

North Shore Deepwood's &
Inter-Urban Homeless Mapping Project
2018/2019

Homelessness Partnering Strategy
Innovative Solutions to Homelessness



Lookout
Housing + Health Society

May 2019

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Acknowledgements

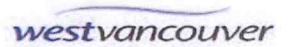
We acknowledge that the land on which this project was carried out on is the unseeded territory of the Coast Salish Peoples, including the territories of the Squamish, Musqueam and Tsleil Waututh Nations. We are honoured to work on their traditional territories.

We would like to acknowledge and thank the members of our Deepwood's Outreach team for their exemplary work, tireless efforts and unwavering tenacity in making a positive impact in the lives of homeless individuals.

Several other Lookout Housing & Health Society staff contributed to the success of this project. Those involved include and are not limited to Lookout's Development Team, Finance and Executive teams and the society's board of directors. Additionally we had significant in-kind contributions and support from the Lookout Northshore Housing Centre and the staff.

This project is funded in part by the Government of Canada's Homelessness Partnering Strategy. The opinions and interpretations of this publication are those of the author and do not necessarily reflect those of the Government of Canada.

**We acknowledge our neighboring community partners
for their collaboration and support with
The Deepwoods Project:**





About Lookout Housing & Health Society

In 1970, staff at a youth hostel (Connolly House) identified an upward trend of older homeless men requesting beds. Not able to help because of age restrictions, and finding no resources for these men to go to, an application was made to the Federal Government under a youth initiative program to establish a 3-bed night-time only shelter in the area then known as “Skid Row”.

As a result, the Lookout shelter was founded in 1971, having street patrols which picked up shelter-less people off the streets. It was quickly learned that these individuals, primarily the older chronic street alcoholics, required aid in sorting out their problems, accessing services and/or treatment and locating accommodation.

Lookout prides itself as a “social safety-net” that provides housing and a range of support services to adults with low or no income who have few, if any, housing or support options. Because individuals have challenges in meeting needs and goals, we place minimal barriers between them and our services.

Lookout officially merged with Keys: Housing and Health Solutions in 2014, which expanded Lookout both regionally and creatively. As a result, we extended our expertise and passion to serve more individuals with a diverse range of services within more communities. We initially began with serving 5 communities and as of 2019, we serve 14 communities. They include Vancouver, Victoria, Surrey, New Westminster, West Vancouver, North Vancouver (City and District), Burnaby, Langley, Abbotsford, Chilliwack, Mission and Maple Ridge. Including emergency and extreme weather shelters, Lookout houses more than 1,400 people each night.

In 2016, Lookout formally changed its name to Lookout Housing & Health Society merged with the Mood Disorders Association of British Columbia (MDABC), combining two dynamic organizations to broaden the spectrum of support offered. We were now able to offer clinical mental health services and wellness programs to broaden our scope of services offered to individuals we serve.

Our services include: 18 outreach teams, 2 community resource centres, medical and dental clinic, food bank, needle distribution and community cleanup, HIV and Hep C supports, 3 social enterprises, numerous peer and employment programs and youth counselling programs. These services collectively serve more than 2,500 people daily who are coping with a wide variety of

challenges including poverty, mental illness, substance use, trauma, mental and/or physical disabilities, chronic health illnesses, financial and legal issues – or those simply unable to cope.

Lookout's Mandate

We are a “social safety-net” that provides housing and a range of support services to adults with low or no income who have few, if any, housing or support options. Because they have challenges in meeting needs and goals, we place minimal barriers between them and our services.

Our Mission

We respectfully provide caring non-judgmental, non-sectarian, flexible services. Through advocacy, support and minimal-barriers we reduce harm to people who have a diversity of challenges. We assist them to regain and maintain stability and achieve a greater quality of life.

Our Vision

To help transform the lives of people with few, if any, housing options. To go beyond traditional solutions to homelessness by fostering growth and change, providing innovative services and building collaborative partnerships

Organizational Values

We believe in helping people help themselves is essential in addressing homelessness and all the issues that surround it. Securing appropriate housing is the first and most essential step in helping individuals achieve responsible independence.

**Lookout Housing & Health Society's Northshore
Deepwood's Inter-Urban Outreach Team**



James Ebenal: Program Coordinator

- James has been employed with Lookout since 2014; he worked in Vancouver's Downtown Eastside where he helped some of the most vulnerable individuals in the Greater Vancouver Regional District. James's skills along with his passion for helping other helped him obtain an outreach position on the North Shore to get a different perspective on homelessness in a different community.

"When people ask me, "Are there any differences between homeless men and women" when comparing the Downtown Eastside and North Vancouver? The answer is no, Homeless men and women from all communities want what we all want, safe secure affordable housing."

Ken Ravensbergen: Outreach Worker

- Ken has been part of the Lookout North Shore team for almost 9 years. He has spent the majority of his time as an Outreach worker and 3 years working with the tenants that reside in the shelters transitional housing program. Ken's experience and knowledge, as well as being a North Shore resident proved very valuable to the Deepwood's program.

"I enjoyed being able to assist folks in tangible and practical ways such as providing food and clothing, referring people to other services, completing housing applications, assisting with medical escorts, or simply lending an ear and offering emotional support".

Amanda Stewart: Outreach Worker

- Amanda Stewart began her career 21 years ago with Yukon Provincial Corrections as a correctional officer. After fourteen years of working in corrections Amanda moved to Vancouver and pursued a career working with the Downtown Eastside population. She joined Lookout as a drop-in worker at the Powell Street Getaway (PSG), formally the Livingroom drop in center. PSG is an all-inclusive mental health substance use resource center where Amanda worked with the severely entrenched and supervised a staff of 20 before joining the Deepwood's team.

"I enjoyed the experience due in large part to my time spent living in the Yukon, I enjoyed being able to locate people and assist them with their needs. I have been known to make people feel comfortable immediately which creates an open and honest dialogue".

Project Background & Description

In British Columbia, specifically in the Metro Vancouver/Lower Mainland region, we are experiencing an emergent housing affordability and homelessness crisis of which is becoming more and more unavoidable and apparent no matter where you live or what community you call home.

Although many communities are experiencing significant homelessness, the North Shore is uniquely at a disadvantage. The ability to connect North Shore residents to housing in their home community has become nearly impossible. The combination of the barriers to accessing clients and the lack of housing options (both market and social housing) is quickly moving the North Shore into a crisis that critically must be addressed. Compounding this challenge is the extremely low housing vacancy rate (less than 0.2%) and fact that average rents have risen well above what an individual on social assistance can afford (\$375/month).

As Lookout Housing & Health Society has a vast array of services, expertise and well established deep roots on the North Shore, we found ourselves to be ideally positioned to take on this issue by being acutely aware of the challenges and adversity our guests encounter on a daily basis. We operate the only homeless shelter for adults on the North Shore of which include services such as safe, secure shelter, nourishment and supplies to thrive, outreach, transitional housing, case planning, referrals and employment support but wanted to extend our services beyond the North Shore.

Lookout is a founding member of the North Shore Homelessness Task Force (NSHTF) and provides community liaison services between the surrounding municipalities and homeless programs throughout the community. Despite our tenacity, innovation and creative thinking, homeless individuals and their camps (homes) continue to be ostracized and are frequently disregarded and requested to be "moved on". This has caused an increased barrier in connecting individuals to the services they need to survive and further exacerbate those who are homeless and push them farther away in isolation and where access to services is nearly impossible.

We determined that the sheer volume of homeless individuals and the variety of challenging terrain where many homeless camps exist was simply not feasible to reach with our existing resources and outreach team. These areas include 'Urban', 'Semi-urban' (remote residential areas or urban wooded areas) and Deepwood's (over 5 kilometers from any development) areas. The Deepwood's areas are large, diverse, at times remote, and may cross several municipal jurisdictions.

With a determination to reach and service these homeless individuals in our community, at the end of 2016, Lookout took the initiative to apply for federal funding via the Innovative Solutions to Homelessness Grant of which was successfully awarded in 2017. As such, the North Shore Deepwood's & Inter-Urban Homeless Mapping Project was born. This project enabled us to extend our reach, diversify our services and hire a team of two dedicated outreach staff

and a program coordinator. The project officially commenced and staff were hired and in place for August 2018 and the program began to be executed.

Although our dedicated Deepwood's outreach staff have a depth of knowledge, experience and confidence that they bring to this project, it was still vitally important we took all necessary precautions to ensure they were informed and well prepared for the challenges this project could bring. The first order of business was to acquire a vehicle capable of accessing the vast and remote urban wooded areas in the mountainous terrain. We anticipated the additional need to transport equipment and emergency supplies for clients and staff (water, food, blankets, clothing and two way radios) into the remote areas as individuals and camps was located. As such, we obtained a 2019 Jeep Liberty on a one year lease.

Staff attended Wilderness First Aid Training, Naloxone Training, Non Violent Crisis Intervention, Shelter Net Training and quickly developed inventory of outdoor gear, clothing, footwear, backpacks and safety supplies. This included GPS Spot Trackers for when there were beyond cell phone reception and as an added safety precaution, staff downloaded and utilized the app titled "Get Home Safe" that provided information on access points and had the ability to re-trace steps for a safe return from their outreach endeavors.

Our next priority was to facilitate information/engagement sessions with like-minded service providers, as well as other municipal, district and city authorities and service providers to introduce ourselves, inform them of our desired outcomes and deliverables and provided guidance on how best we can work together in partnership to serve the local homeless population. We were overwhelming received with gratitude and appreciation for the potential of the positive impact this can have not only for individuals but that of a community as a whole.

With these initial efforts in place and the word out that we were offering these services, our team was then deployed and our outreach in these unique areas began.

Project Objectives & Outcomes:

Data Collection: Adapted Educated Approach

- Accessing, exploring and serving the homeless with knowledgeable, experienced and equipped outreach staff specifically servicing the the North Shore Deepwood's & Inter-Urban Homeless (max distance 5km away from any structure)
- Collaborative information seeking to identify remote camps as witnessed by municipal, provincial and federal staff and reported in by concerned citizens
- Service locations identified on a digital map tagged with indicators of the service provided and any added benefits the service brings to the extreme homeless population

Interventions for Specific Populations: Proposed Methodology & Digital Technology

- Utilize the methodology of digital technology as a tool to identify data including location, demographics; et cetera of homeless individuals and their camps collected by our outreach workers equipped with digital technology. This included SPOT GIS transponders/trackers, iPads, web based applications such as Google Pro Earth, cell phones and applications and two way radios
- This digital data collected mapped homeless camps throughout the North Shore Deepwood's & Inter-Urban Homeless (max distance 5km away from any structure) and submitted to mapping consultants
- Mapping consultants will complete digital maps to reference the following:
 - Analyze datasets and geospatial data to extract information on camp locations located within the urban centers, semi-urban centers, or in the Deepwood's
 - Digital map tagged with indicators of the size and quality of the camp
 - Digital maps tagged with demographic information, number of individuals residing at the camp
- Utilize collected data to create visual/digital mapping tools/resources that can be used by strategic partners and host it on an online portal for one year

Strategic Partnerships: Engagement

- Build connections, trust and rapport with individuals through referrals; ultimately connecting them to long-term and stable solutions and supports
- Develop strategic partnerships with service organizations, funders and unique players (by-law officers, conservation officers, park staff, et cetera) and employ innovation to coordinate resources and provide streamlined services to clients living in the North Shore Deepwood's, inter- urban and semi urban areas
- Identify the location of all services on the North Shore of Vancouver that are utilized by those who are experiencing extreme homelessness

- Deepwood's outreach staff to provide recommendations to help connect North Shore homeless to services to attain stable housing solutions by referring to digital map

Overview of Outcomes:

The Deepwood's outreach staff made over 230 plus visits to camps, tents, structures and vehicles. For individuals who permitted contact and service provision or staff were able to provide assistance to 93 males 93 times and to 35 females. Our service provision consisted of providing clothing 42 times, food 88 times, 38 housing applications, provided harm reduction supplies 13 times and emergency medical attention 10 times. The team also offered shelter beds to multiple individuals on numerous occasions but the majority turned down the opportunity due to pre-existing connections to their community; not wanting to live in a structured atmosphere and others preferred seclusion from our society. It is important to note that they were unable to make contact with 99 of those camps, et cetera visited because they were either abandoned or contact was not permitted / ignored by the resident(s).

Statistical Summary

First Quarter Statistics (April 1 – June 30 2018):

- *No first quarter statistics were compiled given the advanced project start of July 1, 2018.*

Second Quarter Statistics (July 1 – September 30 2018):

- Contacts made: 27 males and 16 females, referred all to the Northshore shelter.
 - Accepted shelter- 0
- Located 35 "living sites" including tents, cars or campers. Contact information was left
- Housing applications provided - 43
- Items and services provided
 - Warm clothing - 26
 - Sleeping bags/Blankets - 13
 - Food - 26
 - Harm reduction supplies - 5
 - Work gear - 1
 - Small furnishings - 3
 - Minor first aid intervention – 12
 - Transportation to hospital – 2 occasions

Third Quarter Details (October 1 – December 31 2018):

- Contacts made: 95 camp visits, 46 males and 13 females, referred 33 to shelter
 - Accepted shelter - 0
- 45 sites were vacant or individuals did not respond – contact information left
 - Returned calls - 7

- Items and services provided
 - Food - 26
 - Housing applications provided - 25
 - Warm clothing - 17
 - Employment opportunity obtained - 1
 - Transportation to home communities - 3
 - Lifesaving first aid intervention - 1
 - Missing person located and reunited with family - 1
 - Connected to medical professionals - 2
 - De-escalation of potential incident - 1

Fourth Quarter Details (January 1– March 31 2019)

- Contacts made: 54 camp visits, 20 males and 6 females, referred 26 to shelter
 - Accepted shelter - 4
- 19 sites were vacant or individuals did not respond – contact information left behind
- Items and services provided
 - Housing applications - 26
 - Food - 36
 - Warm clothing - 12
 - Sleeping bags/blankets - 18
 - Transportation to medical intervention - 10
 - Minor first aid intervention - 6

- **Community Partners who assisted with above quarterly stats**

- Helping Hands Society, Northshore Homeless Task Force (CMHA, Hollyburn Family, Youth & Senior Services, Health Connections – VCH, Neighborhood House, City of North Vancouver), Squamish Municipal Hall, North Vancouver District Task Force, Squamish Nation, Squamish Forestry Field Unit, Sea to Sky Parks, John Braithwaite Community Centre, Whistler Community Services Society, New Pathways Counselling, Whistler Welcome Centre, Whistler By-law officers, RCMP, Sea to Sky Community Services, Zero Ceiling Supportive Housing Program, Whistler Howe Sound Women’s Centre, WorkBC, Grief Based Services, Jane Thornwaite MLA North Vancouver, Ralph Sultan MLA West Vancouver Capilano, Bowen Island Municipality including Fire Department, Department of Forestry Conservation Officers, RCMP, Sea to Sky Community Services Outreach.

Unique Successes

- We encountered several successes and measurable outcomes during our North Shore Deepwood’s & Inter-Urban Homeless Mapping Project, many of which are highlighted in our overview of quarterly statistics. However, for the purposes of this report, we highlighted a few unique successes proving the continued positive impact this project hand on not only individuals but the communities as a whole.

International Missing Person's Case: We made contact with an individual who had been reported missing by his family in California, the team was able to secure him a bed at the shelter and staff helped him make contact with his family. This individual's sister flew to Vancouver, picked him up and took him home.

Encampment on Crown Land: She was camped on the outskirts of the city limits deep in the bush on Crown land. The Department of Forestry and RCMP were both aware of her presence and served her notice that she had to vacate. The deadline came and went and the female decided to stay there. Deepwood's staff developed a relationship with the camper and were able to liaise between her and the authorities who wanted her moved out. The end result was a smooth transition of her being able to move her camp further out and off of Crown land. Deepwood's outreach staff continued to check in with the camper on a regular weekly basis after the move.

Immobilized Vehicle: Deep up the Mamquam River Forest Service Road (FSR), Deepwood's staff encountered two young females walking down the road. They had gotten their vehicle stuck further up the road on their way to do some snow shoeing. However they had taken the wrong road. Staff gave the two ladies a ride back up to their stuck vehicle and assisted with freeing it, then safely escorted them back down the mountain.

Inter-Community Transfers: Assisted 3 individuals with transport from the North Shore back to their home communities of Whistler. With the elimination of Greyhound bus service up the Sea to Sky corridor and lack of finances, Deepwood's staff were able to safely bring folks back to Whistler and get them connected to Whistler Community Services Society.

Precarious Health of Homeless Woman: Deepwood's staff stopped by for a welfare check and discovered the woman to be in very poor health and in need of urgent medical attention. Staff safely brought her to the hospital. The doctor let staff know that they were very glad that the woman was brought in. Staff monitored her situation and then safely escorted her back to her home afterwards.

Recommendations:

Upon reflection of this program in its entirety, we propose the following recommendations of which are all inclusive of urban, semi-urban and Deepwood's geographical areas. These recommendations are general themes which will continue to enhance the quality of life, have positive impacts in all facets of life and health and will address societal concerns at the same time. They are:

Advocacy:

Advocate for more market and non-market affordable housing

- Advocate for an increase of service providers who have an emphasis on securing and obtaining housing
- An increase in dedicated outreach teams to reach out and connect with the homeless population
- Mobile health teams to engage with service provision and necessary, emergency lifesaving interventions
- Utilizing a trauma informed approach as a framework for outreach
- Continue to work in a client centered approach. Meeting people where they're at
- Develop a dedicated shelter in the Whistler community for their local homeless population
- Continued regional meetings to address homelessness
- Access additional municipal, provincial and federal funding to continue the Deepwood's Program or similar initiative
- Educational delivery to service providers and local business owners
- Information sessions to local constituents
- Promote and reinforce a supportive environment and community for all
- Engagement with policy makers and stakeholders
- Continued assistance for people to access and understand appropriate information and services

Conclusion

The Deepwood's project began as a way to help those that are living outside of our community borders. As a society, the only homeless we would typically think of are those we physically see, individuals living in their vehicles, in parks, and sleeping on the street, we wouldn't think of those living a more secluded life away from the fast paced inner city. With the rate of individuals living outside the norms of society growing at a rapid pace we came up with an innovative idea that would help us and other organizations connect with those living 'off the grid'.

We wanted to adapt a more up to date approach in tracking and connecting with people that live in Deepwood's by using our digital mapping tools, Google Earth and Get Home Safe. With these tools we were able to connect with our staff the instant a camp was identified and digitally map the location and tag with indicators of the size, quality of the camp and who many people were utilizing the space. This data also allowed us to contact emergency services to identify high-risk individuals living in remote areas of the North Shore and provide faster access in time of crisis or need. The data collected has helped us create visual mapping tools that can be used for future reference for our team, community partners and all emergency service personnel, keeping in mind that confidentiality of individuals is held to the highest standard.

We recognized that there are unique challenges, gaps and barriers in each community on the North Shore; we were open to what might already be working, and open to experimenting with new pathways and possibilities.

Our main task at the beginning of the project was to connect with other organizations in the communities and get a better understanding of what they have done and implemented in their

programs with those living away from their towns and cities. Through information sessions we were able to share our knowledge, our experiences and gain support from all local organizations, community partners and local business owners. Our overall survey with local organizations indicated a strong desire to work together to improve service coordination and increase the efficiency of the system of services.

Our work in this project introduced us to different demographics of the homeless population. We encountered individuals that were very resourceful that chose not to accept any help as well as those that were in need of care and were open to our assistance. We were able to connect numerous individuals to medical facilities for treatment, help make family connections and gave some a chance to get warm and eat a meal in a shelter. Of those individuals that turned down help from the team stated that they were already connected to different organizations in their community and felt traveling 1-2 hours outside of their homes was not in their best interest. The team was able to connect with the organizations to learn the methods they use to contact individuals.

By developing relationships/partnerships with multiple agencies on the North Shore and along the Sea to Sky corridor and exchanging information on services provided by each agency to better serve the homeless population. Initially these relationships were extremely useful in locating homeless camps that were hidden in deep wooded areas that were not accessible to other agencies because of their lacking equipment and gear, i.e.: 4 wheel drive vehicle, satellite transponders and trackers, hiking gear, wilderness safety supplies and wilderness first aid survival training. As we moved forward and learned more about what agencies provided what services the options for the homeless population to choose from grew exponentially and many more doors were opened for men and women to begin to come in from the cold and start to make any adjustments that they felt were necessary.

Initially the adjustments and changes that were requested were for ongoing chronic health concerns such as diabetes, cancer, festering infections, HIV, alcohol and drug services such as detox and treatment. We learned that often members of the homeless population in rural areas were neglecting these health issues for two reasons. First being transportation, and we were successful in removing that barrier and second that the unawareness of services in the home communities and in this we were also successful in removing that barrier. This winter we had an extended period of extreme cold weather and with no extreme weather shelters north of North Vancouver we received multiple referrals from the Whistler and Squamish areas for extreme weather beds as a result of the partnership that we have developed in the preceding months.

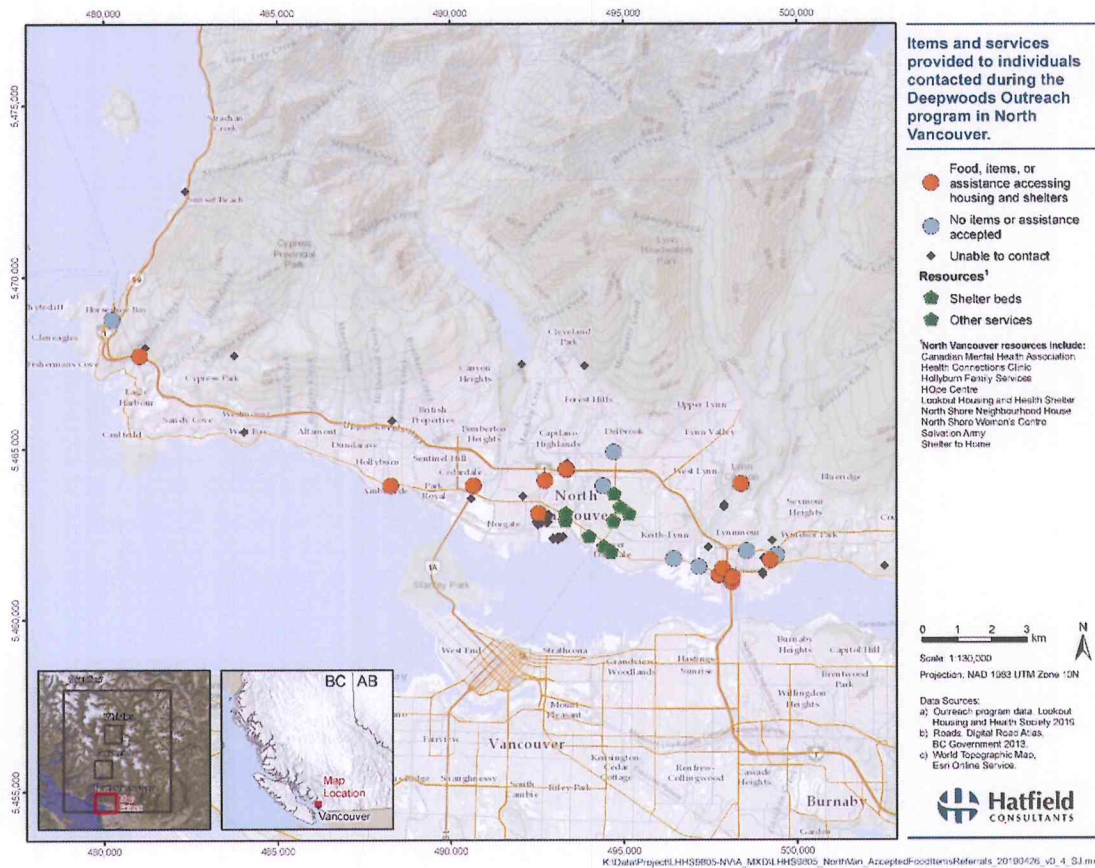
Homelessness is a complex social issue. It is multifaceted, takes many forms and affects different populations in various ways. Getting the various sectors involved (health services, social workers, corrections, housing providers, etc.) and working in partnership with a wide range of organizations tackling the issue can be very effective. Bringing together experts and service providers from across the homelessness service spectrum is often one of the most important first steps in helping a community to begin to systematically address homelessness.

The success of this program, the relationships we have built and the number of individuals encountered has been remarkable. Our research has proven there is a great need for a fulltime mobile outreach team that can cater to this demographic. The work that has been done has changed lives and increased safety. With over 900 square kilometers of the North Shore mountain range to explore and the neighboring communities of Squamish and Whistler, we feel like we have just begun. With continued funding and support, a mobile outreach team will be able to reach the unreachable and save lives.

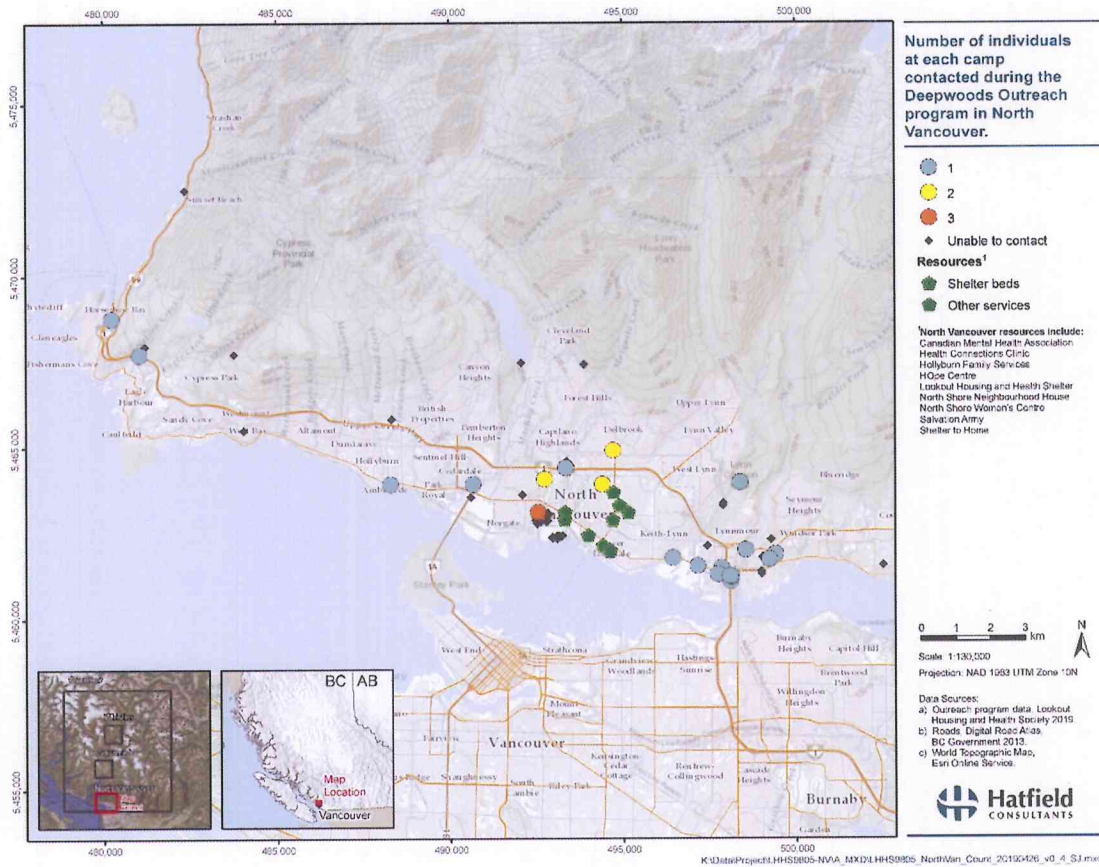
Digital Appendices provided by Hatfield Consultants

Northshore

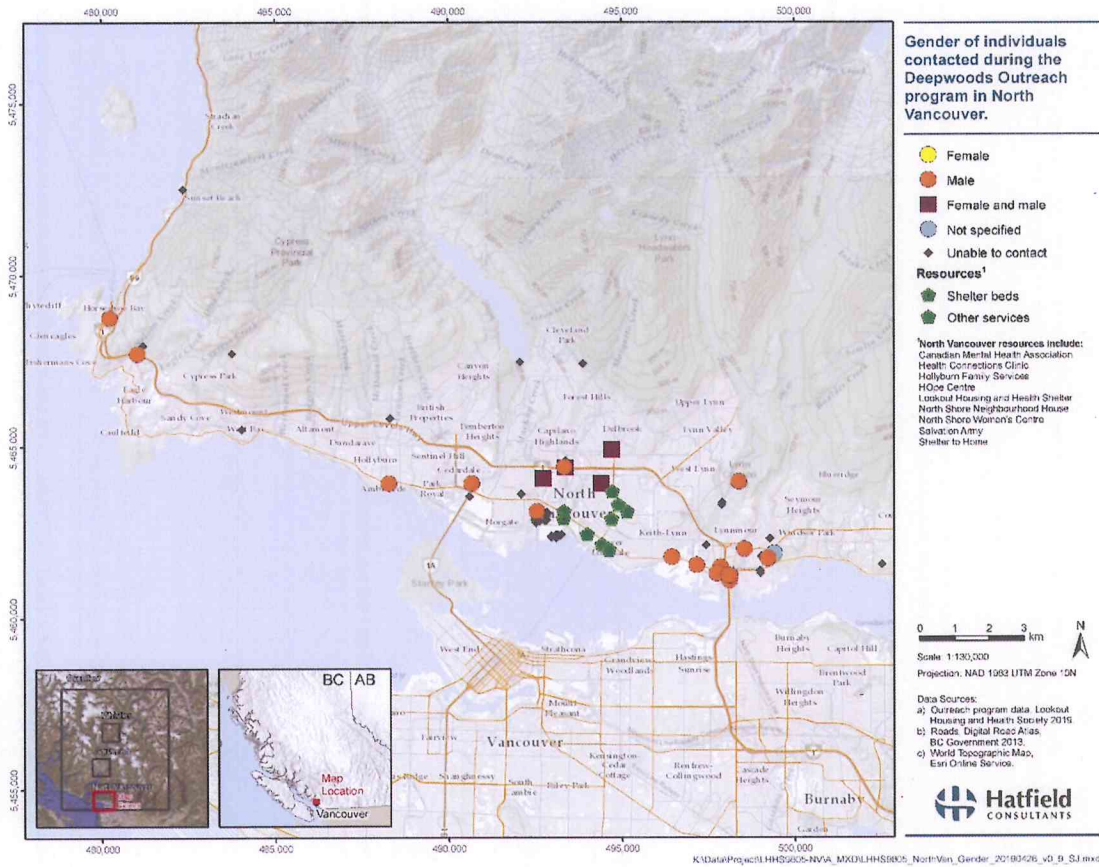
A. Items and Services Provided to Individuals Contacted during the Deerwood's Outreach Program. Services and items include food, clothing, advocacy and shelter. North Shore resources included.



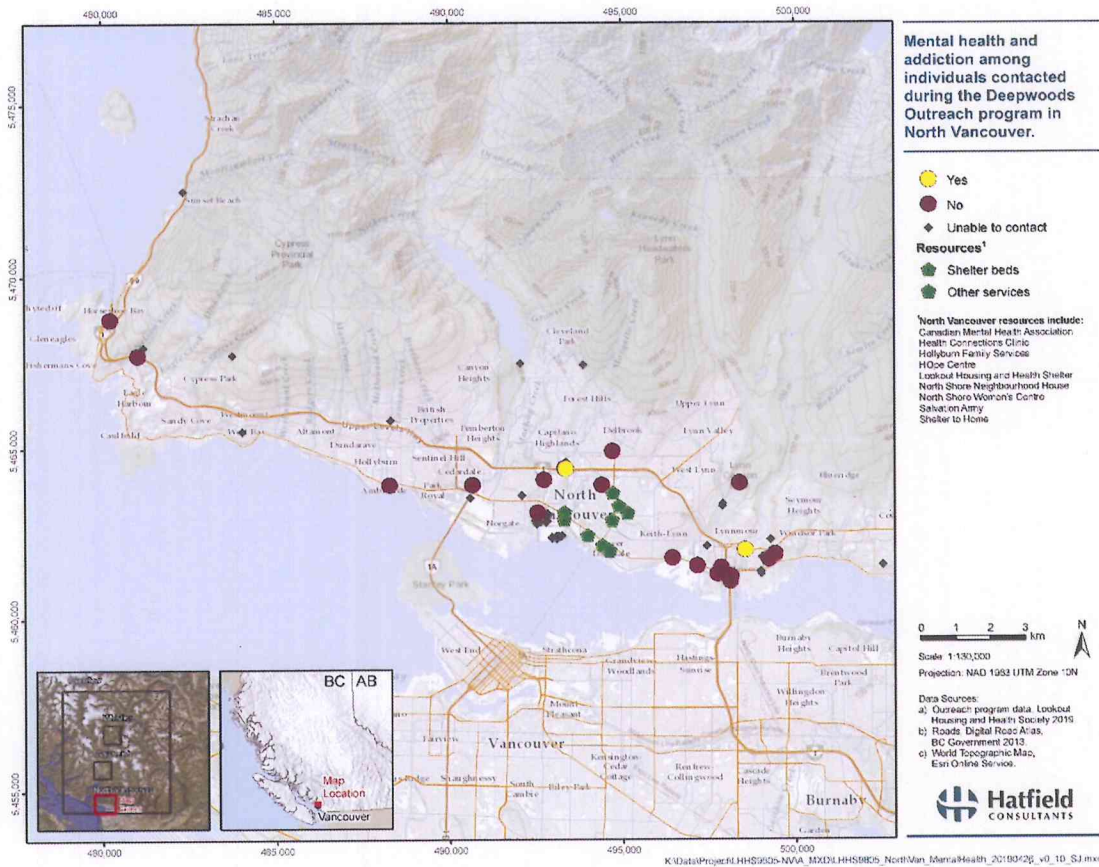
B. Number of individuals contacted at each camp on the North Shore.



C. Gender of individuals contacted on the North Shore.

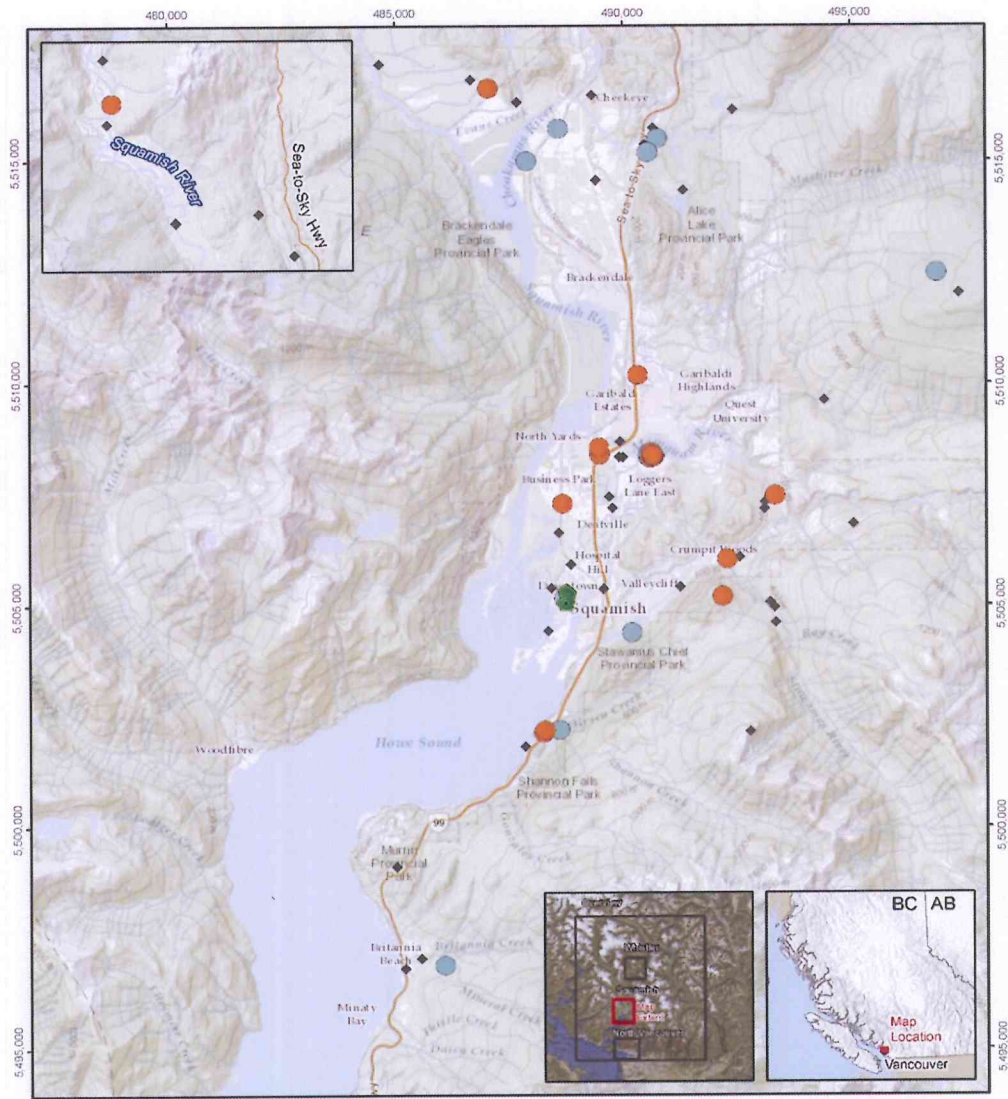


D. Individuals contacted on the North Shore who informed that mental health and addiction may be an issue.



Squamish

A. Items and Services Provided in Squamish. Squamish resources included.



Items and services provided to individuals contacted during the Deepwoods Outreach program in Squamish.

Data Sources:
 a) Outreach program data, Lookout Housing and Health Society 2019.
 b) Roads, Digital Road Atlas, BC Government 2013.
 c) World Topographic Map, Esri Online Service.

- Food, items, or assistance accessing housing and shelters
- No items or assistance accepted
- ◆ Unable to contact

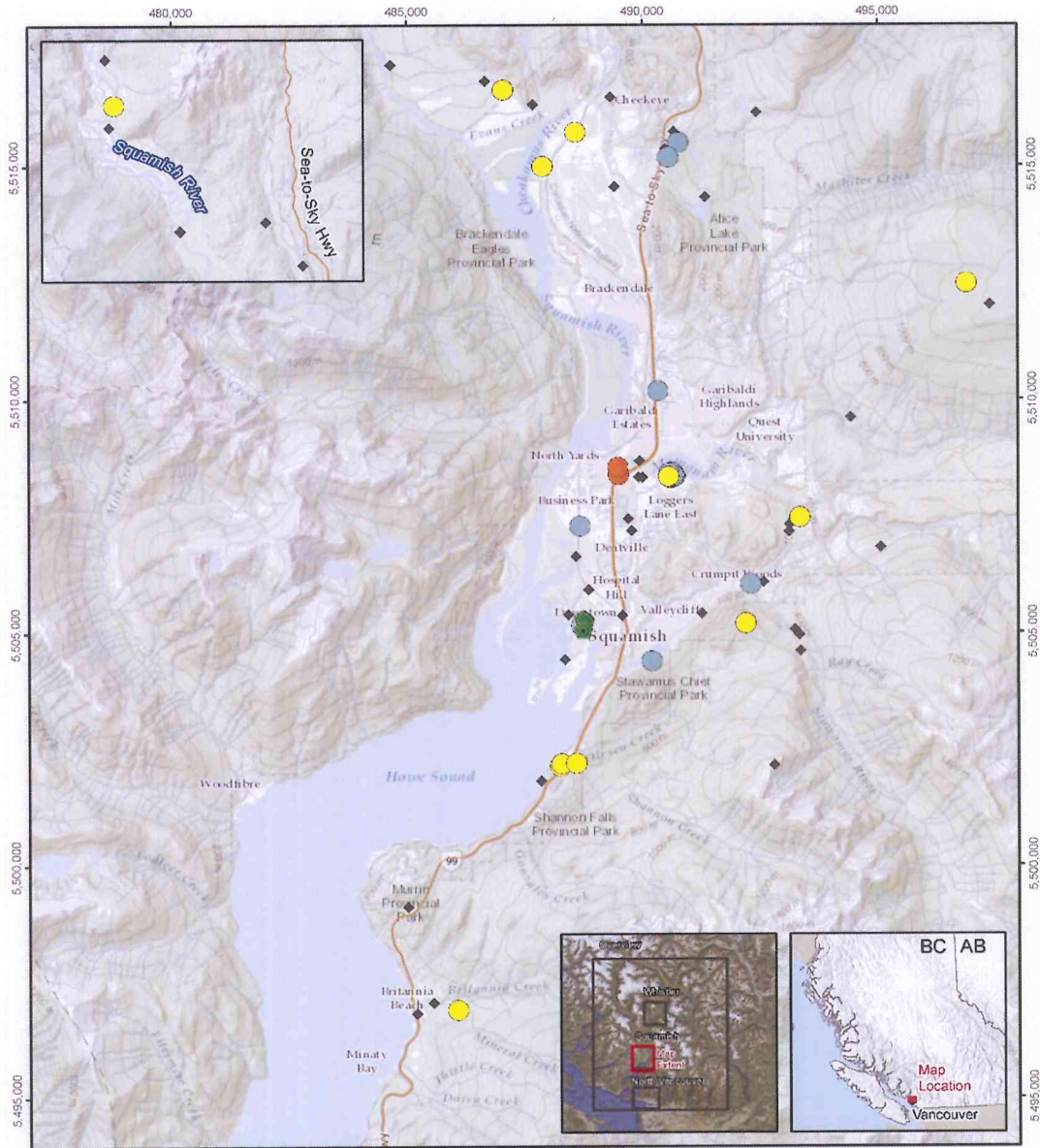
- Resources¹**
- Shelter beds
 - Other services
- ¹Squamish resources include:
 Helping Hands Centre
 Sea to Sky Community Services
 Howe Sound Women's Centre

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 Scale: 1:120,000
 Projection: NAD 1983 UTM Zone 10N



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B. Number of individuals contacted at each camp in Squamish.



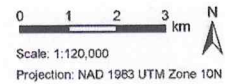
Number of individuals at each camp contacted during the Deepwoods Outreach program in Squamish.

- 1
- 2
- 3
- ◆ Unable to contact

Resources¹

- Shelter beds
- Other services

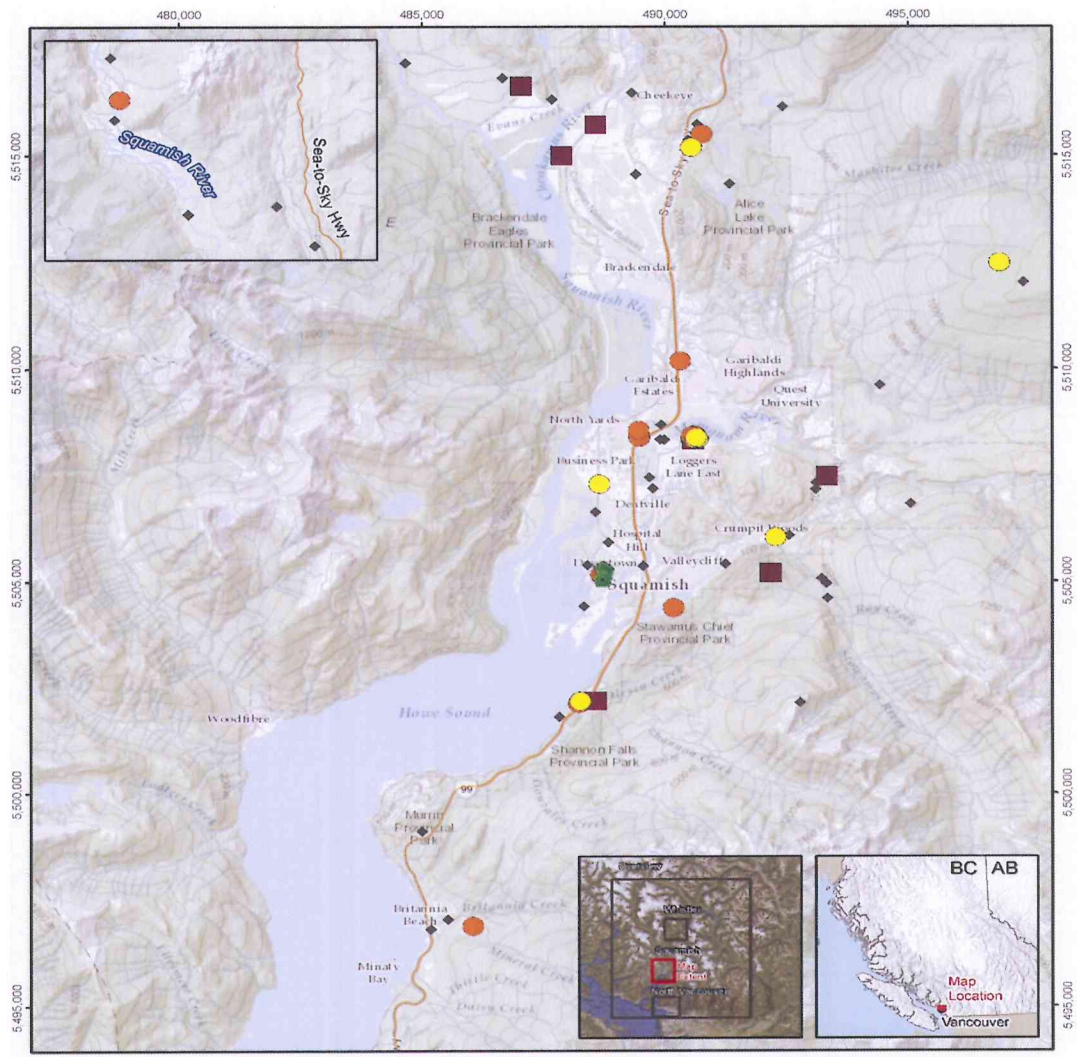
Squamish resources include:
 Helping Hands Centre
 Sea to Sky Community Services
 Howe Sound Women's Centre



Data Sources
 a) Outreach program data, Lookout Housing and Health Society 2019.
 b) Roads, Digital Road Atlas, BC Government 2013.
 c) World Topographic Map, Esri Online Service.

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C. Gender of individuals contacted in Squamish.



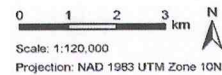
Gender of individuals contacted during the Deepwoods Outreach program in Squamish.

- Female
- Male
- Female and male
- Not specified
- ◆ Unable to contact

Resources¹

- Shelter beds
- Other services

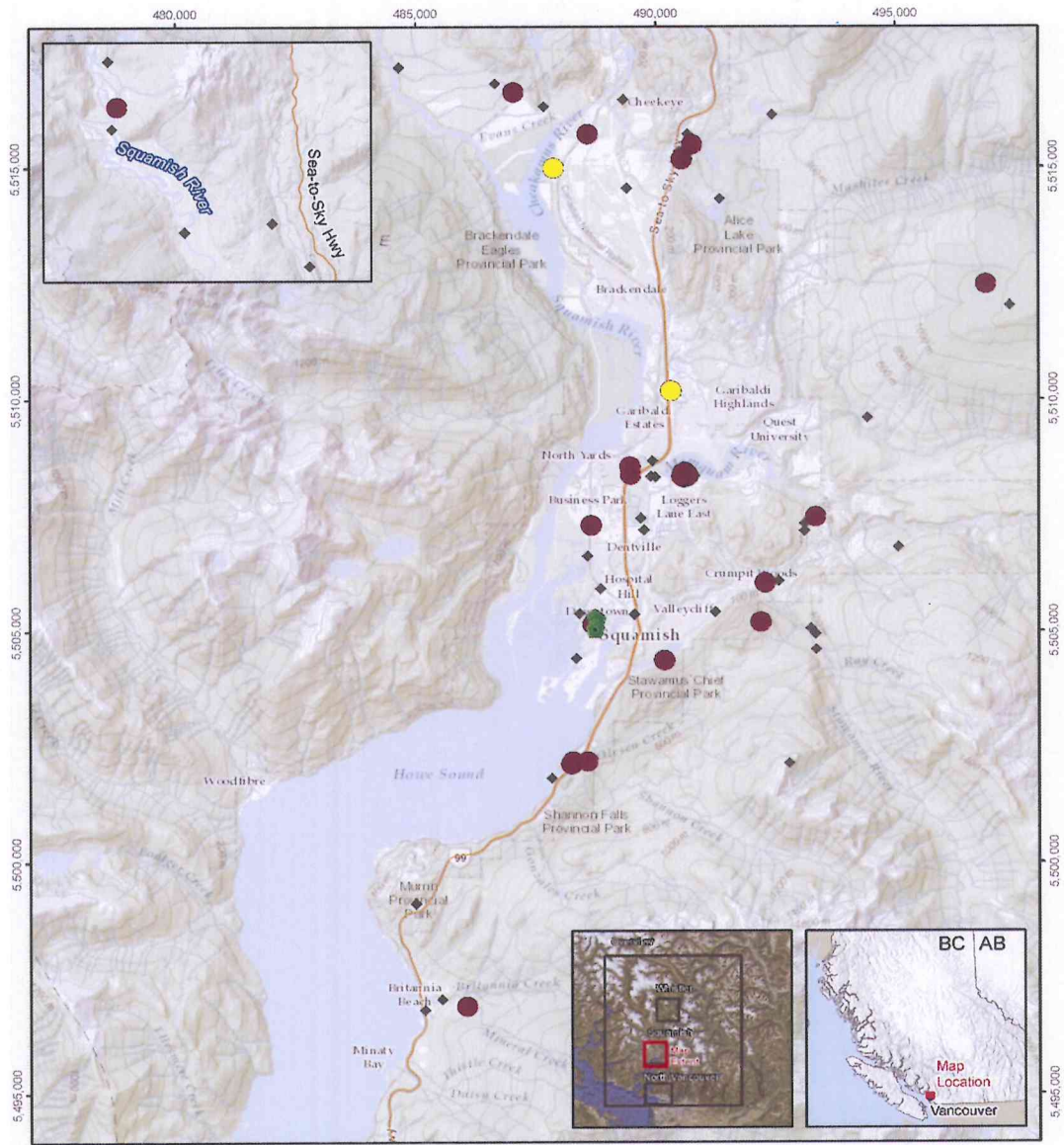
¹Squamish resources include:
 Helping Hands Centre
 Sea to Sky Community Services
 Howe Sound Women's Centre



Data Sources:
 a) Outreach program data, Lookout Housing and Health Society 2019.
 b) Roads, Digital Road Atlas, BC Government 2013.
 c) World Topographic Map, Esri Online Service.

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D. Individuals contacted in Squamish who informed that mental health and addiction may be an issue.



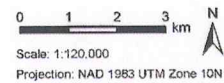
Mental health and addiction among individuals contacted during the Deepwoods Outreach program in Squamish.

- Yes
- No
- ◆ Unable to contact

Resources¹

- Shelter beds
- Other services

¹Squamish resources include:
 Helping Hands Centre
 Sea to Sky Community Services
 Howe Sound Women's Centre



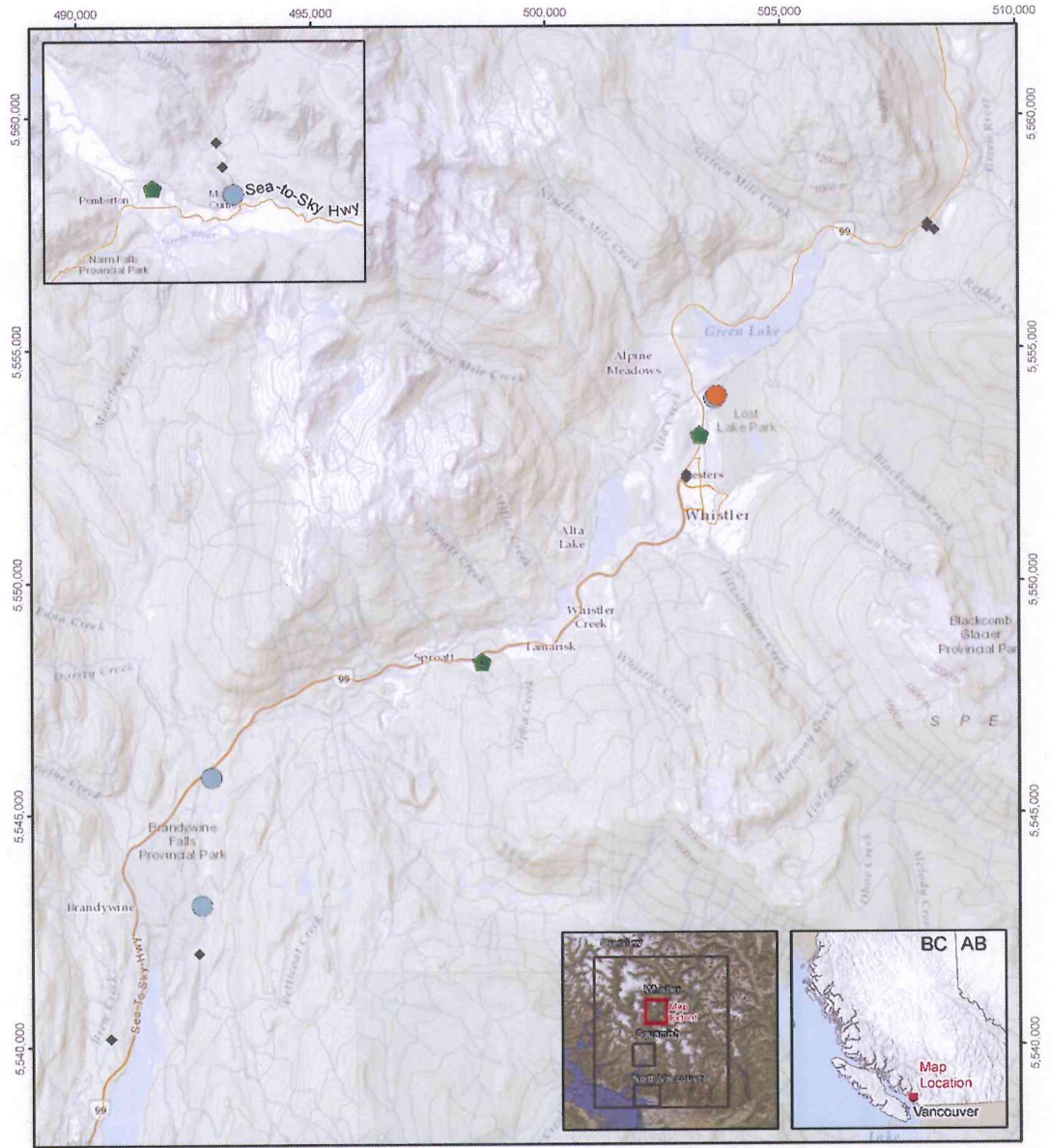
Data Sources:
 a) Outreach program data, Lookout Housing and Health Society 2019.
 b) Roads, Digital Road Atlas, BC Government 2013.
 c) World Topographic Map, Esri Online Service.



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Whistler:

A. Items and services provided to Whistler. Resources included.

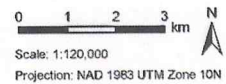


Items and services provided to individuals contacted during the Deepwoods Outreach program in Whistler.

- Food, items, or assistance accessing housing and shelters
- No items or assistance accepted
- ◆ Unable to contact

Resources¹

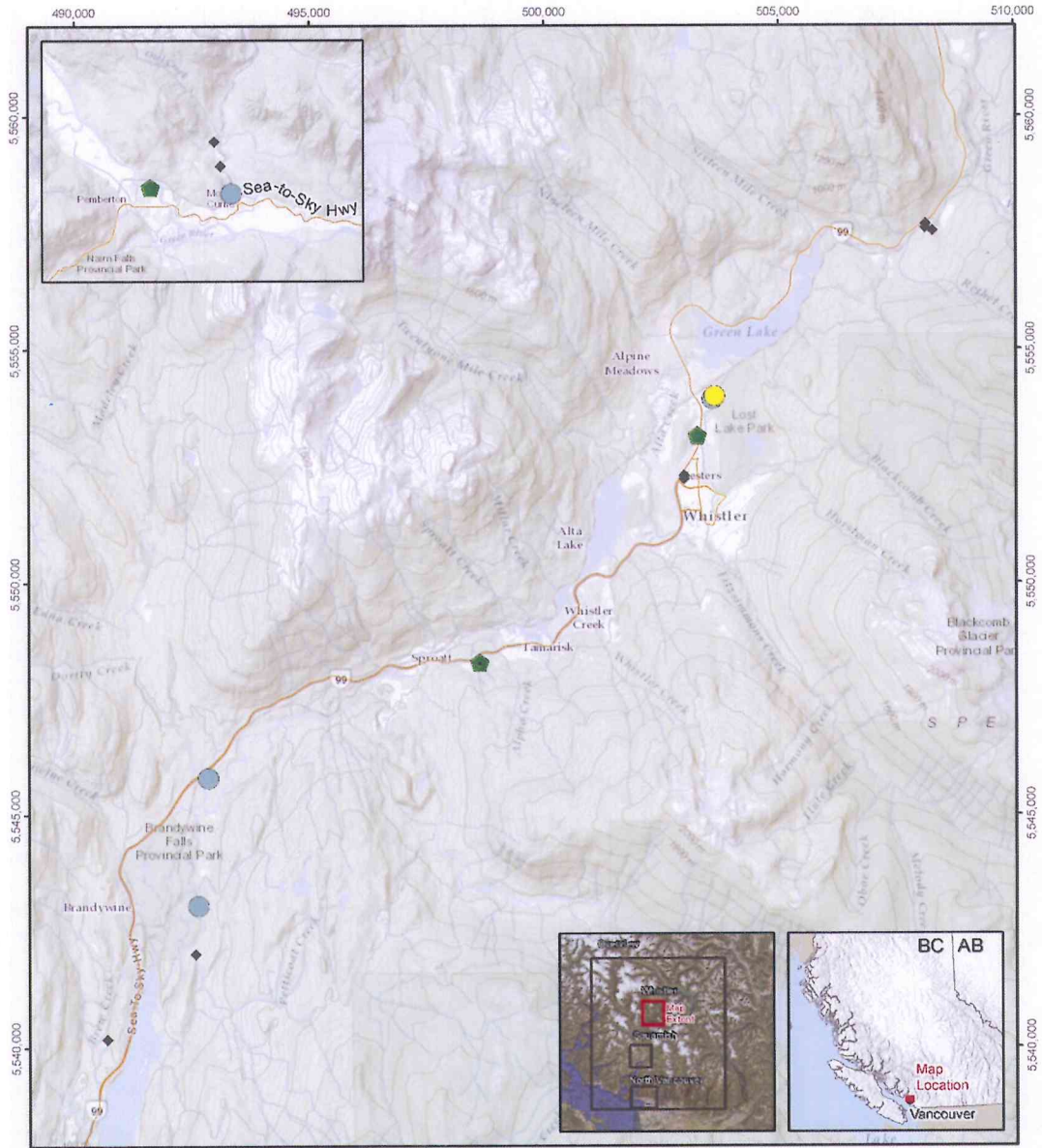
- ◆ Shelter beds
 - ◆ Other services
- Whistler resources include:**
 Whistler Food Bank
 Whistler Community Services Society



Data Sources
 a) Outreach program data, Lookout Housing and Health Society 2019.
 b) Roads, Digital Road Atlas, BC Government 2013.
 c) World Topographic Map, Esri Online Service.

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B. Number of individuals contacted at each camp in Whistler.

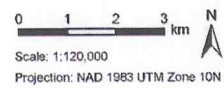


Number of individuals at each camp contacted during the Deepwoods Outreach program in Whistler.

- 1
- 2
- 3
- ◆ Unable to contact

Resources¹

- ◆ Shelter beds
 - ◆ Other services
- ¹Whistler resources include:
Whistler Food Bank
Whistler Community Services Society

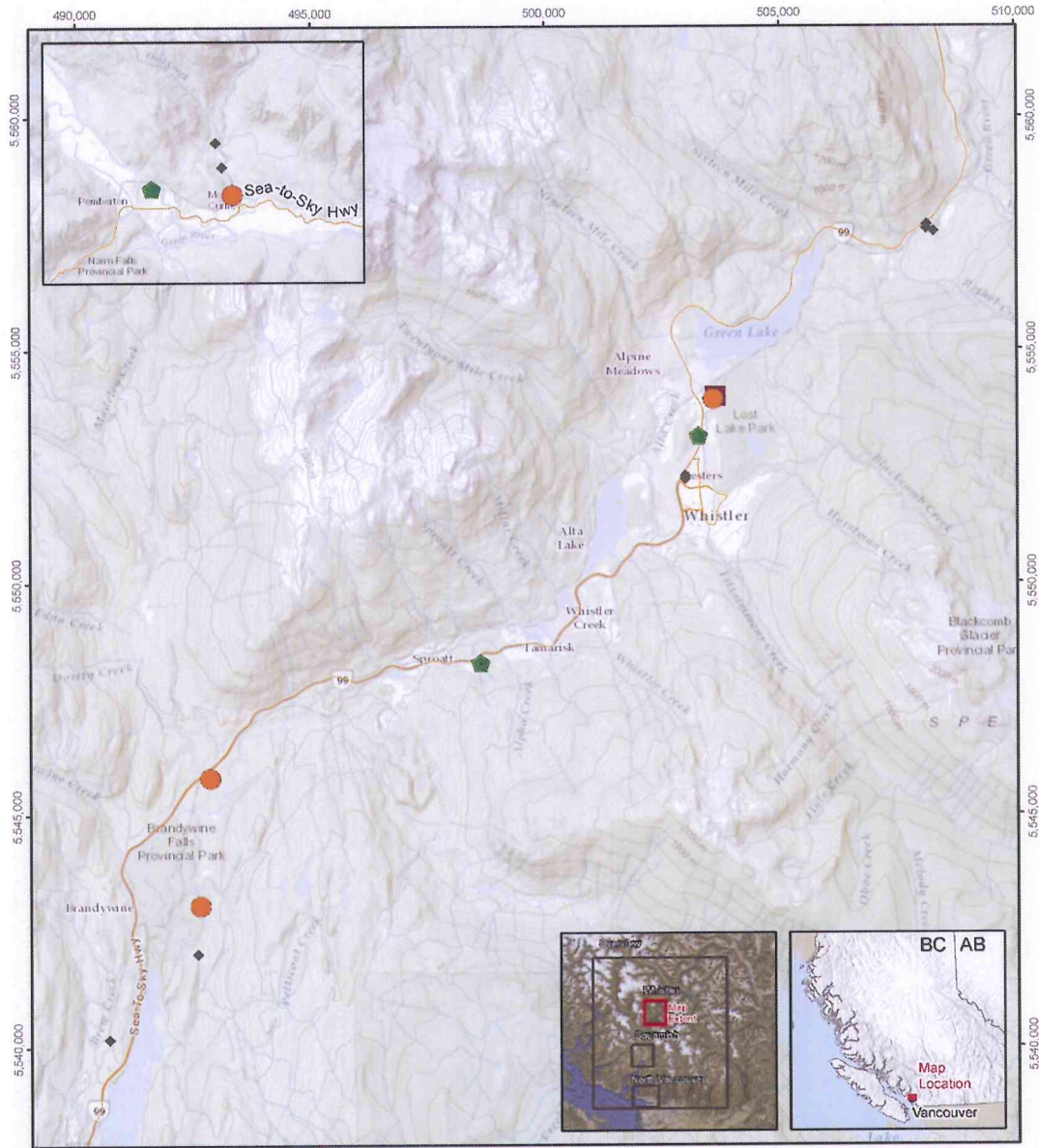


Data Sources:
a) Outreach program data, Lookout Housing and Health Society 2019.
b) Roads, Digital Road Atlas, BC Government 2013.
c) World Topographic Map, Esri Online Service.



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C. Gender of individuals contacted in Whistler



Gender of individuals contacted during the Deepwoods Outreach program in Whistler.

- Female
- Male
- Female and male
- Not specified
- ◆ Unable to contact

Resources¹

- Shelter beds
 - Other services
- Whistler resources include:**
 Whistler Food Bank
 Whistler Community Services Society

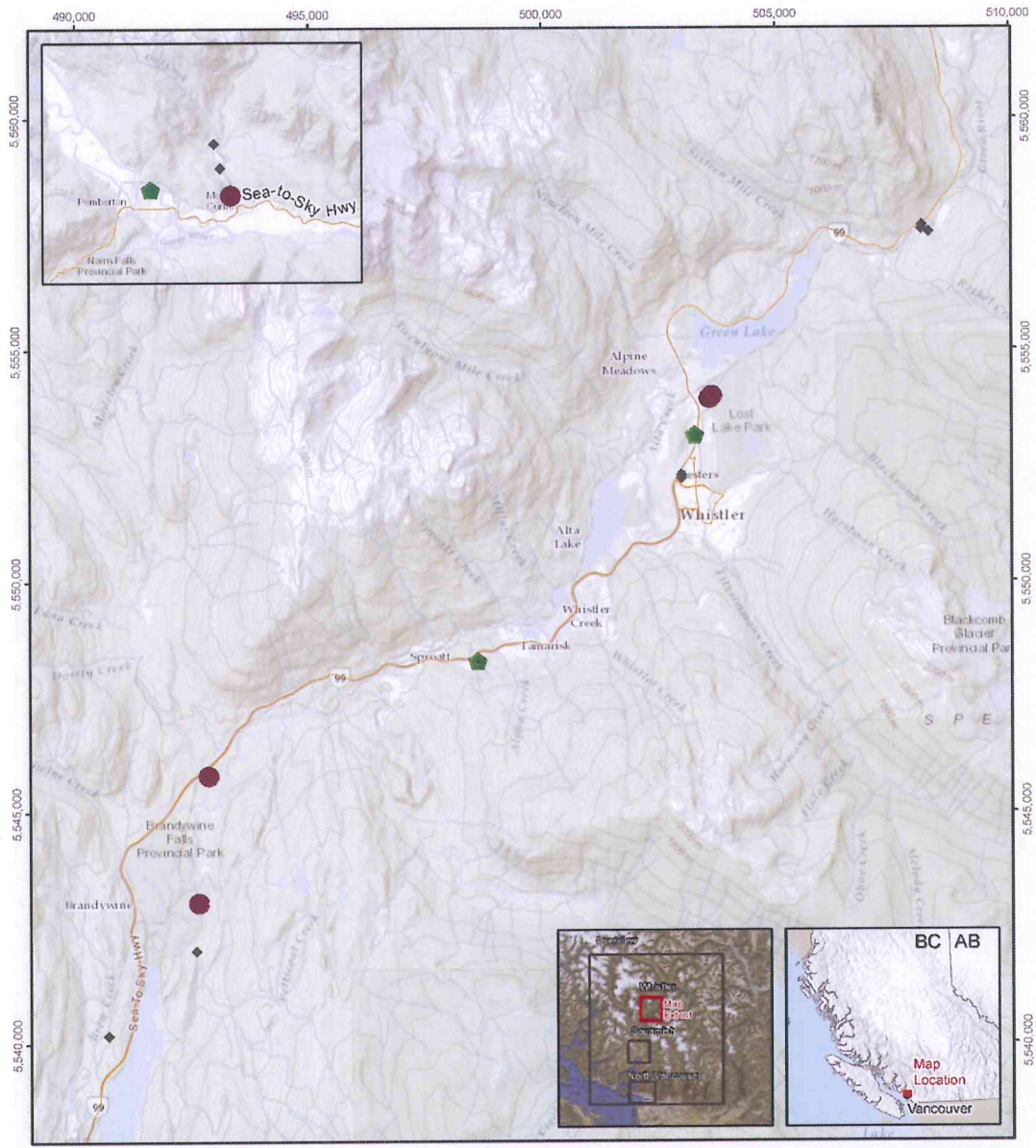
0 1 2 3 km N
 Scale: 1:120,000
 Projection: NAD 1983 UTM Zone 10N



Data Sources:
 a) Outreach program data, Lookout Housing and Health Society 2019.
 b) Roads, Digital Road Atlas, BC Government 2013.
 c) World Topographic Map, Esri Online Service.

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D. Individuals contacted in Whistler who informed that mental health and addiction may be an issue.



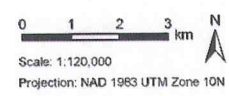
Mental health and addiction among individuals contacted during the Deepwoods Outreach program in Whistler.

- Yes
- No
- ◆ Unable to contact

Resources¹

- ◆ Shelter beds
- ◆ Other services

Whistler resources include:
 Whistler Food Bank
 Whistler Community Services Society



Data Sources:
 a) Outreach program data, Lookout Housing and Health Society 2019.
 b) Roads, Digital Road Atlas, BC Government 2013.
 c) World Topographic Map, Esri Online Service.



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Appendix B: Letters of Support & Personal Testimonies

The City of North Vancouver
OFFICE OF MAYOR LINDA BUCHANAN



March 15, 2019

To whom it may concern,

Re: Lookout Housing and Health Society's Deep Woods Project

On behalf of the City of North Vancouver, I am very pleased to offer this letter of support to Lookout Housing and Health Society for its desire to extend the North Shore Deep Woods Mapping and Tracking project, originally funded through the HPS Innovative Solutions to Homelessness.

The City is concerned about the number of vulnerable people who live hidden from view within North Shore's challenging terrain and the difficulty in offering support to these individuals. With a long history of working with episodically and chronically homeless adults on the North Shore, Lookout pioneered the Deep Woods project to meet the specific needs of this population. Their results are remarkable!

The Deep Woods project has proven to be instrumental in the provision of point of service care to individuals living rough away from the traditional urban setting. Lookout staff have been able to locate vulnerable individuals and make real connections that have helped them to survive and avert emergency situations.

Since the project started in August 2018, Lookout staff have visited over 100 people living in the woods or sleeping in vehicles along service and main roads from Deep Cove to Pemberton (excluded in these statistics are the people living in vehicles in the Capilano Mall and Harbourside areas). The Deep Woods outreach staff offer support and follow up when individuals request assistance. Some of the amazing stories shared by Lookout staff about the project are:

- checking-in with people living in the woods regularly ensuring their wellbeing and supporting them with food, blankets, and clothing;
- supporting an elderly female who had been living in the bush for a few years in need of urgent medical attention, taking her to hospital and finding a home for her after her hospital stay;
- Finding shelter for an elderly man with cancer who had been living outside for 10 years in the Whistler area;
- Sharing expertise about Lower Mainland resources with services serving Whistler, Pemberton, Sea-to-Sky and First Nations communities.



Society

Whistler Community Services

P.O. Box 900, 8000 Nesters Road, Whistler B.C. V0N 1B8
Ph: 604-932-0113 Fax: 604-932-0599
www.mywcss.org admin@mywcss.org

To whom it may concern,

The following is a letter of support for the newly formed Deep Woods Outreach program. Since the inception of the Deep Woods Outreach program, I have worked closely with members of the outreach team, Mandy and Ken, in an effort to concurrently support vulnerable people living outdoors in the Whistler and greater Sea to Sky area. To date the Deep Woods Outreach team have assisted and benefitted those living outdoors in the Whistler area in the following ways:

- Through connecting with local community service providers in an effort to better understand the unique needs of those living outdoors in Whistler and the surrounding area. Such efforts are evidenced by both Mandy and Ken regularly attending the Whistler Community Services Society (WCSS) hosted Whistler Community Resource Meeting, held monthly at our office in Whistler.
- Through working directly with the WCSS Outreach team in connecting with and supporting residents of Whistler who are homeless and living outdoors. Support includes:
 - Driving folks who are homeless from Whistler to the Lookout Shelter in North Vancouver, as well as offering transportation back to community if need be.
 - Creating a presence in the community as a trusted resource for those living outdoors who may be struggling with cold temperatures, a lack of emergency shelter, and/or housing in the Whistler area.

I understand that the funding for the Deep Woods Outreach program will be coming to an end March 2019. As an outreach worker working directly with people living outdoors in a non-urban area I feel as though this would be a significant loss to both the hard-working organizations working to support those who are homeless in the Whistler area, as well as, and most importantly, to the people currently living outdoors here in Whistler.

It is also my belief that as the Deep Woods Outreach program has not been in operation for a full summer season, they have not been able to fully comprehend the significance of the homeless epidemic we see here in Whistler. It is my experience that Whistler and the surrounding area sees a significant influx of people living outdoors in the warmer months who I feel would benefit greatly from the Deep Woods Outreach initiative.

Sincerely,
Taylor Macdougall, BA, BSW
Outreach Worker
Whistler Community Services Society

WCSS mission is to provide programs and services that support social sustainability in Whistler.

January 25 2019

With my cancer and being homeless and sleeping outside for 10 years Meeting these people have changed my life. It brought me in from Whistler and I'm in the shelter with a roof over my head and three meals a day and back seeing my doctors. They've come up to Whistler to locate homeless people and to give us housing applications and check out her mental, emotional and health situations. I definitely appreciate them and thank you for all the work that they have done. They have supplied me with warm clothing and also food blankets and shoes. I'm 64 years old will be 65 this year I'm too old for this and that I have help and I am in a warm place

Thank you

D.M.

Hey James,

As homeless outreach coordinator covering Whistler, Pemberton and the First Nations Communities I would definitely support the continuation of this project. Not only are your staff friendly and approachable, they have clearly been very proactive in engaging with the various agencies in the corridor who are working to reduce homelessness. It would be a shame to discontinue just as they are developing positive relationships with some of our long term clients and agency staff alike. Furthermore, they have a wealth of knowledge regarding access to hostels, shelters and resources in the lower mainland, which is invaluable to us in supporting our clients who want to leave even for a temporary period.

Finally, I feel the project would benefit from running through Spring and Summer, at a time when the homeless population is way more visible, therefore allowing more valuable work and data collection to be done, thus giving a more accurate picture of homelessness demographics, resulting in better planning for the future.

I hope we continue to work with you all after Spring.

Good Luck
Regards

Lynne

Lynne Armstrong | Homeless Outreach Worker, STV Outreach Worker

C: 604 698 9034 | F: 604 894 6333

1357 Aster Street, Pemberton, BC | Box 656 | V0N 2L0

M's Support Letter 2019-01-30

How do I explain what Mandy, Ken and this program mean to me when it means everything? Not only have they provided me with warm clothing and blankets but also food and a reassuring smile. They have gotten me to the pharmacy for my medication and the hospital when needed. When I was stranded at the hospital in Vancouver, they got me home. Not just all this though... they've given me hope and a listening ear free of judgement which means the world to me. As someone in not the best health it has been very comforting knowing that people that care will check on me to make sure I'm safe and ok. I can't describe how much they have done for me.

A.H

Jan 30

I have been working with Amanda and Ken since Aug 2018. I have been living out in the bush for a few years in a camper. Every time I find a place to park my camper the by-law started to bug me to move. I have had help by the Deep Woods program staff in on moving and also talking to by law on my behalf about getting more time to stay till I found a place. Ken and Amanda have helped me with food clothing and blankets and more. Having them out here has helped many people and also has helped people that did not know about services that can help homeless people. These two staff members are incredible people by the work that they do, we cannot lose this program many of us will be lost out there once again.

Thank you

A.H.

North Shore Deepwoods & Inter-Urban Homeless Mapping Project 2018/2019



The **North Shore Deepwoods and Inter-Urban Outreach Team** surveyed the North Shore, Squamish and surrounding Whistler areas between August 2018 and March 2019.

The Outreach Team:

- identified **over 184 camp locations**; and
- connected with **128 individuals**.

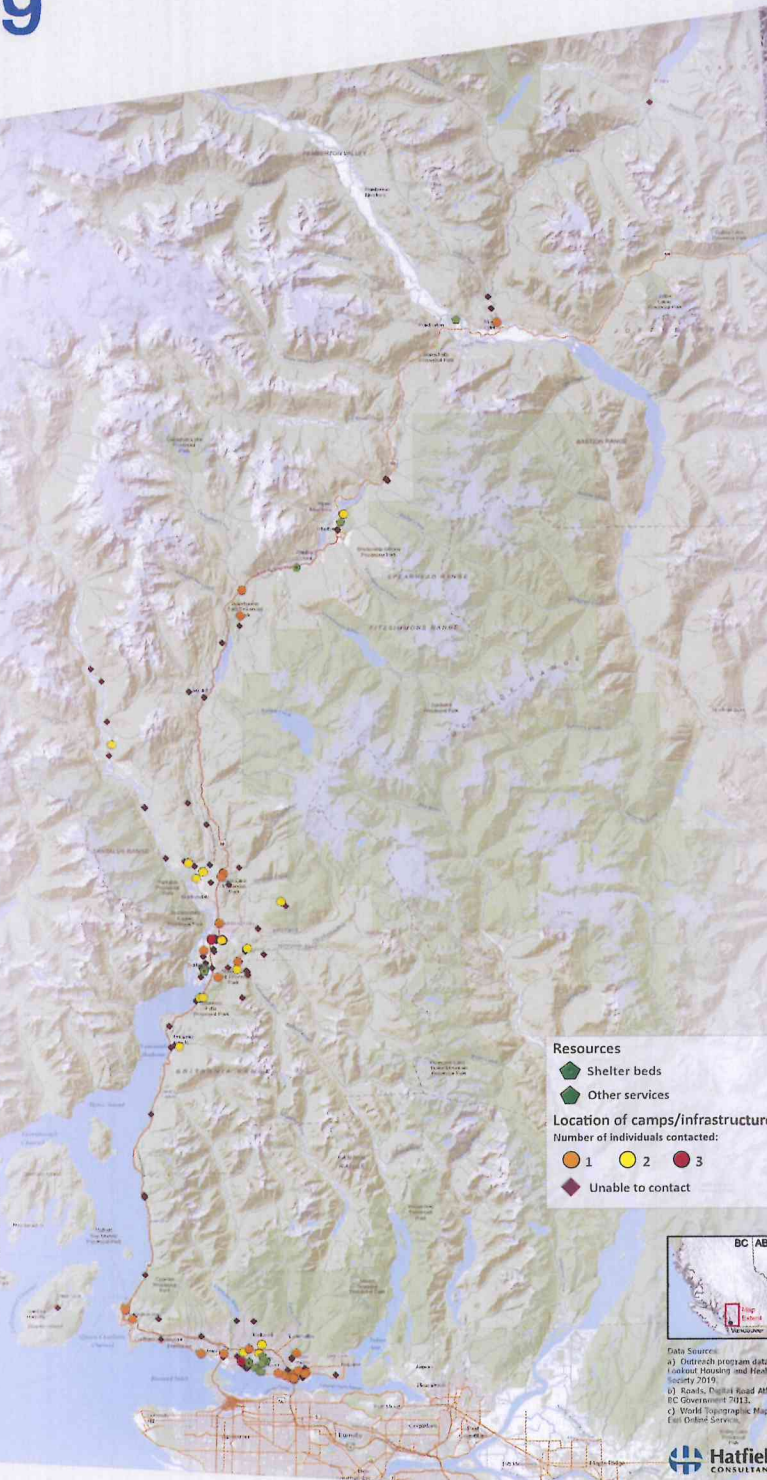
Hard to reach, "extreme homeless" individuals were offered **services and support** such as:

- shelter referrals;
- housing applications;
- food;
- clothing;
- dry bedding;
- first aid; and
- transportation to medical appointments, hospital visits and shelters.

A number of individuals face **barriers** such as:

- addictions;
- mental health related issues;
- physical health related issues; and
- other significant challenges.

Lookout Housing and Health Society's valuable work is located on unceded Indigenous land belonging to various Coast Salish nations.



Lookout's Mandate

We are a "social safety-net" that provides housing and a range of support services to adults with low or no income who have few, if any, housing or support options. Because they have challenges in meeting needs and goals, we place minimal barriers between them and our services.

Our Mission

We respectfully provide caring non-judgmental, non-sectarian, flexible services. Through advocacy, support and minimal-barriers we reduce harm to people who have a diversity of challenges. We assist them to regain and maintain stability and achieve a greater quality of life.

Our Vision

To help transform the lives of people with few, if any, housing options. To go beyond traditional solutions to homelessness by fostering growth and change, providing innovative services and building collaborative partnerships.

