

40 YEARS OF LOOKOUT ... a look at some of the highlights



1971
Lookout founded by group of dedicated young people concerned about shelterless people living on the street

1974
Lookout incorporated on July 19 ... Staff volunteer for 1 month to save Lookout

1977
Rents Anchor Hotel at 90 Alexander for longer term housing

1981
Downtown Housing Centre, Lookout's 1st purpose built shelter and collocated housing opens ... First collective agreement with BCGEU

1988
Lookout statistics become computerized

1990
Outreach program re-implemented ... Activity van purchased

1993
LivingRoom Drop In opens specifically for mentally ill ... 37-unit Jeffery Ross opens for DTES residents living with disabilities

1996
Jim Green Residence opens with 67 suites of permanent housing ... Lookout opens 1st first cold weather shelter in Marpole

1998
Regional Cold Wet Weather Strategy formed as offshoot of 2nd Shelter Working Group

2001
Purchased heritage building and renovated to create 23 unit Cliff Block ... Lookout purchases Sakuro So for transitional housing ... Lookout partners with Jubilee Rooms owner for services to 35/80 rooms

2002
Yukon opens with 35 (later 71) shelter beds and 36 transitional housing units ... Tenancy program at 346 renamed Hazelton ... **Homeless Count 1,121**

2005
North Shore Housing Centre opens with 26 year round shelter beds and 25 studios for transitional housing ... **Homeless Count 2,174**

2007
BC Housing purchases SRO's - Lookout selected to manage Walton, Colleg & Tamura

2008
514 Alexander Partnership begins

2009
Russell tenants return after major renovations ... Building wins Best Heritage Design award

1970 1980 1990 2000 2010

1973
VUCCWA network of frontline service workers in DTES founded

1978
Staff unionize with BCGEU ... CMHC negotiations begin

1986
Expo86 impacts availability of DTES housing

1989
Lookout's Activity program begins

1992
Lookout's Outreach extended to provide long-term support

1995
Lookout opens first extreme weather shelter at VGH

2000
Lookout Outreach forms partnership with Pender Residence

2001
Lookout cofounds ShelterNet BC

2003
Extreme Weather Strategy expanded

2004
Avalon partnership provides support to 35 of 86 residents

2006
Partnership with Cordova's Residence commences

2008
Walton residents return after extensive renovations ... **Homeless Count 2,592**

2010
New partnership with Lion Owners ... Tenants begin moving into Rhoda Kaellis Residence



LOOKOUT
EMERGENCY AID SOCIETY

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LOOKOUT'S PHILOSOPHICAL STATEMENT
OCTOBER 4, 1983

Lookout was founded in 1971 and incorporated in 1974. It is a twenty-four hour, seven day a week facility which provides service to anyone who is destitute and requires accomodation. Lookout has two programs: Emergency Accomodation of 42 beds and Long Term Tenancy of 39 beds.

The majority of Lookout's "guests" come from the Downtown Eastside and are referred from the Ministry of Human Resources, either from their district offices or Emergency Services. Lookout also works closely with other government services and sister agencies, while remaining accessible to the community. We have a considerable number of people who simply walk in from the street. Occasionally we have people from as far as Richmond, New Westminister, Surrey and even Vancouver Island.

In the emergency centre, Lookout keeps it's stays as short as possible, the length being determined by each individuals' circumstances. The average length of stay is presently five nights, but for a multitude of reasons such as the current housing crisis, linkage delays, service gaps, and simply giving residents time to settle in and stabilize, this figure is steadily increasing. To ensure Lookout's ability to respond as an emergency centre, great effort is put into vacating a minimum of fifteen beds per day. In addition, two beds are kept vacant Sunday through Thursday, and five beds on Friday and Saturday nights until 2:00 a.m. to ensure crisis needs are met.

In the tenancy area, Lookout provides accomodation and support to 39 residents for stays that vary from one month to years, again depending upon each individuals' circumstances. Since special needs housing is at a premium, an application must be made to a selection committee. Acceptance is based upon the individuals' needs, background and the "mix" with existing tenants.

Lookout provides service to men and women with all types of problems: chronic alcoholism, mental retardation, mental illness, drug addiction, etc. The staff give support, assistance, and often, with the guest's permission, make referrals to and liaise with appropriate community resources to help residents get back some stability into their lives. Often such referrals involve placement in a resource that deals specifically with people having those particular problems. Advocacy in these types of situations becomes a daily role for all staff. Lookout maintains that only by such networking can an individual receive the most appropriate aid possible.

Occasionally, Lookout guests may be individuals who have been through the "system" numerous times and have "burnt" their bridges behind them or may be individuals who have, by their actions/behaviour, alienated themselves from others. Service is provided by the staff to all such people on a non-judgemental basis. Society may make judgement on individuals and their acts; the job of Lookout and it's staff is to provide a service. For the sake of other residents, Lookout does reserve the right to refuse service to individuals who have been violent on the premises. Since our inception, only 24 such people have been refused service and are on our "flexible" barred list.

**LOOKOUT EMERGENCY AID
SOCIETY
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This timeline (over) represents some of Lookout's major achievements in the past 40 years. The items in red are where Lookout was partnered with other agencies or individuals.

The images are of buildings and places where Lookout work has been or is still being done.

The document (right) is the first Philosophical Statement crafted in October 1983.
