

Ki-Low-Na Friendship Society



2019—2020 Annual Report



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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Message from the President

As we finish another year of operations at Ki-Low-Na Friendship Society, I am reflecting on all that has happened in my first year on the board. This year saw many successes for the Friendship Society in adding various new programs and staff, but it wasn't without its hardships, especially during the last months of our Fiscal Year. Throughout the COVID-19 pandemic, the staff at the Friendship Society continued to offer adapted services to clients. This bravery hasn't been overlooked and I'm exceptionally thankful to have them working for the betterment of our community. The level of altruism displayed during the past four months has been nothing short of awe inspiring. As we eagerly look onto a post COVID-19 reality, we are excited for what projects and services we'll soon be able to offer.



Construction for the Margaret's Landing subsidized housing project is going well and has been largely unaffected by the pandemic, with the tentative move in date soon approaching. We are also looking forward to starting operations at our new project, Tupa's Lodge, and the opportunity to continue supporting new mothers and their children. Other new programming we're excited to offer includes an Indigenous Health Coordinator, Poverty Law Clinic, and a Trauma Counsellor. These new programs are exciting, but it's also important to acknowledge how happy we are to continue offering our existing services thanks to the partnerships we've made throughout the years.

We are continuously grateful to our valuable partnerships with different levels of government, other service providers, and our local business community. Without these various stakeholders we would not have the breadth and depth of services we currently offer. I'd also like to extend a warm thank you to my fellow members of the Board of Directors, the staff, and our volunteers. I feel extremely fortunate to know such passionate, empathetic, and hardworking individuals.

Unfortunately, many of the events where we would typically see each other have been cancelled, but I know I will see many familiar faces in the coming months as we continue reintegrating into each other's lives. The world is continuously changing, but I can take solace knowing that the Ki-Low-Na Friendship Society can offer stability as we continue to offer beneficial services to the community we live in.

Thank you | Kukstemc

Francis Lampreau
President

Board of Directors

President: Francis Lampreau

Vice-President: Jean-Anne Copley

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Treasurer: Dr. R. Robin Dods

Board Member: Karen Vircavs

Board Member: Dr. Jim Ketch

Youth Member: Genna Moyer



Message from the Executive Director

Wai xast sxelxait inca iskwist sem put t'kw,

I am honoured to offer his annual report to our members and community. We continue to work hard to meet the many needs of our Urban Indigenous people and anyone else who chooses to walk through our front doors. Our relatives seek affordable housing, assistance with family or poverty law, or funding to gain skills or education to seek meaningful employment. In addition, the Friendship Centre is a place to gather for cultural activities, group programs, counselling, or coffee.



I am very grateful for our staff who work together as a team to meet the many needs of our relatives. When possible they work together to strategize on how best to assist our families and individuals. We use our wraparound services whenever possible. Our Team Leaders represent our Centre on various community advisory committees that relate to their programs. Collaboration with other organizations is key to successful outcomes for our relatives.

I spa-us ki-low-na continues to have a waitlist that clearly shows we need more affordable housing. I spa us ki-low-na residents have formed a real community within the community: they have a library that they give books to and exchange for new books, they have started a food cupboard that they can drop off nonperishable food and exchange for something they need, and they have a huge community garden that is shared within their community.

Margaret's Landing, our new housing project, with 14 townhouses and 36 apartments, is scheduled to be completed by October 2020. This low-income housing project is being developed in partnership with BC Housing and the Aboriginal Housing Management Association. Many of our relatives have expressed interest in becoming a part of Margaret's Landing community.

Tupa's Lodge is a new project for mothers who are struggling to keep their babies from being taken into care by the B.C. Ministry of Children and Family Development. When baby is born, both mom and baby can be brought to Tupa's Lodge and provided twenty-four hours support and wrap-around services. Both mom and baby will have the opportunity to bond and stay together. BC Housing is supporting Tupa's Lodge and is preparing to do renovations on a nine-bedroom house that they have purchased. It is expected to open in July 2020.

We continue to participate in or host various community events including Sisters in Spirit, Lake Country Native association's Family Winter Gathering, National Aboriginal Addictions Awareness Week, Turtle Island Festival, World Community Film Festival, Kelowna Culture Days, Salvation Army Christmas Kettle Campaign, Honour Your Health, Childrens' Christmas and Halloween parties, monthly Elders' Luncheons, Elders' Christmas Party, and Feed the People.

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

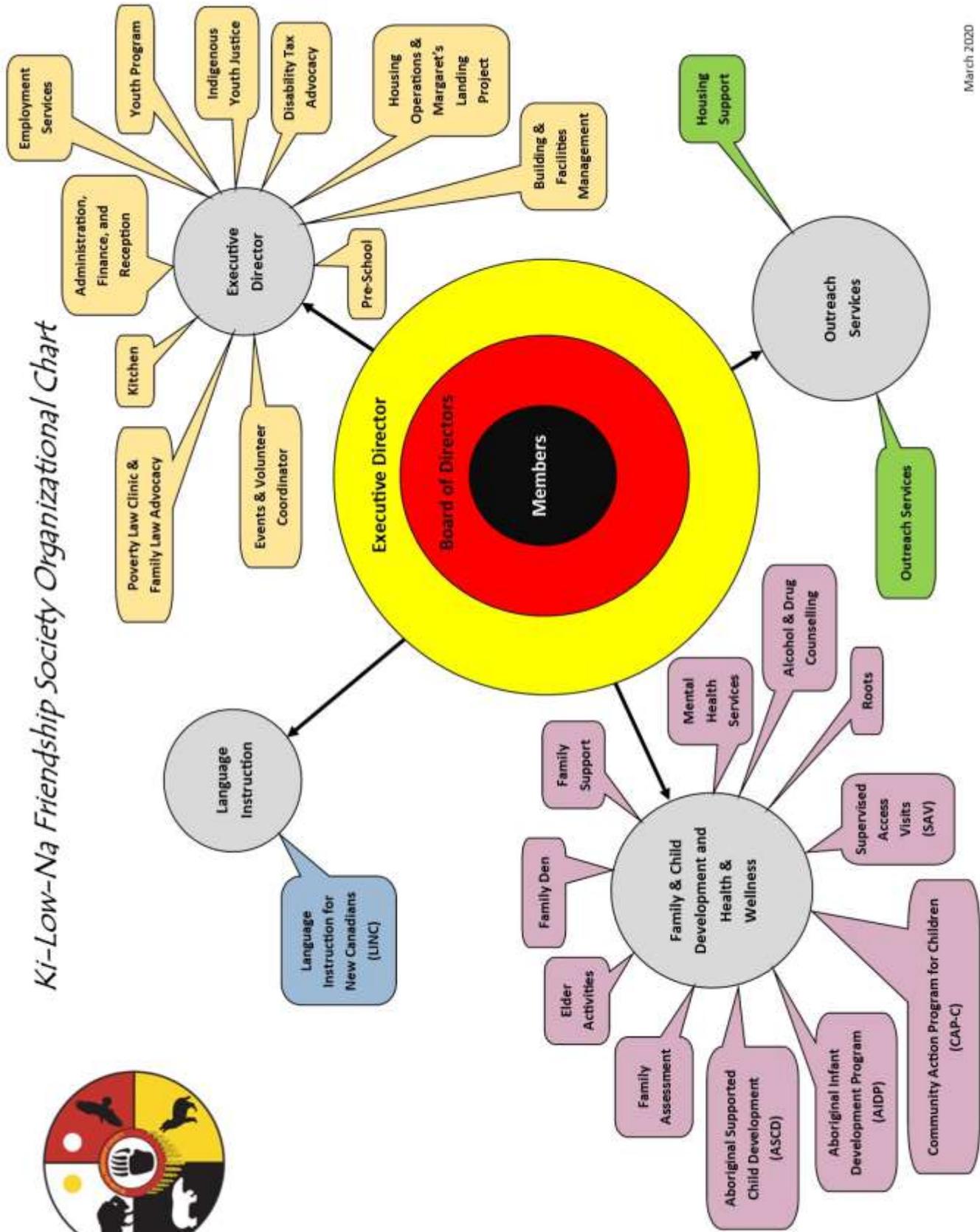
All my relations,

Edna Terbasket
Executive Director





Ki-Low-Na Friendship Society Organizational Chart



March 2020



Responding to a Pandemic

As you read through the various reports contained within this Annual Report, you will see a common thread running through many of them: the effects of the COVID-19 pandemic that arose in mid-March 2020, just before the end of the 2019-2020 fiscal year. The Ki-Low-Na Friendship Society (KFS) has not been immune to the effects of this pandemic.

Although we are just a few weeks into this, it has already had a dramatic effect on our programs and general operations. The Okanagan Room no longer echoes with the laughter of children, infants, and parents. Youth and Elders no longer collaborate in-person on crafts in the evenings; Family Nights and Elders Luncheons have been cancelled; and our lobby is quieter as we have had to close our doors to the general public for the safety of staff and guests.

KFS staff are in the midst of strategizing as to how to move forward and keep programs and essential services running under the new conditions this pandemic is imposing. So far, in-person group activities are cancelled, and many are moving on-line. Our signature event of the year, *Turtle Island Festival*, which celebrates National Aboriginal Day, will likely be postponed.

As an initial response, we have been able to direct some program funding towards providing food, prepared meals, and other necessities (such as cleaning supplies and toilet paper—which have suddenly become difficult to obtain) to our Elders, families, and other individuals who are served by our programs. KFS's bulk purchasing ability has allowed us to obtain some staple items that are currently difficult to impossible to obtain in stores. Delivering these supplies has allowed our more vulnerable community members to safely isolate at home as health authorities are recommending in this early stage.

Additionally, KFS is pursuing special funding from various governmental and other sources that is being promised to mitigate the effects of the pandemic, which will hopefully come on-line in the 2020-2021 fiscal year. We will move forward with this “new normal”, and continue to provide the services our people need.

Jeremy Bowers
Program Administrator



Administration & Finance Report

It has been another active year at the Ki-Low-Na Friendship Society (KFS). The financial position of the Society continues to be strong, and while some programs have ended, we have added new ones.

Some highlights from the year include:

- Our 86-unit affordable housing project *i spa-us ki-low-na Heart of Kelowna* completed its third year of operation in October 2019—it continues to maintain full occupancy, with a lengthy waitlist.
- Construction on our new housing at *Margaret's Landing* is well underway, and we anticipate occupancy in the late Autumn of 2020.
- We have added a new Law Clinic to our Legal Advocacy program offerings—a clinic lawyer was hired in March 2020, and the clinic will be up and running in April 2020.
- We have added a new Elder Activities program.
- We have partnered with BC Housing and the Aboriginal Housing Management Association to develop and operate Tupa's Lodge, which will be a transitional home for new and expectant mothers who are, or are at risk of, involvement with the Ministry of Children and Family Development.
- We have also received funding for additional programs and supports for Tupa's Lodge from the B.C. Womens' Hospital & Health Centre—this funding is currently allowing us to offer Trauma Counselling services and pre-planning for the opening of Tupa's Lodge.
- Unfortunately, a few programs have ended—our Youth Mental Health Clinician, and our Elder Care programs both ended, however they have left a legacy that is carrying forward in existing programs, and in new programs. A new Elder Activities program has started up.
- KFS has been receiving increased donations through the on-line *Canada Helps* service, which allows donors to make donations on-line—on average, we are receiving approximately \$1,200.00 per month in donations through this application.

The COVID-19 pandemic came up as a new challenge for KFS in mid-March 2020, forcing the closure of our lobby on March 17th to the public (except for those with appointments), the cancellation of group activities and programs, and finding new ways to continue serving our people. Some staff have begun working remotely; and one-on-one appointments are being conducted either over the phone, via video conferencing, or with sufficient social distancing. KFS is endeavouring to source and deliver needed supplies to our people, who are experiencing difficulty obtaining basic supplies due to shortages, or the need to isolate. We have been able to leverage our ability to make bulk purchases of some hard-to-find essential items such as hand sanitizer and toilet paper from wholesale suppliers to offer these items to our people.

Many thanks to Chelsea Nielsen who keeps things running in reception, and Noel Ferguson who tirelessly keeps our buildings in top condition.

Thank-you to everyone for your support!

Jeremy Bowers
Program Administrator

Stephen Cuthbert
Finance Supervisor



Health, Safety, and Facilities Report

Our programs and services operate from a number of locations: our main offices at 442 and 477 Leon Avenue in downtown Kelowna; i spa-us ki-low-na/Heart of Kelowna—our affordable housing in the Central Green neighbourhood; the Family Den in the Rutland neighbourhood; Margaret’s Landing—our housing project we’re developing in the Black Mountain neighbourhood, and Sk̓əmxist Pre-School at Quigley Elementary School. Additionally, we operate two 15-passenger vans, a mini van, and a cargo trailer.

Illegal activity, vandalism, and violent crime have increasingly emerged as issues in the downtown Kelowna area over the past few years, and KFS is not immune to its effects. We have implemented a number of measures to ensure the safety of staff, our guests, and our facilities, including:

- Cameras have been installed at 477 Leon Avenue, and additional cameras have been installed at 442 Leon Avenue.
- Additional cameras have also been installed at i spa-us ki-low-na.
- Outside lighting has been upgraded around our buildings, and more upgrades are planned.
- We have reconstituted our Safety Committee, whose primary task is to review and update KFS’s health and safety policies.
- Our current computer network server, which will reach end-of-life within the next three years, has been upgraded—it is now the back-up to the new server.

The following regular-interval inspections were completed:

- Annual fire & safety equipment inspections (all buildings and vehicles).
- Biannual commercial vehicle inspections (both 15-passenger vans).
- Monthly inspections & testing of fire & safety equipment (all buildings and vehicles).
- Annual kitchen facility inspection by Interior Health.
- Annual elevator inspections and regular servicing (442 Leon Building & i spa-us ki-low-na).
- Twice annually HVAC servicing (442 Leon Building & 477 Leon Building).
- Monthly mechanical system inspection/servicing (i-spa-us ki-low-na).

All buildings and vehicles are in good repair, and all necessary inspections are up-to-date. All required licensing and certification of buildings, facilities, systems, and vehicles is current.

The COVID-19 pandemic has also been an impact on our physical infrastructure and safety procedures. Some spaces are being re-purposed temporarily to facilitate social distancing for client appointments. More changes to our infrastructure and safety protocols will be developed in the coming fiscal year as we adapt to the new reality imposed by the COVID-19 pandemic, and we work to provide services while adhering to public health directives.

Jeremy Bowers
Program Administrator



i spa-us ki-low-na Affordable Housing

i spa-us ki-low-na | Heart of Kelowna completed its third year of operations in October 2019, and we continue to experience full occupancy with a substantial wait list. We are proud of our diverse and dynamic community.

Rhonda Worthington joined us as our new Property Administrator in November 2019, and has worked tirelessly to build and nurture our community, as well as to prepare for the upcoming opening of our Margaret's Landing housing project. A number of residents of i spa-us ki-low-na will be moving to the new housing. We are grateful to our previous Property Administrator, Lana Worm, who left to pursue new opportunities, and to long-time Property Administrator Jacki Wlodarczyk, who left at the beginning of the year for personal reasons.

Our community garden continues to be a thriving focal point of activity for residents. Garden boxes and plots are available for a nominal one-time per year fee. Fees go towards general maintenance of needed infrastructure for the garden and to acquire gardening tools. The amenity room continues to be well-used for various group activities such as birthday parties, holiday gatherings, and coffee is always on in the morning. We also have a thriving book exchange library, and a food exchange shelf on the go in the amenity room. Noel Ferguson has also been hosting pancake breakfasts in the amenity room on Saturdays.

COVID-19 has arisen as a new challenge in March 2020. For now, group activities in the amenity room and courtyard are cancelled. Residents are being advised to not admit anyone outside of their household into the building, and to practice social-distancing in common areas. We are also implementing a more rigorous cleaning schedule for high-touch areas.

Jeremy Bowers
Program Administrator

Rhonda Worthington
Property Administrator

Noel Ferguson
Maintenance Supervisor

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



Margaret's Landing Housing Project

Originally planned and funded as an affordable housing project at the Ki-Low-Na Friendship Society's (KFS) property at Margaret's Landing in Kelowna's Black Mountain neighbourhood, this project is now being funded under the B.C. Provincial Government's *Building BC: Indigenous Housing Fund*. As such, operational expenses will be subsidized, and rents will be geared to income. Residents will need to be of Indigenous ancestry as a requirement of the operational subsidy. We are excited about this new and much-needed housing opportunity in our community. Funding for construction is being provided by BC Housing, and on-going operational subsidies and agreements will be with the Aboriginal Housing Management Association.

Margaret's Landing will consist of 49 units: 2 four-bedroom townhomes, 12 three-bedroom townhomes, and 35 one and two-bedroom apartments. Selection of tenants is currently underway.

After demolition of the two existing houses on the site was completed in March 2019, substantial construction began in April 2019, and is progressing rapidly. We are not sure at this point what impact the COVID-19 pandemic will have on the construction schedule, but substantial completion, for now, is still on-track for Autumn 2020.

Preliminary site preparation and design work is also being completed during the current construction process to accommodate the possible future addition of a building housing a pre-school and daycare on the Margaret's Landing property.

Once again, as with *i spa-us ki-low-na Heart of Kelowna*, KFS is working with VanMar Constructors—the general contractor, Patrick McCusker Architecture, and Innovative Housing Consultants Inc. The team from KFS includes: Edna Terbasket, Cam Martin, Jeremy Bowers, Rhonda Worthington, and Noel Ferguson.

Jeremy Bowers
Program Administrator

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



Special Programs

The Ki-Low-Na Friendship Society (KFS) is grateful to have been able to continue our evening programming *Our Families Are Very Sacred* for this year. Some of the activities have included beading, drum-making, moccasin-making, and other traditional arts and crafts. Reconnection to traditional culture is an important component to healing, and the ability to offer programs such as this is a vital part of our 'wrap-around' approach to programming. Incorporated into this evening programming has been additional activity programming for our Elders, allowing us to integrate families, youth, and Elders. The COVID-19 pandemic has forced the indefinite cancellation of all group activities.

Additionally, KFS helped to launch and host the Peer Mentoring group. Led by Jayne Taylor, this group of mentors who have lived experience with homelessness, addictions, or other challenges faced by many of our people works with those who are seeking to break the cycles of poverty and addictions in their own lives. This group now operates independently.

Freda McLean
Events Coordinator

Jeremy Bowers
Program Administrator



Community Kitchen

Our Community Kitchen is a focal point of almost all activities here at the Ki-Low-Na Friendship Society (KFS). 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, Turtle Island Festival, Family Night, Feed The People, Childrens' Christmas Party, Saturday Outreach Breakfast, Youth Programs, and Our Family Is Sacred.

We have also provided catering services for community events such as the Okanagan College Exhibition Pow Wow, Aboriginal Career Fair, Sisters In Spirit Vigil, and the World Film Festival. Additionally, we provide catering for organizations who rent meeting/activity spaces at KFS. 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!



Our People



Peer Mentoring Group



Remembering Little Joe



End Overdose March



Events & Volunteer Coordinator

Every year is busy with various events at the Ki-Low-Na Friendship Society (KFS), and this year has been no exception. We have continued with our monthly Family Nights and Elders Luncheons, and we have been able to continue with weekly cultural programming through our Families Are Sacred program. For the second year, we hosted the Ahmadiya Muslim Jama'at and their *Building Bridges* dinner. Additionally, KFS hosted a film screening as part of the *World Community Film Festival* in February 2020. In October 2019, we had the annual *Sisters In Spirit* vigil. National Aboriginal Addictions Awareness Week in November 2019 was a success, with activities and information to promote healthy lifestyles.

Turtle Island Festival was a success this year. Our signature event attracted around 1,600 community members who enjoyed a mini pow-wow, arts and crafts, childrens' activities, and a community feast. Many thank-yous to KFS staff and volunteers, as well as our sponsors for making this event the success it continues to be.

The COVID-19 pandemic has presented a challenge to our ability to host events. We have had to cancel Elders Luncheons and Family Nights until further notice, and *Turtle Island Festival 2020* may have to be postponed, depending on public health directives.

We could never host the many events and activities we do each year without the tireless efforts of our volunteers! A huge thank-you to all!

Freda McLean
Events Coordinator



Funding for this activity is provided by the B.C. Association of Aboriginal Friendship Centres—First Citizens' Fund.



Youth Mental Health Clinician

In December 2018, the Ki-Low-Na Friendship Society (KFS) began to offer art therapy for Indigenous youth ages 12-18. Youth benefit from art therapy by creatively expressing concerns, strengths, and issues without having to describe experiences that are difficult to discuss or explain. While this program ended due to the discontinuation of funding in August 2019, it has left a lasting legacy at KFS, the most prominent being a mural at the front of the main offices at 442 Leon Avenue, painted by Syilx artist Sheldon Louis, with the input of KFS clients and staff, as well as other community members. Art supplies purchased for the program, and some of the art curriculum has been incorporated into our Youth Program (ki-low-na cecemala) and Indigenous Youth Justice (xw-i-ale cecemala Kids Come to Life). We are grateful to Dianne Shannon for her amazing work with our youth in this program.

Funding for this program was provided by the Government of Canada through Jordan's Principle.



Canada



xw-i-ale cecemala: Kids Come to Life (Indigenous Youth Justice)

The *xw-i-ale cecemala: Kids Come to Life* Indigenous Youth Justice program serves youth who are involved with the justice system with a restorative justice goal. This is a new program to the Ki-Low-Na Friendship Society (KFS), and it has become a vital component in KFS's spectrum of services for youth.

Youth accepted into program: 35

Youth successfully completed program: 17

Youth still involved in program: 16

The program provides culturally-relevant programs such as: reconnection to the land, youth volunteer programs, Elder/youth activities, and individual support plans. Several youth and their families or supports/caretakers received in-house referrals to other KFS services as part of the “wrap-around” approach to services. Additional community partnerships include the Okanagan Boys and Girls Club, School District 23 Indigenous Advocates, Food Bank, Salvation Army, and St. Vincent DePaul.

Some successes of the program: 17 youth have reported a reduction in criminal behaviour, 35 youth have had an absence in involvement with the criminal justice system, zero youth have breached probation orders, and 30 youth have successfully reintegrated with family in community.

Eight Youth Justice Circles have been facilitated, with eight youth offenders have been held accountable for their actions—having gained awareness of the impacts of their crime on victims and community. Victims have had the opportunity to address the offenders and reconcile the harm that was done.

Two youth who came to the Kelowna area from outside of the province came to the program, living “hidden homeless”, and were referred to the program due to systemic barriers. One was referred as a high-risk of contact with the criminal justice system, and the other had committed minor offences in their previous jurisdiction. Some of the challenges faced in helping these youth included stable housing and ability to enroll in school. Through working with guardians out-of-province, Indigenous Advocates in the school district, and Ministry of Children and Family Development workers, one of the youth found stable housing and was able to enroll in school. The other youth participated in a Restorative Justice Circle, assistance in completing a Youth Justice agreement that included healing components addressing trauma, and restorative elements to repair the harm their crimes caused. Through these and other efforts, the youth reconciled with their family and returned to their home community.

Sandra (Sam) Hinter
Indigenous Youth Justice Worker

Charity Celesta
Indigenous Youth Justice Worker

Funding for this program is provided by the Department of Justice Canada.

Canada



Skəmxist Preschool

Skəmxist preschool runs Monday through Friday. Two classes are held: a three year-olds' class that runs on Tuesday and Thursdays from 9:30 am to 12:30 pm, and a four year-olds' class that is held on Monday/Wednesday /Friday that runs from 9:30 am to 1:00 pm. During the preschool day, the children are provided with healthy snacks and a lunch that follows the Canadian Food Guide, providing the children with nutrition from 3-4 food groups. There are 10 children enrolled in the Monday/ Wednesday/ Friday class and 10 children in the Tuesday/Thursday class. Two staff are employed at Skəmxist preschool: one Early Childhood Educator with special need certification, and an Early Childhood Assistant. Currently, one staff has their Class 4 driver's license. The preschool provides pick up and drop off service for families that do not have transportation to get their children to school.

The program runs from September through June. During the school year, the children are given the opportunity to try many new things. This includes field trips into the community such as visiting the pumpkin patch, going to a hair salon, visiting Kangaroo Farm, area museums, bowling, petting zoo, and a bakery.

Skəmxist preschool curriculum incorporates Indigenous culture that includes cultural teachers coming into the preschool. These include: nsyilxcən language teachings, singing, art, and traditional foods for the children to try. This year, a parent-participation drum making workshop was included as part of the curriculum. The preschool curriculum is play based, giving children the opportunity to explore, turn-take, problem-solve, gain independence, and choice-taking.

Throughout the year, the children are prepped for their entry into kindergarten. The children are provided with the knowledge and skills that they will need to succeed such as: learning to print their names, shapes, colours, use of scissors, and identifying letters and numbers.

Along with other public schools in British Columbia, in March 2020 the Skəmxist preschool did not return from Spring Break due to the COVID-19 pandemic.

Alice Ryder
Preschool Coordinator



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



ki-low-na cecemala (Youth Program)

The ki-low-na cecemala Program has experienced tremendous growth throughout this past fiscal year. Our new Youth Coordinator, Brayana Petti, joined the youth services team in June 2019, and has worked very hard to build the program and recruit youth. The program had 27 youth interactions in June 2019 but that number jumped up to 130 by January 2020. We predicted that youth interaction numbers would continue to rise through March 2020, but unfortunately, the COVID-19 pandemic forced us to cancel all in-person events and interactions after March 17th.

From June 2019 forward, the program's focus was planning and facilitating Recreation & Culture events for youth between the ages of 13 and 19. The program hosted 1-2 events a week where youth came down to the Ki-Low-Na Friendship Society (KFS) to eat, participate in activities, and occasionally go on out trips to local beaches, museums, pools, and bowling alleys. One of the biggest highlights of the year was making seven hand drums for the youth program and the rest of KFS's wellness groups to use.

In Autumn 2019, the youth interaction numbers rose as Brayana began going into various middle schools and high schools in Kelowna to recruit youth and facilitate cultural programming. Brayana collaborated with the Indigenous Education Department at School District 23 and their Indigenous Advocates to interact with youth and facilitate cultural activities such as beading, talking circles, and screen-printing indigenous designs at four different middle schools in Kelowna. Brayana was able to connect with youth all over the city and tell them about the youth services and events offered at KFS. As a result, the number of event participants jumped from 22 in June 2019 to 129 in January 2020.

In the middle of March 2020, the ki-low-na cecemala Program had to cancel all Recreation & Culture events when the first wave of the COVID-19 pandemic hit. Thankfully, Brayana quickly learned how to connect with youth on a larger, socially distanced scale through Facebook Live. She spent the last few weeks of March figuring out how to use the Facebook Live Stream feature, choosing topics, developing lesson plans for each Live Stream, and putting together "boredom buster" kits for her youth to do at home.

Brayana has continued to provide a safe space for youth that are at risk or experiencing homelessness since June 2019. Her door is always open for youth that needed a safe place to rest their feet, and access basic needs such as food, clothing, and toiletries. After the pandemic hit, Brayana joined forces with the Outreach team to deliver breakfast to one of the temporary overnight shelters every Saturday morning, and check on the youth that were staying there.

In February 2020, Brayana accepted an invitation to sit at the Youth Community Action Table to collaborate with other youth-serving organizations that battle youth homelessness in Kelowna. Every month she meets with organizations such as CMHA, Foundry, ARC, and The Bridge to discuss at-risk youth in the community, and stream them into the various youth homelessness services offered in Kelowna. She uses this opportunity to advocate for the indigenous youth facing homelessness and their complex needs.

Brayana Petti
Youth Coordinator



Funding for this program is provided by the B.C. Association of Aboriginal Friendship Centres—Programs & Services funding stream.



Aboriginal Supported Child Development

The Ki-Low-Na Friendship Society's (KFS) Aboriginal Supported Child Development (ASCD) program is designed for children and youth age five to eighteen who have developmental delays and/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 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-on-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.

Program staff consists of ASCD Program Coordinator Lori Dodds, who has been with the program since March 2019. Lori is from the Giixaala Nation, and has ECE and infant toddler development certification and her special needs training.

Children supported: 20

Hours of individual intervention: 333.25

Key program highlights from this past year include: helping parents and their children work on self regulation, along with talking about seven habits of highly effective teens, participating in and supporting Family Nights and Elders' Luncheons, and we have been busy making "busy bags" for ASCD clients and CAP-C families during the COVID-19 pandemic.

Lori Dodds
ASCD Worker



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



A Child's Roots are Forever

A Child's Roots are Forever is a partnership program between 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 Indigenous children in care.

The Roots Practitioner develops Cultural Safety Agreements and Cultural Safety Packages for families. Identifying children's ancestral roots, extended family and cultural community supports are an integral aspect of the program. The program assists Indigenous communities in connecting and reclaiming children and youth in MCFD care. Many communities are developing "Welcome Back Home" ceremonies nurturing a sense of belonging, as well as connections for children and youth with their birth family, extended family, community members, and forever families.

Direct hours of service: 786

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)* at the Ki-Low-Na Friendship Society (KFS) provides culturally sensitive support for families with children ages 0 - 5 who are at risk or have developmental delays. My name is Lisa Marsh, and I am the Aboriginal Infant Development worker. I have been working with children and families for over 30 years, the last 11 years in both Aboriginal Infant and Supported Child Development. My educational background includes Early Childhood Education, a Bachelor of Arts, and I am concurrently enrolled in a Masters of Psychology program, my focus being child and youth mental health. I have had the pleasure of being part of the family support team for this past two years.

The program works collaboratively with the Family Support, AIDP, CAP-C, and other programs at KFS in order to truly provide wrap around support to our families. In particular, we work closely with the CAP-C program and coordinator to offer parenting, prenatal, and infant development programming targeted to meet the specific needs of families. The AIDP program incorporates all four aspects of the Medicine Wheel to ensure that child(ren) and families experience healthy mental, social, emotional, physical, and spiritual growth.

This support may include:

- Home visits
- Referrals to and collaborations with early intervention therapies and specialists
- Advocacy
- play-groups
- Educational programs
- Parenting support & enhancing parenting skills
- Developmental screenings and assessments
- Individual activity plans that support each child's healthy development; and
- Linking families to cultural teachings and activities.

As it is with our other programs, we are having to adapt the AIDP program to the circumstances imposed by the COVID-19 pandemic that arose in mid-March 2020. We are exploring various options to continue programming and service to our clients, as they navigate this new reality.

Lisa Marsh
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) at the Ki-Low-Na Friendship Society (KFS) re-named last year to *KFS Families*, 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 traditional parenting skills, increasing 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 strengths-based model.

Program activities include: car seat safety classes, drum and rattle making, water safety, medicine picking, recreational activities, food skills, and animal farm visits. All sessions include a nutritious lunch and light snacks.

Our KFS Families program also partners with several community agencies and professionals to enhance the program. We had regular visits from an IHCAN's Speech Therapist, Kelowna Doula's Association and a Dental Hygienist with the Lift the Lip Dental Program.

CAP-C has had to switch gears with the onset of the COVID-19 pandemic in March 2020. Group activities have been cancelled, and support is moving towards ensuring that families have meals and other necessities as they find themselves isolated in their homes.

Sheridan Terbasket
Team Leader

Canada

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



Our Youth



WILLOW WAG SOCIETY

#INDIGENIZE:

BEADING

SEPTEMBER 12 & 26 | 4PM - 7PM
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TRY BEADING FOR THE FIRST TIME OR BRUSH UP ON YOUR BEADING SKILLS!
FOOD AND DRINKS ARE PROVIDED! ALL SKILL LEVELS ARE WELCOME!

FOR MORE INFORMATION PLEASE CONTACT:
BRIANNA HILL
YOUTH COORDINATOR @ WYAFS 82. CA
714-392-9534



For Our Health

For Our Health is a diabetes and obesity prevention and management education program for Indigenous people. This four year-long, community driven, local health research project is being conducted with the University of British Columbia Okanagan and the goal is to bring together Traditional and Western knowledge to improve diabetes and obesity wellness in Indigenous communities. Participants in the program will help develop community services and programs for Traditional and Western approaches to health, diabetes, and being overweight.

The program consists of one session per week for six weeks. At each session there is a traditional knowledge keeper or elder that speaks on topics such as traditional foods, medicines, trauma and healing, as well as other areas. Additionally, each session there is a healthcare provider that speaks on aspects of western medicine, diabetes and obesity, healthy eating, and other topics. There is also a short activity included in each session which varies each week ranging from exercising, stretching, smudging or drumming or other activities.

The first program was in the spring of 2019 (15 participants) and the second program occurred in the fall of 2019 (9 participants). The third program started in the March 2020 (13 participants) but was cut short and postponed due to COVID-19. There are more programs to come in the future, although the start date for the next program is currently undetermined. Those interested in signing up for the next program will need to come to the sign up day a week before the program starts. The program is open for anyone who self-identifies as Indigenous and all ages can participate.

Reiley Terbasket
Program Coordinator

This program is a partnership between the Ki-Low-Na Friendship Society and the University of British Columbia Okanagan.



Turtle Island FESTIVAL

A National Aboriginal Day Event

2019





Family Support

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

The Family Support program supports Urban Indigenous families who are involved with MCFD and have, or may be at risk of having their children removed from their care. Family Support Workers attend MCFD intake meetings, Family Court, family group conferences, and legal mediations. They also provide emotional support, transportation, in-house referrals, and client follow up. Clients are supported and helped to understand and follow-through with court conditions, and MCFD requirements in order for family reunification to take place. The program supports urban Aboriginal Parents to be successful and gain confidence in their ability to create a healthy family.

Total clients served: 522

New clients: 135

Direct hours of service: 1,476.5

Highlights for this year:

- Team collaboration with KFS programs: Outreach, Poverty Law Advocacy, Family Law Advocacy, Aboriginal Infant Development, Aboriginal Supported Child Development, Community Action Program for Children, Employment Services, Mental Health Services, and Addictions Counselling.
- Connection to community resources:
 - Court: providing assistance with obtaining and providing guidance for legal services.
 - Connections to community resources.
 - Providing emotional support for families interacting with MCFD.
- Life skills: educating clients on a variety of topics such as budgeting, organizing, cleaning routines, mental health, and social service-related topics.

Veronica Winser
Family Support Worker

Davina Huey
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 Indigenous families who are involved with the B.C. Ministry of Children and Family Development (MCFD). The Family Assessment Worker can assist with developing and implementing safety plans with MCFD in holistic, culturally sensitive approach, attend case conferences and MCFD meetings as support and/or advocate, one on one emotional support, in-house referrals and community referrals as needed. The Family Assessment Worker is a part of multidisciplinary team working to empower and improve Urban Indigenous children, families in a good way.

Sheridan Terbasket
Family Assessment Worker

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

Total clients served: 604

New clients: 233

Direct hours of service: 1,095



Family Den

The Family Den is a transition house that supports Indigenous families in the family reunification process by providing a safe, caring, semi-supervised, drug and alcohol-free housing program. Residents are required to be drug and alcohol free, participate in Ki-Low-Na Friendship Society programs and services, and work collaboratively and follow-through with their safety plan, supervision order, and other requirements from their B.C. Ministry of Children and Family Development social worker. The goal of the program is to ensure that Indigenous children and families are safe, healthy, have access to culturally-appropriate services and resources, and to have confidence and stability when they transition on their own.

Sheridan Terbasket
Family Assessment Worker



Supervised Access Visitation

The Ki-Low-Na Friendship Society (KFS) provides supervised access visits for Indigenous and non-Indigenous families involved with the B.C. 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 myself as the full time worker, my day is split between facilitating visits and coordinating the program itself. We also currently have one P/T worker who helps with the afterschool aged children. We are hoping to hire an additional P/T SAV worker to accommodate more visits. We are currently working with 12 families and accommodating approximately 17 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, KFS 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.



KFS Strategic Development

Late last year, the Ki-Low-Na Friendship Society (KFS) applied for capacity funding from Status of Women Canada (now re-named Women and Gender Equality Canada—WAGE), and were successful in that application. Starting early this year, Veronica (Ronni) Roesler returned to KFS. Ronni has held a number of different roles at KFS over the years, the most recent being as the Downtown Education Project Coordinator. The funding for this initiative from WAGE runs through the end of the 2022-2023 fiscal year.

The overarching goal of this initiative is to develop and strengthen the financial capacity of KFS by securing more donations, increase financial reserves, and seeking-out additional general capacity funding. In her role, Ronni has worked to forge relationships with community and regional partners, and to increase awareness of KFS and the programs and services we offer. She has attended numerous local, regional, and provincial conferences including the Aboriginal Housing Management Association Annual General meeting, and the Housing Central conference hosted by the B.C. Non-Profit Housing Association. She also participates on several circles and committees.

A few notable successes: KFS received funding to support additional programming connected to Tupa's Lodge from the B.C. Women's Hospital and Health Centre, and the early identification of emergency funding for COVID-19 pandemic relief.

Ronni Roesler
Development Worker

Jeremy Bowers
Program Administrator



Funding for this initiative is provided by Women and Gender Equality Canada.



knxit i? snqsilx^w Help the Relatives (Legal Clinic)

We are proud to announce that the Ki-Low-Na Friendship Society (KFS) successfully obtained funding for a new Legal Clinic in August 2019. This clinic will focus on Poverty Law issues by providing public legal education, advocacy, legal advice and representation primarily to low-income individuals. Areas of law that will be included: social assistance, disability assistance, employment, residential tenancy, Indigenous law, human rights, consumer rights, and workers' compensation. Advocacy for systemic change will also be a part of this program, such as policy and regulatory change, and legislative change.

KFS has successfully recruited Charlotte Oxford, a lawyer from Alberta, to work in this clinic, and she will be in place at the beginning of April 2020, and we are in the process of rounding out the clinic staff by recruiting a Legal Assistant.



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



Family Law Advocacy

The Family Law Advocacy program at the Ki-Low-Na Friendship Society (KFS) provides support, advice, and full-representation (document preparation) for low-income clients who have family law matters either in Provincial or Supreme Court. The 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, parenting time (custody), and protection orders. For clients whose needs are beyond the scope of the program, referrals are provided, as appropriate, to: Legal Aid, Access Pro-Bono, Family Duty Counsel, and the Family Law Line.

Some program highlights to note:

- Hearings in both Family and Supreme Court in which the Advocate has assisted the client in speaking to the court, with the judge's permission.
- Continued collaboration with other KFS programs and services.
- Several clients receiving help with wills and estates.
- The Advocate has continued to develop strong working relationships with most Duty Counsel lawyers at the courthouse, court registry, and Legal Aid.

The Family Law Advocacy program continues to have Sydney Hamilton as a part-time Law Assistant, and we are also hosting a summer law student for the fourth year in a row.

Debra Apperley
Family Law Advocate



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



Poverty Law Advocacy

The Poverty Law Advocacy program at the Ki-Low-Na Friendship Society (KFS) offers a wide range of Poverty Law services such as: Aboriginal Status applications, Persons with Disabilities and CPP Disability applications and appeals, Income Assistance appeals, Residential Tenancy issues, B.C. Human Rights complaints, Employment Standards complaints, as well as referrals, case management, and other legal service information. The Law Foundation does not allow service regarding criminal cases; therefore, the program refers criminal matters to Native Court Workers or Criminal Duty Counsel. Family Law issues are referred to the KFS Family Law Advocacy program. The Poverty Law Advocacy program also provides limited assistance with civil (small claims) matters. The program works closely with a supervising lawyer.

The Poverty Law Advocacy program assisted 787 clients in the 2019-2020 fiscal year.

The Poverty Law Advocate attends legal information workshops and conferences in order to have the most up-to-date skills and knowledge to most effectively help clients. Additionally, the Advocate also continues to network closely with other agencies in the community in an effort to ensure that we are able to provide the best possible information and services to our clients, and to ensure community awareness of the program. The program has had many successes with appeals and arbitration hearings.

The Poverty Law Advocacy program continues to have Sydney Hamilton as a part-time Law Assistant and we're in the fourth year of having a summer law student.

Yolonda Beaudry
Poverty Law Advocate



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



Language Instruction for Newcomers to Canada

The LINC program (Language Instruction for Newcomers to Canada) is funded by Immigration, Refugees and Citizenship Canada (IRCC) and is free of charge to students. LINC provides basic and intermediate language training for adult newcomers to Canada. Through additional funding from the B.C. Provincial Government, we are also able to offer our LINC classes to naturalized Canadians, refugees, Provincial Nominees, and temporary foreign workers.

We operate five classes at eight levels to help immigrants settle in Canada. LINC classes help students speak and understand English for day-to-day life (housing, banking, work, etc.), get job skills, learn about Canadian life and Indigenous 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.

LINC served 180 students from over 40 different countries.

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

Some highlights of the year included having a Citizenship Judge come and give a presentation and talk with our students, our annual downtown Kelowna scavenger hunt and our many potlucks held throughout the year. The LINC 5 students enjoyed volunteering for the monthly Elder’s Lunches, where they helped prepare and serve the food, set up and clean up.

I would like to thank our LINC team for another successful year: Emily Hardy, Kathy McMurray, Carrie Skinner, and Ronan Scott.

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.



Our New Canadians



Addictions Counselling

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 of our services is to assist individuals to recover to a positive physical, emotional, mental, and spiritual state of health and well-being.

Through addictions counselling in a culturally-appropriate framework, each client receives the respect they need to grow and develop a healthy sense of pride and personal responsibility. Culture is a vital part of individual and collective empowerment. It highlights the interdependence of personal values, beliefs, attitudes, and behaviour. Cultural knowledge strengthens treatment and prevention. Through our addictions counselling services, we provide assessment, counselling, prevention, educational material and workshops, and referrals to appropriate support programs for people dealing with addictions.

Here are some of the activities completed this year:

- One-on-one counselling services.
- Referrals to treatment services.
- Provision of after-care support to individuals who have completed their treatment.
- Attendance at case-management meetings with B.C. Ministry of Children and Family Development and in-house KFS staff regarding how to best help mutual clients deal with family and other issues.
- Attending weekly Partners In Community Collaboration meetings.
- Facilitating weekly Wellbriety group and Mens' Circle.
- National Aboriginal Addictions Awareness Week in November 2018.
- Participation with clients in sweat lodge and other ceremonies as appropriate.

Activities are adapting to the onset of the COVID-19 pandemic in March 2020, with group activities such as Wellbriety and the Mens' Circle being cancelled for the time being.

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 program facilitates healing opportunities for a vast number of clients each year, including: status and non-status Indigenous, Métis, Inuit, and non-Indigenous peoples of all ages. Participants engage in positive mental health practices through education, recreation, culture, and counselling. Components of the program include: advocacy, referrals, one-on-one sessions, and groups. Utilizing the concepts of the Medicine Wheel, the program strives to bring balance to those struggling with 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 Services program continued emphasizing group work as an approach to healing, alongside individual work with clients. An integral component of the program entails working together as a group and community to collectively support positive mental health in individuals and families. Indigenous healing is relational in nature (ie. based in relationships between all people and things). The group work offers instruction in traditional healing practices and cultural programming, which are necessary components of individual well-being.

Several workshops have been offered, and our Womens' Circle continues to attract attendees. Program activities are adapting to the onset of the COVID-19 pandemic, with group activities moving on-line, and individual sessions being conducted over the phone.

Melissa July
Mental Health Worker



Funding for this program is provided by Interior Health.



Elder Care

Funding for the long-standing Elder Care program at the Ki-Low-Na Friendship Society (KFS) ended in August 2019. Highlights for this past year include on-going Indian Taco sales, Cash Draw Raffles, and other fundraising activities. A group of Elders were also able to attend the 43rd Elders' Gathering in Vancouver, BC in July. We are grateful for the community support for our Elders' fundraising efforts that have allowed our Elders to participate in many enriching activities, as well as additional funding from the United Way Southern Interior BC.

Ongoing program activities this year included: Turtle Island Festival (National Indigenous Peoples Day), crafts, collaboration with the UBCO Liaison program, Elders' Luncheons, joint activities with KFS's Youth Program, and recreational activities. Services provided to Elders included: transportation to appointments, bus tickets, massage therapy, and food supplements.

We are grateful to report that, due to newly available capacity funding, we are able to offer a new Elders' Activities program that is getting up and running.

Funding for this program was provided by Interior Health. Additional funding was provided by the United Way Southern Interior BC.



Our Elders



Outreach & Housing Support

The Outreach & Housing Support program at the Ki-Low-Na Friendship Society (KFS) has grown this year and is now providing services seven days per week. We have provided support for both individuals and families in maintaining and obtaining housing this year. Once again, the program was able to offer 'housing retention kits to help people get settled in their new homes. We were also able to assist clients with financial utility relief support which maintains their housing as well as rent supplements. The program also provides a hot breakfast every Saturday throughout the year, which has been very successful with the help of the dedicated volunteers. It has served approximately 500 people this year.

Our program is supported by three contracts: Aboriginal Homeless Outreach Program (AHOP), 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 the following 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 Indigenous 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, Heath House, Hearth Stone, West Kelowna Shelter Society, and other appropriate housing and shelter facilities. Also, the program provides a broad range of services that include referrals to alcohol and drug counseling and 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 and KFS programs.

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. Our team also works in collaboration with the KOAST (Kelowna Outreach and Support Table) on both the greater west side and Kelowna. As well, we participate in a monthly meeting called Partners for a Healthy Community (PHC). PHC is a collection of RCMP, City of Kelowna 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.



The program actively works in collaboration with the LECOH (Lived Experience Circle on Homelessness) to find solutions to end homelessness. As well, we work closely with UBCO Social Worker Department to find better solutions to understanding and educating people regarding homelessness. We collaborate with many partners including Interior Health, mental health, Brain Trust, and others in order to help clients. This provides opportunities to help improve the health of our clients by building relationships within the community.

In mid-March 2020, the COVID-19 pandemic forced a change in our service delivery. Saturday breakfasts are now served “to go”; our lobby—normally a hub of activity and a “living room” to many of the residents of our streets has been closed to the general public; and we no longer meet clients in the office due to the inability to maintain safe social distancing. We are finding ways to adapt, and to continue to serve our most vulnerable community members. Their need for our services has not gone away, and if anything it will increase.

Program staff has been trained in a number of areas: capacitation training to become Ready to Rent presenters, Mental Health First Aid, Non Violent Crisis Intervention, Addictions and Trauma, and other workshops and skill building initiatives. The Outreach department also provided a Diversity and Inclusion workshop during a KFS staff Pro-D day. We look forward to continuing to grow as a department, as well as to increase our collaboration with community partners and build capacity within our organization in order to provide more numerous and meaningfully engaging services for our clients.

Cheryl Woods
Outreach Team Leader

Kody Woodmass
Nancy Clennett
Georgia McGovern
Rene Petel
Outreach Team



Funding for this program is provided by BC Housing, Aboriginal Housing Management Association, and the Government of Canada via the Central Okanagan Foundation.



Employment Services

The Ki-Low-Na Friendship Society's (KFS) Employment Services meets and serves hundreds of people each year from all nations across Canada. Our mandate is to encourage self-sufficiency for Aboriginal individuals by addressing local and regional labour market and community needs and priorities through the delivery of employment and training program services. As such, KFS Employment Services is dedicated to Kelowna's Urban Indigenous population.

Number of clients in database: 150

Number of clients employed: 63

Number of clients in school: 15

New interventions: 515

Key employment factors in our region include:

- Kelowna is the fifth fastest growing metropolitan area in Canada, after Calgary, Edmonton, Saskatoon, and Regina, with a growth rate of 1.8%.
- The employment rate was at an all-time low in November 2019 at 3.8%, and rose to 5.3% in March 2020 due to the COVID-19 pandemic.
- The housing vacancy rate is 1%—2.1%.
- The living wage for the Okanagan is \$18.42 per hour.

A trend we are noticing is that there are many low-skilled, minimum-wage jobs, and not enough affordable housing. New clients are actively recruited through referrals, job fairs, WorkBC, community events, and community meetings.

Some success stories we would like to highlight:

- Steven Ross-Breuer: Automotive Mechanics Level I at Okanagan College.
- Kristi-Lynn Truant, a single mother of two, who has received her Plumbing Level 3 at Okanagan College.



We are also proud of our 2019 Indigenous Summer Students! Of note, one is a Bachelors of Fine Arts graduate of University of British Columbia, and is continuing her education in fashion design at John Casablanca in Vancouver. Another is a third-year Bachelors of Management student at Okanagan College; another is completing their second year Bachelors of Arts education at Vancouver Island University. We also had a second year Bachelor of Science in Biology student from University of British Columbia, as well as a Grade 9 student from Westbank.

We would like to thank everyone for their support, and helping to make our Employment Services program a success.

Barbara Jagodics
Employment Coordinator

Caroline Bechtel
Employment Assistant



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



Disability Tax Aid

The Disability Tax Aid program at the Ki-Low-Na Friendship Society (KFS) has been run by Niusha Artinmehr since July 2019, and has been in operation since June 2018. We are grateful for the hard work done by her predecessor, Rob Roy. Our clients face many challenges, and most are in high need of the benefits that are available to them from filing their taxes.

Number of clients served: 212

Number of tax returns filed: 487

Average number of tax years filed per client: 3

Average tax refund per client: \$1,714.00

The primary service we provide through this program is to help individuals with a disability, people with multiple barriers, and Indigenous individuals, to help bring them up-to-date on their taxes. We also assist clients in completing other applications such as Persons With Disabilities designation, Canada Pension Plan, and Disability Tax Credit. We also help clients as they navigate departments such as ServiceBC, Service Canada, or the Canada Revenue Agency.

In the beginning of the 2020 tax season, we were faced with the COVID-19 pandemic, which necessitated adapting how we provide services. During this time, KFS has been the only service provider in the region to continue services. Niusha used a “virtual clinic” system, which protects a taxpayer’s information. A number of clients have also needed help in establishing a “My Account” with the Canada Revenue Agency (CRA), which allowed them to apply for CERB and CESB benefits.

Niusha Artinmehr
Disability Tax Aid Worker



Funding for this program is provided by Disability Alliance BC.



Our Staff



2020 Annual General Meeting Agenda

September 23, 2020

5:00 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 2019 Annual General Meeting

a) Adopt minutes of 2019 Annual General Meeting: June 26, 2019.

5. Reports

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

6. Financial Statements

a) Table presentation and consideration of the 2019-2020 Financial Statements for an Extraordinary General Meeting to be held on October 21, 2020. The financial statements will not be ready until that time.

7. New Business

8. Nomination of Directors

The following Directors have completed their term: Francis Lampreau, Jean-Anne Copley, and Dr. R. Robin Dods. All are eligible for re-election.

9. Election of Directors

10. Adjournment

a) Closing prayer



2019 Annual General Meeting Minutes

Ki-Low-Na Friendship Society
Okanagan Room
Wednesday June 26, 2019

Meeting Called to Order at 5:15 pm.

Opening Prayer: Dinah Littlechief

1. Adoption of the 2019 Annual General Meeting Agenda

Motion #1:

To accept the 2019 Annual General Meeting Agenda as presented—no changes or amendments were requested.

Moved by: Ann Bell; seconded by: Dinah Littlechief; all in favour, motion carried.

It was noted that 8 members were present and quorum was met (5:20 pm).

2. Adoption of the 2018 Annual General Meeting Minutes

Edna Terbasket read the minutes from the 2018 Annual General Meeting, dated August 15, 2018. R. Robin Dods mentioned a correction to 7(b) to change the words 'pay back' to 'pay forward'. Also, to change the name of "Directors' Report" to "President's Report".

Motion #2:

To approve the 2018 Annual General Meeting minutes, with corrections.

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

3. Auditors Report (Grant Thornton)

Josh Widmann of Grant Thornton (the auditor), attended the meeting to review the March 31, 2019 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:

- audit report: clean opinion
- material uncertainty regarding going concern
- review of responsibilities
- KFS's financial position:
 - significant pay-down of CRA debt has occurred: full pay-off anticipated at end of 2019 calendar year
 - promissory note regarding Margaret's Landing development
 - changes in net assets
 - good contributions to replacement reserves



- statement of operations:
 - improved revenue
 - higher expenses coinciding with more programming
 - net surplus
- statement of cash-flow:
 - improved operational cash-flow
 - various notes

Motion #3:

To accept the 2018-2019 audited financial statements as presented.

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

4. President’s Report

Attendees read the President’s Report (found on page 3 of the Annual Report) to themselves.

Motion #4:

To accept the President’s Report as given.

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

5. Executive Director’s Report

Attendees read the Executive Director’s report (found on page 4 of the Annual Report) to themselves.

Motion #5:

To accept the Executive Director’s Report, as given.

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

6. New Business

(a) Margaret’s Landing

Edna Terbasket mentioned the Margaret’s Landing project, and some features it will have. Drawings were made available for viewing. She mentioned that there is the possibility of a pre-school/daycare facility to be built on the site—BC Housing has expressed interest in possibly funding this.

(b) Law Foundation of British Columbia 50th Anniversary

Edna Terbasket attended this event, which was attended by advocates, supervising lawyers, and Law Foundation personnel from across British Columbia. Law Foundation Executive Director is retiring, and Edna gave him a gift of a traditional painted gourd depicting salmon and skəmxišt—two of the four Syilx food chiefs. The gift was well-received. Edna mentioned that the Law Foundation is funding Poverty Lawyers and assistants in a number of locations in the province, including Ki-Low-Na Friendship Society. It will be a three-year pilot program.



(c) Grandmothers' Lodge

Edna Terbasket mentioned a property on Richter Street that is for sale. It is currently a bed and breakfast, but it would be a perfect location for the Grandmother's Lodge. The idea of this project has been well-received by BC Housing, and discussions are on-going.

(d) Acknowledgement

Noel Ferguson was acknowledged for his hard work at the Friendship Centre and the i spa-us ki-low-na housing.

7. Nominations and Elections for Board of Directors Positions

The following member of the Board of Directors had completed her term: Ann Bell. Genna Moyer was appointed for a two-year term as Youth Member earlier in the year. A second Board position (vacant due to the resignation of Jessie Nyberg earlier in the year) was also open for nominations. Dr. James Ketch, while not present at the meeting, had indicated his willingness to let his name stand for nomination.

Call for Nominations:

Ann Bell: nominated by R. Robin Dods, seconded by Jean-Anne Copley.

Dr. James Ketch: nominated by Ann Bell, seconded by Dinah Littlechief.

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

Nominations were accepted by acclamation.

Closing Prayer: Karen Vircavs



Our Community





Ki-Low-Na Friendship Society

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