

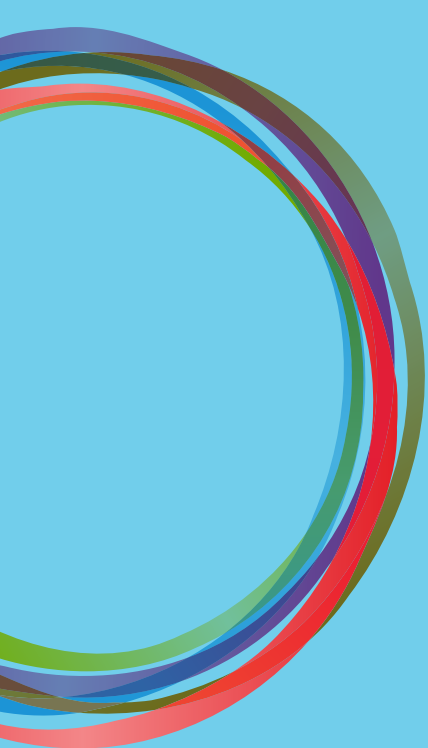


The Bloom Group

Annual Report 2019-20



THE BLOOM GROUP



Message from the President



The onset of COVID 19 at the end of the 2019/20 fiscal has created a deep and lasting impact that will continue to have implications well into the future. Unlike any other time in the nearly sixty-year history of The Bloom Group, the pandemic has forced us to rethink, re-evaluate and redevelop an appropriate and timely response to provide housing, healthcare and social services that continue to meet the needs of the community's most vulnerable. Out of this urgency to support those in

need, came a renewed commitment to embrace transformative results and fill the gaps in areas critical to building a resilient community.

As we look ahead, The Bloom Group is dedicated to expanding its housing portfolio to address the increased pressing needs of the homeless and those at-risk of homelessness. We remain committed to providing women and children in crisis with stable and secure housing and supporting them in attaining their goals from an inclusive, strength-based approach. We are invested in continued growth of our Adult Guardianship program to keep our seniors across the province in sound financial health. And we will continue to care for those at end-of-life to provide quality of life, dignity and self-determination.

We will achieve this by a robust growth development strategy, strong Board engagement, best-in-class programs and dedicated staff teams. I am confident we are well positioned to meet the critical and complex challenges of these unprecedented times and continue to provide practical and innovative solutions to keep people adequately housed, healthy and safe so they may live their best life. As we continue to walk shoulder-to-shoulder with people to support them to move beyond the barriers they are facing, we are grateful for the opportunity to pause and thank everyone along the way who has helped us build a stronger and healthier community.

Warm regards,

Wayne Henderson
President of the Board

Message from the Executive Director

A review of the past year.

First I want to thank the 3,000 people and their networks we serve each year. I want to acknowledge their strength, trust and resilience. Next, I want to acknowledge the 250 Bloom employees and 65 volunteers who are committed to the people we serve, their team members and our community partners. Skilled and passionate employees support people to find housing, build plans for the future, meet goals or receive compassionate supports during their last months of life.



In the past year, in partnership with government and our generous donors, The Bloom Group delivered over 300,000 hours of service. People served are of all ages and life situations: infants and their families, young people, adults and seniors. Our services were delivered throughout the Lower Mainland and British Columbia. We continued to deliver services and support throughout Covid and its many challenges. This speaks to flexible and committed employees and leadership.

To support this important work, we have spent time over the past year to strengthen the Society's ability to respond to the changing environment and request for services. We are building capacity in our technology, our communications and relationships with allies and supporters ensuring we have the ability to understand and respond to the changes in our communities.

As we move into an unheralded era of change due to a global pandemic, we will continue to review services and systems to remain flexible, responsive and serve the pressing needs of the vulnerable.

To close, as we've heard daily since March: be kind, be calm, and be safe.

Yours truly,

A handwritten signature in black ink, appearing to read 'Liz Barnett'.

Liz Barnett
Executive Director



Program Highlights

Affordable Housing

The View: 96-unit mixed-income and mixed-tenant affordable housing development in Vancouver's DTES.

75 % of individuals report they are able to access appropriate support services as needed.

100 % of individuals indicate that staff take any requests or concerns seriously.

Nicholson Tower: 221-unit high rise in Vancouver's West End owned and operated by The Bloom Group.

70 % of individuals indicate that Nicholson Tower is a clean and well maintained place to live.

128 tenant engagement activities – potlucks, social outings, health screenings/clinics (i.e. flu-shot clinics, hearing screening), workshops and trainings, art therapy and more.

Somerville Place: 31-unit affordable housing development in Vancouver's DTES.

78% of individuals indicate that Somerville Place is a safe place to live.

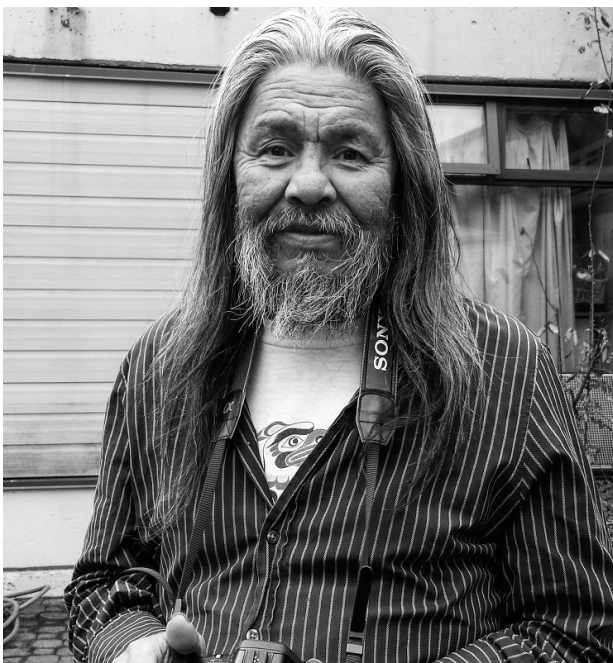


Community Art Collage created by residents of Nicholson Tower, inspired by a resident to find a safe way to maintain social distance and cope with isolation during COVID-19.

Impact of COVID-19

Due to the global pandemic, the end of the fiscal year meant significant changes to program activities. Significant steps were immediately taken to identify risk and adapt new health and safety measures to ensure the safety of clients, residents, patients, volunteers and staff. Services were limited, modified or eliminated; the development of a pandemic practice manual evaluated controls to reduce the risk of exposure.

We continue to heed advice from Vancouver Coastal Health, BC Centre for Disease Control, WorksafeBC, City health inspectors and other relevant sources to inform our practice on an ongoing basis.



Mental Health and Supported Housing Program

Cordova House: 66-unit permanent supported housing in DTES for residents aged 45 and over.

81 % of individuals indicate they can manage their everyday activities.

Santiago Lodge & Cecilia House: Semi-independent housing in DTES for residents with mental health-related issues and concerns.

Santiago Lodge: 25 units
Cecelia House: 8 units

93 % of individuals indicate their life is better at Santiago Lodge.

Victory House: 47-unit licensed mental health care residential facility located in DTES for residents with chronic mental health challenges who require support to live on their own.

91 % of individuals indicate Victory House is a clean and safe place to live.



“We need more places like this in the future. The mentally ill, the homeless, the poverty-stricken – these are the places that bring these people back to life. It gives me good hope for the future. Environments like this bring back hope in society. I love it here.”

-Victory House Resident

Women and Children

Powell Place: 52-bed low-barrier shelter services for women in the DTES.

375 individuals served

100% of women feel welcomed and accepted.

Springhouse: 32 low-barrier emergency shelter beds and 10 short-term transitional housing units for women and women-led families.

199 individuals served

100% of women feel Springhouse has made a positive difference in their life.



Hospice Program

Two licensed care facilities providing end-of-life care in a home-like environment.

May's Place: 6 bed hospice in DTES

Total new admissions: 67

5th Annual Yule Duel in support of May's Place took place December 5, 2019. \$48,610 raised.

100% of individuals indicate they are free to make decisions regarding their care.

Cottage Hospice: 10 bed hospice in Vancouver

Total new admissions: 146

Cottage Hospice celebrated its 20th anniversary with a BBQ celebration in August attended by funders, community members, staff, volunteers, Board.

98% of individuals report increased comfort and reduced pain.

"There was much laughter and joy during what was a very difficult time, and families were encouraged to gather and celebrate. Mid-stay the Covid-19 pandemic took hold, and again the hospice excelled in balancing the safety of the staff, residents and families. This organization is solution focused delivering topnotch patient care with love and laughter."

-Family member of Cottage Hospice patient



Designed by Vecteezy



Liz Barnett (left), Executive Director, and Tyleen Katz (center), Founding Director of Nursing, at 20 year anniversary celebration for Cottage Hospice

Adult Guardianship

The AG program administers the pension incomes of people who are vulnerable to financial abuse and who are no longer able to manage their own finances due to physical and/or mental challenges.

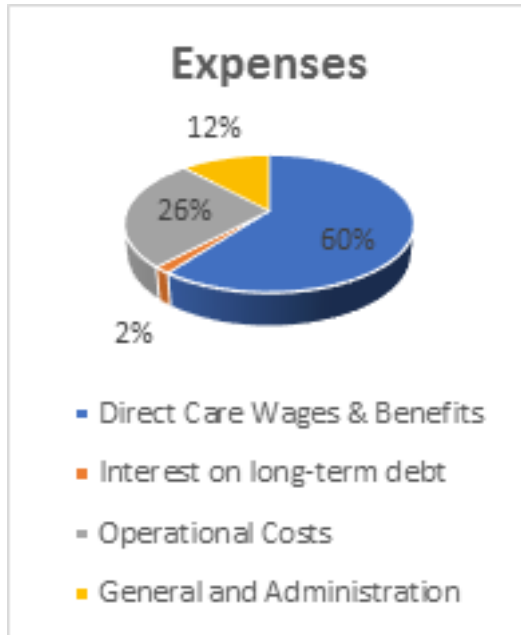
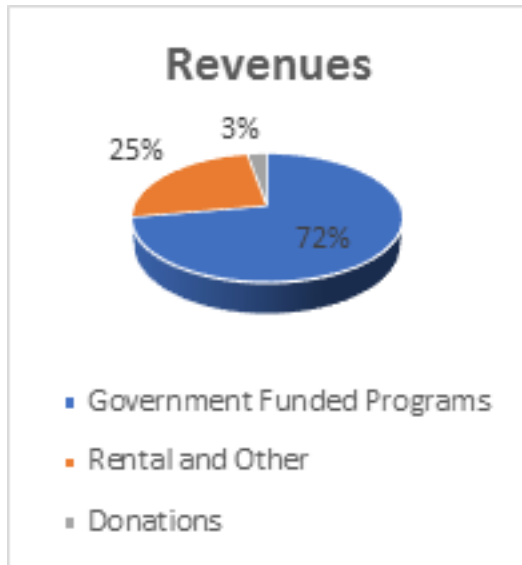
1,680 individuals served in 66 locations across British Columbia. Includes 714 in Vancouver.

Posted strongest financial year on record bringing cumulative surplus for re-investment to \$300,000 in 3 years.

Proceeds continue to be re-invested into the program's expansion.

85% of individuals claim they have enough funds for basic needs and feel financially secure.

Financial Highlights



Note- The total amount of donations received during the year was \$574,754 of which \$155,654 is included in the deferred donations.



Team members at May's Place hospice

Thank you

A big **Thank You** to all our donors and sponsors. Your contributions helped the most vulnerable in our community have a stable home and support to live healthy lives with self-determination.

Major Donors \$15,000+

BC Community Gaming Grant

Downtown Vancouver Business Improvement Assn

Franco Ferrari

Hockey Helps the Homeless

IA Financial

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Mount Seymour: Shred for the Cause

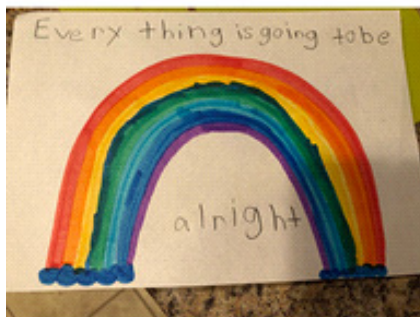
P.A. Woodward's Foundation

Vancouver Foundation: Community Response Fund

Special Thanks to our Major Funders:

BC Housing

Vancouver Coastal Health



**Community.
Services.
Together.**

Few organizations in British Columbia are as important to our community as The Bloom Group in helping our most vulnerable citizens to have the nourishment, shelter, safety, good health, and dignity that everyone deserves.

We are provided confidence in the effectiveness of our contributions with the knowledge that this vital work is carried out by highly experienced and accountable professionals each and every day.

Our experience with The Bloom Group has been outstanding and this, combined with their wholehearted commitment to our shared values, is why IONICA's largest annual gift is to the organisation. It is also why we are so very proud of our association with them.

-Michela Toscano, Principal Technology Architect, IONICA

"BC Housing is proud of our long-standing partnership with The Bloom Group Community Services Society and is pleased to help provide housing and support to 500 residents in Vancouver each year."

-Dominic Flanagan, Executive Director, Strategic Initiatives, BC Housing

Springhouse & Powell Place

Emergency housing & supports
for women & children exiting
homelessness

Nicholson Tower

Affordable housing for
low-income seniors in the West End

The View & Somerville Place

Affordable housing
for the Downtown Eastside

Cordova House

Home & supports for
at-risk seniors

Victory House, Santiago Lodge & Cecelia House

Home & supports for those
recovering from mental illness

May's Place & Cottage Hospices

End-of-life care for all

Adult Guardianship

Seniors across Lower Mainland
protected from financial abuse

The Bloom Group serves **3,000 residents, patients & clients** each year across Vancouver



**GIVE A GIFT OF
KINDNESS.
PLEASE DONATE
TODAY.**

www.thebloomgroup.org/donate
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The Bloom Group Community Services
Society is a charitable, non-profit
organization. Our charitable tax number
is BN108021544RR0001



THE BLOOM GROUP

Community. Services. Together.

The Bloom Group operates on the unceded territory of the Coast Salish peoples, including the territories of the x'məḡkwayəm (Musqueam), Skwxw̓mesh (Squamish), and Selilwəṭ?/Selilwitulh (Tsleil-Waututh) Nations.

Thank you for your support!
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