, Drug Literacy, Resilience, Empathy, and Trauma. In February, in a partnership with the Squamish Library, a community viewing of Gabor Mate's *The Wisdom of Trauma* was screened for the community.



Over 200 community members signed up to watch the film. 30+ individuals took part of the community discussion following the film. The discussion was captured by graphic recorder, Erica Bota, as seen above.

Downtown Squamish Neighbourhood Initiative

The Downtown Squamish Neighbourhood Initiative (DSNI) stems from a UBCM Strengthening Communities grant accessed by Squamish Helping Hands in partnership with the District of Squamish. Two staff were hired to implement the project, with a term of November 2021 through December 2022 (with the likely possibility of extending).



The initiative addresses shared community challenges and supports Under One Roof in its vision of being a vibrant community hub through the following activities:

1. Creating an inter-agency, volunteer-based mobile neighbourhood care team to support vulnerable members of the community and downtown residents (**Street Reach**)
2. Hosting dialogues in the community on topics of homelessness, mental health, substance use, community safety, and other related topics
3. Creating opportunities for community connections, relationship building and wellness through events, programming, and activities
4. Enhancing resources for unsheltered homeless individuals in the community

Street Reach has been the main vehicle to carry out the activities of this new initiative. Currently we have a team of 40 volunteers. *Street Reach* walks the neighbourhood in pairs or small groups several nights a week to provide basic mental health support, help to de-escalate conflicts, and provide a consistent positive presence.

The team focuses on building relationships in the neighbourhood, creating awareness about issues that affect the safety and wellbeing of all community members, and to act as resource in the form of information, supplies and compassion.



Other Ongoing and Upcoming DSNi projects

- "Humanizing Homelessness" event - an open conversation about housing, mental health, substance use, and community support. We will introduce Street Reach, have one of our volunteers share their story of addiction, and hear from some community members that are homeless about their local experience, then get into more of an open dialogue. This also presents opportunities to share about volunteer programs, training opportunities, etc. Planning for Oct. 2022.
- Collaboration with the Community Housing Society - help engage the community in a conversation about the new housing society, its function and role, and how it relates to the broader conversation of housing needs for those currently experiencing homelessness and mental health issues. Looking like Oct. or Nov. 2022
- Think-Tank / Community Advisory Committee for Under One Roof - opening up opportunities for local neighbourhood to participate and be consulted on decision making and community challenges related to Under One Roof in a productive setting. Mid-October – Early Nov.
- An [expression of interest](#) form for interested volunteers to lead creative, educational, or recreational activities is now live and being shared in Squamish, with hopes to identify community members that want to help support connection and wellness at Under One Roof through their personal skills and interests. We will be building a resource list of good facilitators to invite to Under One Roof regularly and use the existing "volunteer coordinator" position at UOR to coordinate and support sessions.

The goals of the DSNi were created in collaboration with the local *Community Resilience Committee*, a network involving Squamish Nation, Vancouver Coastal Health, The District of Squamish, the Squamish Public Library, the Squamish RCMP, the Sea to Sky Community Action Team, downtown Squamish residents, and us at SHHS/UOR.





FOOD HUB PROGRAMS

The Market / Squamish Food Bank Society

The Market has seen monthly visits steadily growing over the last year which is to be expected with the population growth and the rising cost of food. From January 2021, the Market offered 6 days of access per week (a total of 12 hours weekly) and just recently transitioned to 4 days of access per week to allow staff more time to process food.

The market continues to run a 'pay what you can, grocery store style food bank' model and is seeing on average \$500 in donations monthly from this effort. The market team has grown from one full time coordinator to include two part time food recovery drivers and a part time client coordinator who is carrying out intakes with all clients and collecting valuable information and feedback that can be used to serve our clients better as well as assist with future long term, upstream advocacy projects.

It takes 200 volunteer hours per month to prepare for and operate the market. We are very lucky in the quality and dedication of our volunteers and only tend to face challenges in the summer months when our key volunteers go away for extended periods. In terms of food recovery and repurposing, we are proud to have distributed close to 460,000 lbs of food through our market and hamper program to the community in 2021.

Notable data from the period of January 2021-June 2022

- People Served at the Market: 20,590 (individuals) and 18,785 (households)
- Food Donations total: 518,068 lbs / 29,000 per month (approx.)
- Food Rescued/Redirected: 57,481 lbs to farmers, U1R meals, OPS, VCH, & SSCS
- Food Rescued/Shelved: 456,282 lbs into the Market and Hamper programs
- Hampers produced and delivered: 2,288 Hampers / 127 per month
- Waste: 4,305 lbs recorded as waste representing .008% waste against 518,068 total lbs recovered.

ZERO WASTE COMMITMENT: Under One Roof Community Food Hub is operating with an astounding .008% food waste. This is a phenomenal achievement.

Notable Grants and Funding over the last year:

- Food Banks Canada's Link2 Feed grant (\$11,498.11 in 2022) to fund wages for a part time temporary employee for data collection
- Vancity Community Sustainability Initiatives Grant (\$20,000) for food rescue drivers wages.
- Whistler Blackcomb Foundation Grant (\$15,000) for food purchases
- Christmas in July 2022 – Funds raised: \$1670.00 Food donated: 2554 lbs
- We saw lots of funders willing to give us money through 2020 and part of 2021. This has slowed down considerably while food costs continue to rise and cripple people's budgets.

Hot Meal Service

Hot Meal Service remains a pillar of service that not only provides mindful, healthy, and nourishing meals to members of our community, it also provides the opportunity for human connection and offers a calm space for participants to have a meal. The food for our meal service is provided from a combination of purchased goods, rescued food, and donations from our community. Over the last year, we have averaged 3200 hot meals served per month (106 meals a day!) and an additional 750 Brown Bag Meals per month (25 per day!) provided for those who are not able to attend the meal service.

Squamish Meals-on-Wheels

Meals on Wheels (MOW) provides fresh, healthy, affordable meals and a friendly visit to seniors and those who cannot always prepare meals for themselves (due to age, illness, disability, injury, difficulty managing meal preparation, etc.). Our goals include improving the health of seniors and those who are vulnerable, by providing nutritious and affordable meals; improving the mental health of those experiencing isolation and loneliness by providing a friendly visit; and to support independent living by providing increased food security, social interaction, and safety check-ins.

Our first meals went out the door in October of 2021 and over 1059 meals have been delivered by volunteers since. Over 9% of meals were subsidized to help support those with significant barriers in accessing healthy food.

We sent a satisfaction survey to clients in late March to help evaluate the pilot program. The results pointed to improved physical and mental health of seniors in Squamish, and a greater sense of connection to the community. Some results of the survey below:

Testimonials from our Participants of MOW

“The meal was scrumptious, absolutely delicious, compliments to the chef, a big thank you to you and the volunteers.” – MOW Client

“Thank you for supporting the community, it is very needed” – Daughter of Client

“I find it extremely rewarding and satisfying. It is a very gentle, non-intrusive way to enter into someone’s life. Each week, just small conversations that lead to a sense of trust. It is a slow, steady building of a concrete relationship in a very confusing uncertain world.” – Elizabeth, MOW Volunteer

“I really do enjoy this so much...very brief and pleasant interactions especially with my regulars...I love doing M.O.W. and find it humbling at times. It is such a great program, and I am super happy to be helping in a very small way. I love my colleagues at UOR and really enjoy my shifts there” – Lois, MOW Volunteer

“I am very grateful for all you do. The food is delicious, and the chef does an excellent job. It is lovely to connect with people. Thank you so much.” – Lorraine, MOW Client

Some results of the survey below:

- . 100% indicated that Meals-on-Wheels has improved their quality of life
- . 100% responded that they eat healthier since receiving our meals
- . 100% said that MOW helps maintain or improve their health
- . Over 85% of special dietary requirements are being met
- . 100% of clients are satisfied with the service and would recommend it to a friend
- . The majority said MOW offers someone to talk to and a connection to the community
- . The majority indicated it offers a sense of comfort, and allows them to stay in their own home
- . The majority responded that their mental health has Improved

MOW Statistics

Total Meals: 1059

Subsidized Meals: 102

Clients Supported: 47 (Average of 18 per month)

Volunteers: 10

Volunteer Hours: 240 hrs

Kilometers: 3393 kms

Geography: Squamish South (Klahanie Campground) to Squamish North (Cheekeye Ranch)

School Breakfast and Lunch Programs

The school Breakfast and lunch programs continue to be a needed resource in our community and has seen significant growth in the last year. Squamish Helping Hands provided 450 school lunch portions per week during the 2020/2021 school year, and 665 school lunch portions per week during the 2021/2022 school year. That equates to a 48% increase over the last two school seasons. We are grateful to our dedicated volunteers and kitchen staff who make this possible by providing a variety of sandwiches and homemade muffins for the program.

Testimonials from the school

“For the last four years I have served as Principal of Don Ross. During that time, I have been blown away by the amount of care and support you as an organization show for our school. School is a safer and more comforting place for so very many students in our community thanks to the food you provide us on a daily basis.” Cory Hartling, Principal, Don Ross Middle School

The school breakfast program is a service that we have inherited from the Rotary Club of Squamish. We began this program in January 2021 with 165 portions per week provided to schools across Squamish and currently provide 130 portions per day.

We are able to provide the school meal programs with the on-going funding of the Rotary Club of Squamish and the Breakfast Club of Canada as well as Whistler Blackcomb Foundation.



Youth +-Community Kitchen Collaboration:

We held two sessions of the Teen’s Table program - a program for youth to learn, cook, share, and develop life skills. Held for six weeks throughout Summer of 2021 and February of 2022 – a collaboration with Sea to Sky Community Services, Squamish Youth Services, Under One Roof, and The Squamish Food Bank Society.

Some photos of our Youth Teen’s Table Program





HEALTH AND HARM REDUCTION PROGRAMS

Open Door Health

Recognizing that the homeless and hard to house populations in Squamish have complex health issues, our aim was to establish a low barrier Primary Care Clinic in Squamish, improving engagement and health equity in Primary Care amongst Squamish's most vulnerable and marginalized populations. Throughout the latter part of 2021 we worked together as a team to ignite, imagine, and innovate the ultimate in service provision by bringing Primary Health Care to Under One Roof.

With the dedication and support of 3 local physicians – Dr Melissa Aragon (our Medical officer), Dr Alan Bohn, and Dr John Guilfoyle as well as Monica MacDonald at the Division of Family Practice, we mustered up the funding, furnished the clinic space and started taking patient appointments in February 2022.

Objectives of the Program:

- Improved health outcomes for people experiencing homelessness/at risk of homelessness, experiencing mental illness, substance use, and poverty
- Dr/Providers have relationships with people/patients based on trust
- Less rushed medical appointments
- Increased physician awareness of the complex needs of people experiencing homelessness/at risk of homelessness, experiencing mental illness, substance use, and poverty.
- Reduced pressure on emergency services (Ambulance, Police and ER visits)

Open Door Health's first appointments were on February 8, 2022, and as of September 8, 2022, the Clinic has seen 120 patients, with 435 appointments.



Pain Management Program:

Living with chronic pain is more than just physical pain, it affects all aspects of someone's life - emotionally, mentally, spiritually, financially, and socially, too. It is largely invisible and therefore those affected feel disbelieved, misunderstood, marginalized, and stigmatized. Pain science is showing that the development of chronic pain or why an initial injury may become chronic can also be a result of stress, history of adverse child experiences, trauma, the sensitization of the nervous system, neural pathway changes, emotions (and suppressed emotions), thoughts and beliefs about pain, systems of oppression and anything else that causes or contributes one to live in a state of fear, isolation and/or poverty.

With the help of PAIN BC™ SHHS was fortunate in 2021/22 to be able to offer a multi-disciplinary pain program which would provide low barrier, integrative support. It would address and consider the many aspects of living with chronic pain with centralized client-centered care.

The **Squamish Pain Program** is dedicated to offering support for people ages 17 and over living with chronic pain and experiencing mental health struggles and/or risk of substance use who face barriers to accessing care. The program was led by a group of local practitioners and facilitators. It is **free** for participants and includes subsidies for transportation and childcare if needed. We work with resource staff at Under One Roof, local doctors and community services like Squamish Mental Health and Substance Use to refer people in need of support. A factor that can limit care for people living with chronic pain is lack of access to support and services.

Many may also avoid seeking care due to mistrust of the medical system, experience of discrimination, or there are long waitlists and barriers to affording therapeutic care.

The program includes a clinical component where folks can access various practitioners for 1:1 **counseling**, physiotherapy, **massage**, and **yoga therapy** for individualized care. Each cycle also offers a 10-week pain management support group called **Making Sense of Pain** where the facilitators help folks to talk and learn about the pain experience, pain and nervous system, and factors that contribute to persistent pain. At the same time the support group offers mental, emotional and pain support tools and skills. It's a space where participants can show up as they are and feel seen and validated in their experience with others who understand what they are going through. Community support is paramount for healing.

Having these low-barrier services available supports individuals to know they matter, that their experience matters and there is support available for their pain. It is a place to have space to address the contributing factors to someone's experience of pain and support them in attaining their personal goals and help prevent or redirecting away from substances use.

Overdose Prevention Site

The Squamish Overdose Prevention Site is dedicated to Sarah Jane Thompson, a dear friend and fierce advocate who imagined a world full of hope and free from stigma. We recognize her hard-work and guidance through the opening of this site so that her legacy lives on.

Many came together to get the space (The old FireHouse, previously used as an Emergency Shelter) ready for its new intended use – a site that would be where people could safely use substances under a watchful and caring eye. This initiative was fueled by the Toxic Drug Supply Crisis (also known as the Opioid Overdose Crisis) within a COVID-19 Pandemic environment where BC saw 2,224 people die of fatal overdoses in 2021. This initiative was made possible also through the Province declaring it an Emergency. This meant Overdose Prevention Sites could be opened and operating with very little red tape or community agreement.

The CAT team, VCH, SHHS and Squamish Nation all worked side by side to ensure the space would be welcoming and safe. On February 12, 2021, Squamish's Overdose Prevention Site held its Grand Opening. With SHHS supplying the Harm Reduction staff we were able to open 7 days a week, 6 hours a day. On August 31, 2021, and 2022 (Overdose Awareness Day) we came together with the community to raise awareness and spread the message that overdose death is preventable. We remember (without stigma) those in our community who we have lost to opiate poisoning.

- From February 12, 2021, to December 31, 2021, the site experienced 3 overdose events (non-fatal), 7 Naloxone doses administered through 3411 visits, providing substantial evidence that having a dedicated space for safe consumption is saving lives.
- From January 1, 2022, to present, there were 4 overdoses (non-fatal), 10 Naloxone doses administered through 3650 visits.
- From February 2021 through August 2022, we have had growing peer involvement. We currently see 8 peer workers who regularly support the staff on site at the OPS.
- Comparing the numbers: there were 3411 visits in 2021 over 11 months and 3650 visits in 2022 over 8 months demonstrating a growing willingness to use safely under supervision.
- In 2021 the average monthly usage was 310 visits, approximately 10 visits per day.
- In 2022 the average monthly usage is 456 visits, approximately 15-20 visits per day. This number is likely higher due having to close the OPS some days when staffing was inadequate.
- Through these numbers we can see that the use of the OPS has increased substantially from its inception and for us supports an increase in hours that the OPS is open.

For all the partners, peers, and staff the overdose prevention site has been a game changer. Decreasing the harm, saving lives, creating a place where people are not judged was the goal and the evidence shows that we have been successful. People are still dying because of the toxic drug crisis but not when they are using in safe spaces. Instead people are dying at home alone. Thus we recognize the need to expand services both in terms of being open more at our current site, but also with other possible solutions including some form of mobile response.

In March of 2021 Squamish Chief Newspaper did an article on the new Squamish Overdose Prevention site (link below): “What is it like inside the new Squamish Overdose Prevention Site?”



Picture of the inside of Squamish Overdose Prevention Site

[The Squamish Chief What is it like inside the new Squamish Overdose Prevention Site?](#)

Jesse N (participant) likes to say, “The participants at Under One Roof are my other family”

Jesse Miller (acting Programs Manager), “The last year was incredibly difficult, being so short-staffed, but I couldn’t be prouder of the staff at Helping Hands and all they do to make our programs run smoothly and our participants feel safe and cared for...”

Vancouver Coastal Health and Squamish Helping Hands opened the site in response to the increasing number of overdoses in the community. In collaboration with the DOS the old Firehall was chosen for its optimal location in the downtown core.

In February of 2022 CBC BC ran a story about the Squamish Overdose Prevention Site. (See link below).



[CBC Squamish gets new Overdose Prevention Site](#)

Street Degree and Peer Witness Programs

Street Degree is a collaborative education lab created for, and with, peers to reduce harm, prevent, and respond to overdoses on the front lines. The program is targeted at peers who work with people who use drugs in sites, such as overdose preventions sites, housing overdose prevention sites, private and non-profit housing, and those peers planning to work with anyone at risk of overdosing.

As part of the program, participants are certified in modules so that they can step up as leaders in their work, and when they complete up to 10 courses students achieve a 'Street Degree' in overdose management.

Findings from the Street Degree post-session surveys demonstrated that nearly 60% of participants reported improvements in the following after attending: quality of life; physical health; mental and emotional health; positive feelings about their current use of substances, and access to community resources. In 2021 we had 5 graduates, and in 2022 another 5 graduates, (plus one canine)!



The Peer Witness Program involves working with people with lived experience, helping them to find agency and purpose, in keeping with Helping Hand’s deeply seeded building capacity approach. The pandemic exacerbated the toxic drug crisis in BC and over the past year our focus has been implementing a harm-reduction approach to keep people alive and safe. The Peer Witness program engages people with lived experience of substance use in helping to keep others safe.

Testimonials

“When I save someone. It makes all the other stuff go away.”- Peer Worker

“Getting to spend more one-on-one time with the [Under One Roof] staff - building relationships.”- Peer speaking about their role

“I enjoy the fact that I was there for someone when they were down.”

“To be there for somebody and with someone when they need the help”

“The compliments and thank yous that I get from people that I help. Knowing I was there and able to give what I could.”

The Peer Witness workers received advanced training in overdose prevention and response, and they work shifts, either at Under One Roof, or at the Squamish Overdose Prevention Site, to educate people on safe use, provide harm reduction supplies, and watch over people while they use and, if needed, respond with naloxone, CPR, oxygen, and calling EMS.

The program engages people who use or who have used substances in helping to be part of local actions to address the crisis.

Our peers have the opportunity to participate on the Sea to Sky Community Action Team, a local multi-agency group working to implement local solutions to the toxic drug crisis. Peers also take courses through the Squamish [Street Degree](#) program.

The program contributes towards a sense of community with individuals looking out for one another. It creates a liveable community by creating an environment that is free from judgement. We work towards reducing the stigma and shame that is related to substance use and mental health challenges.

In 2021 we had 14 peer witness workers.

- Peers at Under One Roof worked a total of 860 hours between April 1 and December 31, 2021.





PURPOSE AND ENTERPRISE PROGRAMS

Volunteer Workforce Program

Under One Roof’s success is dependent on the participation and collaboration of the Squamish Community. The volunteer workforce supports both daily operations and events. Volunteer Appreciation Events were held: Nov 28, 2021, April 26, 2022, and a BBQ in the park, Sept 18, 2022.



U1R currently has an active volunteer workforce of 105 volunteers aged 17 to 84.

The volunteers work in the following areas:

Food Hub / General – 30	Food Hub / Food Hamper Delivery – 2
Food Hub /Kitchen-meal service etc. – 14	Food Hub / Meals on Wheels – 10 (Rotary)
Food Hub / Eatery /meal supervision – 6	Garden Program – 2
Street Reach – 25	Recycle Bicycle – 2
Laundry / Donations – 5	Other (photos, art, yoga, taxes...) – 9

Garden Program

SHHS hires a seasonal Gardner each year to help manage our garden boxes on and off site and to work shoulder to shoulder, as the opportunity arrives, with our participants in a therapeutic gardening experience. Our newly hired Garden Coordinator Liz Jackson came on board at the beginning of the 2022 gardening season.



As well as designing, coordinating, planting, watering, and harvesting produce, Liz has organized Participant engagement activities with 4 quizzes, an art project to label the produce and has started to collect seeds for donation to the community seed library. Liz works closely with community volunteers to assist her with various aspects of the seasons' gardening responsibilities.

2021 Harvest: 409.3 lbs at end of October 2021

2022 Harvest 216 lbs year to date, with lots more to come

We had a cold late start to the gardening season... impacting our production and harvest.



2022 August Harvest: **108.5 lbs** 2022 Sept 15 Harvest: **62.5 lbs**, with lots still to come.

Recycle Bicycle Program

With the support of staff and the Squamish Rotary the Recycle Bicycle Program had a strong and impactful summer season.

We launched the season with a Kid's Bike Drive on June 8th, 2022. Not able to do this in 2021, people were keen, and the event brought out the best in everyone!

With so many hands on deck to help repair and get bikes in road worthy condition, not to mention all the community donors, we all felt an amazing sense of accomplishment. With a

Team of 16 volunteers, we received 80 Kid's bikes. We fixed and distributed 40 of these to eager kids and families. With bikes left over from the event we continued to hand them out through the Food Hub Market during the summer season.



With the support Pierre (our Summer Student) and volunteers, Derek Smith (community volunteer) and Jim Barlow (U1R resident volunteer), throughout the summer the program also fixed and distributed 28 additional adult bikes for individuals and families in need.

Total bikes distributed in 2021: 40 **Total bikes distributed in 2022 (YTD): 86**

Kids' Bike Drive (June 8th): we had a total of 16 volunteers including 7 'day of' mechanics as well as 2 of our regular volunteer mechanics. (See link below for more about the day.)

So many benefits for our community:

- Providing the benefits of cycling to participants and locals who are in-need and cannot afford new bikes.
- Re-use, repurpose and recycle bicycles, circular economy - reducing waste at the landfill
- Promotes healthy physical exercise & recreation for all ages
- Provides affordable options for active and carbon neutral transportation
- Promotes equity and reduces social isolation
- Provides a technical volunteer opportunity for U1R residents and participants.



Squamish Chief Kids Bike Drive, June 8, 2022:

[Squamish Chief Recycle Bicycle Program](#)



Shelter/Housing Programs

Emergency Shelter Program

The emergency Shelter Program is one of the first programs that SHHS offered starting in 2009 just prior to the Olympics coming to Vancouver and the Sea to Sky corridor. This program is fully funded through a partnership with BC Housing who has the provincial mandate to operate and fund Emergency Shelters throughout the province. The program has evolved since 2009 where we had 15 mats on the floor at the FireHouse to a trial at our Home Instead location in 2014 to then 14 individual rooms at the Bridge in early 2020 as part of a provincial COVID response to address safety among vulnerable populations. In October of 2020 the program came with us to our new location at Under One Roof adding 4 more beds to the mix for a total of 18 spaces in 2021. But even with a total of 18 beds we were still struggling to meet the growing need for emergency shelter for an increasingly complex group of participants. With the extraordinary support and skill of the above-named staff this program has powered through some difficult years amidst two clamoring health emergencies. They have been unwavering in their belief and support for our participants.

They are our greatest resource. Without them we would not be able to open the doors.
In 2021:

- There were 18 beds available (5 female, 13 male). In 2022 this was reduced to 17.
- We had 5260 nightly stays with approximately 110 unique clients indicating an upward trend of shelter use particularly considering that we opened housing spaces as well
- **2950 nightly stays** January 1 to July 31, 2021, compared to
- **3622 nightly stays** January 1 to July 31, 2022,
- An Increase 672 nightly stays over the previous year

This increase is related to higher levels of complexity that make up our shelter clients who remain in shelter programs (an issue throughout the province) due an inability to navigate, manage residency in a congregate setting.

Extreme Weather Program

- **10 added sleeping spaces** (implementing a mat program)
- Opens based on weather conditions and only between November and April.
- From January 2021 to December 2021 there were **656 stays**.
- The program ran from January 1, 2021, to April 1, 2021 and reopened on October 20, 2021 until December 31, 2021.
- From January 1, 2022, to April 6, 2022, there were **303 stays**.

Transitional Housing

Under One Roof has 36 units dedicated to program-based, transitional housing which began in October of 2020 when our new facility opened. In essence this means that 2021 was Helping Hands' first real go at a full spectrum supportive housing complex. Between 2015 and 2020 Helping Hands ran a small abstinence-based group home type facility called Home InStead, housing up to 7 people in various states of recovery often experiencing multiple barriers to independence. The shift then in 2021 to a 45-unit building was substantial. Of these 45 units, some were set aside for the Emergency Shelter program, Pain Management Program, VCH Rapid access beds as well as office space.

We have one floor dedicated to and under the Assisted Living Registry designation. There are 2 units that house couples and 2 units that involve a roommate. The total of 36 units currently house 40 residents.

The program-based housing benefits participants through individualized health, wellness, and psychosocial supports as determined by a Personal Service Plan. Residents also have access to

food security programs, laundry services, medication support, and social/recreational activities, and participate in regular floor meetings.

Each floor has a unique make up ranging from high risk of overdose or mental health decompensation to fairly consistent self management. All participants have a need for the supports and services we provide but as they improve their health and stability the hope is that they will eventually live in community – the staggering affordability issue aside.

Under One Roof maintains a contract with VCH – for 2 units in 2021, and 3 units in 2022. These are utilized as short-term, 30-day, Rapid Access beds, supporting individuals who are working closely with the VCH Intensive Case Management Team (ICM) to meet health, wellness, and treatment goals.

Stats:

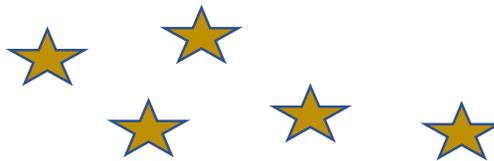
- In 2021 we had 12 move ins to the transitional housing program and of those, 1 move in was a couple. In addition, a second move in involved someone joining her partner in a unit. Three existing participants changed rooms.
- In 2022 we have had 6 move ins to the transitional housing program.
- In 2021 we have had 13 participants transition into and out of the VCH Rapid Access beds.
- Year to date (Sept 15) for 2022, we have had 6 individuals in the VCH Rapid Access beds.
- In 2021 we have had 13 move outs and 2 resulting from death. SHHS chose to end the program agreement in 5 of the move outs, 4 resulting from violent behaviour, and 1 as a result of a resident's refusal to agree to a repayment plan to rectify outstanding arrears. 1 resident moved into long-term incarceration. 1 resident transitioned into a treatment program.
- One resident who moved out in 2021 returned to housing in 2022 following the fire that engulfed housing units at the Tantalus Mall in early 2022.
- In 2022 we had 4 residents move out and 3 vacancies due to death. 2 of the residents transitioned into longer-term care and 1 resident moved into Westwind's seniors housing, and 1 moved into community.



OUR THREE MUSKATEERS, RESIDENTS OF THE 2ND FLOOR ENJOYING THEIR NEW HOME...



"THE STAFF ARE GREAT. I FEEL LOVED AND SAFE HERE" ISABELLE, RESIDENT 4TH FLOOR



Under One Roof (the Team)

Community Action Team

Jenna Becker
Mariana Borsuk-Gudz

Downtown Squamish Neighbourhood initiative

Jonathan Hand
Kyla Burrill

The Market

Emma Cox
Marianna Borsuk-Gudz
Pascal Marcotte
Amber Morberg
Abi Watson

Squamish Meals on Wheels

Pascal Marcotte
Carol Coffey
Venita Fung

Open Door Health

Karen Berrisford
Sue Dinsmore
Dr. Melissa Aragon
Dr. Alan Bohn
Dr. John Guilfoyle

Overdose Prevention Site

Ben Kroeker
Katrina Claude
Kim Babirad
Nat Bailey

Street Degree / Peer Witness Programs

Kim Babirad
Rob LeBlanc
Mariana Borsuk-Gudz

Housing/Shelter/Participant Care

Jesse Miller
Tanya Dutton
Katrina Claude

Hot Meal Service

Venita Fung
Michiko Clarke
Tim Warin
Lan Yao
Yazmin Velasquez
Kent Halvorson

School Breakfast & Lunch Program

Venita Fung & volunteers

Youth+ Community Kitchen Collaboration

Venita Fung
Mariana Borsuk-Gudz

Recycle Bicycle Program

Tanya Dutton
Sue Dinsmore
Pierre Lambelet
Shane Duckworth

The Garden Program

Elizabeth Jackson
Farrah Schwab

Volunteer Workforce Program

Michelle Balch
Azfir Balenciaga

Under One Roof (The building)

Karen Berrisford
Shane Duckworth
Pierre Lambelet

Drivers

Pascal Marcotte
Sharleen Weatherley
Lan Yao
Colton Belley

Pain Program

Richelle Muscroft

Vanessa Rondeau
Natasha Bergman
Lavera Rempel
Mim Andrews
Kerri Hunter
Cassandra Berno
Shannon Barreau
Rio Gipple
Meghan Stevens
Gabi Williams
Deneen Kerr
Ann Butler
Colleen Miller
Mikel Price
Joan Bieman
Nat Bailey
Janice Hayden
Rod Preston
Sarah Hamalainen
Shawna Rodgers
Sharleen Weatherly
Gurjit Maan
Anthony Mears
Thomas Travers
Colton Belley

Leadership/Administration/Finance

Maureen Mackell
Karen Berrisford
Carol Coffee
Marc Schutzbank
Venita Fung
Lisa Young
Wendy Shard
Michelle Balch
Sue Dinsmore

STATS

Street Reach Activities	Stats/Information (March – Sept. 2022)
Street Reach volunteer numbers and activities	<ul style="list-style-type: none"> • 40 active volunteers as of Sept 2022 • 390 plus volunteer hours on the downtown streets • 84 Shifts total (3 times a week) approximately • 360 plus interactions from April to Sept 2022, 15+ people in a 3hr shift, spending up to 2hrs 30mins of a shift in conversation • Regular Shift notes reflect conversations about neighbourhood values, reducing stigmas, resources available in town, housing/being homeless or unsheltered, harm reduction, service gaps, serious mental health conversations (eg. suicidal ideation, depression), as well as many positive experiences and laughs • Alleviating constraints on RCMP resources - Have responded adjacent to RCMP for 2 specific events (non-criminal) where we were able to provide helpful de-escalation support and a listening ear • De-escalation Events – assisted in 5 documented events that involved yelling or high tensions, but have helped in many more minor situations • Volunteer Advocacy - Volunteer (Tetley) advocated with the DOS for porta potty be installed on Loggers lane because of experiences on shift
Shelter supplies provided to people in need	<ul style="list-style-type: none"> • 30 tents, 23 sleeping bags, 31 insulated sleeping pads • Some supplies returned and provided to others, esp. in winter • Does not include additional supplies from donations
Other supplies and vouchers provided	<ul style="list-style-type: none"> • 35 gift cards for save-on foods or Walmart • 40 pool passes for the recreation centre • 20 tickets for each Loggers Sports event and meals • 3 taxi rides for vulnerable person(s) to get home • Miscellaneous supplies given - hand warmers, food/snacks, harm reduction supplies, water, Backpacks, coats etc. • Art supplies and creative supplies to three individuals that we support (pastels, paint, sketchbooks, etc)
Peer involvement in Street Reach	<ul style="list-style-type: none"> • 6 Peers participate on-shift (Peers - people with lived experience) • Continually learning and talking with participants and residents
Training opportunities (including volunteers, agency staff, and peers)	<ul style="list-style-type: none"> • 22 people - standard first aid training • 21 people - conflict de-escalation workshop • 7 people - substance use/harm reduction workshop • Over 30 people currently registered for Mental Health First Aid • 38 people - naloxone/overdose prevention training (Street Reach)

Street Reach community engagement	<ul style="list-style-type: none"> Booths at the farmer’s market, Save On, Nesters, Street Market, Logger Days Pancake Breakfast. Under One Roof Open House – June 2, 2022. Get to know your Squamish Under One Roof neighbours Interviews on the radio, in the chief, and in the reporter Recruit volunteers, share conversations about homelessness, mental health, substance use, community support, and UOR
Partnerships and inter-agency collaboration	<ul style="list-style-type: none"> Working relationships with mental health outreach teams, RCMP and Bylaw; relaying information to monthly CRC meetings, meeting with RCMP and Bylaw about camping regulations Allocating funding for the DOS to hire casual bylaw officers in collaboration with Street Reach Helped organize events such as UOR Open House, Yoga & Lawn Games in the Park, International Overdose Awareness Day (Squamish Nation, CAT), Estuary Plant Walk (Library) Good relationships with Squamish Nation and RCMP, opportunities for training

Descriptor	How many	Timeframe	Comments:
Number of people served at the OPS	7868 visits	February 2021-August 6, 2022	1487 visits for injection site, 6381 for smoking site.
Number of Peer Witnesses involved in all aspects of peer programming – OPS, CAT, Street Reach, U1R etc.	8 total on street reach		Currently 8 Active Peers working at OPS/UOR. 6 peers are members of the Community Action Team.
Number of people who have moved on since Oct 2020	2020 – 2 2021 – 14 2022 – 7 23 Total	Oct 2020 – Dec 31, 2020 Jan 2021 – Dec 31, 2021 Jan 2022 – Sept 15, 2022	Long term care – 3 Deaths – 5 Incarceration – 1 SHHS ended program: 5 Moved on: 9
Number of people served at ODH	120 individual patients	Feb 2022 – Sept 2022	435 Appointments Residents: 31 Community: 89
Number of Appointments	435	Feb 2022 – Sept 2022	
Number of people served at the Market	Individuals served: 20,590 Households served: 18,785	January 2021-June 2022	
Number of lbs received from food donors	518,068 lbs	January 2021-June 2022	

Number of lbs redirected to farmers, to kitchen (meals), hampers	57,481 lbs redirected to farmers, kitchen (meals), OPS, VCH, SSCS 456,282 redirected to the Market and hamper program 4,305 lbs recorded as waste	January 2021-June 2022	
Number of hampers produced and delivered	2,288 hampers	January 2021-June 2022	
Number of school meals (breakfast and lunch programs)	Breakfast: 130/wk Lunch 165/wk	September 2021 – June 2022	
Number of people served with Recycled Bicycles	Total: 134 tracked 2021 - 40 2022 - 86	2020 – Sept 2022 2021 2022	2020-2021 – Adult Bikes 2022 – 28 Adult, 58 Kids
Number of sleeping events for ESP	5260, 109 participants 3622, 672 participants	Jan 2021 – Dec 2021 Jan 2022 - July 31, 2022	Comparing Jan 1 – July 31 each year, 2022 saw an increase of 672 nightly stays up, 22,7%
Number of sleeping events for EWP	656 303	Jan – Dec 2021 Jan – Apr 6, 2022 fall season yet to come.	10 Mats available each night, generally running Mid Oct – Mid April dependent on the weather.
Number of evictions, moves	5		4 for violence, 1 for rent arrears.
Number of people served at the OPS	3411 visits 3650 visits	Feb – Dec 2021 Jan – Sept 15 2022	Up 7% with 3 months to go in 2022
Number of <u>Active</u> Volunteers (total)	105	As of Sept 15, 2022.	FH: 30 Hamper Delivery: 2 SR: 25 Kitchen: 14 MOW: 10 (largely Rotary) Eatery : 6 Laundry: 5 Garden: 2 Recycle Bike: 2 Other: 9 (Photos, Art, Yoga, Taxes, Youth..)
Number of Facility Work Orders	2021:265 completed 2022:240 (YTD Sept 15)	2021 2022 YTD (Sept 15)	

SOME OF OUR MANY SUPPORTERS & PARTNERS ...



Working with communities in BC's Interior, Lower Mainland, Central & Northern Vancouver Island

