

# *Ki-Low-Na Friendship Society*

## **Annual Report 2017—2018**





# 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.

# Table of Contents

Message From the President .....	3
Message From the Executive Director .....	4
Organizational Structure .....	5
Revenue & Expenses Overview .....	6

## **Reports**

Administration & Finance .....	7
Health, Safety, and Facilities Report .....	8
i spa-us ki-low-na Affordable Housing .....	9
Margaret's Landing Affordable Housing .....	11
Community Kitchen .....	12
Community Computer Lab .....	13
Events & Volunteer Coordinator .....	13
Skæmxist Preschool .....	15
Aboriginal Supported Child Development .....	17
Roots .....	18
Aboriginal Infant Development Program .....	19
Community Action Program for Children .....	20
Family Support .....	25
Family Assessment .....	26
Family Den .....	27
Supervised Access Visitation .....	27
Family Law Advocate .....	29
Poverty Law Advocate .....	30
Language Instruction for Newcomers to Canada .....	31
Addictions Counselling .....	33
Mental Health Services .....	34
Elder Care .....	35
Outreach & Housing Support .....	37
Support Groups & Healing Circles .....	38
Employment Services .....	39
Special Programs .....	40

## **Images**

i spa-us ki-low-na .....	10
Volunteer Appreciation Dinner .....	14
Christmas! .....	16
In our community...with our people .....	21
All in a day's work .....	22
Turtle Island Festival .....	23
LINC Snapshots .....	32
Our Elders .....	36
KFS Staff .....	40
The land is sacred .....	46

## **Agenda & Minutes**

2017 Annual General Meeting Agenda .....	42
2016 Annual General Meeting Minutes .....	43

# Message from the President



It has been a busy year here at the Ki-Low-Na Friendship Society (KFS). Through our doors have passed many community members from youth and families, to Elders. So many members of our community from all walks of life and all nations are touched in some way by the Friendship Centre. This includes our dedicated staff and volunteers.

The Friendship Centre is a second home to some of the most vulnerable members of our community. Our lobby offers a safe place for them to sit down, warm-up in the winter or cool down in the summer, and there is always a warm cup of coffee waiting for them. Our programming serves people in all four stages of life: infants, youth, adults, and Elders—with a wide variety of services including outreach and housing services, affordable rental housing, parenting programs, mental health services, addictions counseling services, education, and Elder care.

I would like to express my gratitude for the valuable partnerships we have developed with various levels of government, other community service providers, and the local business community, all of whom contribute to the success of our programs and events. I also want to thank my fellow members of the Board of Directors, our Executive Director, and the many hard-working staff, summer students, and interns who have all made the Friendship Centre a second home not only for the people we serve, but for themselves as well.

Last, but definitely not least, I want to say lim' limpt to our dedicated volunteers! Without our volunteers, we could not offer such vital programs and events as our Saturday Outreach Breakfast, Family Night, Elders' Luncheons, our National Aboriginal Day Turtle Island Festival, and many others. Please consider supporting the Friendship Centre by volunteering.

All my relations,

*Dinah Littlechief*  
President

## Board of Directors

**President: Dinah Littlechief**

**Vice-President: Jean-Anne Copley**

**Secretary: Ann Bell**

**Treasurer: Dr. R. Robin Dods**

**Board Member: Karen Vircavs**

**Youth Member: Michael Mucha**



# Message from the Executive Director

Wai xast sxelxsalt isk w ist sim put t'kw,

Once again, I am honoured to offer this annual report to our membership. We continue to work hard to meet the many needs of our urban Aboriginal people and for anyone else who chooses to walk in our front doors. Our people seek affordable housing, assistance with family or poverty law, assistance for funding to enhance their education and skills to seek employment; plus health needs, cultural activities, counselling, friends, and many other issues that impact our people.

I'm very thankful for our current Team Leaders: Alana, Ali, Sheridan, and Tina for their support and guidance to their teams. Their leadership enables all staff to provide the best service to our people and community. Many of the Team Leaders represent our Centre on community advisory committees that relate to their specific team. We have also had some major staff changes this year. Kim Draney left her position as Finance Supervisor, and Jacqueline Wilkes took her position; and Kaela Schill left her position as Mental Health Worker.



We are proud to say our *i spa us ki-low-na* affordable housing project is filled to capacity and we have a waitlist. The tenants have made full use of the amenities room with weekly activities. Some of the Centre's programs also make use of the amenities room for weekly ongoing programs for parents and children, as well as Elders. *i spa-us ki-low-na* was also the winner of an Award of Excellence in the Multi-Family category in the 2017 Thompson-Okanagan-Kootenay Commercial Building Awards.

Our new affordable housing project, *Margaret's Landing*, is continuing with ongoing planning work with the City of Kelowna to ensure the environmental studies are completed. We are now expecting to start construction in the spring of 2019. This project is being developed in partnership with BC Housing and the Aboriginal Housing Management Association.

We continue to participate in and or host a number of community events including: Sister in Spirit, Lake Country Native Association Family winter Gathering, National Aboriginal Addictions Awareness week, Turtle Island Festival, World Film Festival, Kelowna Cultural Days, July 1<sup>st</sup> Blanket Ceremony, Salvation Army Christmas Kettle Campaign, Honor Your Health, children's Christmas Party, Elders Christmas Party, and Feed the People.

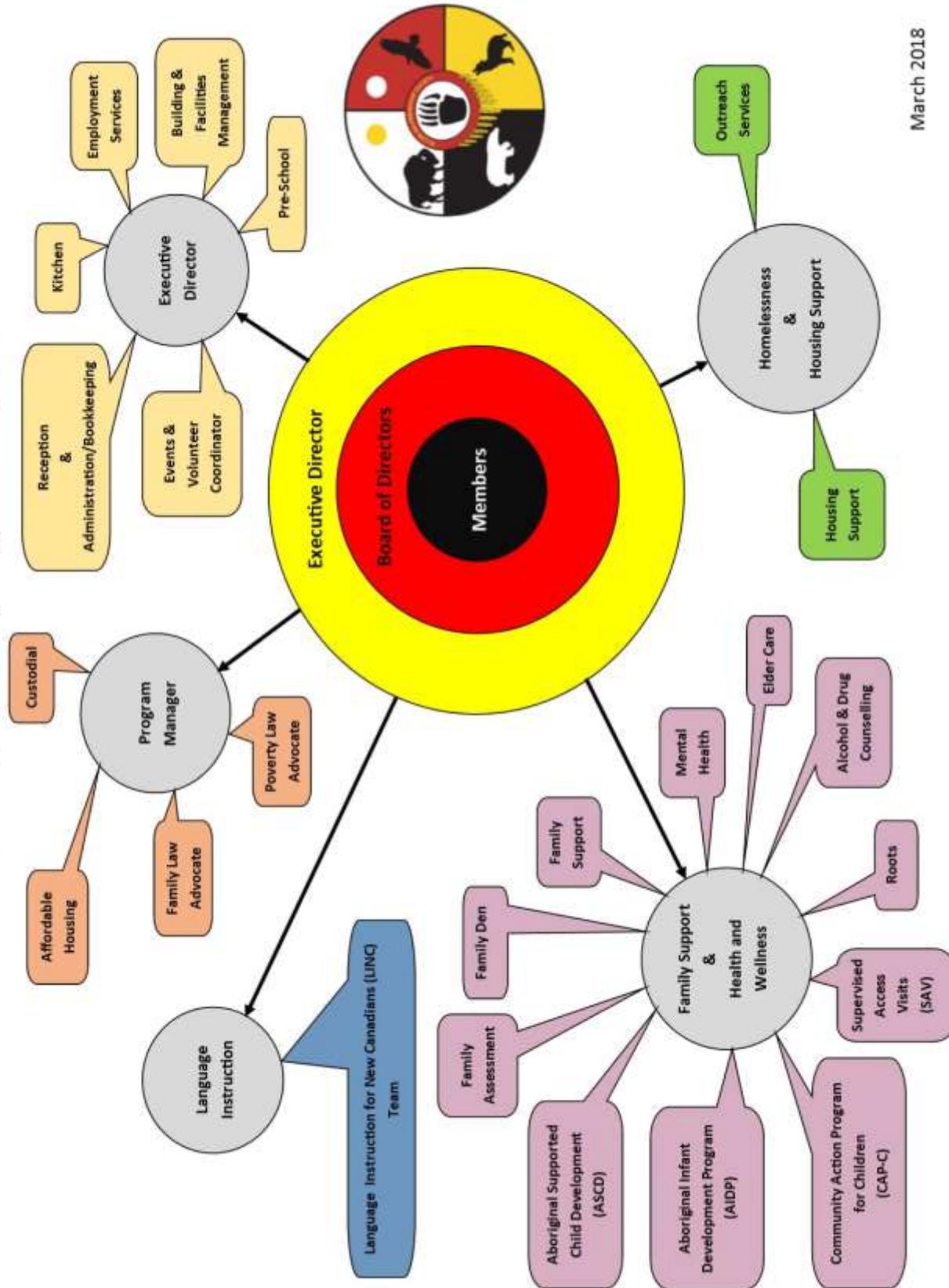
Limlemt to the Board of Directors, staff, volunteers and community members for their continuing support and time in assisting our Centre to meet the many needs of our people who walk through our front doors.

All my relations,

*Edna Terbasket*  
Executive Director



# Organizational Structure

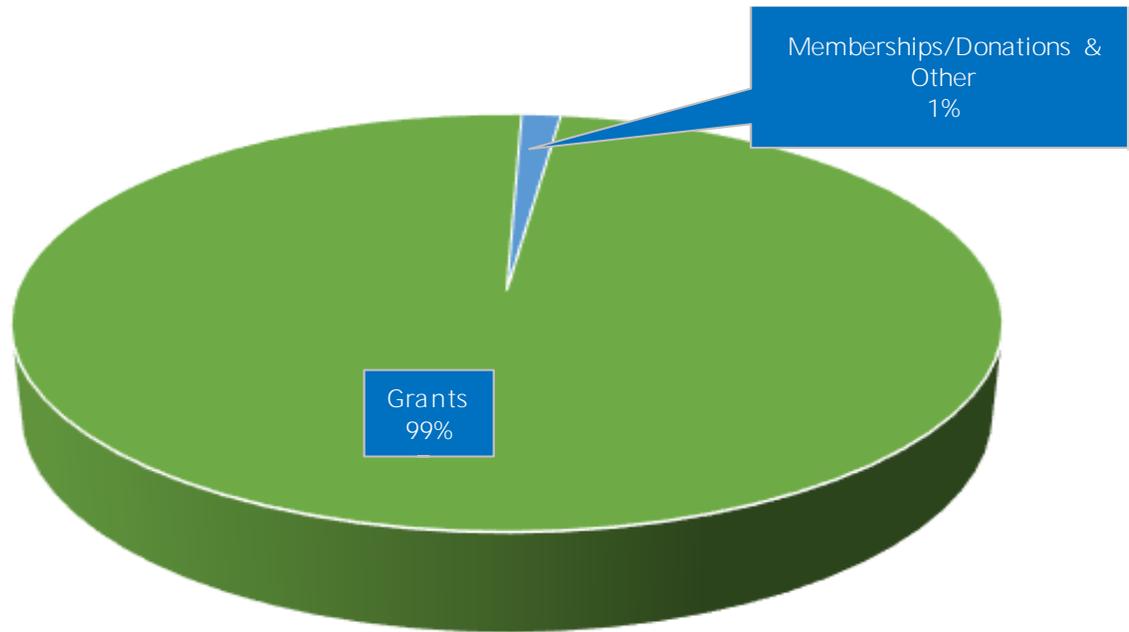


March 2018

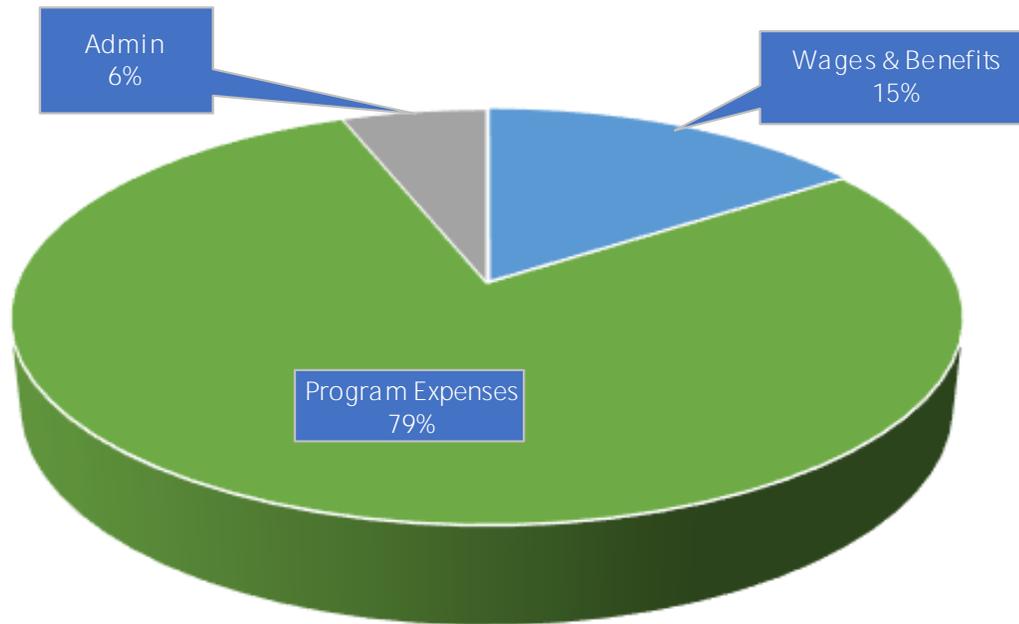


# Revenue & Expenses Overview

## Revenue



## Expenses



# Administration & Finance Report

It has been another busy year at the Ki-Low-Na Friendship Society (KFS). Here are some of the highlights from this year:

- Our 86-unit affordable housing project *i spa-us ki-low-na Heart of Kelowna* in the Central Green neighbourhood has finished its first full year of operation.
- Work is ongoing with our project to develop 49 units of affordable housing on our Margaret's Landing property in the Black Mountain neighbourhood.
- Our Community Gaming Grant was approved, allowing us to continue many important programs and events such as the Community Computer Lab, Family Night, Elders' Luncheon, and various Christmas and holiday events.
- *Our Family Is Very Sacred* program continued this year with new sources of funding.
- We also received funding to hold a youth wilderness weekend in March 2018.

We have also been able to complete several capital improvement projects this year, including replacement of the grease trap in the kitchen and leasing a new dishwasher after the original one, which had given us decades of service, reached end of life.

Special thanks to Lucia Crazy Bull and Heather Spence for their dedication and support in the reception position. Also special thanks to Noel Ferguson who keeps our buildings clean and performs many repairs and building improvements.

As always, we encourage everyone in our community to get to know the services available here at KFS, and to sign-up as a volunteer for one or more of our many special events. Thank-you again for your support!

*Jeremy Bowers*  
Program Administrator



# Health, Safety, and Facilities 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 operate or own buildings at several locations: our main offices at 442 and 477 Leon Avenue in downtown Kelowna, the Family Den in Rutland, Margaret's Landing in the Black Mountain neighbourhood, and i spa-us ki-low-na/Heart of Kelowna near downtown Kelowna in the Central Green neighbourhood. Additionally, we operate two passenger vans and a utility trailer.

The following inspections were undertaken this year:

- Restaurant Inspection (Interior Health) of kitchen facilities: no corrective action needed.
- Annual inspection of Fire & Safety Equipment (Centurion 2000 Fire Protection) – March 2018.
- Twice-yearly maintenance and inspection of Heating/Ventilation/Air-conditioning units at 442 & 477 Leon Avenue buildings (Brown Mechanical Services) – Spring and Autumn 2017.
- Twice-yearly provincial safety inspection of passenger vans (OK Tire): no corrective action needed. Routine maintenance is also conducted at these times.
- Monthly inspection of fire & safety equipment (KFS staff): all fire extinguishers and emergency lighting are inspected to ensure they are functional. These inspections are logged as required by City of Kelowna 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.

Several staff members received First Aid training, and Non-Violent Crisis Intervention training this year.

This year, two major upgrades in the kitchen were undertaken: the dishwasher was replaced, and the grease-trap was replaced.

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. All required safety and sanitation plans are in place.

*Jeremy Bowers*  
Program Administrator



# i spa-us ki-low-na Affordable Housing

It has been great year at i spa us ki-low-na; with full occupancy, adding many programs, adding some new items, and the one-year warranty work with the builders. We hired a new full-time Property Administrator—Jacki Wlodarczyk. She brings us years of experience in the non-profit sector and has resided in Kelowna for over 12 years with her husband and two children. Jacki shares the vision, values and goals of i spa us ki-low-na and we are excited to have her as part of the Ki-Low-Na Friendship Society (KFS) team.

Our 86 units include: one, two, and three-bedroom units; as well as three one-bedroom disability suites. The waitlist is growing daily and is now unfortunately in the hundreds, with the rental vacancy in Kelowna still sitting at less than 1%. The new project at Margaret’s Landing can’t come on-line soon enough!

Many of the programs from KFS have been utilizing the amenity room and courtyard space. CAP-C, AIDP, and the Elder Care programs have had many activities, meetings and meals at i spa us ki-low-na. This works well as many of the tenants participate in these programs, and everyone enjoys the bright clean space. The tenant community has created some programs and activities of their own—they now regularly host pot lucks, an art group, a singing group, and more. The amenity room is also available for tenants to use for their own private functions, and many take advantage of this for meetings, birthday parties and celebrations.

i spa-us ki-low-na was the recipient of an Award of Excellence in the Multi Family category in the 2017 Thompson-Okanagan-Kootenay Commercial Building Awards. The award was presented in September 2017. i spa-us was also nominated in two other categories.

In October 2017, we came up on our one year of occupancy in the building, and with that came the end of our one-year builder’s warranty. Complete unit and building inspections were preformed, and a report of all warranty items was put together. Van Mar Constructors sent a contractor in who was on-site for two months performing all necessary repairs. Once again, we are very impressed with the team at Van Mar for their attention to detail and customer service. We look forward to the community growth of i spa us ki-low-na in the coming year!

*Jacki Wlodarczyk*  
Property Administrator

*Tina Larouche*  
Team Leader

*Jeremy Bowers*  
Program Administrator

*This project is a partnership between the Ki-Low-Na Friendship Society and the Aboriginal Housing Management Association, BC Housing, and the City of Kelowna.*



# i spa-us ki-low-na



# Margaret's Landing Affordable Housing

In March 2017, the provisional project approval for the Margaret's Landing Affordable Housing project was executed. This allowed the Ki-Low-Na Friendship Society (KFS) to proceed with draft drawings in order to begin pursuing necessary re-zoning and development permits.

Draft drawings have been approved, and a final decision on the project configuration was decided on. The project will consist of a three-storey apartment block containing 35 units of one and two-bedroom suites, as well as two-bedroom disability suites; and 14 four-bedroom townhouses for a total of 49 units. It is not common to find four-bedroom townhouses in the current rental market, so this puts KFS in a unique position.



Our soft landscaping design plan features indigenous plants; and the hard landscaping will consist of the following:

- retaining wall
- planter wall
- concrete sidewalks
- cedar fencing
- wood benches
- bike Racks
- Trellis and gazebo



We will again, as we did with *i spa us ki-low-na*, follow the guidelines for LEED certification. The Margaret's Landing project has also completed the environmental study. We look forward to the next stage of our project! I'd like to thank the members of our team: Edna Terbasket, and Cam Martin (Consultant).

Tina Larouche  
Program Director



*This project is being developed in partnership with BC Housing and the Aboriginal Housing Management Association.*



# Community Kitchen

Our Community Kitchen is a focal point of almost all activities here at the Friendship Centre. The sharing of food is an integral part of Indigenous culture, and healthy meals are an important part of many of our programs. Some of the programs and activities supported by the kitchen include: Community Action Program for Children, Elders' Luncheons, Family Night, Feed The People, Childrens' Christmas Party, Saturday Outreach Breakfast, and Our Family Is Sacred.

We also have provided catering services for community events such as the Okanagan College Exhibition Pow Wow, Aboriginal Career Fair, Sisters In Spirit Vigil, World Film Festival, and Culture Days. Also, coffee is always available to our community members, as well as occasional snacks.

Many thanks to the volunteers who help to make our many delicious meals possible!

*Deanna Donald*  
Kitchen Coordinator



# Community Computer Lab

The Community Computer Lab is available to community members who may not otherwise have access to a computer and the internet. Staff are available to assist clients with computer-related questions and issues, and to help clients gain basic computer skills. This enables clients to search for employment, housing, or to fill out on-line applications.

There are three workstations and a printer available during all business hours in the Employment/Outreach area. Internet access, a printer, and telephone are available for clients.

*Jeremy Bowers*  
Program Administrator

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



# Events & Volunteer Coordinator

The Ki-Low-Na Friendship Society (KFS) continues to strengthen and build meaningful relationships with Kelowna based and out of town organizations. The Turtle Island Festival-June 21<sup>st</sup>, previously known as National Aboriginal Day, World Community Film Festival, Festivals Kelowna (July 1<sup>st</sup> Blanket Exercise), and Kelowna Culture Days (September Blanket Exercise) continue to be yearly highlights for us. We tirelessly work towards providing the Aboriginal urban population with programs, services, and events that help people to make positive lifestyle choices.

KFS is working on developing a stronger volunteer base. The Language Instruction for New Canadians (LINC) students continue to participate in the Elder's Luncheons. They have become a valuable asset within our volunteer program as they assist with handing out flyers as well. It has proven to be a win-win situation as they gain numerous language and work-related skills with many volunteer hours for their resumes. We want to thank all of the dedicated volunteers whose efforts make so many of our programs and events possible.

*Freda McLean*  
Events Coordinator

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



# Volunteer Appreciation Dinner



# Skəmxist Pre-School

Skəmxist preschool runs Monday through Friday. We have a class for three year-olds that meets on Tuesdays and Thursdays from 9:30 am to 12:30 pm, and a class for four year-olds that meets on Monday/Wednesday/ Fridays from 9:30 am to 1:00 pm. There are 10 children enrolled in each class. There are two staff employed at Skəmxist preschool: one Early Childhood Educator with special need certification, and an Early Childhood Assistant. Currently one staff member has their class 4 driver's license.

The program runs from September to June. During the school year, we give the children the opportunity to try many new things, including field trips into the community such as the pumpkin patch, going to a hair salon, visiting the kangaroo farm, museums, bowling, petting zoo, and a bakery.

Skəmxist preschool curriculum incorporates Aboriginal culture that include cultural teachers coming into the preschool. Visits include n s y i l x c ə n language, songs, art, and tradition foods for the children to try. This year, we also included a parent-participation drum making workshop. The curriculum is play based giving the children the opportunity to explore, turn take, problem solve, 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, using scissors, identifying letters and numbers.

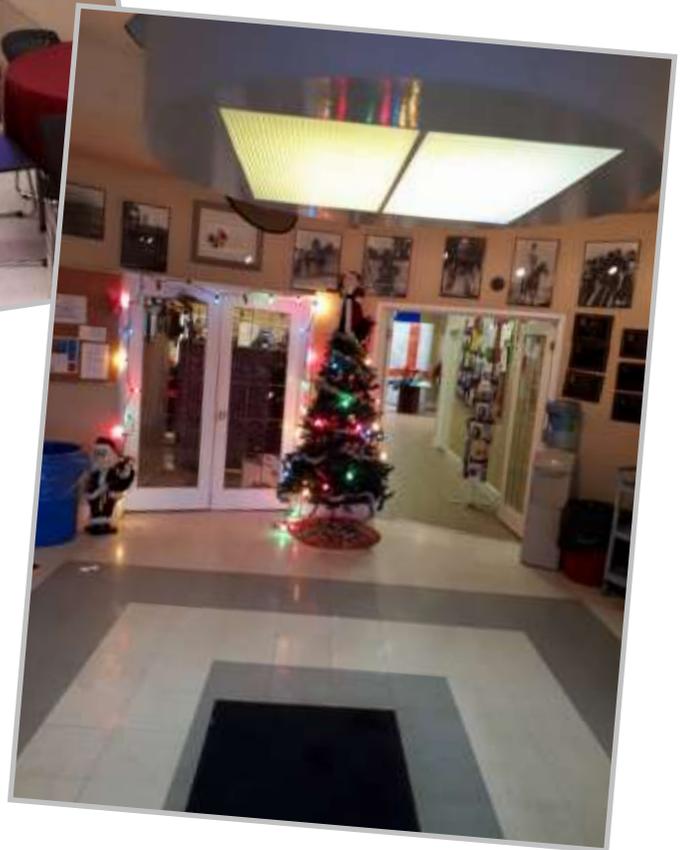
Alice Ryder  
Preschool Coordinator



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



# Christmas!



# Aboriginal Supported Child Development

Our Aboriginal Supported Child Development (ASCD) program is designed for children and youth age five to eighteen who have developmental delays or disabilities. Support is offered in a variety of ways and is flexible to fit the individual child's needs. Services are delivered with a culturally-sensitive approach, while keeping the children close to their roots and traditions.

Services will vary depending on each child's needs, but some examples of ASCD supports include: Play Therapy, Art Therapy, educational games and events, outdoor activities, one-to-one support, small group work, supported academic learning, volunteering, traditional arts, connecting children and families to community resources and events, cooking, life skills, hiking, gardening, and much more.

Our program staff consists of our ASCD Program Coordinator Ember Hofer, who has been with the program since February 2016; ASCD Consultant Janessa Collins, who has supported the program since April 2016; and part-time Support Worker Selina Hofer, who joined the team in January 2018. We were fortunate to have Selina

join our team as she did her practicum for her diploma in Social Services in our ASCD program in November/December 2017. The ASCD staff have been fortunate to take part in multiple training events throughout the year, including the Early Years Gathering, Brain Gym training, the annual ASCD/AIDP In-service, and more.

Key program highlights from this year include: running Girl Power groups, running Summer Camps, offering a youth group in Fall/Winter 2017, participating in and supporting Family Nights, and participating in the National Aboriginal Day Celebration (Turtle Island Festival). We recently finished a Girl Power group that had 8 girls attend for 10 weeks. We ran Summer Camps for children aged five to thirteen here at KFS, and activities included cooking, crafts, cultural teachings, outdoor activities, bowling, Energyplex, movies, and swimming—all with an excellent turnout.

ASCD has really grown and developed into a successful program, and we are grateful to be able to see the difference we can make in children's lives.

*Ember Hofer*  
ASCD Program Coordinator



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



# Roots

*A Child's Roots are Forever* is a partnership program with the Ki-Low-Na Friendship Society (KFS) and the B.C. Ministry of Children and Family Development (MCFD). The program ensures family, community, and cultural connections are respected and honoured for Aboriginal children in care.

The Roots Practitioner helps develop Cultural Safety Agreements (CSA) by helping identify a child's ancestral roots, extended family and community supports. Successful CSAs include active participation with the respective Aboriginal organizations. The program assists the Aboriginal communities in connecting and reclaiming children and youth in MCFD care. Most importantly, the program nurtures a sense of belonging and connections for children and youth with their birth family, extended family, community members and Forever families.

**Direct hours of service: 799**

The KFS Roots Program supports Aboriginal adults with or without children with gaining their Aboriginal status.

*Freda McLean*  
Roots Practitioner



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



# Aboriginal Infant Development Program

The Aboriginal Infant Development Program (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 a number of children to support healthy growth and development.

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

- home visits
- play-groups
- educational programs
- 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.

*Sheridan Terbasket*  
AIDP Team Leader



*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), and 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 traditional parenting skills, increasing confidence, building community and relationships. It results in a healthier population and greater involvement in 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-centred strengths-based model.

Some of our activities this year have included: traditional teachings by Elders, drum and rattle making, Too Hot For Tots fire and burn prevention workshop, car seat safety, Nobody's Perfect Parenting Program, medicine picking and nature walks, animal farm visits, swimming, waterpark/beach visits, CPR and Infant First Aid, Food Skills for Families, and nutritional bingo. 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 regular visits from an IHCAN Speech Therapist, Kelowna Doula's Association, and a Dental Hygienist with the Lift the Lip Dental Program.

This past year, we have seen the number of program participants increase significantly.

*Elya Martinson*  
CAP-C Coordinator



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



## Number of participants:

- **Parents: 1,098**
- **Children: 1,131**



# In our community...with our people...



# All in a day's work...







# Family Support

The Family Support Program's goal is to assist Urban Aboriginal parents to be successful and gain confidence in their ability to maintain a healthy family. Referrals to the program are received from Ministry of Children and Family Development (MCFD) and self-referrals through the Ki-Low-Na Friendship Society (KFS).

The 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, and legal mediations. They also provide emotional support, transportation, in-house referrals, community support referrals, client follow-up, and 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 family reunification to take place.

**Total clients served: 620**

**New clients: 80**

**Direct hours of service: 1,590**

## Highlights for this year:

- Team collaboration with:
  - Okanagan Nation Alliance: Family Decision Making.
  - KFS Outreach: advocating housing needs, providing transportation for rental viewing.
- Food Bank: providing families with means of transport from community food bank.
- Court: assisting with obtaining and providing direction for legal services.
- Benefits: access to food bank, Salvation Army, and assisting families find suitable daycare services.
- MCFD: emotional support.

Additionally, the program provides assistance and guidance for networking in support of clients to obtain other mental health, legal or social services professionals. Consulting on behalf of clients with professionals who provide comprehensive care and to ensure that the clients' needs are being adequately met. Also, educating clients on a variety of relevant mental health and social service-related topics, such as: online training courses that provide education on parenting, parent-child interaction, discipline, job skills, child development, abuse prevention or prenatal care; as well as providing educational services on a one-on-one, family, or group basis is an important component of the program.

*Arnold Akachuk*  
Family Support Worker

*Veronica Winser*  
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 works with urban Aboriginal families who are involved with, or at risk of involvement with the Ministry of Child and Family Development (MCFD). The Family Assessment Worker can assist with developing and implementing safety plans with MCFD in a holistic, culturally sensitive approach; attend case conferences and MCFD meetings as a support and/or advocate, provide one-on-one emotional support, and in-house referrals and community referrals as needed. The Family Assessment Worker is a part of multidisciplinary team working to empower and improve urban Aboriginal children and families in a good way.

**Total clients served: 495**

**New clients: 232**

**Direct hours of service: 824**

*Sheridan Terbasket*  
Family Assessment Worker



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



# Family Den

The Family Den is a family transition house which supports Urban Aboriginal families in the family reunification process by providing a safe, caring, semi-supervised housing and parenting program. Residents at the Family Den must be involved with the Ministry of Child and Family Development (MCFD). Residents are required to be drug and alcohol-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 have a six-month to one-year stay at the Family Den while learning parenting and life skills.

*Arnold Akachuk*  
Family Support Worker



## Supervised Access Visitation

The Ki-Low-Na Friendship Society provides supervised access visits for Aboriginal and Non-Aboriginal families involved with the Ministry of Children and Family Development. The purpose of the Supervised Access Visit Program is to ensure the safety of children, and to encourage the maintenance of family relationships. The program currently has three supervisors who attend and support visits with the families referred. We are currently working with 16 families and accommodating approximately 20 visits per week.

The Supervised Access Visit 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 behavior 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, the Ki-Low-Na Friendship Society has two comfortable visiting rooms available 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 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 Visit Coordinator



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



# Family...



# Family Law Advocate

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) and protection orders. For clients whose issues are beyond the scope of the Family Law Advocate 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, by providing community legal education and by participating in the Friendship Society events such as National Aboriginal Addictions Awareness Week. Additionally, the Family Law Advocate conducted a Wills and Estates workshop for the Elder Care program.

*Debra Apperley*  
Family Law Advocate



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



# Poverty Law Advocate

My name is Yolonda Beaudry, and I am the Poverty Law Advocate here at the *Ki-Low-Na Friendship Society*. I work closely with Shanny McIvor, who provides administrative support—she is also our Elder Care Coordinator. We provide poverty law services to clients in Kelowna and surrounding areas.

The Poverty Law Advocate program offers a range of legal advocacy assistance, such as: Indian Registration applications, B.C. Human Rights Complaints, Persons with Disabilities applications and appeals, Income Assistance appeals, Residential Tenancy issues, B.C. Employment Standards, and E.I. claim reconsiderations, as well as referrals, case management, and other legal service information. We do not provide services for criminal cases, although we can provide referrals to the Native Court Worker or Criminal Duty Counsel. We also assist with letters of support, in addition to other social service information.

The Poverty Law Advocate attends legal information workshops and webinars whenever possible, in order to have the most updated information to help clients. We also participate in Law Day which is held at the Kelowna Law Courts. Additionally, we also continues to network closely with various agencies in the community and Interior Health in an effort to ensure that we are able to provide the best possible information and services to our clients.

*Yolonda Beaudry*  
Poverty Law Advocate



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



# Language Instruction for Newcomers to Canada (LINC)

The LINC program (Language Instruction for Newcomers to Canada) is free of charge to students. LINC provides basic and intermediate language training for adult newcomers to Canada. Through additional funding from the BC Provincial Government, we are also able to offer our LINC classes to naturalized Canadians, refugees and Provincial Nominees.

We operate five classes at eight levels to help immigrants settle in Canada. LINC classes can help students speak and understand English for day-to-day life (housing, banking, work, etc.), get job skills, learn about Canadian life and Aboriginal culture, laws, health care and society, obtain the language requirement for citizenship, and make new friends. As part of our program, we volunteer, go on field trips, and bring in guest speakers. All of these are designed to engage students in real world language learning.

The Ki-Low-Na Friendship Society is unique in Canada as the only Aboriginal organization providing immigrant services.

**LINC served 174 students from over 40 different countries.**

## Some Highlights:

- Year-end potluck picnic in City Park with all the LINC classes joining together for a morning of activities, eating and visiting.
- All of our classes had the opportunity to experience the Canadian sport of curling with an introductory lesson and short game at the Kelowna Curling Club.
- The students from the LINC 5-6 and 7-8 classes participated in a scavenger hunt of downtown Kelowna at the beginning of the school year in September; it was a lot of fun and a great way for students to meet and get to know a little more about Kelowna.

The students also participated in the Blanket Exercise, which was hosted by the Ki-Low-Na Friendship Society. This provided the students with a visual demonstration and strengthened their understanding of the history of Canada's Indigenous peoples and the effects of colonization. LINC classes also attended the Okanagan College Youth Pow Wow in September 2017.

The LINC 5-6 students enjoyed volunteering for the monthly Elders' Luncheons where they helped prepare and serve the food, and assisted with set-up and clean-up.

I would like to thank our LINC team for another successful year.

*Alana Turigan*  
LINC Coordinator

*Funding for this program is provided by Immigration, Refugees and Citizenship Canada, and the B.C. Ministry of Jobs, Trade and Technology.*

Funded by:  Immigration, Refugees and Citizenship Canada  
Financé par :  Immigration, Réfugiés et Citoyenneté Canada



# LINC Snapshots...



# Addictions Counselling

Our prevention and treatment programs at the Ki-Low-Na Friendship Society (KFS) 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 health.

Through addictions counseling within a culturally appropriate framework, each individual receives the respect needed to grow and develop a healthy sense of pride and personal responsibility. Culture is an important part of individual and collective empowerment. It highlights the interdependence of personal values, beliefs, attitudes and behavior. Cultural knowledge strengthens treatment and prevention. We provide assessment, counseling, prevention and educational material workshops and referrals to the appropriate support programs for people who have addictions.

Here are some of the activities completed this year:

- Provide one-on-one counseling.
- Referrals to treatment centres:
  - Round Lake (Vernon, BC)
  - Namgis Treatment Centre (Alert Bay, BC)
  - Maple Ridge Treatment Centre (Maple Ridge, BC)
  - North Wind Healing Centre (Dawson Creek, BC)
- Provide aftercare support to individual who complete their treatment.
- Attend case-management meetings with the B.C. Ministry of Children and Family Development and in house support staff regarding how we can help our mutual clients deal their family and other presenting problems.
- Attend Counseling Team meetings to update on the progress of the clients.
- Attend the Partners In Community Collaboration meeting every Thursday morning.
- Held a Co-ed Womens' and Mens' Wellbriety Group every Wednesday evening; it is a Medicine Wheel concept using the Alcoholics Anonymous Twelve-Step Program.
- Mens' Circle every Thursday afternoon from 1:00 pm – 3:30 pm.
- National Aboriginal Day—June 21, 2017.
- National Aboriginal Addictions Awareness Week—November 2017.
- Attend Family Nights at KFS.
- Participate in Sweat Lodge.

**Clients served: 1,165**

**Referrals Provided: 21**

*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 facilitates healing opportunities for a vast number of clients annually; including status, non-status, Métis, Inuit, and non-Aboriginal peoples of all ages. Community participants engage in positive mental health practices through education, recreation, culture, and counseling. Components of the program include advocacy, information, referrals, one-on-one sessions, and group educational classes in a culturally sensitive and inclusive manner. Utilizing the concepts of the Medicine Wheel, the mental health program strives to bring balance to those struggling with their thoughts and adverse experiences by exploring personal and community strategies aimed at improving wellness at physical, mental, emotional, and spiritual levels.

This year, KFS's mental health program continued emphasizing group work as an approach to healing, alongside individualized work with clients. An integral component of our service entails working together as a

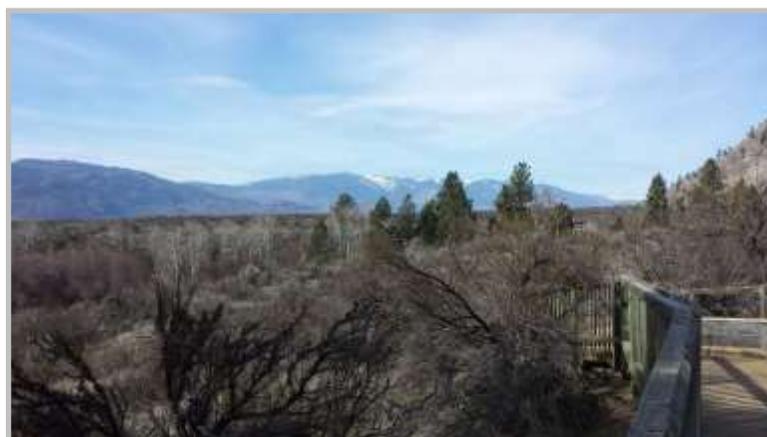
group or community to collectively support positive mental health in individuals and families. Aboriginal healing is relational in nature (i.e., based in relationships between all people and things). KFS's group work offers instruction in traditional healing practices and cultural programming, which is an important part of community healing, and a necessary component of individual wellbeing. Workshops offered this year included Self-Esteem, Strengthening Families, For I Am Kind Man, Band of Brothers, Traditional Drumming and Singing, and Anger Management. KFS's mental health department is also offering an Indigenous Youth Wellness program called *Cuystwi*, designed by youth for youth to help lower Aboriginal suicide rates and improve self-esteem. In addition to workshops, a family program aimed at improving family relationships called *Our Families are Very Sacred* was offered, and was a huge success. This program focused on the Seven Grandfather Teachings, and offered traditional approaches to healing, including regalia making, drum making, moccasin making, medicine picking, sharing circles, and much more.

**Clients served: 1,500**

*Vanessa Nelson*  
Mental Health Worker



*Funding for this program is provided by Interior Health.*



# Elder Care

The 2017-2018 year has been full of excitement, knowledge sharing, fundraising, and new adventures for the Elders. What is very fulfilling is the dedication and hard work that went into fundraising this year for the B.C. Annual Elders Gathering in Duncan, BC.

The group made enough for the travel and accommodations and will continue to fundraise in hopes of heading to the National Elders Gathering in Winnipeg, MB in September 2019. The Elders volunteered many hours throughout the year cooking Indian Tacos, selling tickets, loonie-auctioning and raffling artwork. Thank you to the community members who contributed their time and respects to our Elders' fundraising. There will be more to come in the next year.

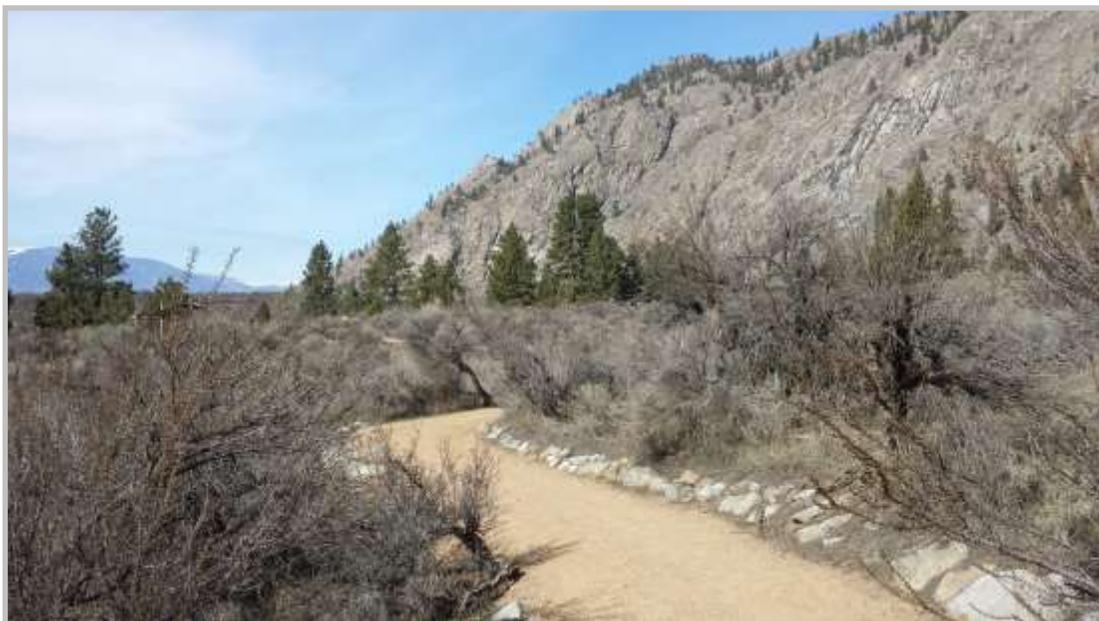
Other exciting programs and events new this year were the karaoke nights, scrapbooking, craft day with CAP-C, Indian Taco Thursday sales, potlucks, OK Falls Salmon Feast, traditional drum-making, kangaroo farm trip, Turtle Island Festival, Okanagan College picnics and drumming circles, and the pickerel dinner.

Some services provided for Elders are medical transportation services, bus tickets are available, massage therapy, Ensure meal-supplements are available, and transportation services to get groceries. Our Elders' Luncheon runs monthly from September through May.

*Shanny McIvor*  
Elder Care Coordinator



*Funding for this program is provided by Interior Health.*



# Our Elders...



# Outreach & Housing Support

The Outreach program expanded and grew this year, assisting over 85 individuals and families to find or maintain their housing this year. We were able to purchase housing starter and retention kits to help people get started in their new homes, as well as offering utility relief to assist people to maintain their housing. Outreach Services hosts the weekly Saturday Outreach Breakfast that serves approximately 350 – 400 people every month with the help of dedicated volunteers.

Our program is supported by three contracts: Aboriginal Homeless Outreach Program (AHOP), Aboriginal Homelessness Prevention Program (HPP), and the Homelessness Prevention Strategy (HPS) Program. The AHOP and HPP programs focus their services on the prevention of homelessness. AHOP connects Aboriginal people who are homeless or at risk of homelessness with housing. We assess clients' needs, assist with personal goals, and connect individuals and families with stable accommodation and culturally appropriate services. The program is guided by these principles: (a) program services are accessible and client focused; (b) operations are transparent and accountable; (c) the service environment is safe, secure and welcoming; and (d) the sector is collaborative to improve service effectiveness.

The HPP program is an enhancement to the AHOP program, and focuses on the prevention of homelessness by targeting services to individuals and families who are homeless or at risk of homelessness due to crisis or transition. Individuals who are absolute homeless, hidden homeless, or at risk of homelessness, and are within one of the following target groups are eligible to be HPP clients: (a) people leaving the corrections and/or hospital systems; (b) women who have experienced violence or are at risk of violence; (c) youth, including those leaving the care system; or (d) people of Aboriginal descent.

The HPS program provides assistance to individuals and families to find immediate shelter or long-term housing. Clients are referred to appropriate housing in the community including Now Canada, Gospel Mission, Inn From the Cold, Willowbridge, Cardington, New Gate, and other appropriate housing and shelter facilities. Also, the program provides a broad range of services that include referrals to alcohol and drug counseling & treatment, transportation to medical appointments, help applying for Income Assistance, life skills (communication, health, nutrition, shopping, budgeting, and applying for jobs), and other appropriate counseling and ongoing case management in partnership/collaboration with other community service providers.

All Outreach programs engage and collaborate with the greater Kelowna/Central Okanagan community through Partners in Community Collaboration (PICC). PICC is a weekly networking meeting of service providers. This meeting provides an opportunity for all community support services to better know each other and the services offered and to engage in light case management for the benefit of the greater community. Also, we participate in a monthly meeting called Partners for a Healthy Community (PHC). PHC is a collection of RCMP, City bylaw, business community, and service providers—meeting to discuss and collaborate on problem areas and individuals in the downtown core.

This year, we also focused on creating more community partnerships and providing innovative opportunities for our clients to access health care services and destigmatize STBBI's. We started by participating and volunteering with the Living Positive Resource Centre's (LPRC) HIV World AIDS Day as well as Aboriginal AIDS Awareness Week which took place in November 2018. We collaborated with many partners, including Interior Health, Men's Health Initiative (MHI), and others in order to bring together a Health Fair that included Rapid HIV Testing during National HIV Testing day at KFS. These initiatives aim to



destigmatize and provide opportunities for our clients to be empowered about their health.

Additionally, our staff has attended capacitation training to become Ready to Rent presenters, in addition to receiving Mental Health First Aid, Non Violent Crisis Intervention, Addictions and Trauma, and many other workshops and skill building initiatives. The Outreach department also provided a Diversity and Inclusion workshop during Pro-D, and looks continually to grow our skill set. We look forward to continue growing as an Outreach department, as well as increasing our collaboration with community partners and building capacity within our organization in order to provide more numerous and meaningfully engaging initiatives for our clients.

*Ali Butler*  
Team Leader

*Leanna Romano*  
Outreach Worker

*Melissa July*  
Outreach Worker

*Virginie Fostroy*  
Outreach Worker

*Charity Celesta*  
Outreach Worker



*Funding for this program is provided by BC Housing, Aboriginal Housing Management Association, and Central Okanagan Foundation.*



## Support Groups & Healing Circles

### Mens' Circle

Every Thursday afternoon from 1:00 pm—3:00 pm, our *Mens' Circle* meets. Open to all men, this is a healing circle. Participants are welcomed to share and gain support from their peers in a culturally sensitive and safe way. Six to ten men participate in this circle regularly.

### Wellbriety

Incorporating Twelve Step recovery concepts and traditional Medicine Wheel teachings, *Wellbriety* offers a culturally familiar road to recovery and maintenance of sobriety. Meeting weekly on Wednesdays from 5:00 pm—7:00 pm, on average approximately seven to twelve people participate regularly.



# Employment Services

It has been another successful year for our Employment Services program. Our program targets for the 2017/2018 fiscal year were not only met, they were surpassed. The Ki-Low-Na Friendship Society (KFS) had the highest clientele office in the ASET Okanagan region, and we also had the most diverse clientele in the region. Again, in partnership with Okanagan College and University of British Columbia—Okanagan, we hosted the annual Aboriginal Career Fair.

We've also worked in partnership with the Canada BC Job Grant and Okanagan Training and Development Council (OTDC) to implement KFS staff and volunteer training at a total value of \$13,990.00. Some of the training our staff received included: First Aid Level One with CPR/AED, FoodSafe Level One, Non-Violent Crisis Intervention, Class 4 Drivers Licensing, Self-Defense, and a De-Stress Workshop.

**Registered case-files: 181**

**New clients: 129**

**Successfully completed case-files: 121**  
⇒ **Percentage employed: 72%**

We have also had a number of success stories with clients working in partnership with various community agencies: WorkBC, OTDC, and OTDC (Partnership With Health pilot project). Also, we are proud of our 2017 Summer Students who helped out in Reception, Administration, Kitchen, and Janitorial.

*Barbara Jagodics*  
Employment Coordinator



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



2017 Summer Students



# Special Programs

In addition to our regular on-going programs, the Ki-Low-Na Friendship Society (KFS) hosts a number of small, limited-duration programs when funding opportunities arise. This year, we have been able to continue one such program from last year, and host one other.

Thanks to new funding from the Central Okanagan Foundation, the *Our Family is Very Sacred* program has been able to continue this year. This program continued to provide supportive activities in a culturally relevant way to families and individuals who have been, or have dealt with, issues surrounding domestic violence. An average of 21—22 participants regularly attended weekly sessions and activities on Mondays and Tuesdays. Activities this year have included: moccasin making, regalia making; drumming; ‘walks on the land’, which have included visits to Spotted Lake and medicine picking at various locations in the Okanagan; and additionally, some group participants participated in the Lake Country Winter Family Gathering. Many thanks to our dedicated participants, staff, Elders, and volunteers who have all made this an enriching program.

We also hosted a mini Youth Wilderness Weekend in March 2018. Eight youth spent a weekend in the Dee Lake area near Lake Country, BC, learning wilderness survival skills, traditional foods, and enjoying a rare opportunity to be out on the land. Funding for this program came from the B.C. Association of Aboriginal Friendship Centres through their Urban Programming for Indigenous Peoples funding stream. Much gratitude to Freda McLean for coordinating the logistics, and to Mario Richard for stepping in at the last minute to lead this event. I would also like to acknowledge Dorothy Goodeye who was the Elder for the weekend, and Shanny McIvor who was a chaperone and drove the van.

We look forward to future opportunities to host more ‘mini’ programs like these!

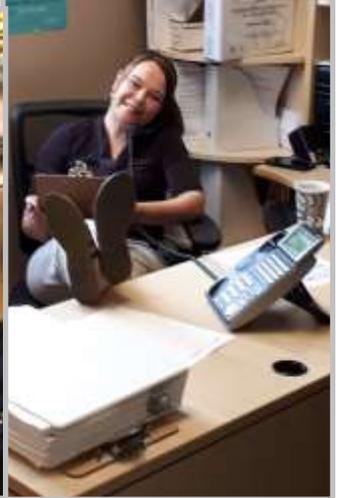
*Jeremy Bowers*  
Program Administrator



Youth Wilderness Weekend



# KFS staff



# 2018 Annual General Meeting Agenda

August 15, 2018

1:00 pm

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

## 1. Call to Order

a) Opening prayer.

## 2. Adoption of Rules of Order

a) Adoption of agenda.

## 3. Minutes of Annual General Meeting

a) Adopt minutes of Annual General Meeting: June 28, 2017.

## 4. Auditor's Report

a) Review and adoption of March 31, 2018 financial statement.

## 5. Reports

- a) President's Report
- b) Executive Director's Report

## 6. New Business

a) Adopt changes to Constitution and By-Laws as required by the *B.C. Societies Act*.

## 7. Nomination of Directors

## 8. Election of Directors

## 9. Adjournment

a) Closing prayer



# 2017 Annual General Meeting Minutes

Ki-Low-Na Friendship Society  
Okanagan Room  
Wednesday June 28, 2017

*Meeting Called to Order at 5:30 pm.*

**Opening Prayer:** Dinah Littelchief

## **Adoption of the 2017 Annual General Meeting Agenda**

### **Motion #1:**

To accept the 2017 Annual General Meeting Agenda as presented—no changes or amendments requested.

Moved by: Robin Dods; seconded by: Jean-Anne Copley; all in favour, motion carried.

*It was noted that 8 members were present and quorum was met.*

## **Adoption of the 2016 Annual General Meeting Minutes**

Edna Terbasket read the minutes from the 2016 Annual General Meeting, dated June 29, 2016.

### **Motion #2:**

To approve the 2016 Annual General Meeting minutes with corrections.

Moved by: Maurice Malinoff; seconded by: Ann Bell; all in favour, motion carried.

## **Auditors Report (Grant Thornton)**

Tyler Neels, Partner (Grant Thornton) and auditor, attended the meeting to review the March 31, 2017 audited financial statements. The Board of Directors reviewed the draft version and went through the documents in more detail in an earlier meeting with the auditors.

Review of financial statement included:

- Independent Auditor's Report
- Statement of financial position (Balance Sheet)
- Statement of changes in net assets
- Statement of Operations which is a condensed version of the income statement
- Statement of cash flows

Additional notes to the financial statements:

- Summary of accounting polices—there have been no significant changes.
- Overall revenue increased, which is largely in connection with obtaining new contracts/grants.
- With the acquisition of new funds and programs, there has been an increase in wages and expenses in comparison to last year.



**Motion #3:**

To accept the 2016-2017 audited financial statements as presented.

Moved by: Jean-Anne Copley; seconded by: Robin Dods; all in favour, motion carried.

**Directors' Report****President's Report:**

Dinah Littlechief reviewed her report, included in the 2016-2017 Annual Report on page three. Highlights included gratitude for community partnerships, the hard work of staff and volunteers, and the fact that the Friendship Centre is a second home to many in our community.

**Motion #4:**

To accept the Directors' Report as given by Dinah Littlechief.

Moved by: Ann Bell; seconded by: Jessie Nyberg; all in favour, motion carried.

**Executive Director's Report**

Edna Terbasket reviewed her report, included in the 2016-2017 Annual Report on page four. Highlights included gratitude to team leaders, the opening of i spa-us ki-low-na, a proposal to develop 48 units of affordable housing on the Margaret's Landing property, changes to staffing and programming, and continuing and expanding involvement in community events. She also thanked the Board of Directors, staff, and volunteers for their efforts on behalf of the Friendship Centre.

**Motion #5:**

To accept the Executive Director's Report, as given by Edna Terbasket.

Moved by: Robin Dods; seconded by: Dinah Littlechief; all in favour, motion carried.

**New Business****New B.C. Societies Act:**

It was noted that the Constitution and By-Laws of KFS will need to be reviewed and revised as necessary to bring them into compliance with the new *B.C. Societies Act*. KFS staff member Kaela Schill and Jessie Nyberg are working on this project. Revised Constitution and By-Laws will be presented to the membership at the 2018 Annual General Meeting for approval.

**Provincial Aboriginal Youth Council:**

It was noted that Kyle Tutt continued to represent KFS on the PAYC.

**Nominations and Elections for Board of Directors Positions**

The following members of the Board of Directors had completed two-year terms: Ann Bell and Jessie Nyberg, and Michael Mucha. All were willing to stand for another term.



**Call for Nominations:**

Rodney Bell nominated Ann Bell—seconded by Dinah Littlechief.

Jessie Nyberg was nominated by Dinah Littlechief—seconded by Robin Dods.

Michael Mucha was nominated by Jessie Nyberg—seconded by Rodney Bell.

Call for nominations was made three times. Nominations were then closed.

Nominations were accepted by acclamation.

**Closing Prayer:** Dinah Littlechief



# The land is sacred...





*Ki-Low-Na Friendship Society*

**442 Leon Avenue  
Kelowna, BC V1Y 6J3**

**Telephone: (250) 763-4905**

**Fax: (250) 861-5514**

**Email: [reception@kfs.bc.ca](mailto:reception@kfs.bc.ca)**

**On the web:**

**[www.kfs.bc.ca](http://www.kfs.bc.ca)**

**Find us on Facebook:**

**Ki-Low-Na Friendship Society**