

I NN-TOUCH

Inn from the Cold—Kelowna

A MESSAGE FROM THE PRESIDENT

Christmas is a time for giving and we have once again, been overwhelmed at your generosity in giving time, money and goods. It is your commitment to helping those in most need that allows Inn from the Cold—Kelowna to provide the services that we do.

It has been a busy and difficult start to the shelter season and hopefully as the season progresses we will have calm and tranquility return to our shelter.

On behalf of everyone at Inn

from the Cold—Kelowna have a very happy and peaceful Christmas and a fantastic New Year.

Thanks for all you do.

Mark Dixon

Inn from the Cold—Kelowna, Board Chair



HAPPY HOLIDAYS FROM THE IFTC STAFF AND BOARD!

SPECIAL POINTS OF INTEREST:

- Next Dine out Event is at Minstrel's Café on January 17. Contact us to purchase asap—tickets are going fast!
- We are looking for volunteers to join our fundraising team—we need enthusiastic individuals to represent Inn from the Cold and solicit raffle prizes for our Dine Out events. Contact Marla to get involved: admin.iftc@telus.net

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CHRISTMAS DAY AT THE SHELTER

The past two years our generous volunteers have donated their time on Christmas Day to surprise our guests and keep our shelter open all day. We are hoping to provide this service again this year.

One of our volunteers, Chelsea, has provided a library of Christmas DVDs for the day. A couple from St. Michael's Church is donating lunch fixings (cold cuts, cheese, tomatoes, lettuce and buns and baking).

We have volunteers from our board and staff that have committed to being here during the day.

The shelter will close between 4 and 7. During this time our guests can access a Christmas Dinner at Parkinson Recreation Center.

The following volunteers are needed in order for us to pull off this Christmas surprise for our guests!

8:00 am breakfast shift - We would love a volunteer (or volunteers) to bring and make a special breakfast.

10-12 shift volunteers

12-2 shift volunteers – prepare

lunch with provided fixings

2-4 shift volunteers

Christmas shift volunteers are welcome to bring board games or baking or other activities to do during the day with our guests. Any additional special ideas are welcome!

Please let me know if you are able to commit to making this Christmas special for our guests. Once the day is coordinated we will send out detailed instructions to all of those who are participating.

INN HOME SUPPORT

The Inn Home Support Program, where volunteer “Advocates” partner with individuals struggling to succeed in the community, began in 2008. While every partnership in the program becomes unique over time, one of our long time Advocates summed up her experience very eloquently and I think her reflections are shared by many in the program. Following is an abridged version of the thoughts she shared after 3 years in the program:

“My initial intentions were to volunteer as an advocate and provide a support to someone in the community who needed a little encouragement and kindness. I

loved the concept of this program! What a different community we could have if each of us 'adopted' a family or adult who just needed a little support on a consistent basis...a non-judgmental friend who was looking out for them.

I thought I could fulfill that role in someone's life.

As it turned out, I am the one who has benefited in ways I can't express. My friend and I have become close friends. I have learned so much from her and her children. The strength, passion, dedication, faith and hope this friend has absolutely amazes me. The little struggles or stressful situations in my life are so minor compared to those she faces on a daily basis.

As my friend has struggled through so many challenging situations, it has been helpful for me to leave messages in the log

entry alerting a social worker to give her a call if needed. It is great to have that back up as the social worker has access to services and resources.

I really cannot say enough about the program. My life has been so blessed by our friendship and this program.”

Advocates who volunteer in the program are resourceful, empathetic, non-judgemental, independent and dedicated. Volunteering as an Advocate with a struggling community member is not for everyone but, as we see from the above comments, the rewards can be rich.

Inn From The Cold is always looking for new Advocates for the Inn Home Support Program. If it sounds good for you, please contact us.

The most encouraging thing is knowing that people care. I find it really encouraging that total strangers could care so much about someone they don't even know.

- response of a homeless woman to the Wish List.

CURLING “ INN FROM THE COLD—KELOWNA” FUNDRAISER FUNSPIEL

Sponsored by Lake Okanagan Insurance Society

When: Saturday, February 4th, 2011
Where: Winfield Curling Club
Start time 9am. 3 games – 4 ends each.

Only 16 teams!!! - Register early. Registration \$120.00 per team. Single registrations are welcome. We will put you on a

team.

Your day includes: Free rentals, Food & PRIZES. Prizes for the team to bring in the most pledges and for top score.

Please bring along new gloves, socks or toques for the homeless.

Registration drop off by January 20th,

2012 to: Shelly Thierman 201-160 Dougall Rd. S.

Ph: 250-491-0317

e-mail: Shelly.thierman@crawco.ca or

Phone Inquiries to: Heather McTavish – 250-491-0249



A great opportunity to help Santa this holiday season!

THE HOMELESS PARTNERS CHRISTMAS WISH LIST

Homeless Partners is a non-profit, self-funded program run entirely by volunteer efforts, in partnership with the staff at shelters where the program is offered. The program is coordinated by a small number of individuals. The purpose of the Homeless Partners Wish List is to help people connect personally and directly with individual home-

less people in their own city in a way that is safe and practical. They believe that a powerful way to help the homeless is to know their stories and to connect with them person-to-person. The Wish List volunteers have been back at Inn from the Cold—Kelowna this winter collecting stories and wishes from our guests. Please visit:

www.homelesspartners.com to read the story of an IFTC guest and purchase a gift to make their Christmas Wish come true this holiday season!

ANGELS IN THE NIGHT AND OTHER GENEROUS DONATIONS!!!!

The response to the warm-clothing drives from individuals, schools and other volunteer agencies is absolutely incredible. Words alone cannot express our thanks!

Davidson Road Elementary School, Shannon Lake Elementary, St Joseph's Elementary, Zena from CFI Okanagan, Sarah in the Athletics & Rec Department of Okanagan College - Pay It Forward group as well as many individuals have donated warm clothing, blankets, toiletries and other welcome items for our guests.

INVIS-Angels in the Night Campaign

donated more than \$5000 in new clothing and personal hygiene items for our guests! The look on the faces of the guest who have received brand new sox, long underwear, coats and boots is truly priceless!!! Christmas has come early at IFTC thanks to this wonderful campaign! THANK-YOU Invis Angels!!

Ten Thousand Villages partnered with Inn from the Cold - Kelowna by donating 15% of their proceeds on Friday December 9th to Inn from the Cold - Kelowna. The day raised a total \$460!!! Thank-you Ten Thousand Villages!!!



Invis Angels in the Night Team

Inn from the Cold - Kelowna is truly a community collaboration. We can all be proud to live in a community that steps up, time and time again, to help those most in need.

CRISIS PREVENTIONN INSTITUTE—NONVIOLENT CRISIS INTERVENTION TRAINING CERTIFICATION NOW OFFERED TO INN FROM THE COLD - KELOWNA VOLUNTEERS

CPI's training programs emphasize early intervention and nonphysical methods for preventing or managing disruptive behavior. These programs benefit staff and organizations, as well as those they serve.

Since 1980, CPI has supported the work of professionals who work with challenging or potentially violent individuals by providing a relevant, practical behavior management program. It's called the Nonviolent Crisis Intervention® training program and more than 6 million professionals—spanning from

facility administrators to front-line mental health providers to bus drivers—have participated in this program to learn how to resolve conflict at the earliest possible stage.

CPI's Nonviolent Crisis Intervention® program is known worldwide for its innovative, holistic philosophy of providing Care, Welfare, Safety, and Security for staff and those in their care—even during crisis moments. This program is now recognized by many as the international standard for violence prevention and intervention training.

The regular cost to obtain this two day certification is \$1000, however, by signing up for 10 shelter shifts or more, Inn from the Cold - Kelowna volunteers are able to receive their Non-Violent Crisis Intervention Certificate for \$50, a mere fraction of the cost.

The next training session is currently scheduled for February 9 & 10 2012 from 8:30 am - 12:30 pm both days. For more information or to register for the next session, please contact us!

Christmas gift suggestions: To your enemy, forgiveness. To an opponent, tolerance. To a friend, your heart. To a customer, service. To all, charity. To every child, a good example. To yourself, respect.

Oren Arnold



"When the power of love overcomes the love of power the world will know peace" Jimi Hendrix

CHRISTMAS CAROL SERVICE

You're invited to attend the St. Michael and All Angels Cathedral (Christmas Carol Service on Monday, Dec. 19th at 7:30 p.m. The Cathedral is located at: 608 Sutherland Ave. The proceeds from this service will go towards Inn From the Cold.

A REMINDER FROM THE KITCHEN

Reminder from the Kitchen: Please ensure you thoroughly rinse (pretty much wash) all dishes prior to placing them in the sanitizer. The sanitizing dishwasher does not scrub, it just kills germs!!! THANK-YOU!!!



Inn from the Cold—Kelowna

A community where no person is homeless

Inn From The Cold Street Address
1157 Sutherland Avenue, Kelowna, B.C
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Shelter Phone: (250)448-5153
Office Phone: (250)448-6403

Mailing address:
PO Box 21130, Orchard Park P.O.
Kelowna, BC V1Y 9N8

Our Mission: To respond to the needs of people experiencing homelessness in a welcoming, compassionate and mutually respectful manner.

Our Values: We are a society that began in 1999 as an ecumenical group of volunteers dedicated to providing shelter during the coldest winter months to people experiencing homelessness in the community. Today, Inn from the Cold - Kelowna is a volunteer based society that operates as a registered charity that is responsible to the needs of people experiencing homelessness. We value

- a welcoming environment where our guests are people first,
- compassion for our guests by delivering services that are inclusive, non-judgmental, and encouraging of our guests, and
- an atmosphere of mutual respect which incorporates the confidentiality, personal privacy and dignity of our guests, volunteers, and staff.

We provide three programs:

1. Emergency overnight shelter to people living on the street during the coldest winter months (Nov - April)
2. Case management and Outreach Services (year round)
3. Inn-Home Support Advocacy (year-round program)

TWO VERY SPECIAL VOLUNTEERS —HEATHER K & DAWN K

Inn from the Cold relies on the commitment of so many amazing volunteers to provide inclusive, non-judgmental and encouraging service to our guests year after year. Trying to highlight one volunteer per newsletter has proved an impossible task (by my calculations it will be the year 2072 before I will have even begun to put a dent in the number of folks who come to IFTC to do so much for others). So, I have decided to highlight two volunteers per newsletter (this way I might be able to get to a few more prior to retirement!!).

Heather K has been involved with IFTC since very close to the inception of our wonderful program. She has done everything from cleaning toilets and managing the kitchen to serving as president of the board. This amazing lady is responsible for recruiting many of our volunteers, training these volunteers and garnering an amazing amount of community support,

WE ARE ON THE WEB:
[WWW.INNFROMTHECOLD
KELOWNA.ORG](http://WWW.INNFROMTHECOLDKELOWNA.ORG)



particularly from the faith community. She faithfully picks up bread weekly from Cobs Bakery and never misses her weekly reception shift. She holds the position of Operations Director on our board and does more odds and ends to keep this program running than one could list. She hand writes all of our thank-you notes and supports staff in any capacity needed. She speaks at community events and educates school children on homelessness. This woman is truly a force to be reckoned with. We are so thankful to be lucky enough to receive her passion, wisdom and grace here at IFTC!

Heather has now passed on her volunteer kitchen manager duties to our next amazing volunteer Dawn K.. Dawn began volunteering with us in 2009. She started sharing her fabulous meals with our guests and has become known in our community for her spectacular meals. Former guests call to find out what nights she is cooking so they can drop in for a bite. Staff members don't eat dinners prior to her shifts so she can

How wonderful it is that nobody need wait a single moment before starting to improve the world.
~Anne Frank

hear their bellies growling and offer a plate of food!! How wonderful her home cooked creations are! In addition to cooking meals, Dawn has recruited many friends to get in on the meal making action. She has taken on her volunteer kitchen manager position with equal flair! The kitchen is well organized and well stocked. Thank-you, Dawn, for bringing your smiling face and incredible energy to IFTC!