



# Impact Report 2019-2022

**Brightside Community Homes Foundation**  
Non-Profit Affordable Homes Since 1952

# CEO Message



When I look back on the last three years at Brightside, I feel a very strong sense of pride and admiration. I was lucky enough to join Brightside as CEO in June of 2019, and immediately saw what a great organization and culture we had. It wasn't our intention to skip a few years of impact reporting, but there's nothing like a global pandemic to get in the way of good plans.

For the last three years, our priorities have been the continuity of our strong operations and maintenance programs, redeveloping aging buildings to grow and renew the homes we provide for future generations, and an increased attention on community development and resident support to help residents unlock needed programs in the community.

These past three years have also seen a huge societal focus on social justice, a much better understanding of the history of Indigenous Peoples in what we call Canada, and what it means to be anti-racist. At Brightside, we have increased our attention on issues around equity, diversity and inclusion so that all of our amazing employees feel a sense of belonging working at Brightside. My philosophy is that if I focus on supporting employees, then they are freer to focus on residents, each other and our community relationships. We cherish our work, and we continue to improve and to evolve the way we provide homes and conduct our organization.

**William Azaroff**

CEO, Brightside Community Homes Foundation

Brightside Community Homes Foundation, as a place-based organization, is privileged to provide affordable homes for seniors, families, and people with disabilities on the traditional and unceded territories of the x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), Sk̓wx̓wú7mesh (Squamish), and səlilwətał (Tsleil-Waututh) Peoples.



# Brightside's Mission, Vision, and Values

## Mission

Create **resilient communities** throughout Metro Vancouver, with **safe** and **secure homes** for those struggling to meet the demands of market housing.

## Vision

A future where people of all income levels have a home within a **vibrant, inclusive,** and **healthy community.**



## Values

### Being Progressive

We must be adaptive, flexible, and proactive.

### Maintaining Clarity

We must be fair, open, and consistent.

### Being Resourceful

We must be rigorous, diligent, and be great problem solvers.

### Being Inclusive

We must be respectful, approachable, and empathetic.

### Supporting Social Justice

We must take action to create equitable opportunity.

# Message from the Chair



It has been my privilege to serve on Brightside's Board of Directors. Since joining the Board in April 2020, I have had the opportunity to work with the Board in setting the strategic direction for Brightside. As Board Chair, I look forward to continuing this work, and I have confidence that the Foundation will continue to lead in the community housing sector as we strive to achieve our mission.

As I reflect on the time since the start of the COVID-19 pandemic, I am proud of the dedication and resiliency of our team members as they serve Brightside's residents and the broader community. Our team members have faced many challenges with incredible resourcefulness

and compassion, all the while working to ensure opportunities for residents to thrive. Despite the adversities that have accompanied the pandemic, Brightside has stayed the course and the team continues its important work.

The past four years have seen many landmark achievements for Brightside. Three redevelopment projects and one new development – each receiving unanimous City Council approval at public hearings – will mean the addition of hundreds of new secure, affordable rental homes for Vancouver residents. A dedicated approach to community development and resident support will help residents thrive independently. Brightside focuses on equity, diversity, inclusion and belonging, and we believe our intentional de-colonization efforts will make us a better organization and community partner.

As we celebrate our 70th year of providing affordable homes to those most in need, I am proud to be a part of Brightside's continued success.

**Frank Chong**  
Board Chair, Brightside Community Homes Foundation

# Board of Directors

Brightside's Board Members represent a diversity of professional and lived experience and are united in their alignment with the values they share with the Foundation. The Board provides leadership in governance and helps guide Brightside in its aspirations and initiatives.



**Frank Chong**  
Chair



**Aran Clark**  
Vice-Chair



**Willa Choy**  
Secretary/Treasurer



**Jack Wong**  
Past Chair



**Jake Anthony**



**Jai Djwa**



**Judy Farhat**



**Mark Lester**



**Atiya Mahmood**



**Vija Poruks**



**Darren Sauer**



**Greg Tooke**

Board composition at time of publication

# Commitment to Social Justice, Equity, Diversity, and Inclusion

Brightside's values form the foundation of our vision and our mission, and the strength of our team stems from a deep alignment with these values in all that we do.

As part of our process of deconstructing colonial, patriarchal and other discriminatory systems and structures that marginalize or create inequities in our society, we have made the San'Yas Indigenous Cultural Safety Training program a formal part of our on-boarding process for all staff and Board. Brightside's leadership team and Board of Directors also participate in additional, in-depth anti-racism training.

Brightside has also changed the Dissolution clause in our By-laws to reflect our values. The new language states that if our organization ceases to exist, our land assets will first be offered to any First Nations on whose traditional territories that property is on. If no First Nation is interested in receiving the land asset, then it will go to a non-profit housing society with a focus on serving Indigenous communities.

We strive to be a progressive, diverse and equity-driven organization through continued improvement and growth, and have expanded our values to reflect our support for social justice. We have revised our By-laws to embody our commitment to the diversity of the communities served by the Foundation, determining that the Board shall be composed of:

- No more than 60% representation for a single self-identified gender on the Board of Directors
- No more than 60% representation for a single self-identified ethnicity on the Board of Directors
- Representation from equity-seeking, racialized, 2SLGBTQIA+, disability or otherwise under-represented groups

Brightside is committed to meeting or exceeding the Government of Canada's 50 – 30 Challenge criteria to increase diversity in our workplace. The challenge is rooted in two aspirational commitments:

- Gender parity (50%)
- Significant representation (30%) of under-represented groups on boards and senior management



# People and Culture



The Brightside team is one of diverse professional, cultural, and geographic backgrounds. Each sharing a strong alignment of values and inspired through team collaboration, we take pride in our organizational culture and encourage professional growth.

Brightside has been fortunate to be able to grow our team and retain the many skilled and dedicated employees we have on staff. We celebrate the commitment of our team in helping carry out our mission. Brightside places great emphasis on recognizing the unique value each member of the team brings to the organization. Our aim is to provide people-centered benefits and a safe, inclusive, working environment that recognizes the important contributions of everyone on the team.

Brightside draws on the lived experiences, unique perspectives, and collective knowledge of folks from BIPOC, 2SLGBTQIA+, neurodiverse, and the many other communities that represent and strengthen our organizational culture.



# Memberships and Affiliations

The role of the BCNPHA is to strengthen the ability of non-profit housing providers to deliver the full spectrum of affordable housing options to meet the needs of B.C. residents. Brightside maintains an annual membership.



The Aboriginal Housing Management Association's mission is to lead and advance housing rights for all Indigenous peoples living in British Columbia, with the vision of being a globally recognized leader in Indigenous housing solutions across the housing spectrum. Brightside is a non-corporate member.

The Canadian Housing and Renewal Association is a national non-profit organization dedicated to supporting and strengthening the social housing sector, with the mission to ensure all Canadians have an affordable, secure and decent place to call home. Brightside maintains an annual membership.



Living Wage for Families BC encourages employers to pay a living wage and advocates for government policies that would help families achieve and maintain financial stability. Brightside is a certified Living Wage Employer.

Brightside on the Housing Continuum



# Brightside's Net-Zero Future

Multi-Unit Residential Buildings such as those owned and operated by Brightside account for a large percentage of any city's carbon emissions, and Vancouver is no exception. The urgency of the climate emergency and the recognition of the obligation that housing providers like Brightside have to future generations are the drive behind Brightside's net-zero ambitions. Through design innovations, green retrofits, and a comprehensive look at where we can make the most significant impacts, Brightside is working to reach net-zero carbon emissions as quickly as possible, with the hope that our work will provide an example for other housing providers in the sector.

## Passive House

Passive House, otherwise known as Passivhaus, is a building standard that focuses heavily on maximizing energy efficiency and consuming up to 90% less heating and cooling energy than conventional buildings. Three of Brightside's four redevelopment projects currently underway are being built to Passive House Certification standards. Passive House standards are achieved by designing a building with thicker walls and increased thermal insulation, air tightening the building envelope, installing high-performance windows and doors, and incorporating a heat recovery ventilation (HRV) system among other requirements.



## Green Retrofits

Many of Brightside's buildings are aging, but redeveloping every building to achieve net-zero carbon emissions is neither feasible nor practical. To achieve net-zero emissions, Brightside is in the process of exploring options for retrofitting existing buildings to dramatically improve energy efficiency and reduce carbon emissions, while increasing resident comfort and lowering energy cost expenditures. Brightside, together with Affine Climate Solutions, is taking a strategic approach to its green retrofits so as to maintain a trajectory toward becoming a net-zero organization.



## Strategic Net-Zero Aspirations

To become a fully net-zero organization requires a holistic approach, and Brightside is exploring many avenues for improvements in energy efficiency, reduction of overall carbon emissions, and ensuring the organization maintains sustainable business practices. We are in the early stages of developing an organizational Net-Zero Strategy that will guide us in everything from green building retrofits to the electrification of our small vehicle fleet. Brightside's ambitions are high, but we recognize the urgency of climate change and understand the necessity of taking action now.

# Pandemic Resilience

The Brightside community has faced the same pandemic-related hardships that have challenged so many since we were first introduced to COVID-19. Brightside has made it a priority to help mitigate the effects of the pandemic and protect the well-being of our residents and staff alike.

Brightside focused on resident communications, support initiatives, and community partnerships to help the Brightside community be resilient, particularly in the first year of the pandemic. We continue our work based on evolving pandemic safety best-practices.

- Weekly COVID-19 bulletin with information on Public Health guidelines and vaccination information delivered to nearly 1000 residents' doors
- Office staff immediately transitioned to remote-work protocol and a staff COVID-19 Advisory Committee was established
- Rent-reduction Program implemented for any residents experiencing loss of work during the first year of the pandemic
- Partnership with Translink and Vancouver Coastal Health to provide transportation to vaccination centres
- Rapid Antigen Testing, masking, and physical distancing protocols maintained for all Brightside office and field operations
- Over 400 holiday meals delivered to residents in partnership with Mount Pleasant Neighbourhood House



**Hey Neighbour!**

**I'm Self-Isolating**

I am doing my part to protect myself and others in my community by self-isolating inside my home. This means I am also practicing "physical distancing."

Please keep a respectful distance of at least 6 feet, and be understanding if I don't engage you in the corridor.

**Brightside** Practice social distancing, wash your hands often, and stay safe.

Brightside's "I'm Self-Isolating" door hangers were distributed to residents early in the pandemic.

# Stay Home Stay Safe!

All of us at Brightside are working hard every day and socially distancing to keep everyone safe at home. Keep it up, and let's flatten that curve everyone!

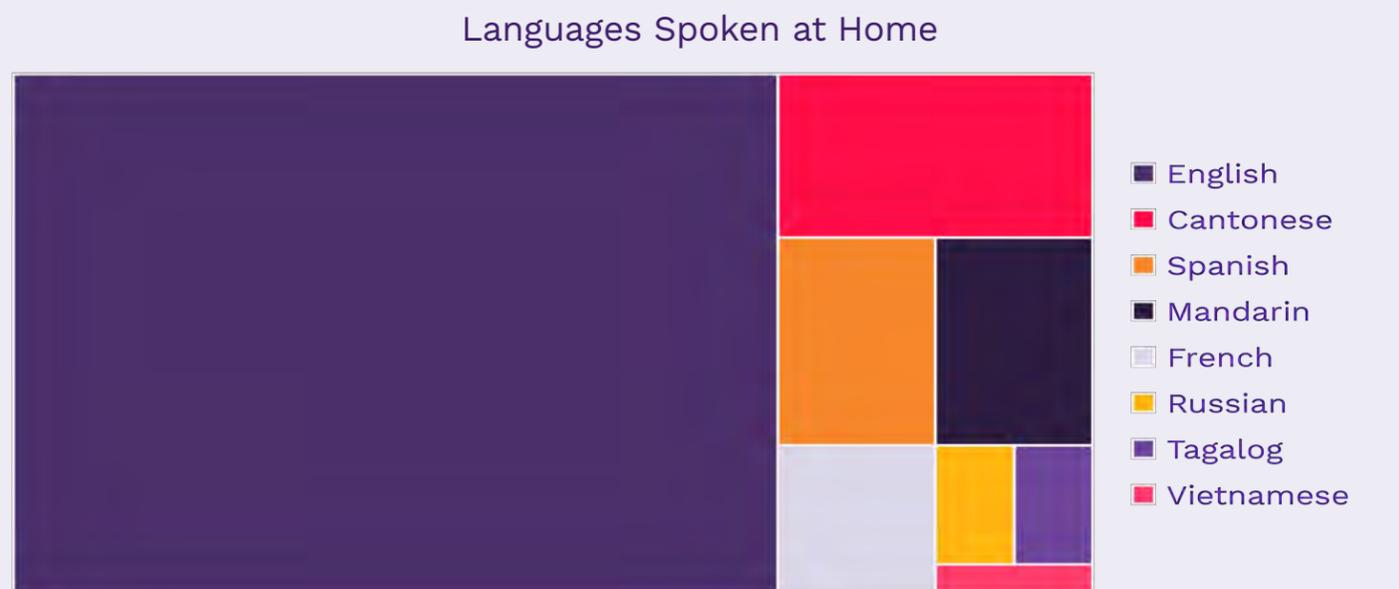
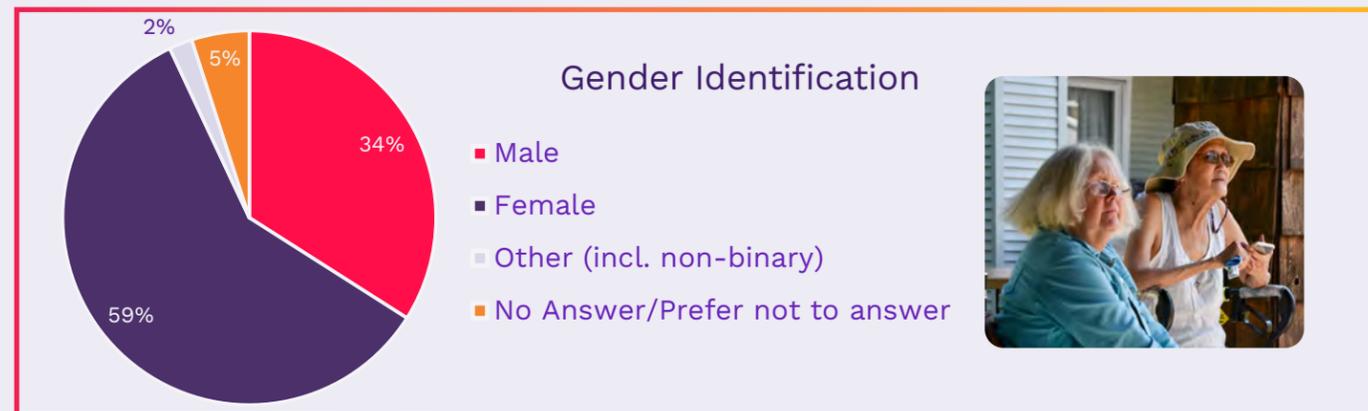
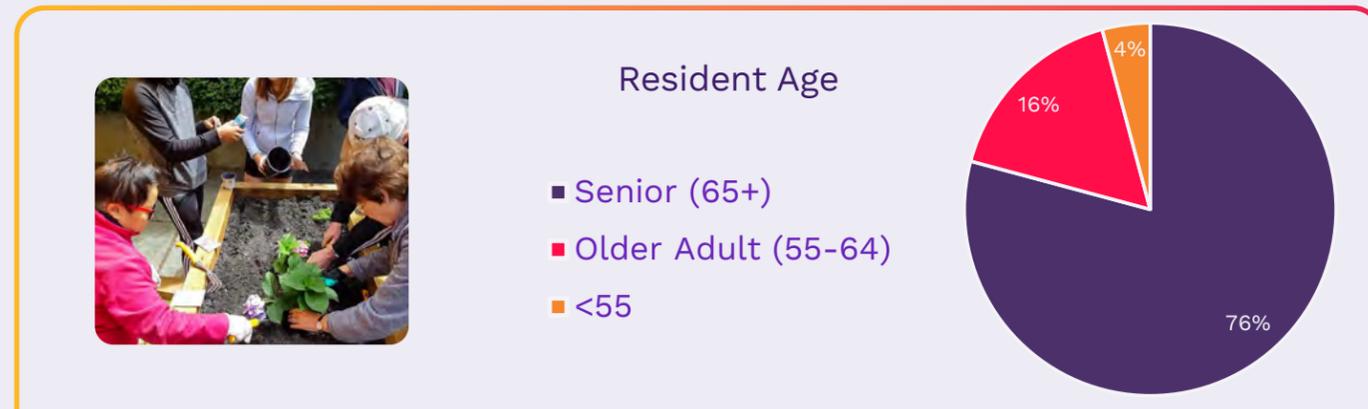
#StayHomeStaySafe #BrightsideCommunityStrong



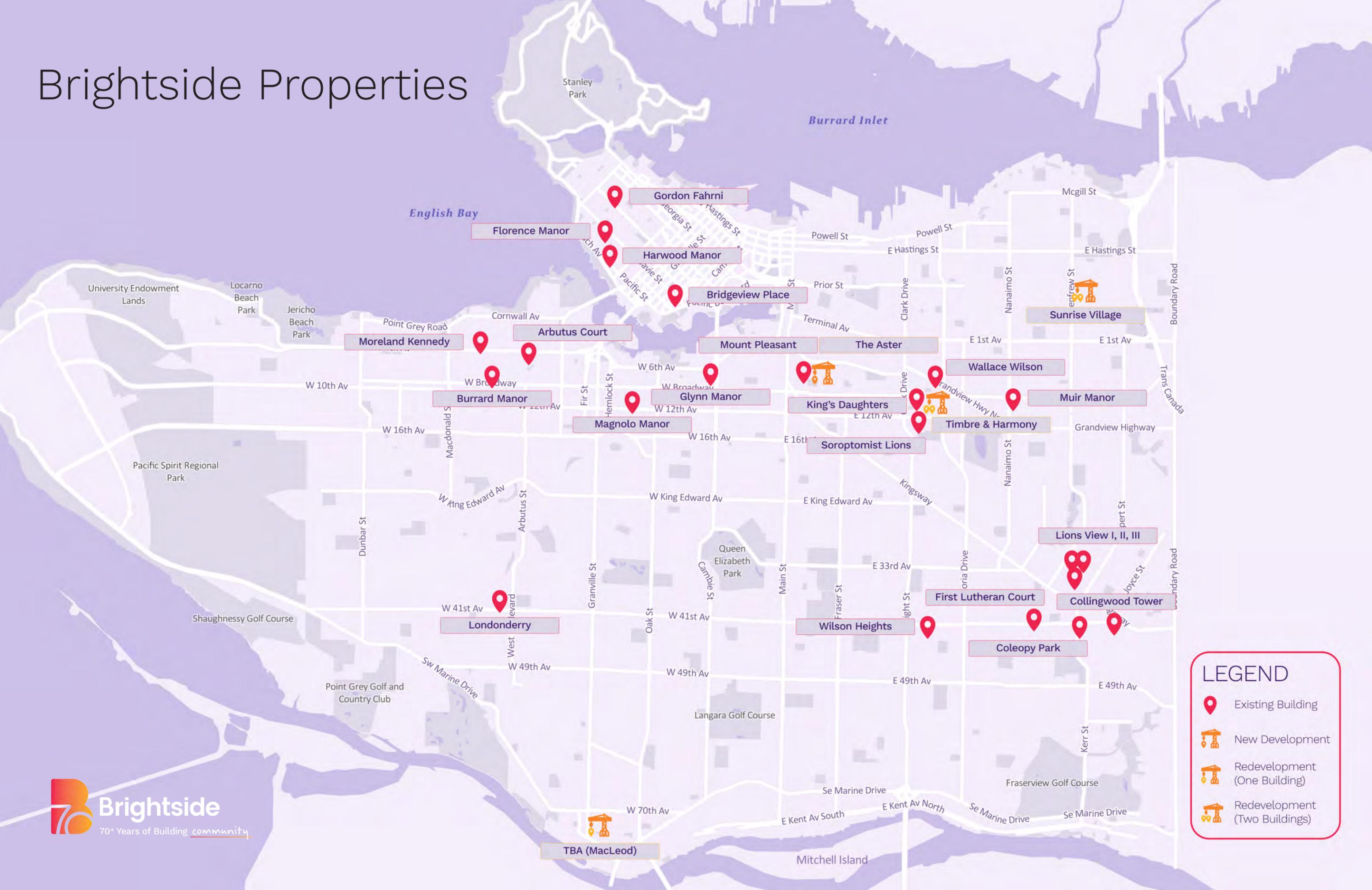
Excerpt from Brightside's COVID-19 Brief delivered to residents in May 2020

# Resident Demographics

Brightside collaborates with Simon Fraser University to conduct our annual Community Enhancement Survey. This presents an opportunity to gain an understanding of our resident population, and more importantly, learn from the resident community about where we are doing well and where we can improve. The most recent survey was conducted in the Fall of 2021, with the survey delivered to nearly 750 residents yielding a response rate of over 27%. The following information is from the demographics section of our survey.



# Brightside Properties



**LEGEND**

-  Existing Building
-  New Development
-  Redevelopment (One Building)
-  Redevelopment (Two Buildings)

# Building New Homes

The next five years will see Brightside deliver on a number of ambitious redevelopment projects. This major new phase of redevelopment will result in the construction of nearly 490 new affordable rental homes in Vancouver.



Ground-breaking ceremony for Timbre & Harmony at 1425/1451 East 12th Avenue, April 23, 2022

 **488 new rental homes**

 **Green buildings reduce carbon footprint**

 **Planned community amenities facilitate social connectedness**

 **Hundreds of new homes for seniors**

 **68 new two- and three-bedroom homes for families**

 **Dozens of new, fully accessible homes for people with physical disabilities**



# Timbre & Harmony

1425 & 1451 East 12th Avenue, Vancouver



- Two 6-storey buildings
- o 99 studio units
- o 58 one-bedroom units



Canada



FCM FEDERATION OF CANADIAN MUNICIPALITIES FEDERATION CANADIENNE DES MUNICIPALITES



157 Homes



Passive House Certification



Landscaped Gardens and Urban Agriculture



Seniors



People with Disabilities



# The Aster

349 East 6th Avenue, Vancouver



- One 12-storey building
- o 35 studio units
  - o 25 one-bedroom units
  - o 18 two-bedroom units
  - o 4 three-bedroom units



**82 Homes**



**LEED Gold Certification**



**Ground-level and Rooftop Greenspaces**



**Seniors**



**Families**



**People with Disabilities**



# Sunrise Village (East & West)

2924 Venables Street, Vancouver



- Two 6-storey buildings
- o 39 studio units
  - o 85 one-bedroom units
  - o 12 two-bedroom units
  - o 10 three-bedroom units



**146 Homes**



**Passive House Certification**



**Ground-level Gardens and Family Play Area**



**Seniors**



**Families**



**People with Disabilities**



# Name TBA

8725 French Street, Vancouver



- One 6-storey building
- o 29 studio units
  - o 47 one-bedroom units
  - o 14 two-bedroom units
  - o 10 three-bedroom units



**100 Homes**



**Passive House Certification**



**Ground-level Gardens and Gathering Space**



**Seniors**



**Families**



**People with Disabilities**

# Naming Our Buildings: Engaging the Brightside Community

The Brightside community has voted on new names for three of Brightside's building sites as part of our community engagement process.

All of Brightside's residents, staff and Board, and select stakeholders had the opportunity to first provide thoughts and suggestions on possible names for the new buildings. The names were then shortlisted and put to a vote in the Brightside community of residents, staff and Board.

The results:

- **Timbre & Harmony**  
1425 & 1451 East 12th Avenue (Grandview-Woodland)
- **The Aster**  
349 East 6th Avenue (Mount Pleasant)
- **Sunrise Village: East & West**  
2924 Venables Street (Hastings-Sunrise)

Construction began on Timbre & Harmony in April 2022. With demolition complete and the construction team ready to begin, Brightside celebrated the occasion with an April ground-breaking ceremony. Construction on The Aster began in May, 2022.

We are grateful to all of the Brightside residents, staff, and Board members that took part in our community engagement process, and are truly excited to see these new names adorn the entryways of our new buildings once complete.

For more information on our redevelopment projects, visit our website. For more details about our community engagement process and how our buildings' names were selected, contact Brightside at [engage@brightsidehomes.ca](mailto:engage@brightsidehomes.ca).

“Thanks to the Brightside community for their engagement and input in naming the Foundation's new buildings. Construction begins Summer 2022!”

1425 & 1451  
East 12th Avenue



349  
East 6th Avenue



2924  
Venables Street



## Brightside's New Buildings Now Have Names

April 19, 2022

### Timbre & Harmony

**Timbre** refers to the tone, colour and quality of sound that distinguishes instruments or singers from one another. **Harmony** refers to the sounding of two or more notes at the same time. Together, these two terms play off each other to suggest both uniqueness and togetherness, a reflection of both the buildings and the community. Musical terms are generally universal and easy to remember.

### The Aster

The Great Northern **Aster** is a plant that is native to the area and thrives in wet conditions like those found in Vancouver. It is a hardy blooming shrub that looks beautiful and can be planted as part of the landscaping. We hope that residents will also thrive living in this building (regardless of the weather, season or challenges). It is also a unique and pretty sounding name, and lends reference to Great Northern Way which is a nearby street.

### Sunrise Village: East & West

The word **Sunrise** reflects the new buildings' location (i.e. in the Hastings-Sunrise neighbourhood). The name conveys a sense of positivity and renewal, and a welcoming community. Its neutral and universal nature makes it popular and appropriate for any who may live in the new buildings. The theme of sunrise was also extremely popular amongst those who participated in the naming of these buildings.

# Resident Relocation Services

Brightside Resident Relocation Services is a social enterprise operated and staffed by Brightside Community Homes Foundation.

Brightside has capacity and expertise in resident relocation and resident engagement, as well as established connections with municipal governments, BC Housing, and other non-profit housing operators. Brightside's person-centred, collaborative approach allows residents to relocate with minimal disruption and creates positive experiences whenever possible.

To date, since 2019, Brightside's Resident Relocation Team has successfully supported over 150 diverse households from four redevelopment projects in relocating to new homes that meet their needs.

For more information on Brightside's Resident Relocation Services, visit us on the web:

[www.brightsidehomes.ca/relocation-services](http://www.brightsidehomes.ca/relocation-services)



# Upgrading Our Buildings



Many of Brightside's buildings are aging, and we work hard to provide homes that are maintained and in good condition. A large proportion of residents in the Brightside community are seniors and older adults, and we make it a priority to provide homes that facilitate aging in place. Our buildings are periodically upgraded to ensure safety, comfort, and accessibility.

In 2020, Brightside began extensive building upgrades at our Collingwood Tower building in the Renfrew-Collingwood neighbourhood – our most significant upgrade in over a decade.

The upgrades, funded entirely by BC Housing and largely completed in March 2022, included:

- New, fully modernized elevators
- New fire sprinkler system
- New windows and patio doors
- Building re-piping
- New roof and upgrades to the building envelope



# Community Development and Resident Support

In 2020, Brightside made the decision to establish a Community Development and Resident Support (CDRS) department. The department's mission is to increase resident and staff resiliency by enabling access to programs and services provided in community and creating opportunities for greater community engagement.

At its core, Brightside's CDRS work is founded in asset-based community development theory and practice, an approach that focuses on building on and strengthening the community's existing assets as opposed to seeking ways to address needs through future development.

Brightside provides subsidized independent-living housing for low-income seniors, adults with disabilities, and low-income families. As an independent-living housing provider, Brightside is not able to deliver support services to residents as articulated in the BC Community Care and Assisted Living Act; however, the CDRS department does have the ability to support residents by:

- Facilitating access to community-based programs and services offered through public health and non-profit sectors
- Advocating on behalf of residents for support services
- Identifying trends in resident needs
- Building workforce capacity to engage effectively with vulnerable populations
- Collaborating with staff to resolve resident concerns
- Building collaborative relationships with community stakeholders including service providers, public policy makers, government agencies and others
- Proactively developing and delivering social engagement initiatives based on the needs and interests of residents (e.g. community gardens)

CDRS initiatives focus on facilitating and/or enabling resident access to social determinants of health including, but not limited to, health services, social engagement opportunities, food resources and other programs and services available throughout the communities where Brightside buildings are located. CDRS will also advocate for residents when gaps in services become apparent and/or when residents are not able to maintain a healthy tenancy with Brightside (e.g. an isolated resident is unable to carry out activities of daily living).

Although pandemic conditions have impacted the way Brightside provides community development programming, we continue to adapt. Before the pandemic, we were fortunate for the opportunity to gather with the resident community for events like summer barbeques and winter holiday parties, as well as programming like annual health fairs and hearing clinics. Today, we continue to innovate our programming and the way we engage the resident community, whether by facilitating outdoor community gardens in the summer, or delivering holiday meals and cookie kits in the winter.



We continue to evolve the way we advocate for residents and seek ways to help them thrive. Collaboration with community partners expands our knowledge and provides a platform for piloting and delivering services according to need. Participation in community and sector-based events builds awareness and promotes change.



# Community Partnerships



## OASIS Expansion

Brightside is partnering with Oasis Senior Supportive Living Inc. and Queens University to develop resident-determined programming designed to enable social connections and greater access to the social determinants of health. In addition to Oasis' three pillars of programming (physical activity, nutrition, social engagement), the program will support engagement with community-based senior-serving agencies to identify opportunities to collaborate. Our goal is to ensure that Brightside residents have access to the supports they need to age safely in the right place, and ultimately to affect positive impacts on the overall well-being of older adults living in naturally-occurring retirement communities (NORCs).

## Hey Neighbour Collective

Hey Neighbour Collective brings together housing providers, non-profits, researchers, local and regional governments, housing associations and health authorities to experiment with and learn about ways of building community, social connectedness and resilience in BC's fast-growing multi-unit housing communities. As a community of practice partner, Brightside works with residents to build social connections and resilience, and shares learnings with support team members and the Collective through professionally facilitated community of practice sessions.

## Integrated Services Program & SHINE

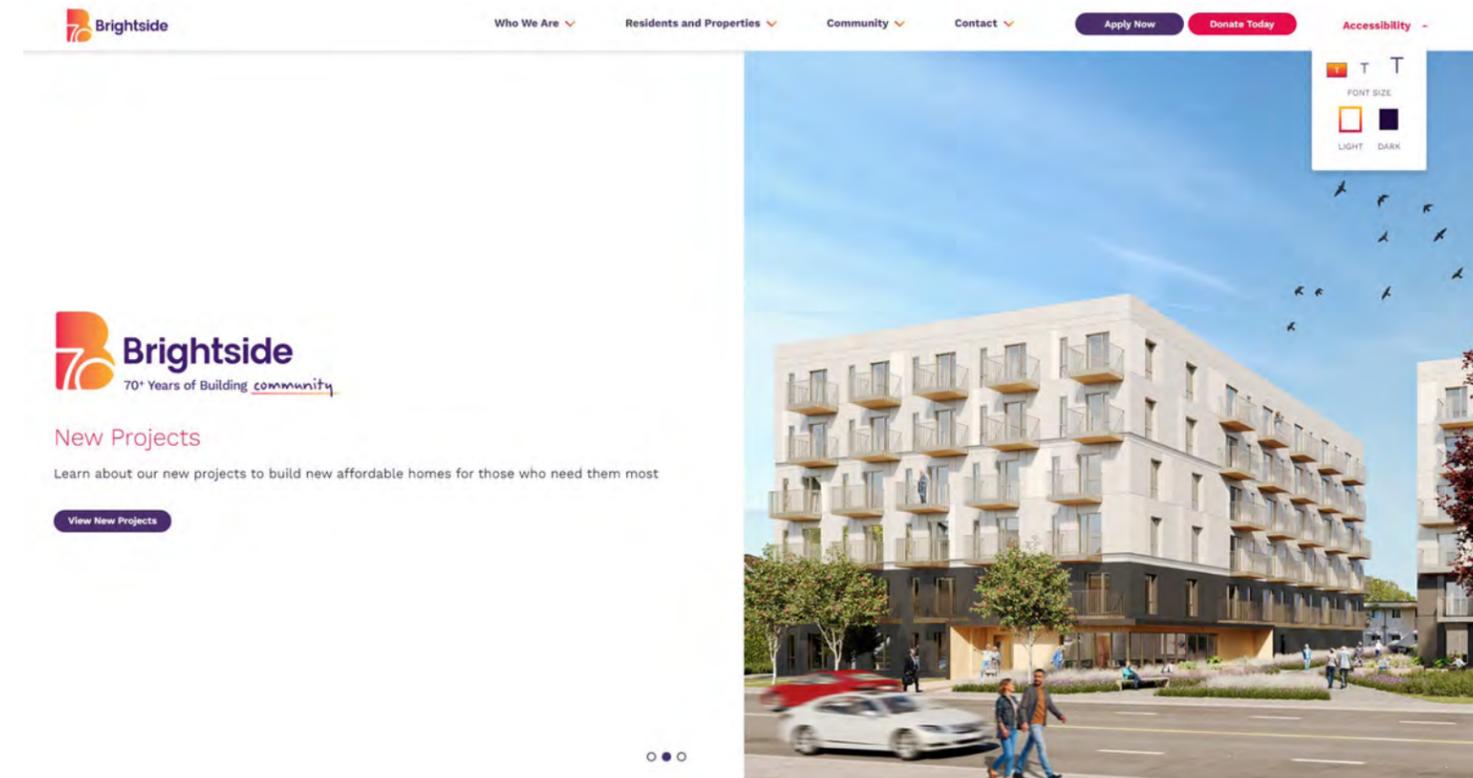
The Integrated Services Program (ISP) provides lower cost or no cost, non-medical supports to seniors, including options for light housekeeping, meal delivery, digital literacy, *Choose to Move* physical activity coaching, friendly phone calls and weekly shuttle services. The SHINE program is jointly funded by the Ministry of Health and Ministry of Mental Health and Addictions and led by Seniors Services Society. It facilitates timely access to and navigation of appropriate housing services and supports for seniors. Brightside has partnered with the Seniors Services Society to make ISP services available to Brightside residents, along with access to the Housing Navigation that the SHINE program offers.



# WCAG 2.1 Accessible Website

In 2020, Brightside decided that it was time for an improved website experience, with a focus on greater functionality and accessibility. Brightside's website has been redesigned from the ground up, and incorporates input from staff, residents, and stakeholders.

Brightside is committed to ensuring our website is as accessible as possible to all users. This is an ongoing commitment and we will continually work to incorporate best practice accessibility standards to improve user experience.



We designed our site to adhere to the Web Content Accessibility Guidelines 2.1 (WCAG), an internationally recognized standard for web accessibility; our goal is Level AA conformance.

As part of our commitment to accessibility, we have incorporated usability features on our site that make it easier for individuals using assistive technologies, keyboard-only users, users with low/impaired vision, users who are Deaf, users with cognitive disabilities, and users who are colour blind to navigate and use our website.

# Grants & Fundraising

Much of the work Brightside does in redevelopment, capital improvements, and community and strategic initiatives is made possible by our many partners and funders through grants, reimbursements, and funding programs.



With contributions from these funders, Brightside has received approval on almost **\$41 million** in funding that will directly contribute to the construction of new affordable rental homes in multiple Vancouver communities. Over **\$6 million** more has already contributed to major building upgrades, capacity support, rental assistance, and numerous other projects and initiatives that propel our mission and shape our contribution to the community housing sector.

We extend our sincere gratitude to these funders who support and champion affordable housing.

# Donate to Brightside

Our heartfelt thanks to our many partners, vendors, and other donors that helped us raise nearly \$50,000 since 2019. Your contributions go a long way to helping the Brightside community thrive.



Donations help Brightside grow the number of affordable homes in Vancouver, improve the health and well-being of the Brightside resident community, and increase the Foundation's capacity to continue building resilient communities with safe and secure homes for those struggling to meet the demands of market housing.

If you would like to donate to Brightside, please visit the *Donate Now* page on our website to learn more.





Brightside was incorporated on June 4, 1952, as the British Columbia Housing Foundation. A provincial non-profit organization, the Foundation's purpose was to plan, design, construct and manage low-cost housing for seniors.

Today, over 70 years after its creation, Brightside Community Homes Foundation provides safe and secure affordable rental homes for nearly 1000 seniors, families, and people with disabilities in 22 buildings throughout Vancouver, with five new buildings on the way.

The "70" in our wordmark logo celebrates the seven decades of our organization's dedication to providing affordable homes and to building community. We also like to think of it as a nod to the many seniors that shared those decades with Brightside and today call the Brightside community home.

### **Brightside Community Homes Foundation**

#300 - 905 West Pender Street

Vancouver, BC V6C 1L6

Phone: 604-684-3515

Fax: 604-684-3677

[www.brightsidehomes.ca](http://www.brightsidehomes.ca)

Charitable Registration Number: 118818657RR0001



@brightsidehomes



**Brightside**