



Inn-Home Support and Eviction Prevention Program Information Sheet

The Program:

The Inn Home Support Program was established to lend support to persons who have found housing after previously experiencing homelessness. Volunteer Advocates of the Inn Home Support Program support these clients who are presently housed. We do not find housing for homeless people; this task is covered by various Social Service Agencies in Kelowna. Social Service Agency workers have identified that they do not have the manpower at times to support all of their clients on a long term and frequent basis after clients have found housing.

The Clients:

The client participants of the Inn Home Support Program are adults, couples and sometimes families who have been referred to the Inn Home Support Program by Social Service Agencies in Kelowna. Clients are persons who were or are struggling with establishing themselves in stable housing. Many of our clients have experienced mental illness, alcohol and/or drug issues, domestic abuse, and/or other issues. While the Inn Home Support program strives for inclusiveness, we do not accept as clients' people who have a history of violent behaviour or are presently struggling with severe behavioural problems.

The Inn Home Support Advocates:

Advocates are trained volunteers of Inn from the Cold Kelowna. To act as an Advocate, the volunteer must attend the Inn Home Support orientation session, sign a confidentiality agreement, and submit a police record check. Advocates provide non-judgmental service in keeping with the rights and dignity of all persons, free from religious teaching and respectful of personal boundaries.

Role of the Advocate:

The role of Advocates is to support clients. Advocates may perform a variety of services such as: assist with filling out forms, help the client to enrol in a class, assist with budgeting, mediate with a landlord or neighbour, negotiate a payment plan with a utility, meet for coffee, find info on community resources, deliver a food hamper, or simply visit, listen and be a friend. Advocates do not to act as counsellors or professionals in their relationships with clients. After each client visit, the Advocate records a

brief summary of the visits. These reports are confidential and access is restricted to the Inn Home Support Coordinator and the Social Service Agency.

Visits between Advocates and clients also take on a variety of patterns. Advocates should be expecting to spend 1- 2 hours per week with clients as a starting point. As the relationship evolves, it is up to the client and Advocate to agree on the frequency and duration of their get togethers. We have found that, in general, clients and Advocates benefit from longer term relationships. We ask for a one year commitment from Advocates when they join the program. This, of course, can be adjusted based on individual circumstance.

Role of the Outreach Workers/Service Providers:

The Social Service Agency worker remains in contact with their client for the duration of the Advocate/client partnership and remains responsible for professional case management and monitoring the overall "clinical" wellbeing of the clients.

Role of the Inn Home Support Coordinator:

The Inn Home Support Coordinator is the liaison between the Social Service Agency worker and the Advocate. Inn-Home Support Coordinator will screen and train prospective Advocates and ensures confidentiality agreements and criminal records checks are received. He/She will coordinate meetings among clients, Advocates and Social Service Agency workers. He/She will provide ongoing Advocate training and debriefing sessions

Liability/Accountability:

Our liability insurance covers our Volunteers/Advocates who have undergone our training session, signed confidentiality agreements, and done a criminal records check. We provide all of our Advocates with a volunteer manual outlining guidelines and regulations of the program.

Applying to be an Advocate:

Please contact the Inn Home Support Coordinator at (250 859-6411) or (250) 448-6403. Email: john.iftc@telus.net Application forms are available on our website (innfromthecoldkelowna.org).