

Ki-Low-Na Friendship Society

*Annual
Report
2015—2016*





MISSION STATEMENT

The Ki-Low-Na Friendship Society will provide for the mental, emotional, physical and spiritual well-being of all peoples through the development of community-based services, while encouraging the community to preserve, share and promote Aboriginal cultural distinctiveness.

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A MESSAGE FROM THE PRESIDENT

As I think back on the past year here at the Ki-Low-Na Friendship Society (KFS), I naturally think about the many community members from Elders to youth and families, who have been touched in some way by the Friendship Centre. As well as our people who come through our doors seeking our services, KFS also touches our dedicated staff and volunteers. Our doors are always open to all peoples.

The Friendship Centre is a second home to so many of the most vulnerable members of our community. Every day we're open, many come in for a hot cup of coffee, and a safe place to be for a few minutes. Our programming serves people in all stages of life, and ranges from outreach and housing services for those who are homeless or at risk of homelessness, to legal advocacy, family support services, mental health and addictions services, education, and Elder care.



Board of Directors:

President: Dinah Littlechief

Secretary: Ann Bell

Treasurer: Christina Verhagen

Member: Jean-Anne Copley

Member: Dr. R. Robin Dods

Youth Member: Michael Mucha

I would like to acknowledge and express my gratitude for the support and partnerships we have with various levels of government, community partners, and the local business community—all of whom provide vital contributions to the success of our programs and events. I also want to thank my fellow Board members, our Executive Director, and the many hard-working staff, and practicum and summer students who have all made the Friendship Centre their second home.

I would also like to take this opportunity to acknowledge our past President, Karen Vircavs, whose many years of dedicated service to the Friendship Centre have been invaluable. Karen resigned her position on the Board earlier this year in order to move back home to Saskatchewan.

Last, but certainly not least, I want to thank our many dedicated volunteers! Without volunteers, we could never do what we do. They provide vital support for many of our programs and events. Please consider supporting KFS by volunteering.

Dinah Littlechief
President



A MESSAGE FROM THE EXECUTIVE DIRECTOR

Wai to all my relations.

Continuously on behalf of the Ki-Low-Na Friendship Society (KFS), I am honoured to offer this annual report. We are working hard to increase holistic opportunities for our urban Aboriginal people. There are many needs and challenges facing our families, youth, and Elders. These include: social issues; housing and emergency shelters; alcohol and drugs; cultural; educational; and many other daily issues that impact our people.



I would like to thank our current Team Leaders: Cam, Kim, Jennifer, Carmen, and Sheridan for their support and guidance to their teams. With their leadership, the staff work as a team to provide the best service to our community. Many of the Team Leaders also represent KFS on community advisory committees that relate to their specific team.

We have welcomed a partnership with the City of Kelowna and BC Housing to build an 86-unit affordable housing project at the Central Green site. The groundbreaking ceremony was held in July 2015 to kick off the construction, which is moving closer to completion now.

Our programming and staffing continues to evolve. Ronni started the second phase of the Downtown Education project, a partnership with the University of British Columbia Okanagan. It provides basic English classes to our people who have fallen through the cracks in their education.

We continue to participate in and/or host a number of community events including: Sisters In Spirit, Lake Country Native Association Family Winter Gathering, National Aboriginal Day, Aboriginal Career Fair, National Aboriginal Addictions Awareness Week, Salvation Army Christmas Kettle Campaign, Honour Your Health, Childrens' Christmas Party, Elders' Christmas Party, and Feed The People.

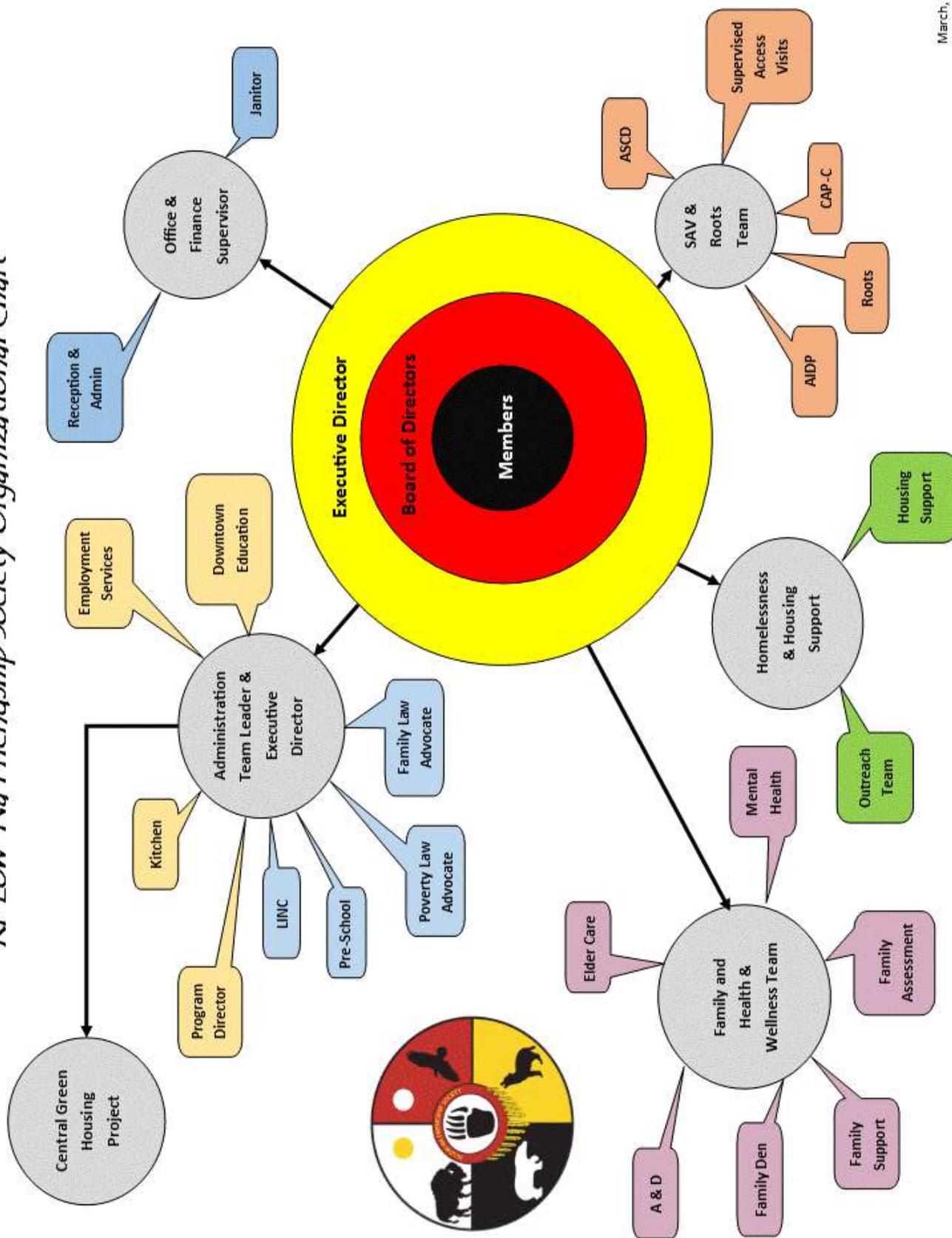
Lim limpt to the Board of Directors, staff, volunteers, and community members for their continuing support and time in assisting our Friendship Centre to meet the many needs and challenges of our people who walk through our front doors.

Edna Terbasket
Executive Director



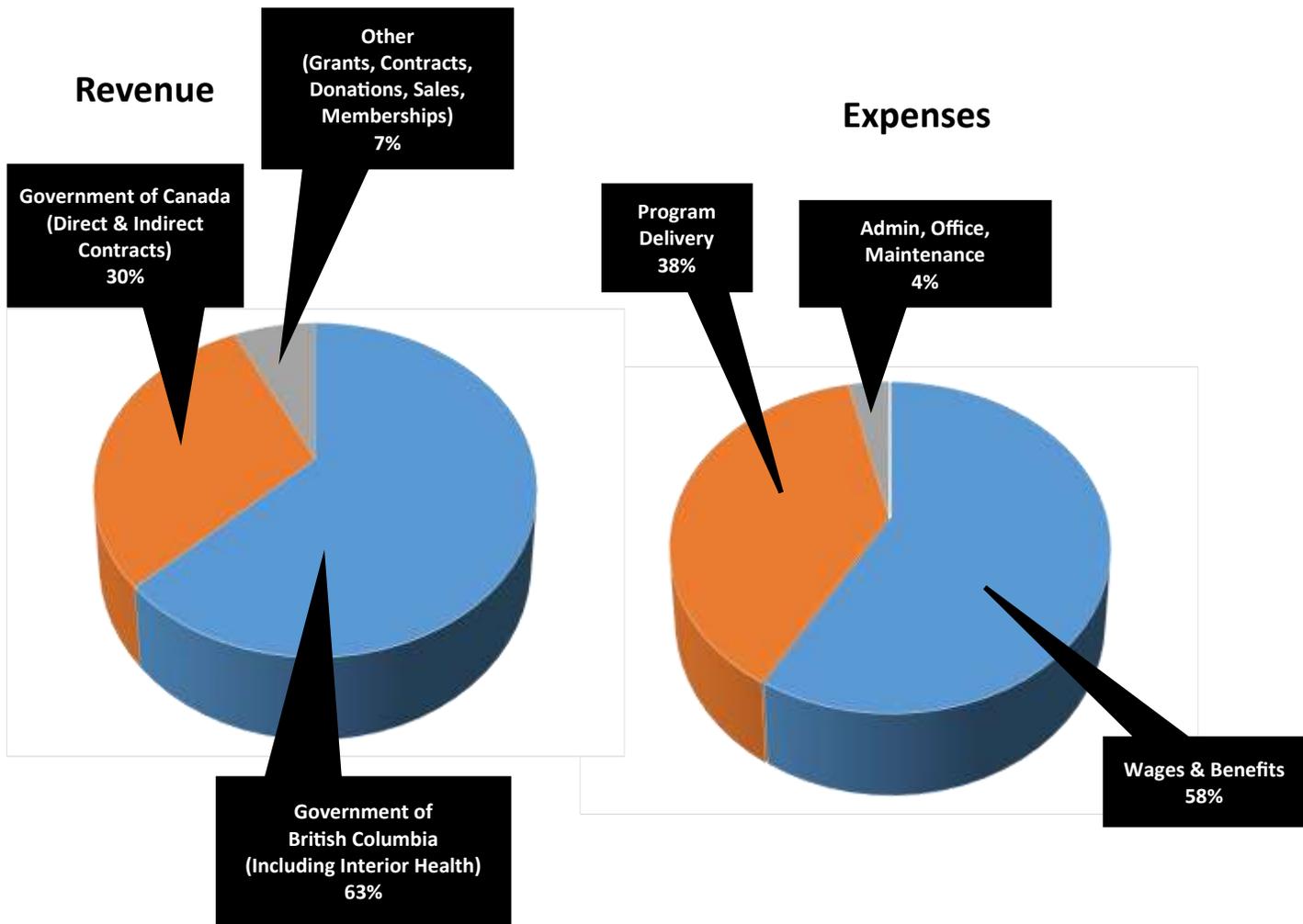
ORGANIZATIONAL STRUCTURE

Ki-Low-Na Friendship Society Organizational Chart



March, 2016

REVENUE & EXPENSES OVERVIEW



PEOPLE WHO CAME THROUGH OUR DOORS



Every year, many of our community members find a welcome sense of home here at the Ki-Low-Na Friendship Society. Some come for services; many are new residents of Canada, here to learn English; while others are just here for a warm cup of coffee, conversation, and a place to just slow down and sit for a few minutes. Everyone is welcome through the doors of the Friendship Centre.

Here's a breakdown of the numbers of our community members who stopped by or made contact with us during this past fiscal year:

- In-person contacts: 9,080
- Telephone contacts: 7,949
- E-mail contacts (via reception): 363
- **Total contacts: 17,392**

ADMINISTRATION & FINANCE REPORT

It's been a busy year at the Ki-Low-Na Friendship Society (KFS). We've started some new projects and strengthened continuing programs. Here are some of the highlights:

- Construction started at the beginning of June 2015 on our 86-unit affordable rental housing project on the Central Green site in downtown Kelowna. We expect work will be finished in October, 2016 with November 1, 2016 as our target date for moving tenants into the building.
- Phase Two of our post-secondary education pilot project with UBC Okanagan continued this year. The *Downtown Education Project* delivers classes for students facing multiple barriers to post-secondary education at the Friendship Centre on Leon Avenue. This year, Okanagan College joined the partnership. KFS has applied for funding from the Urban Partnership Program to continue the project and develop curriculum for new classes.
- Funding from the B.C. Ministry of Children and Family Development (MCFD) for our *Aboriginal Infant Development* and our *Aboriginal Supported Child Development* programs was increased this year. This will allow our staff to provide more comprehensive services to families of young children with developmental delays, and older children with developmental disabilities.
- The Law Foundation of BC started a two-year *Family Law Advocate* pilot project at KFS in April 2015. The project has been very successful through the first year. The goal is to develop a Family Law service model that will work for Aboriginal and non-Aboriginal advocacy programs across British Columbia.
- Our Community Gaming Grant was approved for 2016-2017, allowing us to continue many important programs and events including the computer lab, Family Nights, Elders Luncheons, as well as several Christmas and holiday activities.
- Several key programs have been extended this year, including our MCFD-funded family services; the *Poverty Law Advocate* service, funded by the Law Foundation of BC; our Interior Health-funded *Mental Health, Addictions, and Elder Care* programs; our *Homelessness & Housing Support* services, funded by BC Housing and Service Canada (through the Central Okanagan Foundation); as well as our LINC English language program for newcomers and refugees.

One of our new projects this year that focuses on domestic violence prevention is *Our Family Is Very Sacred*. It's funded by the B.C. Ministry of Justice.

Special thanks to Raylene Alphonse and Jeremy Bowers for their dedication and excellent Administration support. Both also assist clients and work with many KFS programs. As always, we encourage everyone to get to know the services available at the Friendship Centre and sign up to help out as a volunteer at our many special events. Thanks again for your support!

Cam Martin
Administration Team Leader

Kim Draney
Office and Finance Manager

HEALTH & SAFETY REPORT

Each year is busy and active at the Friendship Centre, and health and safety as well as general building management is no exception. We have buildings and properties at our main location in downtown Kelowna (442 and 477 Leon Avenue); as well as the Family Den, and Margaret's Landing. Additionally, we maintain two passenger vans and a utility trailer.

The following inspections were undertaken this year:

- Restaurant Inspection (Interior Health) of our kitchen facilities – August 2015: no corrective action needed.
- Annual inspection of fire & safety equipment (Centurion 2000 Fire Protection) – October 2015: at 442 and 477 Leon Avenue, and the Family Den, as well as our two passenger vans.
- Inspection of heating/ventilation/air-conditioning units recently installed at 477 Leon Avenue (City of Kelowna) – November 2015: no corrective action needed.



- Twice-yearly maintenance and inspection of Heating/Ventilation/Air-conditioning units at 442 & 477 Leon Avenue buildings (Brown Mechanical Services) – Spring and Autumn 2015.
- Twice-yearly safety inspection of passenger vans (Province of B.C): no corrective action needed. This inspection is conducted by OK Tire. Routine maintenance, is also conducted on the vans at this time.
- Monthly inspection of fire & safety equipment (KFS staff): as required by City of Kelowna by-laws, all fire extinguishers and emergency lighting are inspected to ensure they are functional and fully charged. These inspections are logged as required by City by-laws.
- Daily inspections of refrigeration equipment in kitchen (KFS staff): as required by Interior Health, temperature and proper functioning of freezers and refrigeration equipment is conducted and logged.

All buildings, facilities, and vehicles are in good repair, and are fully inspected and licensed as required by law. A Safety Committee oversees and addresses any health and safety concerns, educates staff on health and safety issues, and conducts periodic fire drills. A safety manual has been compiled for the Friendship Centre, and fully compliant Food Safety and Sanitation Plans are in-place in our kitchen.

Jeremy Bowers
Program Support

CENTRAL GREEN AFFORDABLE HOUSING

Construction started in June 2015 on the Ki-Low-Na Friendship Society's (KFS) affordable rental housing project in downtown Kelowna. KFS submitted a proposal to develop the site in November 2013. In January 2014, BC Housing and the City of Kelowna chose KFS as the lead proponent to build and operate the 86-unit project. Construction will continue through October 2016. The target date for moving in tenants is November 1, 2016.

The building features four fully adapted one-bedroom disability suites, eight studio units, 34 regular one-bedroom units, 32 two-bedroom units, and eight three-bedroom apartments. The studio units are designed with an option to connect to adjacent apartments to accommodate extended family members. Prospective tenants will need to be part of the Housing Registry and meet BC Housing's maximum income criteria to rent a unit in the building. This project will meet LEED certification standards (Leadership in Energy and Environmental Design).

We would like to thank our partners, BC Housing and the City of Kelowna for making this important project happen.

Special thanks to our development team:

- Innovative Housing Consultants Inc. (Joffre Pomerleau, Derek Simons, and Nola Tonkin)
- Patrick McCusker Architecture Inc. (Pat McCusker and Wayne Zylla)
- VanMar Constructors Inc. (Jeff Marin, Cody Voorhorst, Mike Denbok, TJ Hagen, and Bob Fawdry)

Also thanks to various consultants and specialists who have helped make this project happen, including Robyn Sherwood (Sage Interior Design), Jared McNeely (Jarvis Engineering), and John Makepeace (Jade West Mechanical Engineering) to name just a few.



BC Housing



City of Kelowna



ABORIGINAL HOUSING MANAGEMENT ASSOCIATION



GROUNDBREAKING CELEBRATION: JULY 2015...



Photo credit: BC Housing.



CENTRAL GREEN IN PROGRESS...



EVENTS & VOLUNTEER COORDINATOR

The Ki-Low-Na Friendship Society (KFS) has had a successful year partnering with organizations and hosting new events. Along with our Family Nights, Elders’ Luncheons, and other regular events, we have hosted Restorative Justice Theatre, been a host location for the World Community Film Festival Kelowna, hosted a book talk by Bev Sellars—author of *They Called Me Number One*, and participated in Culture Days. The urban Aboriginal population in Kelowna is very diverse, and staff is working to offer diverse cultural event opportunities throughout the year. This year, we welcomed 429 Elders to our Elders’ Luncheons, and 640 community members to our Family Nights.

Our volunteer program has also had a very exciting year. We had 25 new volunteers trained to join our 50+ existing volunteers to fill our recurring volunteer needs. We are excited to continue growing the volunteer program to provide fun and meaningful opportunities for our volunteers, and to provide even more support for our valuable programs and services!

We are currently actively recruiting volunteers through the campus outreach at University of British Columbia Okanagan, Okanagan College, Kelowna Community Resources, public posting, and more! We hope to expand our participation in community events in the next year in order to further reach potential volunteers.

Freda McLean
Events & Volunteer Coordinator

Kaela Schill
Events Assistant

We acknowledge the financial assistance of the Province of British Columbia.

CULTURE DAYS SNAPSHOTS...



COMMUNITY KITCHEN

Hello, I'm Deanna Donald, and I'm from the Simpcw First Nation in Chu Chua. It's my pleasure to be the Kitchen Coordinator here at the Ki-Low-Na Friendship Society. Our Community Kitchen is a busy focal point for the Friendship Centre. The sharing of food is a central part of Aboriginal culture, and that is reflected in the integral part food plays in many of our programs.

I support many programs such as: CAP-C, AIDP, Elder Care, Downtown Education Project, and our weekly Saturday Outreach Breakfasts. In addition, the kitchen has been instrumental to several special events including: National Aboriginal Day, Sisters In Spirit, National Aboriginal Addictions Awareness Week, Family Nights, Film Nights, Feed the People, Childrens' Christmas Party, and the Aboriginal Career Fair. Additionally, I've catered events at other community organizations.

Deanna Donald
Kitchen Coordinator



COMMUNITY COMPUTER LAB

The Community Computer Lab provides drop-in service so members of the community can check e-mails, practice and enhance their computer skills, access the internet, job search, and prepare resumés and cover letters. Staff and volunteers are available to help individuals learn basic computer skills and assist with computer-related problems.



Main computer lab.

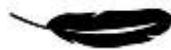


Employment & Outreach workstations.

In addition to the main computer lab, where four workstations and a printer are available three afternoons per week, there are also three additional workstations and a printer available during all business hours in the Employment/Outreach area.

During this past fiscal year, over 125 community members have accessed our main computer lab, with many others dropping in to use the workstations in the Employment/Outreach area.

We acknowledge the financial assistance of the Province of British Columbia.



REMEMBERING OUR MISSING SISTERS...



SKƏMXIST PRESCHOOL

Skəmxist preschool runs Monday through Friday. We have a class for three year-olds that is held on Tuesdays and Thursdays from 9:30 to 12:30, and a class for four year-olds that is held on Mondays, Wednesdays, and Fridays from 9:30 to 1:00. There are 14 children enrolled in the Monday, Wednesday, Friday class and 12 children in the Tuesday—Thursday class. There are three Staff employed at Skəmxist preschool: one Early Childhood Educator with a Special Needs certificate, an Early Childhood Educator, and an Early Childhood Educator Assistant. Currently, one staff member has their Class 4 drivers license, so we are able to offer transportation to and from school for the children.



The program runs from September to June. During the school year, we give the children the opportunity to try many new things while they are at preschool. This includes field trips out into the community such as the pumpkin patch, visiting a hair salon, visiting the Kangaroo Farm, museum, bowling, petting zoo, and a bakery.

Skəmxist preschool curriculum incorporates Aboriginal culture that includes cultural teachers. Teachings include n s y i l x c ə n language, songs, art, and traditional foods for the children to eat. This year, we also included a parent participation drum-making workshop. The curriculum is play-based, giving the children the opportunity to explore, turn-taking, problem-solving, independence, and choice-taking. Throughout the year, we are prepping the children for their entry into kindergarten. We provide the children with the knowledge and skills that they will need to succeed such as: learning to print their names, shapes, colours, and identifying letters and numbers.

Alice Ryder
Preschool Coordinator

Funding for this program is provided by the B.C. Ministry of Children & Family Development.



PRESCHOOL SNAPSHOTS



ABORIGINAL SUPPORTED CHILD DEVELOPMENT

My name is Davina Huey, I have been working here at the Ki-Low-Na Friendship Society (KFS) with families and children since 2012. It has been an exciting year for new ventures at KFS and one of these is the new *Aboriginal Supported Child Development* (ASCD) program. This service has been available since August, 2015 but due to new funding has experienced major growth since November 2015.

My name is Ember Hofer, and I'm from Peter Ballentyne Cree Nation in Prince Albert, Saskatchewan. I joined the team here at KFS as an ASCD Worker in February 2016. Since I've started, I have had the pleasure of meeting, connecting, and working with a lot of amazing children and families. I've had the opportunity to support and help them grow, while having fun along the way.

ASCD is a program that is designed for kids who have developmental delays or disabilities. Support is offered in a variety of ways that is really flexible to fit to the individual child's needs. This is all done with a culturally sensitive approach, while keeping the children close to their roots and traditions. Some examples of linking and support are:

- Play Therapy
- Art Therapy
- Equine Therapy
- Educational groups and events
- Games and outdoor activities
- One to one support
- Supported learning
- Volunteering
- Traditional Arts
- Connecting families to cultural teachings and events
- Linking families to other resources in the community
- Offering education and resources to families
- Girl Power
- Bowling
- Cooking
- Participation in UBCO Dog Therapy Project
- Theatre Arts/Expressive Therapy
- Gardening



Some of our successes this year have been of having a full spring break schedule with cooking, crafts, Easter egg decorating/hunts, outdoor activities, and swimming all with an excellent turn out.

Some statistics for this year are:

- Worked with approximately 17 families and 45 children
- Approximately 250 participants at KFS activity table at Healthy Kids Day 2016

We look forward to connecting with the children and families in our community and receiving feedback and ideas for our continued growth and success. We would also like to thank Rona Sterling-Collins for her work in developing our new ASCD programming.

Davina Huey
ASCD Worker

Ember Hofer
ASCD Worker



Funding for this program is provided by the B.C. Ministry of Children and Family Development.



ROOTS

This has been a busy and successful year in the *Roots* program here at the Ki-Low-Na Friendship Society (KFS) in terms of signing Cultural Safety Agreements and one Section 54.01. There were six Cultural Safety Agreements, with one Section 54.01 signed with adoptive parents, the Ministry of Children and Family Development, First Nation Bands, and KFS.

This year, the *Roots* program had 840 hours of direct service to clients.

Additionally this year, KFS produced a video that will be shown to prospective Aboriginal adoptive/foster parents. The Lex Reynold Adoption & Permanency Trust Fund provided funding for the production of this video.

Freda McLean
Roots Worker



Funding for this program is provided by the B.C. Ministry of Children and Family Development.



ABORIGINAL INFANT DEVELOPMENT PROGRAM

My name is Jennifer du Bourg and I am the *Aboriginal Infant Development (AIDP)* worker. I am Ka:'yu:'k't'h'/Chek'tles7et'h' First Nation of the Nuu-chah-nulth. I have a Bachelor's degree where I studied both Child and Youth Care and First Nations Studies.

This year, we were fortunate to receive an increase in our AIDP funding, and were able to increase our AIDP services.

AIDP provides culturally sensitive support for families with children ages 0 - 5 who are at risk or have developmental delays.

This year, **the program worked with 53 children** to support healthy growth and development.

A few achievements we would like to highlight: we had a Moe the Mouse Speech and Language group that ran every Friday morning. Once that was finished, we started an interactive story-telling play group. Soon after Stacey was hired she started a Parent & Tot drop in group where she had a mixture of parenting topics and fun family activities.

In partnership with our CAPC program we also started a prenatal class. We had the La Leche League, a Prenatal Yoga teacher, a midwife and a couple doula's come in to talk to our expectant couples. The soon-to-be parents also learned how to make baby moccasins.

Our AIDP program incorporates all four aspects of the medicine wheel to ensure the child(ren) & families healthy mental, social, emotional, physical and spiritual growth. This support may include:

- home visits;
- play-groups;
- educational programs,
- pre-natal & post-natal care;
- parenting support & enhancing parenting skills;
- developmental screening assessments;
- individual activity plans that support each child's healthy development; and
- linking families to cultural teachings and activities.

We would like to thank Rona Sterling-Collins for her work in supporting the development of new program activities for the AIDP program.

Jennifer DuBourg
AIDP Worker



Funding for this program is provided by the B.C. Ministry of Children and Family Development.



COMMUNITY ACTION PROGRAM FOR CHILDREN

The *Community Action Program for Children* (CAP-C) is a community-based children's program that promotes the healthy development of young children (0-6 years). To Increase the health and social development for aboriginal families and Children. While every CAP-C site is unique, they all share these Guiding Principles as their foundation:

- Children First
- Equity and Accessibility
- Community Based
- Strengthening and Supporting Families
- Flexibility

Our CAP-C program helps with enhancing parenting skills and confidence, building community and relationships. It results in a healthier population and greater involvement by communities. It focuses on prevention and health promotion and supports a wide range of programs and services from primary intervention. This initiative is based on a more family-centered model. Earlier child-centered models were treatment driven, focusing on strength based practices. The family-centered approach places more emphasis on family needs and strengths.



Some of our activities this year have included: traditional teachings & healing circles, Too Hot For Tots, car seat safety, childhood illness & SIDS education, Parenting and Recovery, qi gong, reiki, anger management, Mindfulness for Your Well-Being, food skills, and nutrition. Additionally, outdoor and fitness activities were offered, such as: Honour Your Health Challenge, gardening, swimming, and yoga. All CAP-C sessions include a nutritious lunch as well as light snacks.

Our CAP-C program also partners with several community agencies and professionals to enhance the program. We had frequent visits from an IHCAN Speech Therapist; and Interior Health public nurses visited our program twice per month with information and presentations. Additionally, we had clinical nurses, dental hygienists, and a Registered Baby Massage Therapist visit the group.

This past year, we had a total of 945 parents and 904 children attend our CAP-C program.

I would like to take this opportunity to thank Davina Huey who ran CAP-C for the past few years, who has now moved into our expanded *Aboriginal Supported Child Development* program. Many thanks also to Jackie Selma who took over for Davina in January 2016. Jackie moved on recently to pursue new opportunities in Vancouver.

Jennifer DuBourg
Team Leader for CAP-C Program

Canada

Funding for this program is provided by the Public Health Agency of Canada.

CHILDRENS' CHRISTMAS PARTY



GIRL POWER

We were fortunate to be able to offer *Girl Power*, a program for girls ages 9—11 years-old. *Girl Power* is a “fun, educational, skill-building, and creative program designed to introduce girls to concepts and skills that promote a positive self-image.” (from *West Coast Empowerment*) Various group activities were designed to raise self-esteem, challenge social rules and media messages that tend to diminish a girl’s sense of self as they move into adolescence. The program gives participants the tools needed to help to deal effectively with upcoming challenges of the teen years.

Some activities included: smudging ceremony, traditional games, traditional teachings, and crafts.

It is our hope to be able to offer this program again in the future.



2BBOYS

We were fortunate to be able to offer *2BBoys*, a program for boys ages 9—11 years of age. This was a fun, educational, skill-building, and creative program designed to promote a positive self-image. Adapted from the *West Coast Empowerment* program of the same name, the program offered here at the Ki-Low-Na Friendship Society was adapted to accommodate First Nations culture, understanding, and perspective, focusing on the traditional four quadrants of the Medicine Wheel, and ‘Rites of Passage’: understanding feelings (emotions), understanding thought (questions), understanding body (listening), and understanding Spirit (respect). Each session started with a smudging ceremony, traditional music, talking circle (to ‘check-in’ and see how participants are feeling), and observational exercises.

Some activities and session topics included: story-telling, traditional games, crafts, and bullying.

It is our hope to be able to offer this program again in the future.







FAMILY SUPPORT

The *Family Support* program is part of the Counselling Team with Ki-Low-Na Friendship Society (KFS). Referrals to the Family Support Program are received from Ministry of Children and Family Development (MCFD) and self-referrals through KFS.

The Family Support program's goal is to assist urban Aboriginal Parents to be successful and gain confidence in their ability to create a healthy family. Our program supports urban Aboriginal Parents who are involved with MCFD and have, or may be at risk of having their child(ren) removed .

The Family Support Workers attend MCFD Intake meetings, Family Court, Family Group Conferences, Legal Mediations; provide emotional client support, transportation, in-house referrals, community support referrals, and client follow-up. As well as provides family support at MCFD meetings.

Parents are guided and supported by the Family Support Worker to understand and follow through with court conditions, and MCFD requirements, in order for a family reunification to take place.

Highlights—2015 - 2016:

Provided support services to over 147 clients:

- Team collaboration with Okanagan Nation Alliance – Family Decision Making
- KFS Outreach – advocating housing needs, providing transportation for rental viewing
- Court – assisting with obtaining legal services
- Benefits – access to food bank, Salvation Army and helping families find suitable daycare services
- MCFD – emotional support

We also provided assistance and guidance by networking in support of clients to obtain other mental health, legal, or social services. Consulting on behalf of clients with professionals who provide comprehensive care and to ensure that their needs are being adequately met

Educating clients on a variety of relevant topics is also a component of our work. This includes training that provides education on parenting, parent-child interaction, discipline, job skills, child development, abuse prevention, and prenatal care. This is done on a one-on-one, family, or group basis.

Arnold Akachuk
Family Support Worker



Funding for this program is provided by the B.C. Ministry of Children and Family Development.



FAMILY ASSESSMENT

The *Family Assessment* program here at the Ki-Low-Na Friendship Society (KFS), works with urban Aboriginal families who are involved with or at risk of involvement with the Ministry of Children and Family Development (MCFD). The Family Assessment worker can assist with developing and implementing safety plans with MCFD in a holistic and culturally-sensitive approach; attending case conferences and MCFD meetings as support and/or advocate; one-on-one emotional support; and in-house referrals to other KFS programs, and referrals to other community service providers as needed. The Family Assessment worker is a part of a multidisciplinary team that works to empower and improve urban Aboriginal children and families in a good way.

Some statistics for the 2015-2016 fiscal year:

- Number of clients served: 752
- Number of new clients: 344
- Total direct hours of service: 1,315



Sheridan Terbasket-Wilson, BSW
Family Support Worker

Funding for this program is provided by the B.C. Ministry of Children and Family Development.



AN EVENING WITH AUTHOR BEV SELLARS...



FAMILY DEN

The *Family Den* is a transition house which supports urban Aboriginal families in the family reunification process by providing a safe, caring, semi-supervised housing and parenting program. Residents must be involved with the Ministry of Children and Family Development (MCFD). Residents are also required to be alcohol and drug-free. Families must be willing to work with MCFD and the Ki-Low-Na Friendship Society (KFS), and participate in KFS programs. Families are required to work on their MCFD recommendations and volunteer as a way of giving back to their community. Most families stay for six months to one year.



SUPERVISED ACCESS VISITATION

The Ki-Low-Na Friendship Society (KFS) provides supervised access visits for Aboriginal families involved with the Ministry of Children and Family Development. The purpose of the *Supervised Access Visitation* (SAV) program is to ensure the safety of children, and to encourage the maintenance of family relationships. The program currently has four supervisors who attend and support visits with the families referred to the program. We are currently working with 19 families and accommodating approximately 30 visits per week.

The SAV program supports families in a variety of ways. Positive parent-child relationships are encouraged; and when needed, workers provide gentle suggestions, model appropriate interactions, or protect children from harm if a family member's behaviour is in breach of specific guidelines. Whenever appropriate, the program allows families to visit with children in an environment where they feel most comfortable, such as at their home or in the community. For cases where this may not be an option, KFS has two comfortable visiting rooms that all families are welcome to use. Our family rooms have recently received a make-over, with a number of new toys and activities added for the families to enjoy.

Overall, the goals of the program are to maintain healthy relationships while supporting Aboriginal families to cope with the separation they may be experiencing, and to support children with the process of integrating back to family and/or community.

Amara J. Waldram
Supervised Access Visitation Coordinator



Funding for this program is provided by the B.C. Ministry of Children and Family Development.

STAFF SNAPSHOTS...



FAMILY LAW ADVOCATE

New this year to the Ki-Low-Na Friendship Society (KFS), the *Family Law Advocate* program provides support, advice, and full representation (document preparation) for low income clients who have family law matters either in Provincial or Supreme Court. The Family Law Advocate cannot represent clients in court so all clients who access the program are self-represented litigants.

Family law matters include: divorce, division of assets, child and spousal support, and parenting time (custody). For clients whose issues are beyond the scope of the program, we provide referrals to Legal Aid, Access Pro Bono, Family Duty Counsel, and the Family Law Line. The Family Law Advocate works closely with a supervising lawyer, and receives ongoing training by attending legal training conferences, legal information workshops and webinars.

The Family Law Advocate continues to promote the program by actively networking with other community partners, providing community legal education, and by participating in KFS events. During this fiscal year, starting in September 2015, the program served 451 clients.

Debra Apperley
Family Law Advocate



Funding for this program is provided by the Law Foundation of British Columbia.



POVERTY LAW ADVOCATE

The *Poverty Law Advocate* program continues to be a busy, in-demand program in our community. Due to the loss last year of another poverty-law advocacy resource in our community, the number of clients seeking help from our program has been noticeably higher.

This year, our program has assisted clients applying for, or appealing decisions regarding, federal and provincial disability benefits; resolution of human rights complaints; and we have helped a number of clients resolve landlord/tenancy issues and civil matters. In 2015—2016, we served 1,146 clients. For clients whose issues go beyond the scope of our program, such as criminal or family law issues, we provide referrals to the Criminal Duty Counsel or Native Court Worker, and to our Family Law Advocate.

Our program works closely with a supervising lawyer, and we have worked to establish relationships with local lawyers to increase support for the program and our clients. The Advocate attends various legal information workshops, conferences, and webinars to keep her skills updated. We also continue to promote the program through networking with community partners, and participation in community events such as Law Day at the Kelowna Courthouse, and participation in Friendship Society events such as National Aboriginal Addictions Awareness Week.

Yolonda Beaudry
Poverty Law Advocate



Funding for this program is provided by the Law Foundation of British Columbia.

DOWNTOWN EDUCATION PROJECT

The *Downtown Education Project* offers a post-secondary education opportunity to students who, for various reasons, cannot access the University of British Columbia Okanagan (UBCO) campus, and who face multiple barriers to success in a post-secondary environment. The goal of this pilot project is to increase access to university-level education for urban Aboriginal individuals and families who face barriers such as poverty, unemployment, health and wellness, transportation, and lack of family support for education.



Students taking WRIT 009 at KFS:

Cohort	Enrolled
January 2015	18
September 2015	13

The project is a partnership between UBCO and the Ki-Low-Na Friendship Society (KFS). Classes are held at KFS.

Students attended numerous workshops during phase two such as:

- The Innovative Library Workshop
- The Downtown Education Library Workshop
- Elections Canada information Workshop
- UBCO Programs and Funding Literacy Workshop
- UBCO Class Audit

KFS thanks the BC Association of Aboriginal Friendship Centres for supporting this project. Thanks also to UBCO for supporting this project, and special thanks to the students for their commitment and hard work.



Phase two of WRIT 009 focused on supporting participants in the course to ensure success. Project evaluation and assessment involved interviews, questionnaires, and conversations with participants, UBCO staff, and KFS staff connected to project delivery. The students enrolled in the Downtown Education Project are primarily adult learners with 71% of the students being female and 29% being male.



Veronica Roesler
Education Coordinator

Alicia Green
Education Assistant

LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA

The *Language Instruction for Newcomers to Canada* (LINC) program at the Ki-Low-Na Friendship Society (KFS) provides basic and intermediate language training for adult newcomers to Canada. It is funded by Immigration, Refugees and Citizenship Canada (IRCC), and is free of charge to the students. KFS is unique in Canada as the only Aboriginal organization providing immigrant services.

We operate four classes to help immigrants settle in Canada. LINC Classes help students to speak and understand English for day-to-day life, get skills for a job, learn about Canadian life and Aboriginal culture, better understand our legal system, access health care, and make new friends. The influx of Syrian refugees that started this past year has created challenges and opportunities for our program in meeting the increased demand for our services. This year, we had 149 students attend our LINC classes. Classes were full for most of the year, and we had a waitlist later in the year.

Some highlights for the past year include:

- The LINC program taught students from 42 countries, including Syrian refugees.
- Our classes went on 55 field trips to places like City Hall, Sncawips Heritage Museum, the Kelowna Court House, Okanagan College Pow Wow, and Parkinson Recreation Centre.
- We had 27 guest speakers on topics like employment, taxation, and the Canadian legal system, etc.

I would like to thank our LINC team for a successful year. Our instructors: Cathay Gibson; Anita Veal; and Linda Little; as well as Emily Hardy and Miae Choi who filled in while Anita was on maternity leave. I would also like to thank our other substitute teachers, especially Carrie Skinner—who came in often on short-notice to cover classes.

Alana Turigan
LINC Coordinator

Cam Martin
Administration Team Leader

Additional funding for this program is provided by the B.C. Ministry of Jobs, Tourism, and Skills Training.



Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



LINC SNAPSHOTS...



ADDICTIONS COUNSELLING

Prevention and treatment programs are developed around the traditional and holistic teachings of the Medicine Wheel. The goal is to assist individuals to recover to a physical, emotional, mental, and spiritual state of wellness. Through addictions counselling within a culturally appropriate framework, each individual receives the respect they need to grow and develop a healthy sense of pride and personal wellbeing. Culture is an important part of the individual, and it highlights the interdependence of personal values, beliefs, attitudes and behaviours. Finally, cultural knowledge helps strengthen treatment of individuals with addictions.

Some of the services and activities that were open to clients at the Ki-Low-Na Friendship Society during this past year have included:

- One-on-one counselling, education, and referrals to treatment centres; and aftercare support to clients who have completed treatment.
- Attendance at case management meetings with the Ministry of Children and Family Development, and in-house support staff regarding client progress.
- Wellbriety Group meetings every Wednesday 5:00—7:00 pm
- Mens' Healing Circles every Thursday 1:00—3:00 pm.
- National Aboriginal Addictions Awareness Week (NAAAW) in November, 2015.
- Sisters in Spirit Vigil: a vigil to bring awareness to the missing and murdered Aboriginal women in Canada.

Randy Jim
Addictions Counsellor

Funding for this program is provided by Interior Health.



MENTAL HEALTH SERVICES

The Ki-Low-Na Friendship Society's (KFS) *Mental Health Services* provides advocacy, information, referrals, and group educational information sessions in a culturally sensitive manner.

The Mental Health Worker is responsible for a vast number of urban Aboriginal clients within the Kelowna area, consisting of status, non-status, Métis, Inuit, as well as non-aboriginal peoples. The program provides one-on-one counselling to this population group; many of whom are suffering from historical and intergenerational traumas due to attending Residential Schools.

Group workshops were presented to the various programs at the Ki-Low-Na Friendship Society: Relationships: The Good, Bad and Ugly; Anger Management—Riders on the Storm; and Insecure Attachments. Each presentation is culturally oriented for the participants. Community education and distribution of culturally relevant resource materials is done within the workshops.

During National Aboriginal Addiction Awareness Week more than 100 people participated in wellness activities here at KFS.

Alicia Green
Mental Health Worker

Funding for this program is provided by Interior Health.



ELDER CARE

Our *Elder Care* program continues to be an active and integral part of the programming here at the Ki-Low-Na Friendship Society (KFS). Our monthly Elders' Luncheons have been a successful outreach activity to our urban Elder population. Along with this and our other regular programming, we have, in partnership with the University of British Columbia Okanagan, held a research project on diabetes and obesity in which a number of our Elders participated.

Eight of our Elders travelled to Saanich, BC for the 39th Annual Elders Gathering this year. There were also many cultural and traditional activities that took place, including other KFS programs such as *Journey to Dance* and *Standing Strong*. A number of our Elders were active participants in these programs. *Journey to Dance* in particular, enabled our Elders to connect, share stories and teachings with families, and to make regalia and drums.

Ste Mas Spoos (What's In Your Heart?) was a two-day mental health, healing, and wellness workshop. Activities included medicine gathering and traditional healing sessions. At the end of this workshop, we celebrated with a boat cruise on Okanagan Lake, and shared a meal to end the day. A few Elders also took part in a six-week program called *I Am A Kind Man*.

Supporting our Elders by being present for emotional support along with assisting in other areas has been a great learning experience and an honour. Some of these support activities have included support with medical appointments, referrals, transportation, emergencies, and government and residential school settlement paperwork.

Gloria Peters
Elder Care Coordinator



Funding for this program is provided by Interior Health.



OUR ELDERS...



HOMELESSNESS & HOUSING SUPPORT

Our *Outreach and Housing Support* program is truly a collaborative effort, not only among the Outreach team members, but also with our colleagues at the Ki-Low-Na Friendship Society (KFS), and other community service providers. The main focus of our program is to find safe housing and help our clients maintain that housing. We also support them in accessing a range of supports such as: income assistance, health services, and nutritional supplements.

Some of the community agencies we work closely with include: Kelowna’s Gospel Mission, Inn From The Cold, Kelowna General Hospital, Canadian Mental Health Association, NOW Canada, John Howard Society, and Brain Trust. Many of these organizations are represented at weekly Partners In Community Collaboration (PICC) meetings that are hosted here at KFS. These meetings offer community service providers the opportunity to collaboratively case-manage client needs, conduct referrals, and ensure coordinated service to the community. We are also happy to report a strengthened relationship with Okanagan Metis and Aboriginal Housing Society—an important provider of subsidized housing in our community, as well as numerous landlords and other housing providers.

We have also enjoyed improved access to B.C. Ministry of Social Development and Social Innovation (MSDSI) workers on behalf of our clients through the *Advocate Call-Back* pilot program. This program allows for enhanced access to MSDSI workers for advocates on behalf of clients, and has enabled us to quickly resolve complex issues for clients, preventing sometimes disastrous consequences for them. All too often, clients find it difficult for various reasons to access MSDSI services, so our increased ability to gain greater access on their behalf is indispensable.

Providing the best possible service to our clients is our number one priority. A large number of our Aboriginal clients who come through our doors are ‘hidden homeless’—people who aren’t necessarily living on the streets, but are ‘couch-surfing’—moving from place-to-place, always at risk of ending up living on the streets. Reaching these individuals with supports remains a priority and challenge.

Other community initiatives we have been active in include the recent Point-In-Time count of homeless individuals in Kelowna, and early morning weekly field-outreach with workers from other community outreach agencies. We also continue to serve a hot breakfast every Saturday morning to an average of 83 people per week. On average, around 25 – 30 people come in each weekday morning the Friendship Centre is open for a hot cup of coffee, and a comfortable place to sit and relax.

Our team looks forward to another year of success and partnerships as we continue to serve our most vulnerable community members.

Carmen Hamilton

Homelessness & Outreach Services Team Leader

Funding for this program is provided by: BC Housing, Aboriginal Housing Management Association, and Employment and Social Development Canada (via the Central Okanagan Foundation).



BC Housing



ABORIGINAL HOUSING
MANAGEMENT ASSOCIATION



Canada

OUR COMMUNITY...



EMPLOYMENT SERVICES

The main objective for the Ki-Low-Na Friendship Society's (KFS) *Employment Services* program is to provide high-quality employment programs and services to urban Aboriginal clients in the Kelowna-Lake Country service area. We continue to be busy, as the need for our services continues to increase.

A major part of our program structure is the Aboriginal Skills and Employment Training Strategy (ASETS). Our program strives to be both client *and* employer (labour market) driven. We regularly network with area employers to optimize opportunities for Aboriginal workers to develop their careers, and for employers to attract and retain qualified employees.

We also offer short-term and long-term funding, through the Okanagan Training & Development Council (OTDC) for clients to upgrade their skills and/or education. Clients have pursued a variety of training and certification opportunities. These certifications are valuable assets as clients launch new careers.

This past year, our program has provided direct employment counseling to 139 clients, and another 143 have received certification or other training.

We would like to acknowledge and thank Tanisha Mora who stepped in as Employment Coordinator, taking over from Sherida Crane. Tanisha has recently left this position to return to Alberta.

Funding for this program is provided by the Okanagan Training & Development Council.



FAMILY NIGHT SNAPSHOTS...



JOURNEY TO THE DANCE

The Ki-Low-Na Friendship Society (KFS) was fortunate to receive one-time funding for *Journey to the Dance*, a program designed to engage Elders with all segments of the Urban Aboriginal population. The main theme of this program was the sharing of traditional knowledge such as: story-telling; regalia-making; drum-making; and pow wow dancing, drumming, and singing; and the program was structured around the natural sharing of this knowledge. The culmination of the activities of this program was the participation of program participants as drummers and dancers in a traditional ‘Coming Out’ or ‘Welcoming Into The Circle’ ceremony at the *Lake Country Winter Family Gathering*.

Participants also learned about the meanings of these items they made, as well as the various types of dance, and the purposes of them from experienced dancers. Participants also learned about protocol around pow wow, and teachings about the drums.



Funding for this program was provided by the ‘New Horizons for Seniors Program’ at Employment and Social Development Canada.



STANDING STRONG

The Ki-Low-Na Friendship Society (KFS) was fortunate to receive one-time funding for *Standing Strong*, a program focused on using holistic approaches in Aboriginal communities to assist individuals and communities in healing and rebuilding from the impacts of violence against women. Twenty workshops were offered, and this program also integrated with other activities at KFS such as the Sisters In Spirit Vigil, National Aboriginal Addictions Awareness Week, National Aboriginal Day, Family Night, the *Ste Mas Spoons (What is in your heart?)* healing conference at KFS, and Elders’ Luncheons. Additionally, this program worked closely and in parallel with the *Journey to the Dance* program, with many of the same participants in both programs.

A major component of this program was elements of the *I Am A Kind Man* program, as well as the *Moose Hide Campaign*—an initiative to raise awareness of the need to honour, respect, and protect women and children. Participants also conducted drum circles and healing circles. The drum group also participated in a number of community events. Wellness activities included medicine picking and awareness, sharing of knowledge about traditional healing methods, and guest speakers.

Funding for this program was provided by the B.C. Ministry of Justice.



OUR FAMILY IS VERY SACRED

We are happy to offer a new program, *Our Family is Very Sacred*, which started in January 2016. The focus of this program is on the issue of domestic violence in Aboriginal communities. The main objectives are: prevention, healing, and building collaborative relationships in the community.



Funding for this program is provided by the B.C. Government’s Aboriginal Domestic Violence Funding Partnership Table, via the BC Association of Aboriginal Friendship Centres.

BACK TO THE LAND...



2016 ANNUAL GENERAL MEETING AGENDA

Wednesday, June 29, 2016

5:30 pm

Ki-Low-Na Friendship Society—Okanagan Room | 442 Leon Avenue, Kelowna, BC

1. Meeting called to order:

a) Opening prayer

2. Adoption of Rule of Order:

a) Adoption of agenda

3. Minutes of Annual General Meeting—Wednesday June 24, 2015

4. Auditor's Report:

a) Review and adoption of March 31, 2016 financial statement

5. Reports:

a) President's Report

b) Executive Director's Report

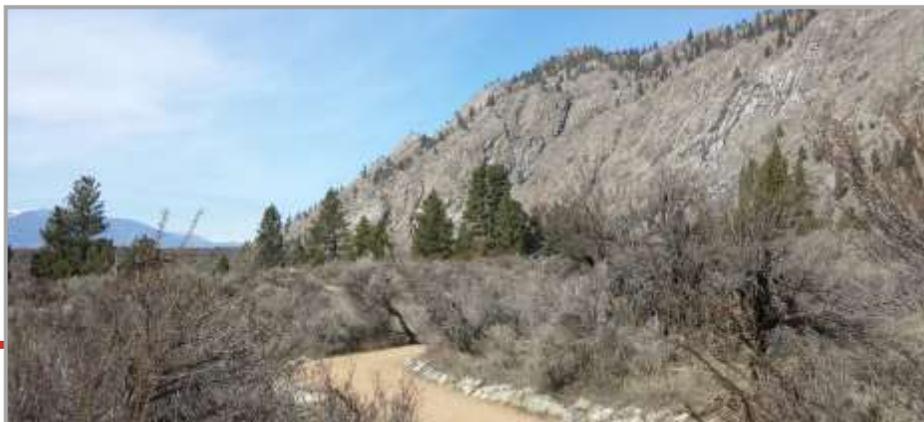
6. New Business

7. Nomination of Directors

8. Election of Directors

9. Adjournment:

a) Closing prayer



2015 ANNUAL GENERAL MEETING MINUTES

**Ki-Low-Na Friendship Society
Annual General Meeting
Okanagan Room
Wednesday, June 24, 2015**

Meeting called to order at 6:00 pm.

1. Opening Prayer

2. Adoption of the 2015 Annual General Meeting Agenda

Motion #1:

To accept the 2015 Annual General Meeting Agenda as presented – no changes or amendments requested.

Moved by: Christina Verhagen; seconded By: Dr. Maurice Malinaff; all in favour; motion carried.

It was noted that seven members were present and quorum was met.

3. Adoption of the 2014 Annual General Meeting minutes dated June 25, 2014

Edna Terbasket read the 2014 Annual General Meeting minutes which were presented in the 2014-2015 Annual Report on pages 43-46.

Corrections to be made in the 2014 Annual General Meeting minutes:

- Correct Meeting Minutes to include page of President's Report.
- Correct 'traditional' to 'transitional' on page 45 in the highlights of the Executive Director's Report.
- Correction to the second sentence in the New Business section on page 45 to "we were successful".

Motion #2:

To accept the Annual General Meeting Minutes from June 25, 2015 with the above corrections.

Moved by: Christina Verhagen; seconded by: Rodney Bell; all in favour; motion carried.

4. Auditor Report (Grant Thornton)

Review of the March 31, 2015 audited financial statements.

Tyler Neels, Partner and Auditor from Grant Thornton attended the meeting to review the March 31, 2015 audited financial statements on behalf of the Society. It was noted that the Board of Directors had met previously to review the draft financials and the Management Report.

Auditor's Report Continued:

Review of Contents:

- Independent Auditors Report
- Statement of Financial Position which is essentially the Balance Sheet
- Statement of Changes in Net Assets
- Statement of Operations which is a condensed Version of the Income Statement
- Statement of Cash Flows
- Notes to the Financial Statements

Motion #3:

To accept the March 31, 2015 audited financial statements as presented by Grant Thornton.

Moved by: Dr. Maurice Malinaff; seconded by: Jean Anne Copley; all in favour; motion carried.

5. Appointment of Auditor

Edna Terbasket, Executive Director, announced that Grant Thornton had been our auditor for the last four years and their agreement had now come to end. We therefore needed to appoint an auditor for the Society. She recommended appointing Grant Thornton as our auditor as they had demonstrated great work over the last several years and wanted to request a continuation of their services.

Motion #4:

Appoint Grant Thornton as our auditor for the Ki-Low-Na Friendship Society for the next three terms: 2015-2016, 2016-2017, and 2017-2018.

Moved by: Ann Bell; seconded by: Margaret Fletcher; all in favour; motion carried.

6. Presidents Report

This was Karen Vircavs's second term as the President for the Society. The President's Report was located on page 3 of the 2014-2015 Annual Report

Motion #5:

To accept the 2014-2015 President's Report as presented.

Moved by: Dinah Littlechief; seconded by: Arnold August; all in favour; motion carried.

7. Executive Director's Report

The Executive Director's Report from Edna Terbasket was included in the 2014-2015 Annual Report, on page 4.

Highlights of Report:

- A breakdown of our financial supporters (pie chart on page 6), as well as statistics of numbers of people we have supported over the year.
- KFS is here to help clients spiritually, emotionally, physically and mentally.
- There are many challenges facing our families, youth and elders. There are social issues, housing, emergency shelter, alcohol and drugs, cultural, educational, and many other daily issues. We are diligently working to try and increase holistic opportunities for our Urban Aboriginal People.
- New Partnership with the City of Kelowna and BC Housing to build an 86 unit affordable housing project at the Central Site.
- Projects and Staff continue to change and evolve and recently we have the Downtown Education Project to help those obtain basic English skills and this a partnership with the University of British Columbia Okanagan.
- Recognition of our annual events (eg. Sisters in Spirit, National Aboriginal Day)
- Gratitude and appreciation expressed to all of board members, staff, volunteers and community members for their continued support and time.

Motion#6:

To accept the 2014-2015 Executive Director's report as presented.

Moved by: Dr. Maurice Malinaff; seconded by: Ann Bell; all in favour; motion carried.

8. New Business

Central Green Special Meeting - Cam Martin:

- Special meeting held to review and pass a resolution to proceed with the Financial Commitment for Central Green.
- Review of construction timeline.
- List of Project Development was provided and all have experience with BC Housing and affordable housing projects.
- Drawing and spec sheets available for viewing.
- FYI – June 18, 2015 a proposal was submitted to build a senior/disability housing at Margaret's Landing (1759 Hwy 33 E, Kelowna) with the same development team. BC Housing will notify the successful applicant in August 2015.

9. Nomination for Board Members

There were four Board positions that were up for renewal and required nominations.

Michael Mucha, Youth Representative, was willing to let his name stand as a nominee.

Board Members still finishing two-year terms (2014-2016) were: Dr. R. Robin Dods, Dinah Littlechief, and Jean Anne Copley.

Call for Nominations:

- 1) Dinah Littlechief nominated Ann Bell.
- 2) Ann Bell nominated Christina Verhagen.
- 3) Rodney Bell nominated Karen Vircavs.
- 4) Christina Verhagen nominated Michael Mucha.

Call for final nominations was called three times.

Motion #7:

To close nominations for the four open positions on the Board of Directors and that all four nominations be accepted by acclamation for two-year terms, starting June 2015, and continuing until June 2017.

Moved by: Jean Anne Copley; seconded by: Tina Littlechief; all in favour; motion carried.

10. Closing Prayer by Pat Paul

Meeting Adjourned at 7:12 pm.

The Board held a short meeting to elect members for the Executive Committee.





Ki-Low-Na Friendship Society

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