

# IMPACT REPORT 2021



**PACIFICA HOUSING**

*Equitable housing in pursuit of thriving communities*

*Pacifica Housing acknowledges, honours and respects the Lekwungen speaking peoples of the Songhees Nation and Esquimalt Nation on whose territory Pacifica Housing operates, as well as the WSÁNEĆ people and Snuneymuxw First Nation and Snaw'naw'as First Nation.*

*We are thankful to be able to carry out our good work, live, and learn on these lands.*



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# PACIFICA HOUSING

Pacifica Housing is one of Vancouver Island’s largest operators and providers of affordable homes and supportive services. Through our community services programming, and with nearly 1,300 affordable homes and new developments coming in the future, we support more than 2,500 individuals and families in Greater Victoria and Nanaimo.

## OUR MISSION

To advance the independence of individuals and families through equitable housing and supportive services.

## OUR VISION

Equitable housing in pursuit of thriving communities.

## OUR VALUES



### Authenticity

Finding congruence inside and outside Pacifica Housing through open and honest speech and action.



### Leadership

Courageously creating opportunities through collaboration where there were none before.



### Respect

Showing that everyone has value by treating people with dignity, compassion, and unconditional kindness.



### Social Justice

Challenging an unjust status quo so that everyone can enjoy fair and equitable access to their economic, political, and social rights.

## A FOUNDATION OF HOUSING WITH HEART

- Lead intentionally with the principles of Justice, Equity, Diversity and Inclusion (JEDI)
- Incorporate Housing First and harm reduction approaches to supportive services
- Integrate supportive services that empower individuals as they move through the housing continuum towards independence
- Develop an intentional culture of environmental stewardship

## OUR EXECUTIVE TEAM



**Carolina Ibarra**  
Chief Executive Officer



**Laurel Houniet**  
Director of Finance



**Sharon MacDonald**  
Director of Supportive Services



**Ryan Hube**  
Director of People and Culture

## OUR BOARD OF DIRECTORS



**Marnie Hill**  
Chair



**Sang-Kiet Ly**  
Director



**Ryan Goodman**  
Director



**Alison Paul**  
Director



**Jaime Hall**  
Director



**Raj Sahota**  
Secretary & Chair of the Development Committee



**James Gustafson**  
Vice Chair & Treasurer



## A SPECIAL THANK YOU



Pacifica Housing would like to express our sincere gratitude to outgoing Board Members Dr. Deborah George and Terry Farmer for their many years of service. Deborah joined the Pacifica Board in 2005, serving as President from 2010 to 2018, while Terry joined in 2009. Retired in 2021, both took on their Board duties with dedication, grace and purpose.

# MESSAGE FROM THE CEO: FORGING AHEAD WITH OUR NEW STRATEGIC PLAN

If 2020 was the year of resiliency, 2021 was the year of collaboration and determination.

As we continued to navigate the compounding complexities of an ongoing housing crisis, multiple health emergencies and a climate emergency affecting BC more directly than ever, our team demonstrated the ability to adapt and remain focused on serving our community through housing and supportive services. We continued to serve over 2,500 individuals – and added affordable units to our portfolio – without missing a beat. In fact, this year highlighted collaboration among staff and residents more than ever before in a trend we plan to encourage and grow.

*“...this year highlighted collaboration among staff and residents more than ever before in a trend we plan to encourage and grow.”*

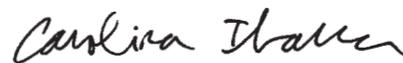
We started the year by opening Oak Park 2, our newest independent-living rental building, which added 81 affordable units to the community as well as an on-site daycare space. Throughout the year, our residents conquered fears to learn new skills, stayed connected to loved ones and actively participated in keeping everyone healthy and safe. Our teams worked with partners to create collaborative solutions and rolled out safe operational practices. Together we supported access to health services, PPE, subsidies, rental supplements and rapid rehousing.

Notably, in 2021, we took the time to re-align and gain insight from internal and external sources to create a new strategic plan that will chart our course for the next five to 10 years. The plan sets out a new vision, mission, values and strategic goals that build upon a rich history and legacy of providing affordable housing and supportive services. The plan will guide our decisions and actions, while inspiring us to continue our important

work with renewed energy. Through the following pages, you will see how our team truly lives and breathes our values of authenticity, leadership, respect and social justice through service to our community in a way that honors our new mission and vision. I truly look forward to us working together as we tackle persistent and new challenges over the coming year.

I would like to thank our board of directors and all of the incredible partners and supporters who share our vision and help us to move closer to a world where everyone has access to equitable housing in pursuit of thriving communities.

Sincerely,



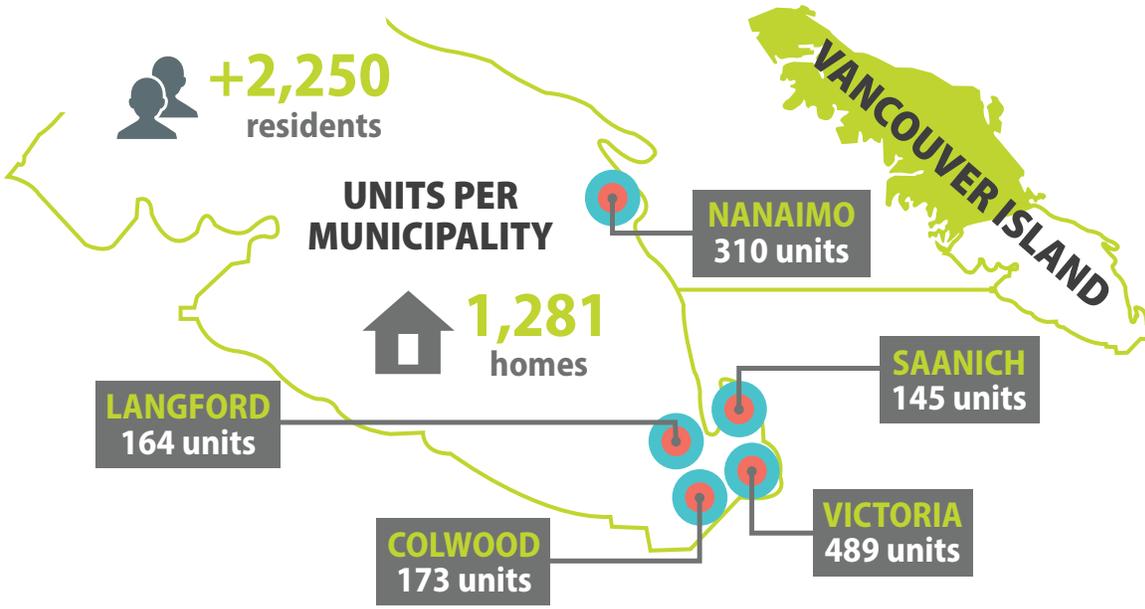
Carolina Ibarra  
CEO, Pacifica Housing



# EQUITABLE HOUSING IN PURSUIT OF THRIVING COMMUNITIES

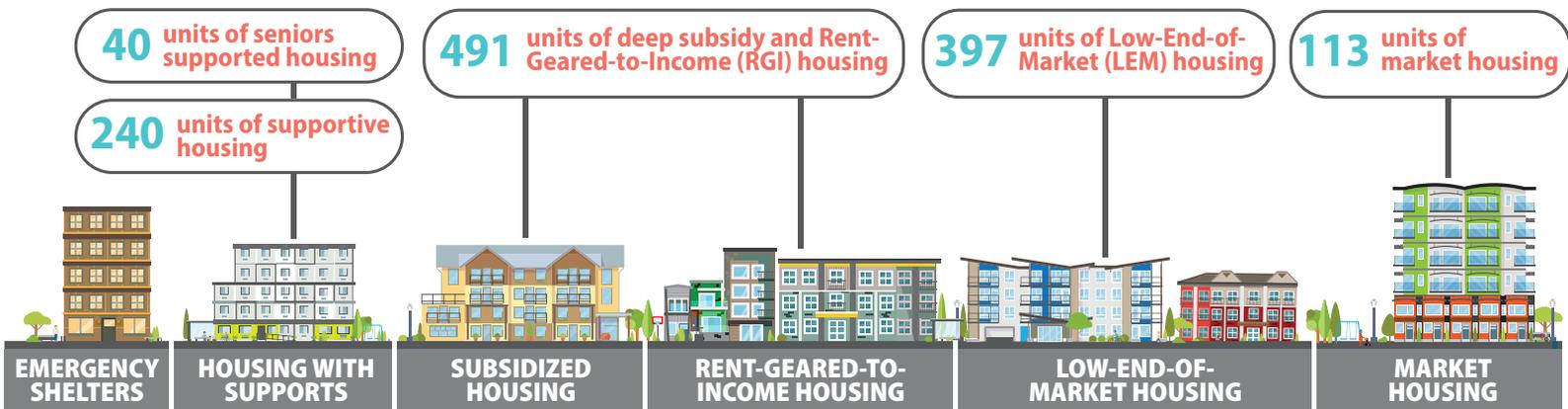
Pacifica Housing strives to build safe and inclusive communities in a supportive environment that advances the independence of individuals and families so they can thrive. Recognizing that our residents come from diverse backgrounds and needs, we take an integrated approach to community development.

## Our Reach



We offer a range of affordable housing options to meet the needs of the entire community. Our mix of subsidized, low-end-of-market, affordable and market rental units provides a variety of equitable housing options.

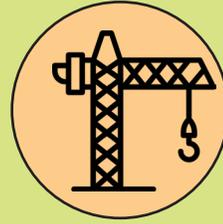
## Filling Critical Gaps Across the Housing Continuum



# BUILDING NEW HOMES

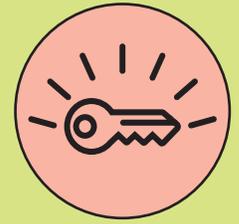


Burnside Gorge Development



**2**

New developments  
in progress



**218**

New homes  
being built

Pacifica Housing currently has one housing project under development and another in pre-development.

On Johnson Street in downtown Victoria, an innovative project with an integrated fire hall and 130 affordable homes broke ground in early 2020, with an expected completion date of late 2022.

In the Burnside Gorge neighbourhood of Victoria, an affordable housing project was unanimously referred to public hearing by the City of Victoria in 2021 to create 88 new units of affordable family housing and a childcare space. Construction is estimated to begin in Summer 2022, with completion projected for 2024.



Johnson St. Development

## Pacifica Housing Portfolio: Growth by Year



# ADVANCING INDEPENDENCE THROUGH SUPPORTIVE SERVICES

All too often, issues such as poverty, a disability, mental health challenges, substance misuse, or trauma prevent members of our community from finding and maintaining a stable home. With care and compassion, our Community Services team helps people navigate housing and assistance programs to find stable homes that meet their needs, including providing integrated, client-centred supportive services to prevent housing loss.

## Pathways to Independence



## Housing and Financial Systems Navigation

Pacifica Housing provides guidance and necessary resources through our Downtown Outreach Housing Resources Services (DOHRS) and Landlord Liaison program.

As a drop-in centre in Victoria, DOHRS offers advocacy and support in navigating complex housing and government assistance applications, connecting with community resources, and finding suitable vacancies for individuals and families that are currently homeless, or at risk of homelessness.

The Landlord Liaison program aims to support clients with the logistics of finding and retaining housing, from coordinating viewings and moves-ins, to landlord mediation and providing tenancy education. The Landlord

Liaison also recruits and maintains Pacifica Housing's network of private-market landlord partners.

Additionally, Pacifica Housing's Positive Transfer worker provides landlord liaison and housing navigation services in collaboration with other local agencies, on behalf of their clients and case workers, to support those transitioning to independent-living situations from supportive housing or shelters.

### 2021 Statistics:



**+1700**

Clients provided with housing & system navigation assessments



**220+**

Active case plans



**83**

Clients assisted in securing new homes

# REACHING NEW POTENTIAL THROUGH STABLE HOUSING

Crash is an artist and creator. In his quiet apartment in one of Pacifica Housing's affordable independent living homes, Crash has a haven to pursue his passion.

His life has changed dramatically since he first connected with Pacifica Housing. He had been living on the streets and in shelters for nearly two years after losing his employment and struggling with mental illness.

*"It is so great to have my own little space where I can relax and create art at leisure."*

-Crash

He first connected with one of Pacifica Housing's Community Service Workers who assisted him with temporary housing at the Fairfield Hotel. In 2020, Pacifica Housing relocated 50 residents into supportive, independent-living and market homes that were safer and better suited for individual long-term success.

Crash had a renewed start. He received support to set up his household and a subsidy to offset the cost of his rent.

With the stability and safety of his own home, Crash has been able to focus on tackling his personal barriers. He feels he is on a better path to mental and physical well-being.

"My mental health is way better. I think I'll probably have a social problem till the day I die - now at least I'm able to function. I'm looking after myself."

Crash focuses on what he loves the most - his art. He has created 50 pieces since moving in last year and is working on two murals in downtown Victoria - where his art will be on display for the general public.

It is the safety and stability of having a home that has unlocked his potential to pursue his passion and give back to the community.



Drawing by Crash

## Housing in the Private Market With Supports

The Streets to Homes (S2H) program and Community Services Workers help individuals with a history of chronic and/or episodic homelessness secure and maintain permanent housing through our network of landlords, including a rent subsidy to offset housing costs. Through the S2H program, we provide supportive services to promote long-term housing stability and independent living, most often in private market rental units. This program is a Housing First scattered site model.



118

Clients in the S2H program



64

Clients stably housed for over 3 years



25

Clients stably housed for over 5 years

Within our Community Services Team, we have a specialized Indigenous Outreach Worker who provides culturally supportive services to Indigenous individuals experiencing homelessness in the community.

# THE JOURNEY HOME: HOUSING WITH HART

A typical day starts with some rolled oats and possibly some general housework. A day can surprisingly fill up when you're dusting, mopping, doing laundry, and sorting out the compost.

It's these little tasks that Gene is grateful for.

Originally from Boston, Gene moved to Canada in 1958. He eventually made his way west and settled in BC, working as a surveyor.

As he aged, he found that all he needed were simple comforts to live independently, but found it was difficult to find a home on a retired senior's income. With the help of a few friends, Gene remodeled a motor home into a one-bedroom with a wood-burning stove. He lived off the grid for more than four years in the motor home he built. "In this day and age, housing is so hard to find for people and people can find themselves in really desperate straits. I thought that converting a motor home to a one-room cabin with a wood stove might not be such a bad solution."

As time progressed, a 77-year-old Gene found that his eyesight was deteriorating.

"My eyesight got worse and worse. I got more and more frightened of driving. And I thought - I've got to try to quit this driving because something bad may happen and I'd only have myself to blame," said Gene.

Gene needed to park his motor home for a prolonged period in a neighbourhood - causing some neighbours to inform bylaw officials about the situation - which led to the Housing Action Response Team (HART) to investigate. HART/Encampment and Community Outreach Coordinator at Pacifica Housing, Sandie, along with Ministry of Social Development and Poverty Reduction Community Integration Specialist, Kellie, paid Gene a visit and quickly assessed that he needed a better housing solution.

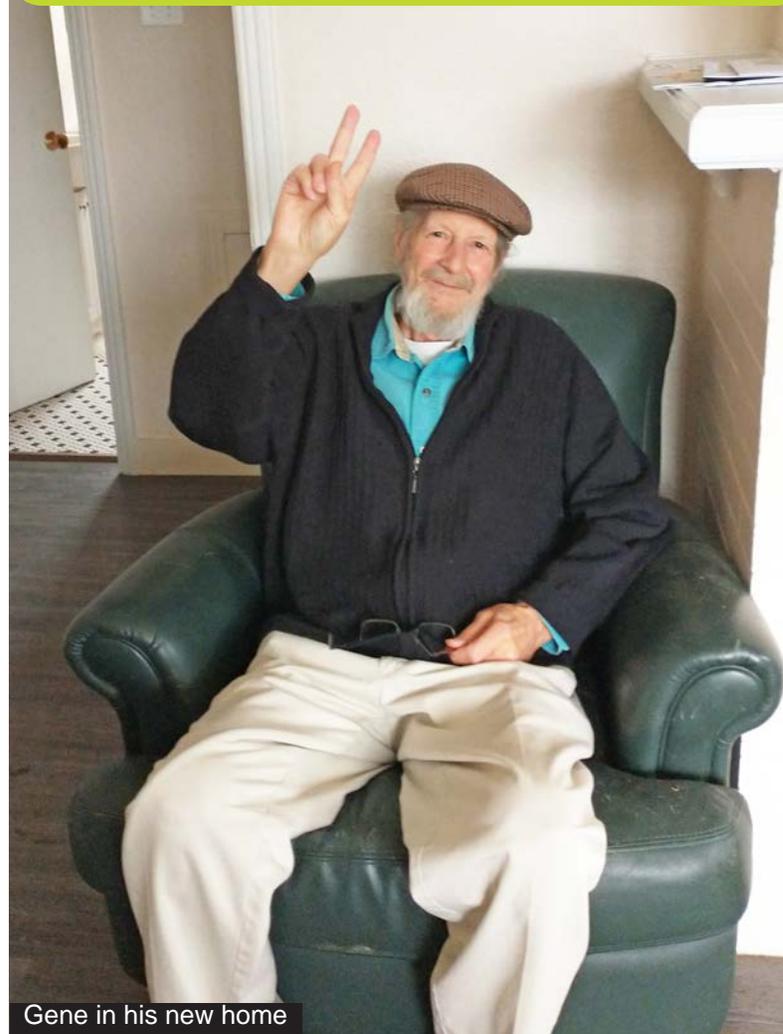
"Physically, it was no longer possible in any practical sense for me to continue living in the motor home." When the opportunity to live at Whittier house came, I gladly took it."

Last May, Gene experienced an unexpected sharp pain in his abdomen and was unable to walk properly. After multiple tests, he was diagnosed with cancer that required

him to undergo multiple treatments, therapies, and a catheter placement. After a 10 day stay in the hospital, he was happy to return to a comfortable home and enjoy the sun rays on his deck and the company of his roommates.

*"I count myself fortunate. I'm so grateful I met Sandie and to live in this house. Housing is important and is fundamental to the human condition and life is dangerous without it."*

-Gene



Gene in his new home

# THE HOUSING ACTION RESPONSE TEAM (HART)



HART Outreach Team

## Encampment Outreach

The Housing Action Response Team (HART) is an award-winning collaboration that brings together local government, health, police, bylaw enforcement staff and social service agencies in the Greater Victoria region.

The HART team, which includes Pacifica Housing's Encampment Coordinator, provides 'on the spot' housing assessments, social assistance applications and other essential community supports to help people living in encampments and sheltering on the streets access housing resources and referrals to critical services.

Additionally, Pacifica Housing's Indigenous Outreach worker supports the HART team by providing direct culturally appropriate services, advocacy and connections to community resources for our urban Indigenous community.

## 2021 HART Program Statistics:



**+200**  
Housing  
assessments

**9**  
Encampments  
served



**+100**  
Clients served

**11**  
People housed  
directly in Pacifica  
Housing units



# SUPPORTIVE HOUSING



Members of our Supportive Housing team

When someone has a safe and stable foundation, they can focus on the possibility of success, achieving their goals, and potential for the future.

Our Supportive Housing provides homes for people who struggle to live independently. These individuals benefit from the support and guidance from on-site staff who connect them with a network of community and government support services, such as mental and physical health care, substance misuse counseling, and vocational training.

Our Supportive Housing teams also provide on-site community programs that empower and support our residents, including social and recreational activities to promote community engagement, community meals to enhance food security and volunteer opportunities to gain work experience.



**240** units of Supportive Housing in Greater Victoria and Nanaimo

*“Supportive Housing has the capacity to support folks who have been living in homelessness and give them a safe space to make their own. By providing these basic supports and permanent housing, they are able to live with dignity, pride and community.”*

– Kayla, Senior Manager of Supportive Services, Nanaimo

## Supportive Housing Program Statistics 2021:



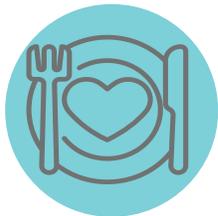
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Community gardens utilizing 40 garden beds



+50

Community garden resident volunteers



+2100

Community meals served



+95

Community Volunteer Program participants



+3100

Resident Volunteer Hours

## Values in Action: Creating Safer Spaces

An empty lot adjacent to one of our supportive housing buildings became a safety concern for the neighbourhood, as the lot had become overgrown and people would use the area to dispose of waste.

Residents Fred and Jerry knew something had to be done.

They took the initiative to clean out the lot by raking, pruning, and clearing debris and bushes. For larger and more complicated tasks, the local fire department and contractors assisted in the cleanup. After many weekends dedicated to the project, Fred and Jerry transformed this green space to become a safe space for the neighbourhood.

Fred and Jerry's actions clearly demonstrate the pride they have in their home and a true sense of community. Both residents continue to be actively involved in maintaining and keeping the lot cleared.

"Almost every day I go out there and maintain the property to make sure it doesn't go back to what it was," says Fred.

Their actions and commitment not only brought pride for the building, but strengthened their bond and relationship with the whole neighborhood.



*"Almost every day I go out there and maintain the property to make sure it doesn't go back to what it was."*

-Fred

Jerry and Fred

# A JOURNEY TO SELF DISCOVERY



Dalene

*“We were so used to running. We haven’t run since [coming to Pacifica Housing]. This is our home now.”*

-Dalene

## Dalene’s Story

Dalene talks non-stop about her kids. Even though her two “boys”, as she refers to them, are all grown up, she clearly still dotes on them. She and her sons have been through a lot together since fleeing an unstable family relationship. The family was homeless on and off for years before finding a home with Pacifica Housing. From the streets, to shelters, to a tent city, they have seen it all, and are still suffering from the trauma.

Along the way, Dalene began to struggle with substance use. Now, in recovery, she says her home at Pacifica Housing has given her the space and security to now focus on her recovery journey. She is currently waiting to get into a six-month intensive treatment program.

Five years ago, both Dalene and one of her sons found homes in Pacifica Housing’s supportive housing buildings. She lives in a building for individuals aged 45 and over, and one of her sons lives at a nearby community. Both properties are staffed 24/7 and offer supportive services for people who have been homeless or are at-risk of homelessness.

Dalene says she feels safe and “at ease” here. She appreciates the little things like making her bed, cooking meals, and doing her laundry.

“We were so used to running. We haven’t run since [coming to Pacifica]. This is our home now.”

Having a home to return to after undergoing treatment has been key to maintaining long-term sobriety. Housing Support Workers have supported her emotional well-being and have connected her with the right services and programs she needs to succeed in her independence. She also has a strong support network that includes residents she has befriended, her dogs, and of course, her boys.

*“They take good care of us here. We get a lot of help whenever we need it.”*

-Dalene

# KEEPING OUR COMMUNITY SAFE DURING A PANDEMIC

The COVID-19 pandemic has forced us to re-imagine normal. Through it all, we remained committed to providing safe, quality homes. Many of our residents and clients have been disproportionately impacted by the pandemic.

We addressed key health and safety protocols for the safety of residents, clients and staff, while also refocusing our efforts collaboratively to provide additional assistance wherever possible.

Did you know that our Nanaimo supportive services staff delivered +500 meals individually to our residents' doors during the height of pandemic restrictions?



## Food security

**+\$26,000** in grocery gift cards distributed



## Safe transportation to essential services

**\$5,000** in taxi vouchers distributed

**300** trips to medical appointments and essential services



## Hygiene and cleaning

**+500** personal hygiene supplies distributed to Community Services clients

**+7300** Personal Protective Equipment (PPE) distributed



## Staying connected

**77** cell phones and prepaid phone cards generously donated by United Way

**45** senior residents received access to new on-site technology and education



## Unit viewings

Virtual viewings through video calls



Staff packing meals for delivery to residents

## GOING ABOVE AND BEYOND

Supportive Housing staff heightened their level of support to help residents navigate through the changing and evolving barriers that health restrictions posed.

Our teams increased sanitation practices along with increased resident outreach and check-ins. This included medical calls on their behalf, researching and tapping into alternative resources to support their housing, health and well-being.

Despite the overwhelming changes and uncertainty, residents worked together with staff to keep everyone safe.

Community health partners also stepped up to address the health and mental well-being of residents. In Nanaimo, the Primary Care Outreach and Nanaimo and Area Resource Services for Families had staff on-site to provide weekly health check-ins and care.



**+65**  
**Check-ins**  
**from health**  
**partners**

*“We were out all day standing in lines at grocery stores, food banks, and pharmacies, setting up home medical services, delivering harm reduction supplies, doing daily wellness monitoring phone calls, and updating clients about provincial orders.”*

- Krysten, Manager of Community Services

Pacifica Housing believes in the safety of our team, the people we serve and our partners. To ensure this, we have developed a COVID-19 vaccination policy that aligns our operations with the health and safety protocols of provincial vaccination guidelines. 100% of staff actively working on Pacifica Housing worksites meet our vaccination policy.



# STAYING CONNECTED: PACIFICA SENIORS LODGE 2.0



A new initiative was launched at Pacifica Seniors Lodge (PSL) that is keeping 45 vulnerable senior residents safe and socially connected during the pandemic through technology.

Not long ago, few PSL residents had limited access to the Internet or any technological devices. They were immediately cut off from their regular social networks and external support services when the COVID-19 lock-down began. It soon became apparent that they needed the tools and skills to connect virtually to the outside world.

“It has become very difficult for any of us to get around now and use those services at the library or Nanaimo Literacy, where free classes and computers were offered,” says Inge, a PSL resident.

Through the funding from the Government of Canada’s New Horizons for Seniors Program, Pacifica Housing was able to provide the residents with ergonomic computer workstations, shared tablets and access to an IT trainer.

The residents are now able to connect with family and friends through video calls, attend online appointments and access valuable resources.

Most importantly, the program provides residents with new opportunities for social interaction. Participants can volunteer to mentor a neighbour and share their newfound technology skills, as well as book one-on-one appointments with the IT trainer. One resident has even initiated a virtual crafting group that meets once a week via Zoom.



## New Horizons for Seniors Program:



**45**  
Seniors received training and access to technology to prevent social isolation in 2021

# ABOUT PACIFICA SENIORS LODGE

Pacifica Seniors Lodge (PSL) provides seniors supported housing for 45 residents who are able to live semi-independently, many of whom are/were at-risk of homelessness and have limited housing options.

This community-oriented seniors residence offers light supports to improve the quality of life and promote health and well-being.

*“Pacifica Seniors Lodge stands for peace, comfort, community, and restoration - spiritually and physically.”*

- Bill, PSL resident



## Safe Shopping for Seniors

As an added benefit and safety measure for our senior residents, our staff at Pacifica Seniors Lodge (PSL) stocked a small shop with convenience items and hygiene products for seniors to purchase during the lock-down.

This shop has remained a permanent fixture and essential part of the PSL resident community. The project was embraced by the residents and has expanded the service to sell handmade goods.

## Pacifica Seniors Lodge Services



**Basic meal service**



**Light housekeeping**



**Activity programming**



**Connections to community resources**



**Assistance navigating home support services for eligible residents**



**Personal medical alert system**

# A HOLISTIC APPROACH TO HOUSING

In 2021, as the second wave of COVID-19 peaked across Canada and the pandemic economy further squeezed renters already struggling with BC's housing crisis, our teams focused on working collaboratively and strategically across departments to ensure Pacifica Housing residents maintained their housing stability.

Within our portfolio, the organization reinforced a holistic approach to housing and eviction prevention. Pacifica Housing's Resident Services, Community Services and Property Maintenance teams worked together diligently to better respond with early preventative action to support residents struggling within our independent living portfolio.

Together our teams continue to play a key role in supporting residents in living independently and maintaining their housing stability.

## Maintaining Relationships with Residents

Our Maintenance team provided cross collaboration support and services through a client-centered approach. They collaborated with teams from Resident Services to Community Services to prepare and maintain nearly 1,300 units throughout Vancouver Island.

*"We approach situations with compassion and convey respect in our communications with people."*

- Eric, Pacifica Housing Maintenance

## Community Connections Program

The Community Connections program is specialized support available for residents of our independent living units who are experiencing circumstances that put their housing stability at risk. It also supports residents who come from precarious situations and need assistance to make a strong start.

Working collaboratively with the Resident Services department, Resident Support Workers provide comprehensive non-medical case management services to those requiring support to stabilize and maintain their tenancies. Using a strength based client-centered approach, this program connects residents with services in the community, such as health, access to government agencies, counseling and financial literacy coaching to help them to achieve their goals and maintain their housing.

### 2021 Statistics:



**102**

Residents served



**56**

Community referrals provided



**17**

Families supported,  
3 coming out of homelessness



**22**

Prevented evictions

# INVESTING IN OUR PEOPLE



Our people are fundamental to achieving our mission



**+160**  
Staff



**21**  
New positions



**20**  
Promotions

It is only with a dedicated and passionate team that we carry out inspiring and challenging daily work.

As part of our strategic priorities, Pacifica Housing has committed to investing in our people. We understand that our people are fundamental to achieving our mission. In 2021, we invested in providing knowledge and skills through comprehensive training and development to prepare staff and help develop resilience, including hiring our first ever Director of People and Culture.

## 2021 Statistics:



**+ 2400**  
Hours of training



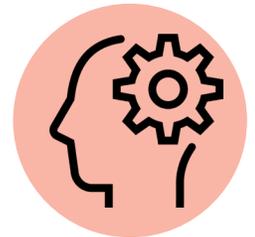
**+1600**  
Hours of harm  
reduction training



**18**  
Staff members  
received leadership  
training



**24**  
Learning courses  
active and in  
development



**\$80,000**  
Invested in training  
and development



Organization-wide events in recognition of the first National Day for Truth & Reconciliation

## Values in Action: Taking Steps Towards Decolonization and Cultural Safety

Cyril Morris is invested in giving our team the skills to better support Indigenous people at risk of, or experiencing homelessness. As a Songhees Nation member, a son of a residential school survivor and Pacifica Housing’s Indigenous Outreach Worker, he understands the positive impact of cultural safety and Indigenous harm reduction.

Community Services and acts as a connection to not only local community organizations like Aboriginal Coalition Against Homelessness, SACRED Peers, and the Umbrella Society, but also with local Elders and Councils.

When he is not coaching team members or delivering rotational training in cultural safety, Cyril is developing an internal online course for the team.

Thanks to Cyril’s dedication and strong community connections, Pacifica Housing is a step closer to embedding the principles of decolonization and reconciliation into our everyday operations.

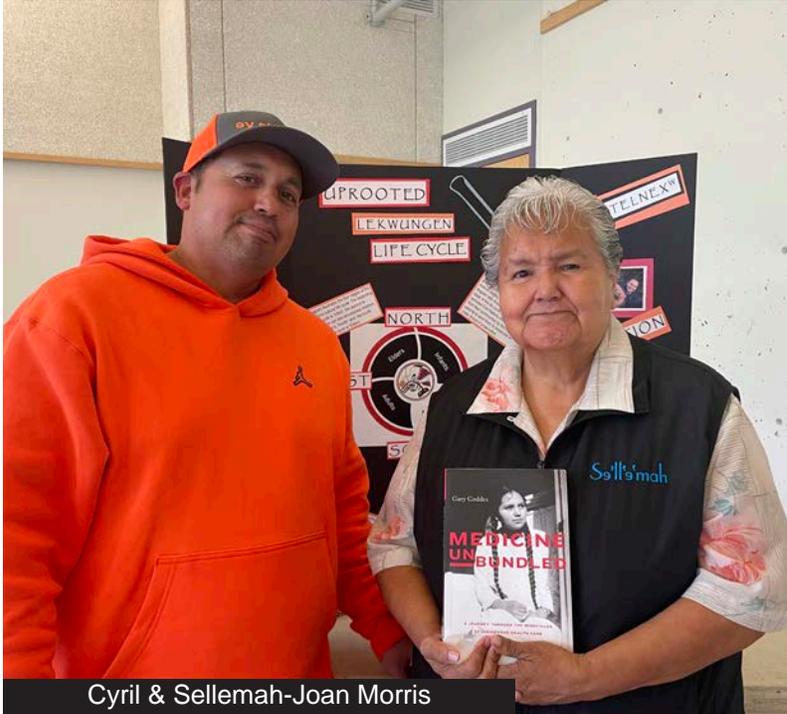
*“It is important to be able to share the gifts of Indigenous ways of being and knowing with Pacifica Housing.”*

-Cyril, Indigenous Outreach Worker

This year, Cyril facilitated organization-wide events to recognize the first National Day for Truth & Reconciliation.

Over the course of a week, over 70 staff members from all departments took part in a series of sessions dedicated to cultural safety awareness and learned first-hand experiences from a residential school and Indian hospital survivor, Sellemah-Joan Morris.

Cyril has proudly become an important resource for



Cyril & Sellemah-Joan Morris

# ENVIRONMENTAL STEWARDSHIP



As a leader of affordable housing, our goal is to build a culture of environmental stewardship. We do this by maintaining and upgrading our current properties and in the intentional planning in our new developments.

Pacifica Housing has secured a \$230,000 grant from the CleanBC Building Innovation Fund to help retrofit a Victoria Supportive Housing property to help minimize our environmental footprint. We are thrilled to work with the province to implement our vision, while contributing to a lower carbon future.

Thanks to the CleanBC grant, we are able to put into action our redefined environmental leadership. We know our homes require the investment in clean and efficient

retrofitting and this grant is just one of the steps we take towards a 2050 zero carbon economy.

This CleanBC grant will allow us to:

- Reduce at least 80% of the building's greenhouse gas emissions
- Increase resilience to extreme weather events
- Improve indoor air quality and climate control

In 2021, Pacifica Housing was awarded the **FortisBC Energy Conservation Leader Award** at the BCNPHA Housing Central Conference. The award recognizes a non-profit housing provider whose dedication to energy efficiency and conservation is exemplary, adopting a sound energy management strategy, investing in conservation projects, and inspiring individuals to use energy responsibly.



*“Our pursuit of thriving communities includes taking intentional steps towards environmental sustainability and responsibility. We recently renewed our strategic plan to help guide us through the next 5-10 years and it includes an explicit focus on our relationship with the land.”*

- Carolina Ibarra, CEO of Pacifica Housing

Carolina accepting the Fortis BC Energy Leader Award

# ENERGY EFFICIENCY & CONSERVATION

Over the past few years, Pacifica Housing has been intentional with pursuing initiatives to increase energy efficiency and conservation. We added to these efforts by engaging with the BC Non-Profit Housing Association (BCNPHA) to tap into their Energy Conservation Assistance Program (ECAP), which provides free energy saving upgrades to non-profit housing providers

in BC and offers residents energy saving products for their homes, professional installation, and customized one-on-one energy coaching sessions. Further, with the support from BCNPHA's Free Energy Audit Program, Pacifica Housing was able to conduct energy audits at several properties.



Kew Court

*“Being able to save money on my energy bill has allowed me to have a better quality of life with the children and to save and spend more money on them.”*

- Lynn, Kew Court Resident

## Recent Energy Saving Projects Across Our Building Portfolio



17 residents participated in the ECAP program in 2021



Energy audits for 15 buildings since 2018



With support from BC Housing we are pursuing an environmental upgrade for our 54 unit family townhouse complex to replace furnaces and hot water systems to increase energy efficiency from 80% to 95%

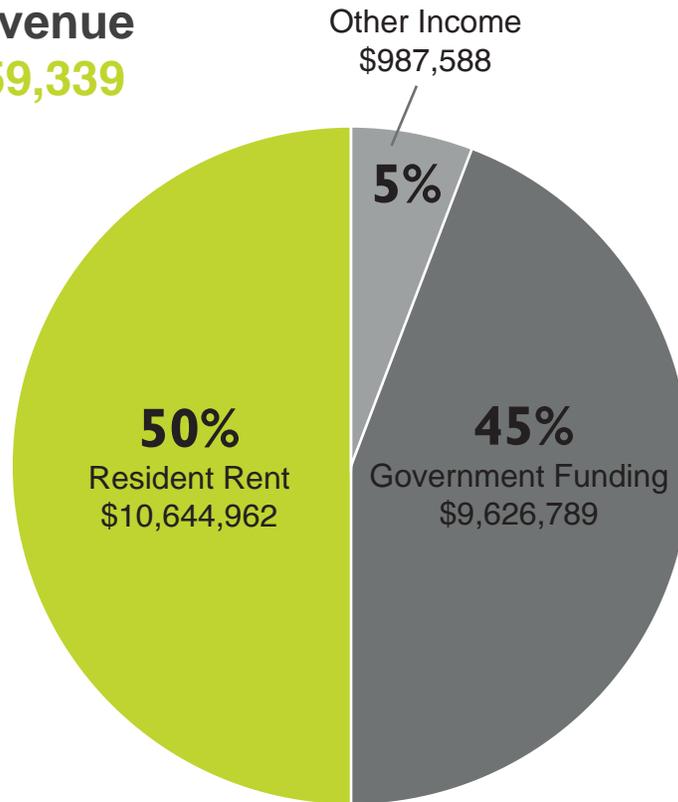


Lighting retrofits for 10 buildings since 2015

# FINANCIAL OVERVIEW \*

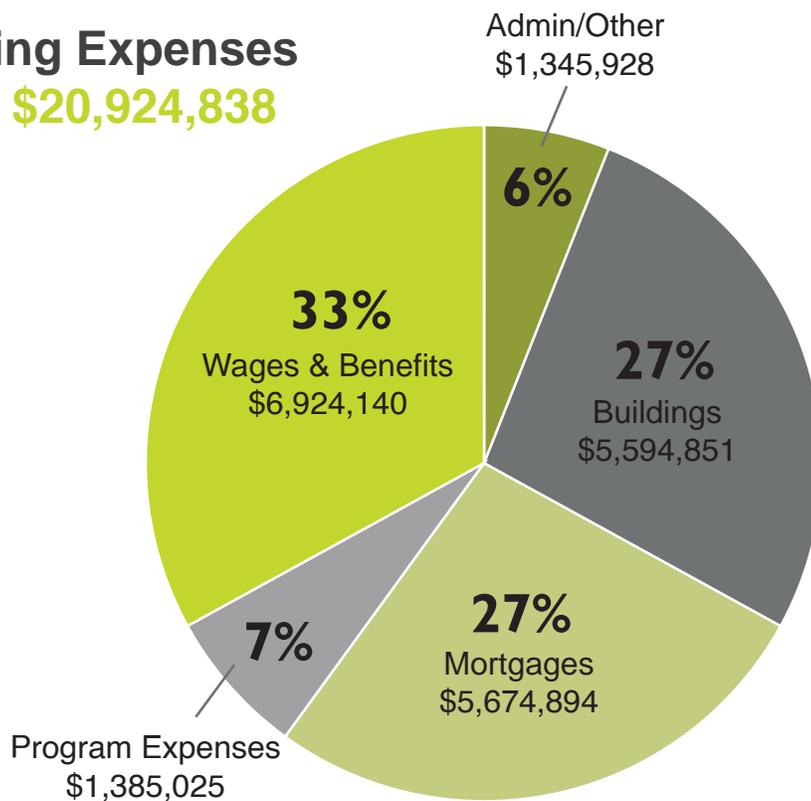
## Operating Revenue

Total: \$21,259,339



## Operating Expenses

Total: \$20,924,838



\*Fiscal Year 2021: July 1, 2020 - June 30, 2021

# PARTNERS & FUNDERS



## PACIFICA HOUSING

827 FISGARD ST  
VICTORIA, BC, V8W 1R9  
P 250-385-2131  
F 250-385-6776  
[www.pacificahousing.ca](http://www.pacificahousing.ca)

Charitable Registration Number: 122654999 RR0001



@pacificahousing