

BACK TO THE  
**FUTURE** »»

*Annual Report 2008-2009*



## » our mission

AIDS Vancouver exists to alleviate individual and collective vulnerability to HIV and AIDS through support, public education and community-based research.

## » our work

AIDS Vancouver works in the community, regionally and nationally, with our integrated approach to care and support, prevention and harm reduction.

## » our programs

We have intensive and long-term case management, support programs, a grocery program, a confidential helpline, a resource centre and several education, prevention and community outreach programs.

## » our people

Over 25 paid staff and 200 volunteers provide AIDS Vancouver's comprehensive and integrated range of health promotion, education and support services.

# Back to » the Future

Message from  
Ken Werker, Chair  
and David Swan,  
Executive Director

Twenty-five years ago a handful of people in a living room in the West End faced an unknown and fatal illness. Today, we are an agency serving over 1000 people living with a disease that is manageable with medications.

Founding board members Gordon Price and Noah Stewart said it best at our 25th Anniversary celebration on December 1st,

*“This agency began with people and passion and we continue that important legacy in the 21st century.”*

We started the New Year creating a strategic plan for the agency. In it, we focus on volunteer-led, peer-driven programming and remaining a leader in quality services and in community-based work.

Through programs like Case Management, Support Services, the Grocery Program, Volunteer Services, Prevention Education and Helpline, we are committed to the high-quality community-based services at the heart of this agency.

Looking forward to the coming year, we are excited by the opportunity to relocate our offices into the Woodward’s Heritage Building. Securing this long term lease from the City of Vancouver at a generous not-for-profit rate ensures AIDS Vancouver a fresh, safe space for as long as our services are required.

We hope that there will come a time when we are not needed. Until then, we will continue to deliver quality programs based on the principles of harm reduction, social determinants of health, and dignity for all those affected by HIV.

As we look to the future and anticipate emerging needs and trends in HIV/AIDS, we will not lose the core that has made us strong over the years. That core is the people who daily make up this agency.

Thank you to the dedicated team of volunteers and staff who continue to make AIDS Vancouver a reality in the lives of people living in Vancouver.

As you read this report, think of the faces of the people who deliver these services and of the individuals whose lives are strengthened and supported. Each day we see the impact of people meeting people with the hope of a better future. That is our strength.

As we move forward, committed to our roots, we say it is time to go *Back to the Future.*



# Board and Staff

## **Board 2008 – 2009**

Ken Werker, Chair  
Stephen Anthony, Vice-Chair  
Randy Glenn, Treasurer  
Lloyd Pritchard, Secretary  
Elizabeth Storbo  
Noah Stewart  
Oona McKinstry  
Richard O'Donnell  
Roy Wadia  
Tuan Luu  
Tulia Castellanos

## **Staff**

David Swan, Executive Director  
Justine Greene, Director of Operations  
Susan Christoffersen, Executive Assistant  
Heather Cholack, Case Management Supervisor  
Laura Mervyn, Case Manager  
Shannon Krell, Case Manager  
Sheila Biddiscombe, Access Case Manager  
Sonia Marino, Access Case Manager  
Tomiye Ishida, Case Manager  
Peter Bazovsky, Support Programs Coordinator  
Véronique Crozier, Librarian  
Daniel Jiang, Network Systems Coordinator  
Rachel Thompson, Website Coordinator  
Selena Hwo, Financial Coordinator  
Cliff Thorbes, Finance Assistant/Donor Relations  
Parm Poonia, Manager of Volunteer Resources  
Tasha Riley, HIV Prevention & Awareness Educator  
Kassandra Van Keith, Volunteer Resources Assistant  
Denise Woodley, TAAAH Case Manager  
Mike Fraser, Reception/Hotline/Grocery Coordinator  
Evan Mo, Access Case Manager

**16,000**

BAGS OF FOOD PROVIDED FOR PEOPLE  
LIVING WITH HIV/AIDS

**146**

NEW CLIENTS HELPED BY  
OUR CASE MANAGEMENT

**33,000**

UNIQUE VISITORS ON OUR WEBSITE

**22**

EDUCATIONAL SESSIONS  
HELD BY THE NUTRITION  
EDUCATION EXCHANGE  
PROGRAM

**11,017**

INQUIRIES TO HELPLINE AND RECEPTION

**120**

GUESTS ATTENDED OUR 25TH  
ANNIVERSARY OPEN HOUSE

**369**

PEOPLE AND ORGANIZATIONS INSTALLED  
OUR WIDGET, THE HIV + AIDS LOOP

# Case Management

*AIDS  
Vancouver  
Case  
Management  
is a  
recognized  
Best Practice  
model that  
is client-  
centered and  
has harm  
reduction at  
its core.*

The 2008-2009 Case Management team consisted of nine staff working out of four sites, in three distinct but integrated programs to deliver the best possible services to our clients. We worked with over 1200 individuals of whom 32.58% were female, 64.8% were male and 2.62% were transgendered. Our program included our core Case Management services based out of our Seymour Street office, a pilot program in Prevention Case Management specific to gay men, and two thriving partnerships in the Downtown Eastside: our longstanding collaboration with the Downtown Community Health Center and our now two year old partnership with Vancouver Native Health Society in the Towards Aboriginal Health and Healing project.

AIDS Vancouver Case Management is a recognized Best Practice model that is client-centered and has harm reduction at its core. We work with our clients to address the social determinants of health, meeting them where they're at and doing our best to help ensure they have what they need to regain or maintain their health. Our clients come to us at many different stages of their journey living with HIV/AIDS: from people diagnosed that day to people who have been living with HIV since before a diagnostic test existed. This year we began working with 146 new clients: 28.08% are female and 71.92% are male, 2 are under 18 and 25 are over 50 with the largest cluster of new intakes being between the ages of 30 and 39. Our clients are Canadian born and newcomers, they live in all areas of Greater Vancouver though most reside in the Downtown Eastside or the West End.

Clients come to us because they are experiencing a crisis in their lives, often it is related to income or housing. Our team must be experts in a wide range of governmental systems and community resources. We must be exceptionally adaptive to working with a vast array of different clients but also a diverse range of systems. No matter how hard we work and how much we know, however, our ability to intervene effectively is only as good as the broader health and social service systems. Our intimate knowledge of how these systems impact our clients lives, including how they can create barriers and fail people in their time of need, leads us to work in coalition with other groups to address issues on a collective scale in hopes of improving critical services. The fruits of one such effort, originally reported on in our 2006-2007 Annual Report , came to bear this year with the release of Ombudsman Kim Carter's report Last Resort: Improving Fairness and Accountability in British Columbia's Income Assistance Program. Validating the complaint, and our clients' lived experiences of unfairness, the Ombudsman called on the Ministry of Housing and Social Development to make 28 legislative and policy changes of which the Ministry has agreed to make 27.

This year also saw the completion of our pilot project in Prevention Case Management. This project focused on working one-on-one with men who have sex with men. The project aimed to reduce clients' risk activities via addressing the social determinants of health and providing relevant information on HIV and other STIs. The project was a success and had an impact in many men's lives, notably guys involved in the

survival sex trade who we connected with at the Boys R' Us drop in. It also taught us valuable lessons on how to effectively use email and internet to create a connection, disseminate information and how that can move on to more fulsome work in person. We thank the federal government's AIDS Community Action Plan for funding this initiative. >>

# The PARC Library

*The library supports the professional community working with people living with HIV/AIDS.*

## **The virtual library**

Last year was as busy as ever for the PARC Library. AIDS Vancouver's new website, launched April 1st 2008, allowed us to develop a virtual resource centre, with information and selected resources on various issues related to HIV. Our 30 HIV info pages were visited over 25,000 times in the last year and the monthly number of visits is still growing. Over the year, we have developed new thematic pages and will continue to gather trustworthy resources on more and more subjects to provide them to the community.

## **Our collection**

In the library itself, the collection keeps growing too. Over 300 books, videos and pamphlets were catalogued in 2008-09, including links to 200 of these online publications. Over 1,000 journal articles complete these new additions to the catalogue. Our online catalogue, which has been accessible since 2005, was visited more than 1,000 times per month this year; that's an impressive increase over last year's numbers (just over 500/month).

## **Our clients**

The library strives to offer a warm space where anyone can feel comfortable and welcome. 5,555 people used our wide range of services, to get information about HIV and related issues, read our journals and magazines, used our computers, checked out a book or a video or even read the newspaper. We developed a new collection of binders that focuses on easy to read fact sheets and articles to provide a quick answer to our clients' practical questions. This year, we started offering a new service to professionals: nurses, educators and social workers can now order a selection of educational brochures for their clients, by email, phone, or by filling out a simple form on our website. Over 3,000 of these materials

*Thanks to a generous donation from a private company, three recent computers are now available to our patrons.*

# Website

AIDS Vancouver's online community is strong and growing. Visitors from around the world came to share and find resources. Our Library of information continued to grow, as did our links to relevant organizations and news from the web, which is updated hourly.

AIDS Vancouver's Helpline Online became the point of direct interaction with web visitors. It's an open and informative discussion forum about HIV and AIDS, and visitors often write with concerns about possible HIV transmission or HIV testing.

As a new online venture in March, we launched a web widget called *The HIV + AIDS Loop*. As of last count, the tool graces the desktops and virtual spaces of over 350 active users.

In order to ensure this website works, we tinker and fine tune, responding to site feedback. Via comment postings, emails, forum discussion and word of mouth we have heard that people find the site easy to navigate and full of relevant information. >>

have been distributed in the province. Lists of selected books, videos and websites on different subjects (nursing care and HIV, HIV 101, sex education) are also offered to facilitate the use of our collection.

Projects for the future PARC Library are numerous. Our collection of Hepatitis C resources is becoming more important thanks to a grant from the Public Health Agency of Canada and will allow us to offer better support to our clients with regards to this issue. Also, to meet the needs of a growing number of our users newly arrived in Canada, a "multilingual corner" will soon be developed in the library, presenting basic and advanced HIV information in many languages. >>

# Support Programs

*Care Team  
Volunteers  
helped find  
people new  
homes and  
supported  
families  
new to  
Canada with  
navigating  
the health  
care system.*

## **Care Teams**

Seventy-six people received direct support from Care Team volunteers over the year. The support offered by volunteers ranged from over 400 hours of practical assistance with meal preparation, help with grocery shopping or accompaniment to medical appointments, and over 800 hours of companionship or social assistance.

Volunteers helped find people new homes, supported families new to Canada with navigating the health care system and provided a trusted ear to rely on.

Last year, 22 volunteers contributed almost 1800 hours of their time to help empower their clients to live independently.

## **Grocery**

Over the year, the AIDS Vancouver Grocery program provided 16,000 bags of food to persons living with HIV/AIDS. Through working with our partner agencies like A Loving Spoonful, Positive Women's Network, the Portland Hotel Society, and Vancouver Native Health, we were able to ensure that the groceries offered by AIDS Vancouver reached as broad a demographic as possible.

On average, almost 800 people accessed the Grocery regularly and were offered a wide variety of supplemental nutritional items ranging from fresh produce to hygiene items.

The Grocery Program volunteers contributed almost 2000 hours to the successful set-up and distribution of items to our clients.

# Helpline and Reception Services

Our collective reception team was the first point of contact for 146 new clients to AIDS Vancouver.

At Reception Services and Helpline, we handled 11,017 inquiries via walk-in, telephone or email.

Helpline/Helpline Online got busier in the second half of the year, due to AV having the on-line component to it. Individuals are utilizing the website (and the internet in general) to find out about their own personal health and well being. Rachel's work on the website and Helpline Online specifically, has made HIV/AIDS information much more available and interactive! >>

## NEEP

This year the Nutrition Education Exchange Program worked hard to provide our clients with further information regarding the nutritional needs of persons living with HIV/AIDS. Our twenty volunteer dieticians and students discussed topics ranging from myths and realities about the common cold to eating to combat HAART side effects. Over 22 sessions were held with clients, including special days devoted to fall and winter holidays.

The volunteers distributed recipes, newsletters, held quizzes and had discussions with clients around every possible nutritional topic. We also produced a cookbook with the help of UBC Food and Nutritional Health students aimed towards Grocery patrons. >>

*Watch for a new NEEP webpage!*

# Prevention

*Prevention and Education services have developed an exciting new curriculum resource about hepatitis C infection and related issues.*

The HIV/AIDS Education Handbook was formally launched in May 2008 and has since been integrated into HIV Prevention Education workshops with great success.

Workshops have been provided for a variety of facilities, including recovery houses, treatment centres, transition homes, residential mental health facilities, Correctional Service Canada and Immigrant service agencies.

In addition, AIDS Vancouver facilitators have provided information sessions and group discussions for various departments and clubs in universities, colleges and high school campuses both in and around Vancouver such as the UBC Pride Committee, Vancouver Community College's Occupational and Physical Therapy Assistant Program and the Douglas College Faculty of Health Sciences, just to name a few.

One of the many benefits of working together with the community is getting first hand access to the questions regarding HIV related issues. Interviews with clients and workshop attendees revealed the need for more extensive information on topics such as hepatitis C and HIV/HCV co-infection.

Prevention and Education services have developed an exciting new curriculum resource in order to help increase awareness of hepatitis C infection and related issues. The activities and materials presented in the "Hepatitis C Curriculum Workbook" bring together a variety of educational approaches designed to support an interactive and engaged learning process guaranteed to meet the varied needs of all

learners. AIDS Vancouver workshop participants attending new hepatitis C workshops will:

- » Have a basic understanding of hepatitis and hepatitis C, its transmission and progression as well as key concepts such as risk and vulnerability related to hepatitis C.
- » Develop a better understanding of some of the social issues and dynamics that surround hepatitis C infection, including stigma and discrimination.
- » Understand the various processes involved in testing and treatment by providing learners with step-by-step guideline through the process.
- » Identify specific needs of individuals infected with hepatitis C including those related directly to health, nutrition, treatment options and support.

AIDS Vancouver educators are looking forward to utilizing this new resource in upcoming workshops across Vancouver.

Finally, Prevention and Awareness Services and Volunteer Resources have worked together to create a dynamic, new training orientation for in-coming volunteers and staff. This new training orientation consists of a more interactive approach to learning that we think new AIDS Vancouver volunteers will enjoy.

*We have recently paired up with TeachAIDS.org, an initiative that promotes HIV/AIDS prevention strategies through research-based, culturally appropriate interactive learning tools.*

*The Teach AIDS education animation tutorial provides our volunteers with a clear and concise description of the HIV virus and how it works in the body and is one of the many new tools HIV prevention educators use to help educate and inform new AIDS Vancouver volunteers, staff, board members and community partners about HIV and AIDS related issues.*



# Volunteer Resources

*AIDS Vancouver values volunteerism. We provide meaningful volunteer opportunities in order to help achieve the mission of the agency. Paid and unpaid staff work together in an environment of respect, inclusiveness, diversity and commitment.*

*AIDS Vancouver's Statement on Volunteerism*

In this fiscal year, over 150 volunteers contributed over 15,000 hours equaling a dollar value of over \$287,730.00. Within 25 different volunteer positions, and for over 25 years, our volunteers continue to prevent, act and support our services.

Their enthusiasm, skills, resources, motivation and commitment ranges from Front-line services, Case Management and Grocery, Prevention and Information Services, Education, Helpline and Library, Support and Care, Administration, Human Resources, Finance and Fund Development.


This year Volunteer Resources sustained successful volunteer recruitment and retention in all service and program areas. We developed new volunteer opportunities in all the areas of the organization.

Working with our Prevention program, we launched new agency curriculum and resources, building on the agency's newly launched Education Handbook.

We also completed our comprehensive Policy and Procedures Manual for volunteers.

We held three successful Agency Orientation and Education sessions, where 48 volunteers, staff, board members and community partners participated.

Volunteer Resources completed its partnership with UBC's HIV/AIDS Links Initiative – a student initiative to complete and facilitate HIV/AIDS curriculum to local elementary school students.

With our Grocery Program, we hosted and trained six UBC Health Science students from UBC's Community Learning Exchange. The department sustains an interactive forum with staff who work with volunteers to dialogue and plan volunteer based issues and activities. 

**AIDS Vancouver volunteers always have been leaders in enhancing and expanding our response to HIV/AIDS.**

**5,555**

PEOPLE USED OUR LIBRARY

**Dec 1 2008**

DATE AIDS VANCOUVER CELEBRATED ITS TWENTY FIFTH ANNIVERSARY

**15,000**

HOURS CONTRIBUTED BY OUR VOLUNTEERS



**1200**

INDIVIDUALS HELPED BY OUR  
CASE MANAGERS

**76**

PERSONS LIVING WITH HIV  
RECEIVED DIRECT SUPPORT FROM  
OUR CARE TEAM VOLUNTEERS

**100,000**

PAGE VIEWS ON OUR WEBSITE

# Statement of Operations

For the year ended March 31

	2009	2008
	\$	\$
<b>REVENUE</b>		
Grants - Federal	222,698	181,223
- Provincial	1,716,973	2,139,278
BC Gaming - direct access programme	100,000	100,000
Donations & fundraising	119,907	161,733
Recoveries	79,246	65,543
Rental income	55,125	-
Memberships	425	175
Amortization of deferred contributions related to capital assets	3,325	3,325
Bank interest & other	15,784	17,393
	<hr/> 2,313,483	<hr/> 2,668,670
<b>EXPENSES</b>		
Direct services	978,288	978,317
Prevention services	59,255	259,505
Fund development	35,641	50,191
Information services	469,557	422,060
Administration & finance	508,516	438,104
Community development	216,687	501,096
Amortization of capital assets	12,858	13,449
Loss in carrying value of investments	10,544	5,591
	<hr/> 2,291,346	<hr/> 2,668,313
Excess of revenue over expenses	<hr/> 22,137	<hr/> 357

These financial statements are derived from the audited financial statements of the Vancouver AIDS Society as at March 31, 2009 and the year then ended. Complete audited financial statements are available at the Vancouver AIDS Society.

# Statement of Financial Position

March 31

2009

2008

## ASSETS

### Current

Cash and term deposits - operating

314,107

300,928

Cash and term deposits - restricted

108,928

171,920

Short term investments

13,270

23,815

Accounts receivable

26,829

51,422

Grants receivable

44,681

18,122

Prepaid expenses

30,011

33,122

537,826

599,329

Capital assets

9,871

11,436

547,697

610,765

## LIABILITIES

### Current

Accounts payable & accruals

133,092

202,231

Severance & sick leave benefits payable

91,814

74,247

Security Deposit

6,125

-

Deferred revenue

153,609

190,042

384,640

466,520

Deferred contributions related to capital assets

-

3,325

## NET ASSETS

Invested in capital assets

9,871

11,436

Unrestricted

84,258

60,556

Internally restricted - Grocery

68,928

68,928

163,057

140,920

547,697

610,765

# Thank you

## Sustaining Donors

Alec Watson

Alison Higginson

Ann Beil

Anthony Hachey

Barry J. DeVito

Body Energy Club

Carmen Gamboa

Charlie Louie

Cliff Thorbes

David A. Swan

Derrin Cozart

Dick Snater

Doris Windrim

Heather Friesen

Hospital Employees'  
Union

Janice Shepherd

Jeffrey Mousseau

Kameleon Creative  
Solutions

Karen MacDonell

Kimberlee Lucy

Mark G. Torgerson

Melba Lapham

Nancy Armitage

Nancy Moro

Patrick Maxcy

Richard Knowler

Risako Urakabe

Robert Bachman

Ron Richert

Ronald Strong

Steven Pecoraro

Tetsuya Nakayama

United Way of  
Greater Toronto

United Way of  
the Lower Mainland

William Wood

## Over \$5,001

Concord Pacific

Harmony Trust 2

Ronald Hagler

Telus Dollars for Dollars

Theatre Cares

## \$1,001-\$5,000

BMO Employee

Charitable Foundation

Don Pezzot

IBM Employees'  
Charitable Fund

Shaw Communications Inc.

The Westin Bayshore Charity  
Trust Fund

## \$501-\$1,000

Blanche Macdonald  
Centre

Faune E. Johnson

Motion Picture Studio  
Production Technicians

P-Can

Randy Jacobs

VCC Faculty  
Association

## Gifts In-Kind

Capers Whole Foods  
Markets

COBS Bread

Dr. Dean Wershler Inc.  
& Associates

Dr. Langston Raymond

Kodak Canada Inc.

Nature's Path Foods  
Inc.

Stepho's Souvlaki  
Greek Taverna

Uprising Breads Bakery

Urban Fare

## \$101-\$500

Alin Senecal-Harkin

Alport Insurance  
Agencies Inc.

Arkay Consultants Ltd.

Blair Petrie

Centraide du Grand  
Montreal

Clifford Hall

D. J. Farnsworth

D.I. Moscrip

Dennis Brusich

Elizabeth Briemberg

Ellesmere United  
Church

Frances Rosenberg

Frank Testin

G. M. Shepard

Gail Edwards

Harold B. Brown

Heather Hoiness

Jacqueline A. Leddy

Jacqueline Veipans

Jerry Luking

Joanne P. Yeung

Jo-Anne Teal

John E. Smith

John Johnstone-  
Paterson

Justine Greene

K. Lynn Halverson

Kathryn Nairne

Keith Brunnell

Kenneth Werker

Maureen Douglas

Melinda Suto

Monica Vogler

Nicholas Dennys

Oasis Foundation

Peter Steele

Provincial Employees  
Community Services  
Fund

Robert A. Hewitt

Robert J. Woodham

Shannon Labelle

Sidney Jenner

Sylvia-Miriam Kohn

Thomas D. Holliston

Victory Square Law  
Office

## \$1-\$100

Stephen Rendall

Stepho's Souvlaki  
Greek Taverna

Steve Bridger

Steven F. Maduro

Sue Kingsley

Sultan Karim

Susan Reid

Susan Wagner

Suz Coulter

Suzanne McLennan

Sydney R. Nash

Tegan Quin

Teresa Lamontagna

Tom Walker

Tracy Cole

Tulia Castellanos

VanCity Community  
Foundation

Victoria Parr

Walter G. Bahan

Walter Riege

Wei C. Yuan

Wendy Nielsen

William D. Lepper



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