



RainCity acknowledges that our buildings and programs are located and operate on the stolen, Unceded, Ancestral, and Traditional Territories of the Musqueam, Squamish, Tsleil-Waututh, shishalh, Katzie, Kwikwetlem, Qayqayt, Tsawwassen, Semiahmoo, and Sto:lo Nations, who have been here since time immemorial.

2022 Annual Report

A letter from our Co-Executive Directors

RainCity continued to be impacted by COVID throughout 2021/22. Tragically, our community continued to be significantly impacted by the ongoing Poisoning Epidemic. The drug poisoning public health emergency, declared on April 14 2016, has now claimed the lives of over 9,400 British Columbians. Our resident and staff communities continued to experience extraordinary loss throughout the year.

Over the past year, in response to the poisoning epidemic the Peer Services Department has expanded our harm reduction and overdose prevention services and supports in both the Vancouver Coastal and Fraser Health areas. The Department includes a combination of incredibly dedicated employees and honorarium paid peer staff. Together, the Peer Department team has created services and supports that welcome drug users into dignifying, safe and respectful spaces.

Throughout the year, we have continued to be called to address the many forms of racism and discrimination that exist within our organization. These calls have come from Indigenous and Black staff, People of Colour throughout our programs. We have ongoing and significant work to do in this area and continue to work with external consultants to help ensure that we are accountable to this work. We would like to recognize both Elder Annie and Elder Blackjack for their willingness to continue to work alongside our programs and our people, offering us their teachings and their wisdom.

We are both so very grateful to all RainCity staff, for their ongoing work to welcome people inside and provide dignified and respectful housing and supports. Catharine and Greg



A handwritten signature in black ink that reads "Catharine Hume".

Catharine Hume, Co-Executive Director



A handwritten signature in blue ink that reads "Greg Richmond".

Greg Richmond, Co-Executive Director

A letter from our Board Chair

On behalf of the Board of Directors, I want to express our sincere gratitude to the donors, partners, funders, and volunteers whose combined efforts and contributions have made it possible for RainCity Housing to support our communities with the many programs RainCity provides. The work we do is the result of a dedicated, caring and committed staff and leadership team.

This year, in addition to having to respond to the challenges of a global pandemic and the devastation of an ongoing and worsening drug poisoning epidemic, our staff have also had to prepare for life threatening heat waves and have had to respond to flooding in the Fraser Valley. Despite the many challenges our staff and our leaders had to address, they have continued to support our residents and program participants throughout the Lower Mainland and on the Sunshine Coast.

Our Leadership Teams and frontline staff have done outstanding work in maintaining and strengthening existing programs and services, while also planning for the expansion of housing, services and support programs. The dedication of our staff teams to creating safe and welcoming spaces for people is remarkable throughout such a uniquely challenging time. In particular, I want to recognize and thank our Peer Services Department and our Indigenous Services Department for the outstanding work they do as we continue to face the devastating losses of so many from our communities due to the drug poisoning epidemic.

RainCity has made a commitment to becoming a culturally safe and valuing organization. The Board of Directors is actively supporting RainCity's ongoing anti-racism work; and as a first step all Board members have

taken the cultural safety training offered by San`yas. As a Board of Directors, we recognize we have work to do to contribute to our collective goal of becoming a diverse, inclusive, and culturally safe anti-racist organization. We are committed to doing the work necessary to make this goal a reality.

This past year the board saw the departures of Parvinder Grewal, Treasurer, and Jennifer Cudlipp, Chair, after each served six years on the Board. We are grateful for their commitment and leadership in their work on behalf of RainCity. We are fortunate to be able to welcome our newest board member, Nitin Khare, who has taken over as our new Treasurer.

As a Board, we look forward to our continuing work to strengthen RainCity Housing so that RainCity can continue to provide critically needed housing, services, and supports for people in our communities who have experienced and continue to experience extreme marginalization.

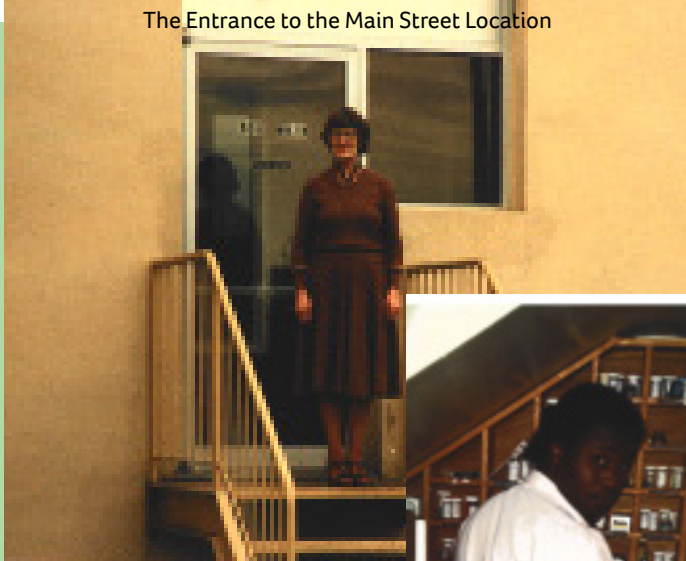



Lynn Carter, Board Chair

Looking back to where we started

While we usually feature new programs, we invite you to take a closer look at our past and RainCity Housing's beginnings - the original Triage Shelter as part of St James Services (now the Bloom Group), and what is now the current Triage Shelter and adjacent

The Entrance to the Main Street Location



1982 Main Street Days



Staff member working in the 'Med Shed' under the stairs

The first Triage Emergency Shelter opened its doors on January 1, 1982 in an old Bank of Montreal building at 906 Main Street, at the corner of Main and Prior. Part of St. James Community Services Society (now the Bloom Group), it was the brainchild of Robert White, former St. James Executive Director, and May Gutteridge, an icon and a force of nature in Vancouver's Downtown Eastside.

It opened in response to large numbers of people ending up in the DTES as Riverview Hospital gradually reduced their beds, people disconnected from their families and finding 'affordable' housing as hotel rooms rents were the same amount people received from income assistance.

But there weren't yet enough services and supports in place for this influx of people. Many had never lived on their own before and hadn't the opportunity to learn life skills to be self-sufficient. This, along with the systemic barriers and hoops needed to jump through, often led to people needing to stay at a shelter.

When Triage opened it quickly developed a reputation for supporting people no other organization would take. We built our credibility in a hurry - Triage responded to people who weren't able to sustain their housing due to symptoms of undiagnosed and unsupported mental illness, substance use, and trauma.

The organizational model was one of self-sufficiency and St. James took a hands-off approach. This approach was used by everyone - the staff were in large part meeting people where they were at, and really listening to find out what they needed. In many ways it was an enormously popular and successful place.

The Shelter had 28 beds: nineteen male beds were in a dorm style setting on the main floor, the former bank manager's office waiting room was now two beds for 2 Spirited or Transgender individuals, and in a separate area there were nine beds for women. There was a staff room, common area (with a TV and old couches), hot plates, washrooms and a storeroom for non-perishable food supplies was located in the underground basement.

Vicki Reynolds bringing everyone together for dinner



Many hands makes light work!



St. James brought food over and was distributed on site, much like what we did again in 2008 when we operated our Winter shelters. It became clear, however, that a larger, newer building was needed.

First, Triage Emergency Care & Support Society was established in 1990 as an independent nonprofit. Later that year a contentious rezoning hearing for the new location took place, something RainCity learned from and would experience again and again over the years.

The rezoning was approved, and in 1992 Mark Smith was hired as Executive Director. The City of Vancouver provided the land, BC Housing provided the funding, and construction commenced on Powell Street of what would become the new Triage and Shelter and Windchimes Apartments.

“RainCity would not be the organization it is today if not for Greg [Richmond], Leslie [Remund] and Sean [Spear]. What I brought to the mix was curiosity and a willingness to let people do their thing. - Mark Smith, former Executive Director of RainCity Housing”



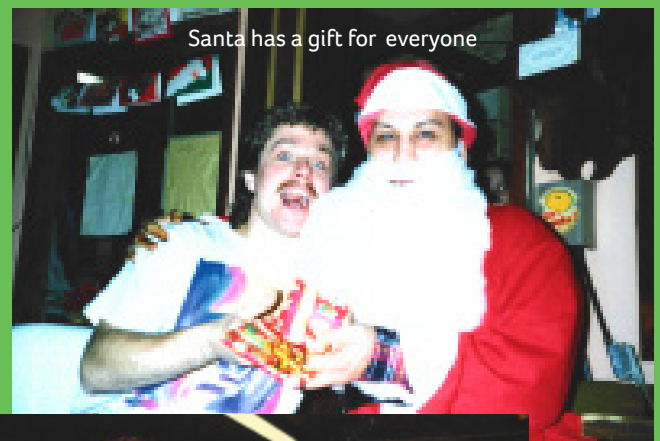
The future home of Triage and Windchimes, and the ground breaking done by dignitaries of the day.



This is what a typewriter looks like



A camping trip sing-a-long



Santa has a gift for everyone



Some of our staff helping with dinner





1993 Triage & Windchimes

After many years in the basement of an old bank, the Triage Shelter moved to 707 Powell Street on July 1, 1993.

The new Triage was seeing the same faces again and again, many of the people who stayed on Main Street along with new folks. A Meal Program and a Medication Administration Program were established to assist these populations, services that were lacking in the neighbourhood.



While the building was new, much of the culture from the days on Main Street remained. Providing shelter and supporting people that weren't welcome anywhere else was still the case, but some changes needed to be made.

One of the biggest was adopting the Harm Reduction model. This took a number of years. Many of the staff in the nineties came from the 'abstinence is best' or the 12 steps model. Over time more and more staff – staff new to the organization and staff learning from each other – became comfortable with this model and recognized its strengths and life-saving potential.

The reaction of the people staying at the shelter was mixed. Some were in disbelief, possibly thinking staff were being foolish, but many showed a sense of gratitude as they no longer needed to hide their use, and this led to more authentic interactions and healthier relationship building. And people's health improved. It's important to note that the Harm Reduction approach is ongoing, is constantly changing, and is a continuous learning avenue for program participants, staff, and the larger community.

Today Triage is the hub of services that's a little further east than many of the services in the DTES. In fact, it has the only 24-hour washrooms in a 5-block radius. It was the first co-ed shelter in Vancouver where each person had their own room, their own personal space, and is one of the very few that still offers this.

It's also the home of our Operations Department, the RainCity Housing Kitchen Program and Vancouver Coastal Health STOP outreach team.

It's an anti-oppressive environment that meets people where they are at in their lives. Staff work together with individuals to build person-centered service plans, using a strength-based perspective that accessed the collective expertise and available resources in order to support program participants achieve their self-identified needs and goals.

People staying at the shelter may be actively using substances and/or experiencing mental health challenges. Triage also supports people discharged from a hospital who have both complicated physical and mental health issues.

Folks stay until the first viable housing option presents itself. This could be a few weeks, a few months, or even longer depending on a person's needs.

As someone who's worked in the DTES for almost two decades, Triage's current Manager Jesse Corcorane easily listed off what the people who he sees over and over again ultimately need.

"We see everyone getting older, so low barrier elder care would be huge. More safe housing, more services that listen, increase the income assistance amount, and decriminalize drugs. These changes would make a huge difference in the quality of life for these folks."

He also has nothing but immense gratitude and awe when he thinks about the capacity of his staff team as they continue to address multiple crises on a regular basis – bed bugs, the pandemic, the drug poisoning epidemic – and this on top of being present and accessible for the folks staying there so they feel welcome and heard.

When the new Triage was being designed, it was clear that long term housing was needed as well. Many of the folks ending up in the Downtown Eastside from Riverview were easily victimized and had extremely few options as it related to affordable, supported housing. Windchimes Apartments, a little further east from the hubbub of Main and Hastings, was going to be this long-term housing.

Windchimes opened in 1993 as it and Triage are part of the same building with separate entrances on different streets. All 27 units are self-contained studio suites (own kitchen and bathroom), and there's a tenant lounge on the third floor. Now operating for 29 years, many people have called this place home, and some have lived here for decades.

When it opened, it was considered a safe space for vulnerable folks who no longer had to deal with cramped unsafe hotel rooms or their staff who were quick to judge and evict. There were regular activities in the building for the tenants as well as weekly outings to places throughout the lower mainland. Windchimes followed the same shift to the Harm Reduction model that was equally bumpy for staff and even some of the tenants who felt that abstinence was the best approach.

The 2000's saw the drug trade move east and into the surrounding neighbourhood. While this often had a negative impact, it also strengthened the Windchimes community as tenants supported and looked out for each other. It was also in this decade that RainCity truly began to grow, and many of the learnings from the Main Street Triage, Triage on Powell Street, and now Windchimes, would inform how RainCity continued to work, or make changes to how we do the work so the people we have the honour to work with ultimately benefit.

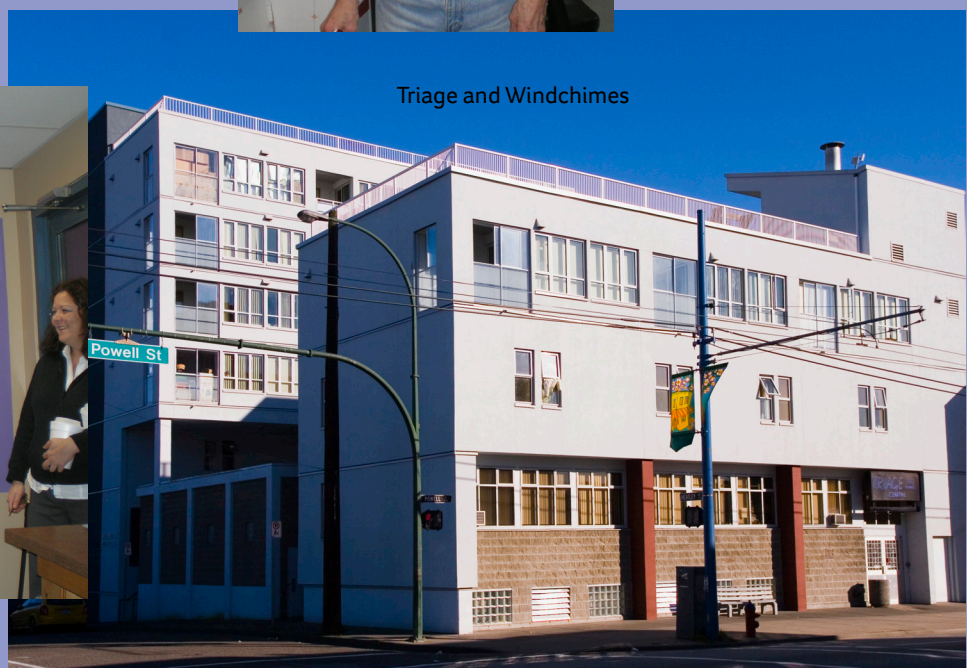
Tenants continue to live at Windchimes for long periods of time, longer than many of our other housing sites. It's been difficult for staff to provide the activities and outings done in the past due to the pandemic and the drug poisoning epidemic that have taken a huge toll on all of our programs, but Windchimes is still, to some of the tenants at least, a kind of oasis in the Downtown Eastside.



Volunteer Superstar and long time Windchimes tenant Walter Ricketts, modelling a new toque for a fundraising drive. He received the Governor General's Caring Canadian Award in 2008 for endless hours of laundry service, even after having both hips replaced. He died in 2018.

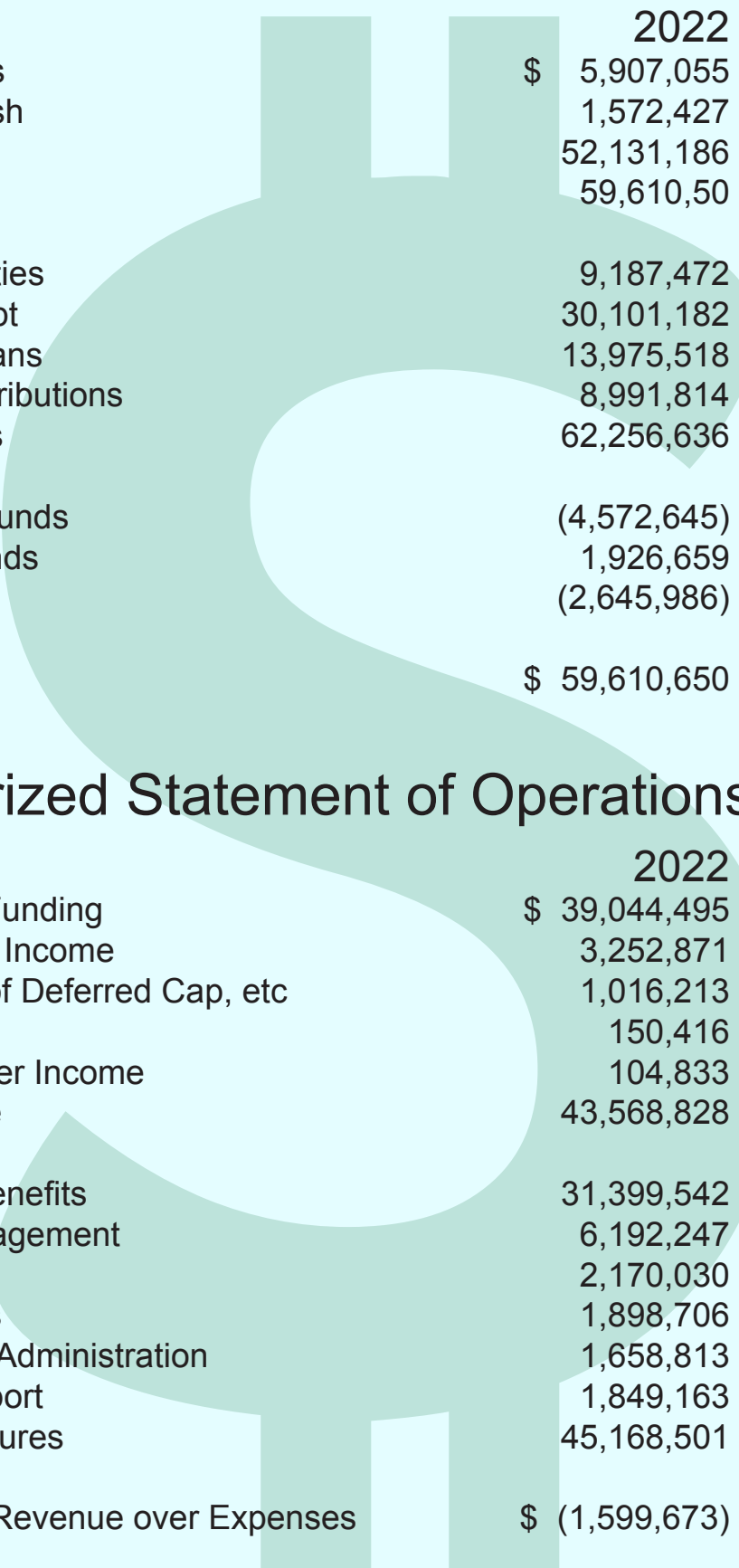


Jeff, Jodi, and Leslie hanging out at Triage



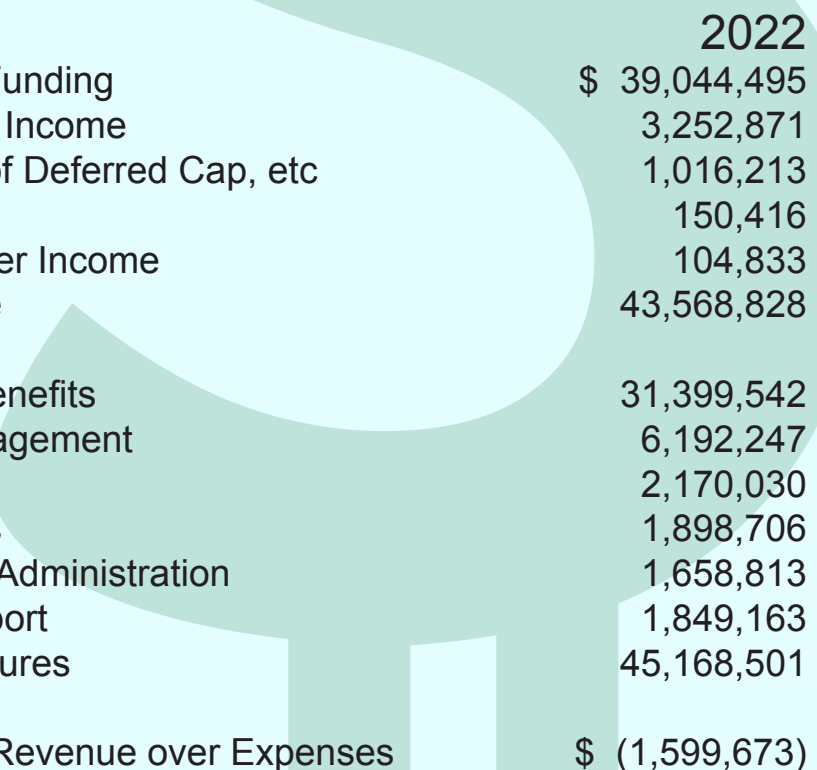
Triage and Windchimes

Summarized Statement of Financial Position



	2022	2021
Current Assets	\$ 5,907,055	\$ 8,597,963
Restricted Cash	1,572,427	1,571,198
Capital Assets	52,131,186	54,301,198
Total Assets	59,610,50	64,470,996
Current Liabilities	9,187,472	10,512,305
Long-term Debt	30,101,182	31,021,459
Forgivable Loans	13,975,518	14,548,479
Deferred Contributions	8,991,814	9,435,066
Total Liabilities	62,256,636	65,517,309
Unrestricted Funds	(4,572,645)	(3,157,306)
Restricted Funds	1,926,659	2,110,993
Net Assets	(2,645,986)	(1,046,313)
Total Assets	\$ 59,610,650	\$ 64,470,996

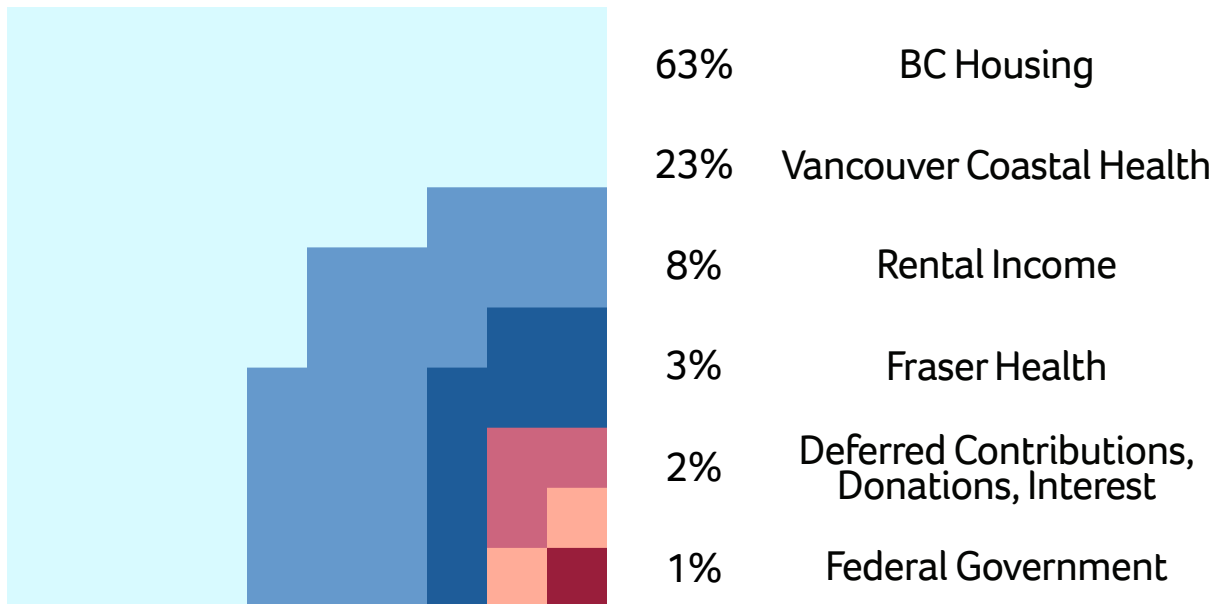
Summarized Statement of Operations



	2022	2021
Government Funding	\$ 39,044,495	\$ 35,787,408
Tenant Rental Income	3,252,871	3,327,611
Amortization of Deferred Cap, etc	1,016,213	1,012,846
Donations	150,416	289,785
Interest & Other Income	104,833	169,081
Total Revenue	43,568,828	40,586,731
Wages and Benefits	31,399,542	28,732,619
Property Management	6,192,247	5,343,092
Amortization	2,170,030	2,184,670
Food Services	1,898,706	2,084,488
Financial and Administration	1,658,813	1,520,256
Program Support	1,849,163	1,535,472
Total Expenditures	45,168,501	41,400,472
Deficiency of Revenue over Expenses	\$ (1,599,673)	\$ (813,866)

A further summary of our annual audited financial statements are available at:
raincityhousing.org/about/reports-and-financials, or 604.215.3047, or info@raincityhousing.org

money in



money out



Larry Adams, Melisse Adams, Alida Ali, Alike Gladwin, Gail Angevine, Suzanne Anton, Erin Arnold, Jean Arthur, Ardith Bailey, Stephen Bailey, Mercedes Baines, Doug Baker, Scott Baldwin, Todd Barber, Connie Baxter, Robert Beck, Mehul Bhagat, Manmeet Bhatia, Cheryl Bigelow, Monica Bittel, Annie Boivin, Robert Bonas, Adam Bowron, William Boyko, Andrew Boyle, Penny Bradley, Kathryn Jordan Brewer John Briscall, Stephen Brown, Steve Brown, Jeffrey Buttle, Sharon Buzik, Kirsten Calder-Sutt, Stephe Caldwell, Braeden Caley, Elizabeth Campbell, Michael Carter, Darren Luce, CDM2 Lightworks, Chambar Restaurant, Angela Chang, Debbie Chau, Bernie Clark, Sherry Cooper, P O'Brien, Diane Corbett, Ian Cromwell, Toni Crow, Gail Cryer, Jennifer Cudlipp, Tom da Cruz, Anne Dane, Susan David, Kelly Davison, Laurie Dawkins, Lynne Desjardins, Ann Devine, Christina Ding, Nicolas Dufort, Norm Chin, Raquel Edwards, Chuka Ejeckam, Denis Fafard, Julie Glover, Amy Ferguson, Andrea Flanderkova, Suzie Fox, Alexa Fraser, Philip Freeman, Beverly Gallagher, Crissy George, Rica Geronimo-Ubeda, Shannon Gerrie, Heather Gilmore, Lionel & Beryl Gingras, Canada Helps Giving Tuesday, Jennifer Goberdhan, Christina Grammenos, Greater Vancouver Food Bank, Jonathan Guballa,

To all of these individuals, companies, foundations, and the folks who make a monthly commitment - thank you for being a part of the RainCity Housing Community!

Eva Habib, Daphne Hales, Maureen Halford, Juli Halliwell, Sarah Hamid-Balma, Yuzhen Han, Liz Hankinson, Daphne Harding, Jude Harms, Tamara Harvey, Rebekah Hatherly, Patti Hayes, Jean Heineman, Zander Hill, Linda Ho, Rita Ho, Lucas Ridle, Peter & Kimberley Holloway, Barbara Hughes, Marietta Hurst, Tracy Hurst, James Hylands, Graeme & Karen Illman, Heather Imrie, Gordon Inglis, Allwest Insurance, Laura Ishiguro, Chris Demwell & Iglia Ivanova, Anna Jaschinski, Lindsey Jerke, Arianna Johnny-Wadsworth, Carol Jones, Trevor & Janice Jones, Chalys Joseph, Syma Khan, Angela Kinder, Lois Klassen, Alyssa Koehn, Jacqueline Koo, Joan Korpan, Siu Yung Kwok, Eleanor Lacasse-Young, Ellie Lambert, John Lamont, Kathleen Larkey, Kimberly Larson, Nathanael Lauster, Joan Lawrence, Michele Le Noble, Judy Lea, Patricia Lee-Nobbee, Jonathan Lehrer, Alicja Lenarczyk, Rachel Lewis, Johanna Libbey, Kaitlyn Licata, Jen Newsted, Wen-Shing Liu, Nicole Lochmatter, Jennifer Lofkrantz, Jordan Lok, Peggy Louise, Brian Lydall, Heather Lyon, Sarah Macdonald, Al MacKay, Diane MacLachlan, Narissa MacLeod, Christina Maes-Nino, Gerard Major, Leila Maleki Samian, Patricia Marck, Katie Marsh, E. Mavis Marteinson, Andrew Martens, Ruth Marzetti, Kathleen L Mason, Patricia McDonald, Kathleen McElwain, Shannon McInnes, Kimberley McMullen, Andrea McQuade, Ruth-Ann Meadows, Giara Meissner, Robert Menzies, Summit Middle School, Tristan Miles, Martha Miller, Kendra Milne, Wendal and Wendy Milne, Joan Mitchell, Warren Mitchell, Jim Moncrieff, Scott Morishita, Stephan Mueller, Tsuki Naka, Judith Neamtan, Bill Newton, Abbe Nielsen, White Lotus Divine Healing, Robin Orr, Florence Osubronie, John Oystensen, Christina Pali, Christina Parihar, Paul Pavlik, Agnes Pereyras, Rebecca Permack, Lori Pickering, Marcia Pitch, Pomerleau Inc, Abby Porter, Julie Pratt, Perform For Pride, Kerri McLeod, Tuomo Rahkola, Mark Ransom, Fiona Youatt, Chris Reburn, Rick Smith, Rosemary Reynolds, Beth Ringdahl, Connor Roff, Rogers Foundation, Havelock Rolfe, Martin Rose, Harley and Eleanor Rothstein, Jaclyn Ruth, Theerin Sakiya, Kimberly Sayson, Lorelei Schneider, Terence Schultes, Naomi Scott, Keith Seyer, Aleicia Sharp, Kathryn Shaw, Rachel Sherman, Jason Shevolup, Nathanael and Katelyn Sieb, Joanna Simpson, Melody Sizer, Geoffrey Smith, Ione Smith, Leah Smolar, Kathy Snowden, St Mary's Hospital, Carrie St. Martin, Fiona Steele, Joel Stitt, Marie Shannon, Sunshine Coast Community Foundation, Sunshine Coast Labour Council, Janet Sutherland, Starr Switzer, Reka Sztopa, Geoffrey Tanner, James & Irene Taylor, Mei Teh, Chaim Zbar, The Co-operators, Zacks Family Charitable Foundation, Rebecca Thomas, Camilla Tibbs, Jomar Tigcal, Paula Tognazzini, Kristin Helgason, Karl Torbicki, Jordan Toye, Marlene Triggs, Barbara Trip, Everard Trip, Paul Tupper, Kelly Tweten, Jason Kempt, Chantel Vo, Sarah Vollett, Victor Waese, Michael Wagler, Tanner Waldo, Lois Walker, Linda Warner Sarah Warner, Susan Werner, Joan Williams, Breanne Williamson, Dawn Williamson, Danae Wilson, Cody Winter, Withers Family Fund, Emily Yakashiro, Shiva Zadeh, Sonia Ziesche

Every day all of your donations bring us even closer to providing a home for every person!

