

# Annual Report



**2016-17**

# Guiding Principles

## Vision

A community that honours the inherent dignity of all, where individuals, especially the most vulnerable, are safe, respected and included.

## Mission

Inn from the Cold - Kelowna's mission is to respond to the needs of people who are experiencing, or at risk of homelessness, in a welcoming, compassionate and mutually respectful manner.

## Values

We value

- a welcoming environment where those we serve are people first,
- compassion for our all by delivering services that are inclusive, non-judgmental and encouraging
- an atmosphere of mutual respect which incorporates the confidentiality, personal privacy and dignity of all members of our community

## Purpose of Inn from the Cold-Kelowna

Our purpose is:

- ✓ to provide emergency overnight shelter to adult people living on the street;
- ✓ to offer an environment of respect, compassion and caring;
- ✓ to build community relationships with individuals, agencies or groups to advocate for the needs of our guests.

# Message from the President

A year of great change (both positive and negative) for Inn from the Cold - Kelowna....

During the winter months we were swamped by the number of guests trying to access our Shelter. Our staff and volunteers rose to the challenge and we completed our extended season to the end of April. The month of April was, however, a great strain on our volunteers and we won't extend our volunteer season beyond the end of March in the future. For the first time ever we were requested to operate our Shelter through the summer months on a staff-only basis. This is a sign that our organization is highly valued in the community and we were honoured to receive this funding. We have operated since 1st May on a full-staffed basis and this will continue until the end of October. From 1st November, we will revert to our usual winter season with our volunteers covering so many valuable shifts.

Looking forward there is uncertainty over the future of our shelter space with the Knights of Columbus planning to redevelop the site. Unfortunately, this redevelopment would not include a space for us to use. We continue to work with our community partners to try and identify a suitable space for us to use to operate our shelter from 2018 onwards. If anyone knows of a space that we could use, please get in touch.

We are excited to have moved into new, shared, office space with Metro Community on St Paul St. We are looking forward to working closely with them to offer drop-in and other services this winter. Working alongside such a passionate and caring community will only help us to do even more good with the limited resources we have.

Sadly, when our lease on Chandler House expired at the end of June, we were not able to renew it, as we could not secure the funding support we would have needed. For the three years it operated, it was a great success and helped many guests to stabilize their lives. We are actively looking for a replacement space (hopefully larger) that we can continue with our Housing First journey.

Jan is now established as Executive Director and continues to guide us with wisdom and maturity. She is responsible for making our organization much more accepted within the funding partners in the community. She is helping our organization to move forward, become more structured, and allow our hard working board of directors to develop a governance model which is what our organization desperately needs moving forward. Jan and her staff helped us to develop a new strategic plan, which will act as a road map for the next 5 years. Read it on our website. Sadly, we have seen a few members of our board of directors move on to new challenges this year and we thank them all for their service.

Our outreach and Inn-home support programs continue to develop and prosper despite our limited resources due to the dedication of our staff and volunteers. The Kodiak's soccer program goes from strength to strength, and continues to help our players develop their passion for soccer.

Our organization is heavily dependent on our volunteers and I must thank you for your hard work and commitment during a particularly busy winter season. We continue to struggle to attract volunteers to join our board of directors and I would love to hear from anyone who feels able to serve in this way.

Our organization, once again, has achieved so much in the past 12 months and it is all down to the dedication of our staff, volunteers, community partners and local businesses. Thank you all for your continued support.

Sincerely,  
Mark Dixon

## Message from the Executive Director

I hope you will enjoy the highlights of 2016 - 17, another busy year for Inn from the Cold.

Throughout the year, the staff at Inn from the Cold continue to uphold this society's mission - to respond to the needs of people who are experiencing, or at risk of homelessness, in a welcoming, compassionate and mutually respectful manner. Homelessness and the need for appropriate and affordable housing reached crisis proportions in our community, and this was evident at the Shelter, where beds were full on a virtually continual basis.

As well as at the Shelter, IFTC has been incredibly busy in all our programs, as we continued to respond to the many and varied needs of the clientele we serve. The statistics we gather through the year support the fact that there is greater need than ever before among the clientele we serve, and that need continues to grow.

What would this organization do without volunteers? I hope I never have to find out! I cannot begin to adequately thank the many volunteers who support us in so many different ways. The Shelter volunteers, who sign up shift after shift to help and support IFTC in our work; who don't hesitate to work tirelessly to help the most vulnerable guests we serve. A shout out to all those who help us in so many varied ways: maintenance and repairs to our facilities, our shopping crew who pick up supplies weekly, the community groups who come together to cook meals for 40+ individuals, and so many more and varied tasks covered by caring, thoughtful people in this city. I thank the board - a group of incredibly dedicated individuals who donate many hours of their personal time for the betterment of the organization.

My appreciation extends also to our staff - a small but mighty group of amazing individuals whose dedication and support to the cause is endless. And last, but by no means least, I would like to thank our residents, guests and clients who continue to place their trust in us as they face their personal challenges.

Respectfully submitted,  
Jan Schulz

# Our Work

## The Kelowna Kodiaks

The Kelowna Kodiaks had another successful year of practicing, playing hard and building relationships! The Kodiaks continued to partner with Urban Recreation Okanagan to play in their seasonal recreation leagues and also participated in the 2016 Coed tournament in Winfield. The Kodiak's were able to secure indoor practice space at the Salvation Army for the winter season, which allowed them to open their doors to a few more players. The Kodiak's continue to be a well-respected and appreciated team in the soccer community. Coach Ashley was able to share some of her experiences with the Kodiaks and street soccer during a TEDx UBCO talk, which was received well by the community.

The individual Kodiak players continue to strive in their personal lives by maintaining housing, employment and using soccer as a recreational outlet through it all. As always, the Kodiaks continue to bond as a soccer team and a soccer family!

## The Shelter

Inn from the Cold - Kelowna operates a minimal barrier emergency shelter in the winter months for people experiencing homelessness in Kelowna. Our minimal barrier philosophy allows us to serve those homeless individuals who are the most vulnerable members of our community. The following are prioritized for service: couples and adult family members, transgender individuals, persons with pets, individuals who do not access other shelters, persons who work past curfew times (sex trade and traditional employment), and those who are unable to access other services due to bans, time limits, red zone court orders, personal conflicts etc.

A warm, nutritional meal is provided every night and breakfast every morning for registered guests as well as bagged lunches are provided to guests who are working, seeking day labour, have bans or red zone court orders, or require daytime nutrition for medical reasons. Guests have access to showers, laundry, toiletries, clothing donations, and personal storage.

During the winter season of 2015 - 2016, Inn from the Cold increased its nightly capacity due to the large numbers of homeless individuals in need. Though increased for the best of reasons, the additional numbers put a large strain on resources, both volunteer and supplies. It was for these reasons that for the Shelter season November 1, 2016 - April 1, 2017 capacity was reduced back to 35, which we found to be a more manageable number.

The occupancy rate for the season was 100.003% an increase from 95.9%, the previous winter.

<b>Number of Guests:</b>	<b>2015-16</b>	<b>2016-17</b>
<b>Total Guests:</b>	236	227
<b>Total Nights:</b>	152	151
<b>Total Stays:</b>	5689	5301
<b>Occupancy Rate</b>	95.9%	100.003%

### Comparative shelter statistics

		<b>2014-2015</b>	<b>2015-2016</b>	<b>2016-2017</b>
		Based on 35 beds	Based on 40 beds	Based on 35 beds
Overnight Stays Provided	Men	3676	4593	4177
	Women	726	1091	1124
	Transgender	6	5	11
	Total	4408	5689	5301
Average stay per guest		22.7 nights	19.5 nights	14.85 nights

### Shelter Volunteers

Inn from the Cold relies heavily on volunteers, to support staff and help with the work of the Shelter – and fortunately for this organization, we continue to be amazed at the support and dedication of the great group of volunteers we have.

The shelter provides a variety of volunteer shifts and a volunteer can sign up for as many or a few as they want. All volunteers must complete a volunteer application and criminal record check, which are accessible on our website. Once the paperwork has been successfully completed volunteers can begin signing up for shifts online. Throughout the season, we provide training opportunities for all volunteers at no-charge or a discounted rate (to cover the cost of materials). Training opportunities include, but are not limited to: Shelter Orientation, Non-Violent Crisis Intervention, Working with Vulnerable Populations, Harm Reduction Workshop, Food Safe, and First Aid.

In addition to our over two hundred core volunteers, we were fortunate to have had a total of 113 new volunteers register between April 1, 2016 – March 31, 2017. In total, we had 942 shifts served by individuals as well as a further eight groups served meals and eleven Board members donate their time.

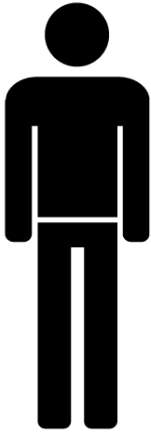
# Shelter Stats at a Glance



Women: 1124



Average stay: 14.85 nights



Men: 4177



Turnaways: 571



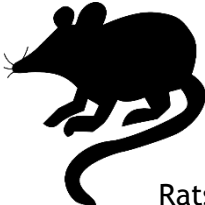
Dogs: 297



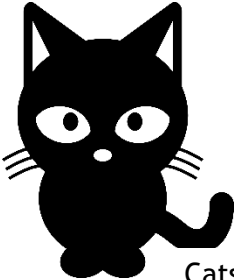
Transgender: 11



Volunteer shifts: 942



Rats: 4



Cats: 264





The fiscal year 2016-17 was an unusually hectic year for tenancy at Chandler House, with a number of tenancy changes. The eight rooms held a total of 12 individuals over the year. Despite this high turnover we managed to maintain a 83% occupancy.

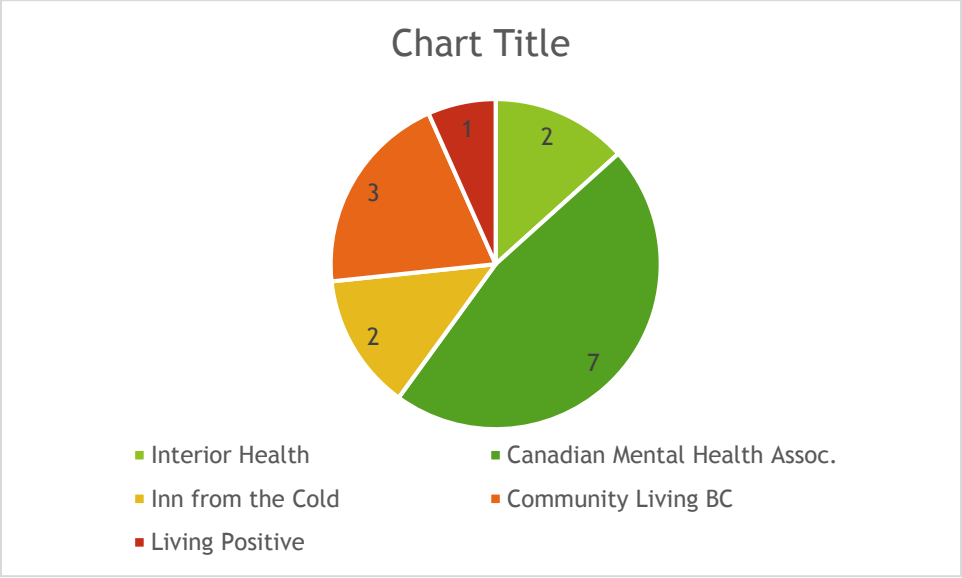
## Inn Home Support

Inn Home Support is our unique program, which links volunteer advocates with clients who were formally homeless. This includes individuals who have recently transitioned out of homelessness, as well as those who chronically struggle to maintain their housing. We believe that when people have a supportive and encouraging community, they are less likely to fall through the cracks and end up back on the streets.

The role of advocates is to support and assist adults, couples and sometimes families who have been referred to the Inn from the Cold-Kelowna by service providers throughout Kelowna. As advocates, these volunteers may perform a variety of services:

- offer a listening ear and be a friend in need
- assist client at grocery store or food bank
- assist with filling out forms or budgeting
- mediate with a landlord or neighbor
- chat over coffee or go for walks
- deliver a food hamper
- accompany client on a visit to the doctor
- support medical requirements (e.g. reminders to take medication)

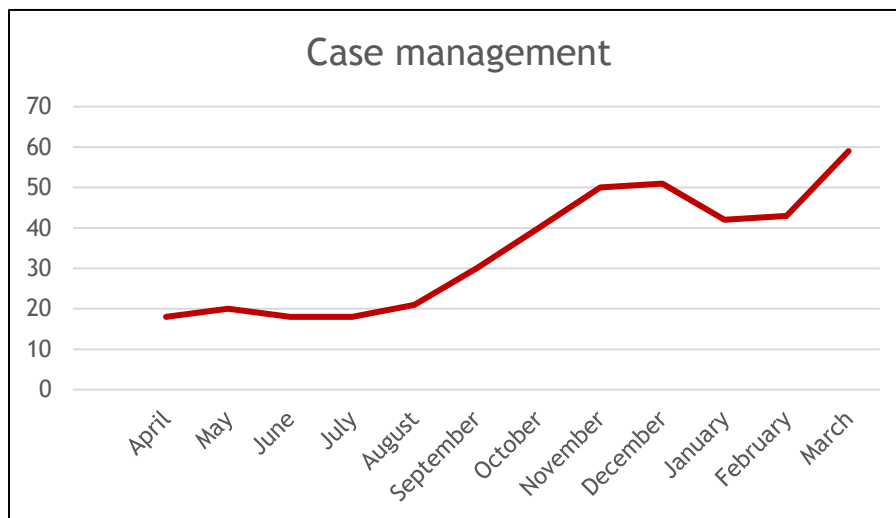
For the 2016 - 17 fiscal year our Inn Home Support program had fifteen active partner ships with a number of different referral agencies.



## Case Management

Case management services are available year round to individuals experiencing homelessness or at risk of becoming homeless. Through a trusted relationship, often built from interactions at the Shelter, clients identify changes that they would like to see in their lives, express an immediate need or are in crisis. With the help of our caseworker the client sets short or long term goals and the worker assists in breaking down those goals into manageable steps, and then provides support in navigating the complex service/agency resources and their systems in order to meet those goals.

Typically, the worker helps clients in one of the following areas: Housing; Medical Resources; Mental Health; Addictions Treatment; and advocacy with the Ministry of Social Development. In certain circumstances, a client will require an Intensive Case Management approach, where the worker liaises closely with other community resources to design and personalize case plans for certain individuals with severe and persistent barriers.

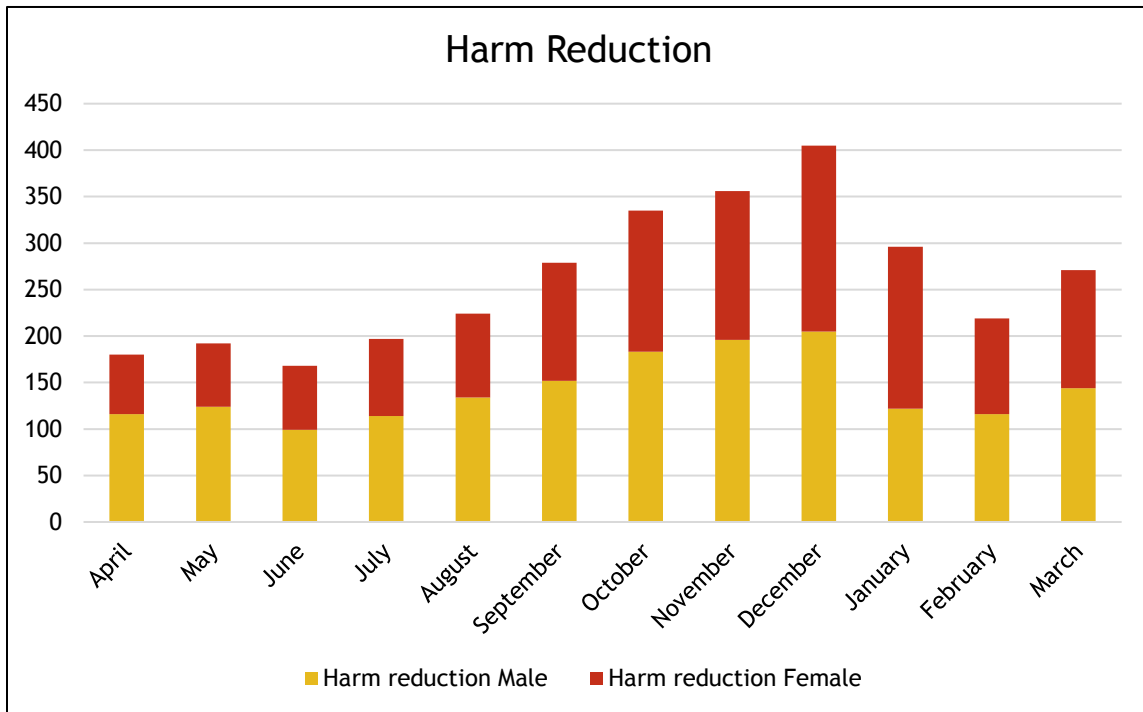


As the graph above indicates, excluding a minor dip in the first months of 2017, the need for case management continues to grow.



As an adjunct to specific case management Inn from the Cold also offered a number of services which are typically accessed during the Drop-In hours at Chandler. These services include, but are not limited to:

- A warm place to rest and relax
- Access to the Free Store for clothing
- Coffee and food (when available)
- Laundry services
- Access to Harm reduction supplies



## Words from our supporters

*Our program has been in partnership with Inn from the Cold for about 3 years. During these years, I've witnessed the staff extending tremendous care and compassion, respect and empowerment for the people they support and serve. As well, they provide an incredible supportive learning environment for our students while on practicum as they strive to grapple with the applications of theory, values, and skills they learn in the classroom. It's a partnership I value greatly!*

Jo-Dee Hecko, Instructor  
Human Service Work program



Inn from the Cold (IFTC) is one of the better known community supports in Kelowna for people experiencing homelessness. As a company that builds housing, the issue of homelessness is a pressing concern that Mission Group feel quite strongly about. It would give us great pleasure to know that everyone in our community had access to housing. Until this becomes a reality, programs like IFTC are essential in providing safety and protection from the elements to people who would otherwise have to stay overnight in places on the street not meant for habitation.

People experiencing homelessness often have other issues they need help resolving, such as loss of income, mental health issues, addictions, etc. Without shelter, it is impossible to address any of these other issues. Before long, people living on the streets risk starting to feel hopeless and abandoned by society. The staff and volunteers at IFTC make it a point to connect with each person who comes in to the shelter. They listen, offer support and provide information about other community resources. This human connection is an important step in lessening feelings of isolation and desperation.

The IFTC shelter in Kelowna is a critical and much-needed step on the path to housing equity for all members of our community.

Jon Friesen, CEO  
Mission Group

.....

It's been a privilege to have volunteered a few hours every year to those in our community that have the greatest need. The staff and volunteers at Inn from the Cold serve those on the margin as Christ has taught us to do. It's great to see as Kelowna gets bigger it's people continue to serve others with a small town community spirit.

Norm Letnick, MLA  
Kelowna Lake Country

.....

I believe that Inn from the Cold is unique in Kelowna because it is the very last safety net in the city for those who are most in need. It offers a welcoming and supportive environment for those who have fallen through the cracks...and crevasses of the existing support system. It's emphasis on being non-religious is also important to me because it ensures that Inn from the Cold casts it's unique safety net widely and inclusively. For me, Inn from the Cold also stands for the important principle that each and every person is worthy of help and support and has value, no matter what they've done, what they've had done to them, no matter what they look like or what they're going through.

Saran  
Practicum Student

.....

I fully support the work of The Inn from the Cold Kelowna. I sincerely thank everyone involved with IFTC who provide leadership, expertise, volunteer hours and funding to support the programs and support offered to our community's most vulnerable.

**Steve Thomson, MLA**  
Kelowna Mission

.....

Inn from the Cold is a critical resource in our community. We have many clients who stay at IFC's shelter because of the wonderful people they have working there, the opportunity to keep their pets with them and because they will make arrangements for couples to stay together. Our most vulnerable citizens deserve a safe, non-judgmental, welcoming place to sleep, and Inn From the Cold provides that. Thank you, IFC, for continuing to be such an amazing organization!

**Gaelene Askeland**  
Executive Director  
John Howard Society

