



# **Inn from the Cold – Kelowna Annual Report 2009/10**

May 5, 2010

**Tyler Gingrich, President**  
**On behalf of the Board of Directors**

**Inn From the Cold – Kelowna**  
Providing Support for People who are Homeless

***Annual Report 2009/10***

<i>Editors:</i>	Keith Duhaime, Director Aldyn Overend, Secretary. Tel. 250.763.7585
<i>Date Last Edited:</i>	May 5, 2010

Inn from the Cold - Kelowna  
P.O. Box # 21130  
Orchard Park Postal Outlet  
Kelowna, BC V1Y 9N8 Canada

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## President's Message

April 18, 2010

Dear IFTC Society membership and supporters,

In the statement of values for Inn From the Cold, this piece of history is highlighted: "IFTC Kelowna is 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." In the last couple of years, we've changed how we do that a little bit. But this continues to be our *raison d'être*: providing a warm place for those in need when the weather is cold.

This year has been a year of transition for the board on a number of levels. Primarily, we have been working at transitioning from a board that manages to a board that governs. This has meant some growing pains, but also some much needed – and welcomed – changes in how the board functions.

While we have now been in our permanent location for a couple of seasons, we have had to work at what that means as an organization. We can no longer count on churches to maintain the space we use and provide space rent-free, so our permanent location has brought with it substantial renovations and a multiple-year lease, which adds to our operating costs and our responsibility as an organization.

As we have expanded our service – providing for more guests, as well as providing more programs and services – we have also transitioned from being fully run by volunteers to having a shelter co-ordinator working 30 hours per week in the months we're in operation and 20 hours per week in the off-season. I'd like to express thanks to Karin Bauer who resigned from this position last Summer, and acknowledge the work she did in establishing us online (including her work at setting up our internet-based volunteer sign-up system) and in the permanent shelter we now operate. I would also like to express thanks to Tara Tschritter who took on the responsibilities of shelter co-ordinator when she was hired in September and has been working tirelessly with the board at putting together policies and procedures for the shelter, and making sure the work carried out by part-time staff and volunteers is going smoothly.

In light of these, and other, changes, in August, 2009, our board made an intentional shift in how we have operated so that we could more fully carry out the work of visioning and projecting down-the-road as to where we see this society going. This meant change in board positions, and I came on as president in September. Jacqueline Akehurst and I attended a board leadership workshop in November (offered by Kelowna Community Services and drawing on the expertise of Volunteer Vancouver), and the workshop was helpful in naming some stages of growth, which we could see our organization going through. Namely, for our roughly ten years as a service organization, we've been at an 'operations' level where most of the work is carried out by a few; now we're moving to a management or governance model where we're dealing with a bigger budget, a staff, and needing to put more policies in place. All of this has come upon

us relatively quickly, as we just became an autonomous society under the Societies Act in 2008, but it's worthwhile work that we're glad to be doing.

In recent months, we've done some strategic planning to set a course for ourselves over the coming while. Perhaps the biggest move we intend to make is to create the position of Executive Director for our society. This would "fill gaps" in our current operating and lift some of the burden off of people who are currently volunteering their time for such things as writing grant proposals. I'm glad that our board is doing this "bigger picture" work as it sets our organization on footing that will take us into the future. I see the board taking more of a role in having our operations more accessible and transparent, and I'm delighted that we're moving in that direction as this society is growing. Also concerning the future of the board and the business of this organization, the date of our financial year-end and the date of our annual general meeting will need to be reworked so reporting at future AGMs reflects the year-end.

I'd like to acknowledge board members who have completed, or who are completing, terms on the board this year: Renee O'Fee, Peggy Salaberry – both of whom have committed vast amounts of time to the organization over the past decade; as well as our able secretary, Aldyn Overend, our treasurer, Laurie Dempsey, and John Farvolden (who left the board as he joined the part-time staff), Maureen Hanak, and Sally Turton.

I would also like to acknowledge the intentional involvement of a variety of church groups who make it their responsibility to provide volunteers so that IFTC's value of showing "compassion for our guests by delivering services that are inclusive, non-judgmental, and encouraging of our guests." Among the different church communities that are represented on the board and in our volunteer database of which I'm aware are Roman Catholics, Anglicans, Unitarians, Lutherans, and Uniteds. Without such supportive groups in our community, we would be up against a much bigger task of finding able and willing people to serve. This is how I, myself, became involved with Inn From the Cold in the first place.

I know that our guests have commented on how Inn From the Cold offers good service to them, and that it is as open and welcoming as any service agency. Thank you to the many volunteers who work to keep Inn From the Cold open so that we might provide for those in need on the coldest nights of the year. The service you provide through our organization is a gift, and it has been the gift of life for many.

Thank you for the opportunity to serve as president of the board.

Yours sincerely,



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Tyler Gingrich, President.

Tel. 250.979.1558 (Kelowna)

Email: [gingrich\\_tyler@yahoo.ca](mailto:gingrich_tyler@yahoo.ca)

P.O. Box # 21130

Orchard Park Postal Outlet

Kelowna, BC V1Y 9N8 Canada



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# Guiding Principles

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## Vision:

A community where no person is homeless.

## Mission:

Inn from the Cold-Kelowna's mission is to respond to the needs of people experiencing homelessness in a welcoming, compassionate and mutually respectful manner by providing:

- emergency shelter and comfort to those in need.
- one-on-one support to the newly housed.

## Values:

Inn from the Cold-Kelowna is 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 responsive 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.

## Purposes of the Inn from the Cold-Kelowna:

As stated in the Constitution, drawn up when Inn from the Cold-Kelowna became a society in September, 2007, the purposes are

- 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.

## Vice President's Report

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This past year has been one of challenges and changes, not so much for our guests and volunteers, but rather the IFTC board. We have evolved from a grass roots organization to a board which governs. During this transition those on the board have gone through a sifting and sorting process and like all board transitions we have redefined, refined and revised the purpose of IFTC

.I wish to thank Peggy Salaberry, who began this past year as our President and as our board went into transition, graciously took on the much needed new role of Operations Manager. Peggy is well suited for this role with her extensive knowledge of the background and present situation of IFTC.

Her rapport with our guests has made the shelter a warm and welcoming safe harbor. Peggy will be leaving the Board this year, but will continue her untiring efforts for IFTC.

A new welcoming face for IFTC this past year is our new Shelter Coordinator, Tara Tschritter, she admirably filled the place of Karin Bauer, who moved on to other challenges. As an organization still growing, the Board made the decision to hire someone who was a visionary to carry our vision forward. Tara has taken our vision and carried it much farther than we had anticipated making IFTC a viable solution to those in our society who seek refuge.

I would also like to thank both Tyler Gingrich and Aldyn Overend, both of whom will be leaving the Board. Tyler for taking on the position of President during the transition. It was not an easy job at times to keep the Board on point and organized. During the transition Aldyn faithfully took over Tyler's position as Secretary. Many thanks to you both.

My thanks go out to members both past and present who filled their roles this year with the talents required to both govern and maintain IFTC.

As Vice President I have felt honoured, not only to have worked with people who possess the ability to work together with openness to change but to give of themselves for the benefit of those who struggle with the vagaries of society.

Yours respectfully

Vice President

Jacqueline Akehurst



## Communications Report

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During the 2009/2010 shelter season the Communication Director focused on three main areas: increasing and developing media relations, the creation of a newsletter for volunteers, and the implementation of website updates by volunteer labour.

The season brought a great deal of publicity for Inn from the Cold – Kelowna compared with previous years. A press release and communications package was created and transmitted to local media contacts regarding our “Love-Inn” fundraiser. This event was covered by a local print media outlet, Kelowna Capital News, a local online news organization, Castanet.net, as well as a publication produced by the University of British Columbia Okanagan, highlighting a UBC professor who dyed his hair green to raise funds for Inn from the Cold. A second press release announced the shelter opening at the end of October/beginning of November and was picked up by two local electronic media outlets (Castanet.net and Kelowna.com), both major local print media outlets: the Kelowna Daily Courier and Kelowna Capital News, and two local radio stations. When the weather turned very cold at the beginning of December, interviews were given by the Communications Director, Volunteer and Shelter Coordinator, Fundraising chair and President and picked up by various local print, radio and electronic media outlets. Other interviews and follow up interviews were given when a local homeless man was severely beaten, as he was a guest of IFTC. This included local and some provincial and national media.

The website hosting and database programming services were contracted to a new company this year. When the new coordinator was hired, many website updates and changes were needed to bring the site more up to date and to enhance the utility for staff, agencies, volunteers and the public. All website informational updates are now done by the Communications Director on a voluntary basis and all coding website changes are being done by a new programmer. The change from paid website updates to volunteer labour has saved the organization a great deal of money and will continue to do so in the future as we bring more functionality and interest to the site.

A volunteer newsletter named “The Inn Crowd” was created this year. The Communications Director has produced two editions since the opening of the shelter in November and they have been very warmly received. It is sent to our volunteers electronically and is available on the website. Our goal is to produce this newsletter quarterly. The newsletter features articles written by the Operations manager, Volunteer and Shelter Coordinator and the Communications Director. It also includes statistics regarding the shelter operations, human interest stories about our guests or volunteers, pictures and quotes, and information regarding ongoing training opportunities. In future editions we plan to include volunteer profiles and messages from the President.

The Communications Director presented to two community groups this season: a youth group from the Unitarian Fellowship and a social justice group at Constable Neil Bruce Middle School. Both groups held fundraisers and donated the proceeds and/or goods to Inn from the Cold Kelowna. A communications objective for the coming year is to increase our visibility with the youth of Kelowna by encouraging and speaking with more youth groups at community service organizations, schools and churches.

Facebook, Twitter and other similar social networking services are transforming the way many businesses and non profits communicate with stakeholders, volunteers and the public. An Inn from the Cold Kelowna Facebook group was created but the full utility of this social networking

technology has yet to be realized. The creation of a full Communications Committee to oversee development and updates, as well as exploring other social communications tools, is needed. This committee could also oversee speaking engagements with youth and other social service groups. The formation of this committee will be a communications priority for the coming year.

It has been a very exciting year and I look forward to serving Inn from the Cold – Kelowna again in the 2010/2011 season.

Respectfully submitted,

Carrie Broughton, Communications Director



## Personnel Report

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This was somewhat of a transition year as we hired a new Shelter/Volunteer Coordinator. In addition to this we recruited an assistant for the Shelter/Volunteer Coordinator who not only assisted with that role in assuming some of the day to day administrative functions but also did evening intake. We had approximately 130 active volunteers, 7 staff members and 4 relief staff members to “fill in” in case of sickness, days off etc. Once again this was a new initiative and training was provided to all.

An employee handbook which includes Critical Incident Procedures, Shelter Operational Procedures, a Human Resources Manual and Personal Boundaries Guidelines was developed for all staff at the Shelter. Worksafe BC was consulted in the creation of the critical Incident report procedures and critical incident report forms.

An audit was conducted regarding the Employment Standards Act to ensure that Inn from the Cold was in compliance. Any issues where we were not in compliance were addressed and staff advised.

Also, performance reviews were held with all staff members and expectations outlined for the following year.

### IN FUTURE

We will be reviewing the qualifications for hiring shelter staff and based on our Budget and funding we will look at additional staffing.

Also, we will be expanding the Personnel policy manual

On-Going training will be provided for all staff members, including relief staff members for all shifts.

We will look at developmental training for the Shelter Volunteer Coordinator.

Job descriptions for the shelter staff will be amended.

Respectfully submitted,

Dan Godfrey, Personnel Director

## Operations Report

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### Programs

Inn from the Cold-Kelowna operates two programs – an emergency shelter program known as “The Inn” and a homelessness prevention program, called Inn-Home Support, to assist those at risk of homelessness to remain in their homes.

### The Shelter Program

Guests: The Inn from the Cold-Kelowna model, especially because of its response to cold or extreme weather conditions, is a low barrier program.

As we entered winter this year, the Extreme Weather Protocol of the City of Kelowna underscored our role in the community. The City, shelters and agencies cooperated to assure that persons experiencing homelessness could be sheltered in seriously inclement weather.

### Priorities

Priorities for Inn from the Cold-Kelowna were as follows:

1. women;
2. couples;
3. working people – especially those going to jobs or job marts in the early morning;
4. seniors or people with health challenges (too ill to be on the street, but not sick enough to be in hospital);
5. referrals from Kelowna General Hospital, the Interior Health Authority (Urban Outreach Health), the Canadian Mental Health Association, the RCMP, the Kelowna Gospel Mission, Alexandra Gardner House, occasionally from an out-of-town agency or the Greyhound bus depot in Kelowna. Agency referrals of people known to be in need assured their accommodation and reduced the small number of shelter seekers looking for free accommodation to next to none. We could depend on other shelter services (Kelowna Gospel Mission or Alexandra Gardner House) to reciprocate when necessary.



## Shelter Capacity/Numbers of Guests

The allowable number of guests was 35 adults per night. The average number of guests per night was 28. The highest number of guests per night was 42, December 10, 2009, and the lowest number of guests was 8, on our opening night, Nov. 1, 2009.

<b>Number of Guests:</b>	<b>#</b>
Total Guests:	4,165
Total Nights:	151
Min. Guests per Night	8
Max. Guests per Night	42
Nights Over Capacity	13
Nights at Capacity	6

## Season

Inn from the Cold-Kelowna operated for 5 months, from November 1, 2009 to April 1, 2010.

## Intake

Consistent with last season, intake took place between 7:00 pm and 8:00 pm. Exceptions were made to this rule in the case of persons who were working late or who found themselves completely stranded. The intake process was enhanced to gather more information from guests for data reporting, for emergency contacts and to better assist guests based on their individual circumstances. As a part of intake, staff members explained the uses of the information and encouraged guests to sign Release of Information forms. All agreed.

## Staffing

All staff had related education and/or experience. All were trained specifically for determined shifts and given an overview of the duties of other shifts. We were very fortunate that three of our six shelter workers were retuning.

**Comparative shelter results:**

<b>Outcomes for Guests</b>				
		<b>Shelter Season</b>		<b>% Change</b>
		<b>2009-2010</b>	<b>2008-2009</b>	
<b>Overnight Stays Provided</b>	<b>Men</b>	3535	2843	+24%
	<b>Women</b>	630	547	+15%
	<b>Total</b>	4165	3390	+23%
<b>Unique Individuals</b>	<b>Men</b>	286	221	+29%
	<b>Women</b>	45	74	-39%
	<b>Total</b>	331	295	+12%
<b>Average stay per guest</b>		9 nights	11.5 nights	
<b>Stays for working guest</b>		125		

Conclusion: We had an increase of 775 overnight stays. We were able to accommodate more guests because our season was extended by one month this year.

**Statistics by priorities other than gender:**

<b>Priority</b>	<b>#</b>
Couples	153
Workers	125
Health / Age	43
Other	67
<b>Total Priority</b>	<b>388</b>
<b>Non-Priority</b>	<b>3905</b>



### Post shelter results:

1. 26 guests have confirmed that they found housing.
2. A number of our former guests have gone to stay at the Gospel Mission or Alexandra Gardner House or have gone to detox or drug and alcohol residential treatment programs. Several guests have drifted back onto the streets or are camping in and about Kelowna.

### Volunteers:

<b>Total shifts served</b>	906
<b>Number of active volunteers</b>	137
<b>Average number of shifts per volunteer</b>	6.6
<b>Maximum number of shifts filled by a single volunteer:</b>	30
<b>Minimum number of shifts filled by a single volunteer:</b>	1

Special tasks, in additions to facility work parties and shifts were also undertaken by “super” volunteers on a weekly basis: bread pick-up, shopping for cleaning and paper supplies, grocery shopping, sock laundry, recycling and other tasks.

### Recruiting Volunteers, and Training:

A campaign for attracting and recruiting new volunteers included internet advertising through Castanet.net and Craigslist, a standing webpage with Kelowna Community Resources (KCR), flyers at the library, the University, the College and on other public bulletin boards. Volunteers also come to us through church, work or leisure connections in the community.

- 65 volunteers attended shelter orientation sessions.
- 15 volunteers partook in Food Safe training.
- 20 volunteers attended first aid training organized by Inn from the Cold–Kelowna.

### The Inn-Home Support Program

#### Rationale:

Experiences of people who have lived on the streets, persons in recovery from addictions and persons isolated from the community as a result of injury, disability or mental illness have testified to the value of having a mentor-like connection to the community to assist them to remain in a stable housing situation. Service Canada funds the position of the Coordinator of Inn from the Cold-Kelowna to oversee two programs: the shelter program and Inn-Home Support. Inn-Home Support advocates are trained to link vulnerable people to the broader community. The coordinator carefully pairs an advocate with a client, taking into account their interests, skills and needs. The clients can be male or female, any age above 19 and are generally referred to the coordinator by an Outreach Worker.

**Persons involved - advocates, clients:**

Trained advocates currently in the Program: 41

Total client referrals this year: 28

**Active teams as of March 31, 2010:**

There have been 28 new referrals for Inn from the Cold-Kelowna's Inn-Home Support program over the past 12 months. Twelve have been matched with and are actively working with their advocates. Four clients have been matched with advocates and are pending their first meeting with them. At printing, Inn from the Cold is awaiting more client information from two of these referrals. Ten referrals, all resulting from outreach positions recently lost to the community due to funding cuts, are awaiting matches with advocates.

In summary, this year, Inn from the Cold-Kelowna has taken on 16 Inn-Home Support clients in addition to the 22 clients reported above for a total of 38 clients.

**Outcomes and Indicators:**

**Outcome: Increasing Community Capacity and Management of Initiatives**

Indicator - 15 staff and volunteers attended FoodSafe course

Indicator - 20 staff and volunteers attended First Aid course

Indicator - 137 volunteers involved in the shelter program

**Outcome: Increasing Capacity of Shelter**

Indicator – Shelter was open for an additional month this season resulting in an increase of 775 overnight stays.

Indicator – 39 Community Consultation appointments provided to guests to connect them with community resources after the program implementation on January 7 2010.

**Outcome: Participation**

Indicator – 65 volunteers have attended volunteer training sessions.

Indicator - 55 volunteers came to shelter renovation workdays, for a total of 429.5 hours

Indicator – approximately 45 people attended appreciation event. Invited guests included volunteers , staff, board members and guests of Inn from the Cold Kelowna.

**Outcome: Partnering and Collaboration**

Indicator - for 151 nights at no cost, Kelowna General Hospital (KGH) laundered all of our guests' linen, bedding and towels

Indicator – through the new community consultation process guests were referred to community agencies including Freedom's Door, Cross Roads, Kelowna Friendship Society, Kelowna Drop in Center outreach workers, Kelowna Gospel Mission outreach workers and shelter facilities,



Canadian Mental Health Society, Alexandra Gardner House shelter, Outreach Urban Health and Brian Trust.

Indicator – Inn Home Support Program received referrals from Canadian Mental Health Association, Kelowna Gospel Mission, Outreach Urban Health, Brain Trust, John Howard Society and Senior's Outreach.

#### Outcome: Networking

Indicator - Coordinator and/or board representatives attended over 100 community meetings including PICC, PHAT-CO, Kelowna Homelessness Networking Group (KHNG) and PHD Street Team Meetings.

### Innovations/Expanded Services

#### Coordinator relocated to shelter:

The Inn from the Cold-Kelowna coordinator established her office at the shelter site, creating a presence in the community. In particular, she included contact time with shelter guests by being present at intake, and, since January, she and her assistant offered afternoon consultation times. These innovations helped guests see new possibilities by providing them with information, encouragement and interest. Many found housing or accessed detoxification or maintained important relationships as a direct result. The coordinator assistant was also an intake worker, so her knowledge of guests and programs was beneficial in both of her roles.

- **Community consultation process initiated:** Through the liaison with agencies at Community Consultation appointments, Partners in Community Collaboration (PICC), and other community meetings, the coordinator and her assistant were able to provide more advocacy and referrals for guests. All guests this year signed Release of Information forms allowing Inn from the Cold-Kelowna to advocate on their behalf.
- **Private office space created:** In setting up an office for an assistant and having two staff people available at intake, the need and opportunity for private office space became evident. Church of the Latter Day Saints built, dry-walled and painted the dividing wall.
- **Intake Process Amended:** Amendments to this process improved data collection to the benefit of guests. (Noted above)

#### Policy and Procedures Developed:

- Personal Boundaries agreement established
- HR Manual drafted
- Staff Procedural Manual drafted
- Critical Incident procedures put in place

Other Innovations and Services

**Inn-Crowd Volunteer Newsletter:**

Published twice over the shelter season and once off-season, this joint effort of the board Communications Chairperson and the Shelter and Volunteer Coordinator helps to maintain volunteer interest and to keep people informed about programs and the society.

**Haircuts for Guests:**

Guests appreciated this volunteer initiative by a professional hairdresser, Meagan D'Amour.

**Partnering with the Salvation Army**

The Salvation Army provided food for our guests every Tuesday and Thursday night throughout the season.

**Expansion of Shelter Hours for Christmas Day**

This trial daytime opening was a great success.

**FoodSafe, H1N1 Protocol, TB Testing and Public Health Information**

All of these fostered buy-in among guests, volunteers and staff regarding health and safety concerns.

Respectfully submitted,

Tara Tschitter, Shelter and Volunteer Coordinator

Peggy Salaberry, Operations Manager



## Policy and Governance Report

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For the 2009-2010 year, a governance committee was struck to address the drafting of formal policies for the operation of Inn from the Cold – Kelowna. The initial chairperson for the committee was John Farvolden. The committee was also comprised of directors Keith Duhaime and Maureen Hanak. Special thanks should be given to John and Maureen in their efforts of guiding policy development for Inn from the Cold – Kelowna.

The committee quickly recognized that there are three main areas of policy development required for the operation of both Inn from the Cold – Kelowna:

1. Governance policy. In short, what is the structure of the organization, its hierarchy, and its governance model.
2. Operations policies and procedures. What are the policies under which the shelter and the advocacy programs are operated and how are these policies implemented?
3. Human Resources and personnel policy.

With respect to the organization's governance model, this report makes reference to the fact that the board is very much in a state of transition. Prior to the 2008-2009 shelter season, Inn From the Cold – Kelowna operated very much with a hands on 'working board'. This served the organization very well in carrying out its mission. The relocation in 2008-2009 to our current location at 1157 Sutherland Avenue and lease arrangement with Columbus Holding Society has placed some stress on the organization to change its governance model. It is expected that this evolution will continue through the next year of operation to find the right fit between a working board and a board more committed to policy governance.

One issue from a governance perspective that the board has come to appreciate is the need to amend the reporting year for Inn from the Cold – Kelowna. The current year (July 1 to June 30) presents us with three major problems;

1. Since we desire to have our annual general meeting shortly after our winter shelter season, and hence before the end of year, we are in contravention of the Society Act of BC and the convention of organizations having complete financial and operational records for the year at the time of the annual general meeting.
2. Our year end and that of any government funding agency we have do not currently align. Almost all Canadian government agencies operate from April 1 to March 31. Hence, we have challenges in our budgeting process since we do not have allocations from government funding agencies for April, May, and June.
3. Finally, it creates problems in terms of transparency to our funding agencies and benefactors, particularly when major renovations are not being allocated to the shelter season appropriately. If for example, we do \$50,000 in renovation between the end of shelter season and June 30, those expenses will show up as allocated to the previous year instead of to the year in which those renovations benefit the shelter.

Hence, it is highly recommended that a motion be put forward to change the reporting year from July 1 to June 30 to April 1 to March 31 at this year's annual general meeting.

With respect to the operating policies and procedures for the shelter and advocacy program, a number of policies and procedures have been redrafted and are in need of review and adoption in the coming year. In the interim, the Shelter Coordinator and the Operations Manager have been granted authority to implement policy and procedures with diligence and prudence when issues arise.

With respect to the human resources and personnel policy, this committee recommends that the Personnel Committee review and draft policy recommendations to the board reflective of current labour laws and legislation, and in keeping with common practice.

This concludes this report.

Respectfully submitted,

Keith Duhaime, Director



## Appendices

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Appendix A: Contributors

Appendix B: Volunteer and Guest Feedback

Appendix C: Challenges and Actions

Appendix D: Financial Statements

## Appendix A: Contributors

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### Senior and Local Government Support

- BC Housing - \$37,000 for assistance with operating expenses (salaries for shelter staff)
- Service Canada, Homelessness Partnering Strategy - \$35,002 for Shelter and Volunteer Coordinator Salary
- Interior Health Authority - linen service through KGH

### Local Community Support and Participation

#### Major Funders

- Private benefactor: paid for all the fire protection renovations
- City of Kelowna: \$8,081 for administrative support

#### Fire Protection Renovations

##### **Drywall and Alarm System Installers:**

- Ariela Contracting: Super price and quality work on dry-walling and the fire protection seal
- Commercial Construction Supply: drywall suppliers - very good pricing
- Gunter Werner: superb job of mudding, taping, sanding
- Crack Electric: removed and replacing all ceiling fixtures, upgraded wiring, installed integrated heat rise indicators, smoke and carbon monoxide alarm system
- David Hughes: painting
- General Paint: special pricing for paint

##### **Other assistance on this project:**

- Volunteers of the Prolife Thrift Store: help and patience with moving everything out of and back into their store so fire protection upgrades could be made
- Volunteers from Inn from the Cold-Kelowna and friends at Ozanam House and Freedom's Door: carried out the inventory, moving, cleaning and replacing contents of thrift store to provide access for renovations
- Secure Rite Storage: donation of storage container for the winter season and for the renovation period
- Kelowna Fire Department: gave advice and assistance with fire protection requirements and plans

#### Fund-raising, Awareness and Other Help

- Love-Inn participants and sponsors
- The Gospel Mission and Alexandra Gardner Safe Centre – open, positive, cooperative liaison for accommodation of guests beyond our capacity



- The Canadian Mental Health Association, the Kelowna Drop-In Centre, Outreach Urban Health, the Salvation Army, KGH social workers, Gospel Mission, Ki-Lo-Na Friendship center, RCMP, Brain Injury Society - collaboration for guests' benefit, participation in Inn-Home Support
- Partners in Community Collaboration (PICC) and the Poverty and Homelessness Action Team (PHATCO) – outreach and community support for Shelter and Inn-Home Support
- UBCO Nursing and Social Work Students - special projects, volunteering
- Marolyn Armstrong – Payroll
- Wendy Barnes, Priority Business Services - Bookkeeping
- St. Michael's and All Angels Anglican Cathedral: Carol Service proceeds and other projects
- Christmas Wish List donors
- Central Okanagan Teachers' Association Executive: Christmas gifts for clients, food service canopy for Mardi Gras
- Saturn Motors: barbecue for Mardi Gras
- Church of Jesus Christ of the Latter Day Saints: general clean-up and office wall construction
- St. Francis Anglican Church, Lake Country: staple food items
- Columbus Holding Society: over-all support and assistance (new roof and painting of building)
- Dawn Kern and Running Group: Valentine's Day food and gifts
- 103.9, The Juice, radio – Promotion

#### Financial Assistance

- The Colin and Lois Prichard Foundation
- The Central Okanagan Foundation
- Ogopogo Rotary Club
- St. Pius X Roman Catholic Church and Fr. Bart
- Knights of Columbus, Father Pandosy Council
- Lake Okanagan Insurance Society
- Kelowna and District Fish and Game Club
- Charles Garnier Roman Catholic Church
- Thurston Machine, Inc.
- Cancadd Reproductions and Engineering
- Harmony Honda
- KBC Investments
- Fortis B.C.
- St. Andrew's Anglican Church Women's Guild
- First United Church
- Leitch, Pada and Salaberry Dentistry
- Faith Lutheran Church
- Unitarian Fellowship

#### A Night at the Inn" Sponsors

- Secure Rite Storage
- Econowise Furniture
- Resonance New Life Church
- Canadian Northern Shield Insurance

**In-Kind Donations**

- The Salvation Army – twice-weekly food service
- Cobs Bakery, Kelowna - end of day bread for 151 nights
- KGH Laundry Department – linen service
- Laurie Henderson – FoodSafe Instructor
- Frontline First Aid
- Olson’s Pest Control, Ltd.
- The Computer Clinic
- Dan Crockett, Pro Builders Supply
- Café Artesiano, West Kelowna
- Panagopoulos Pizza
- Urban Harvest Organic Food Delivery
- Al and Cindy Brown - Onside Restoration: building maintenance
- Vital Waters
- Save-On Foods, Mission

**Gift Certificate Prizes:**

- Cafe Soleil
- White Spot
- Mango Café
- Gnarrbomb Tattoo and Piercing

**Special Contributors:**

- Shelter Staff and Volunteer and Shelter Coordinator for giving more to doing their job than we could even imagine.
- All clean-up, fix-up, blanket launderers, shelter season volunteers, Inn Home Support advocates and board of directors - who did tens of thousands of volunteer hours for our community!



## Appendix B: Volunteer and Guest Feedback

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### Volunteers

#### Positive:

- I feel that things ran much smoother this year – volunteers were well trained and knew what their roles were. The staff was more open to guiding new volunteers and letting them know what needed to be done. In general there was more a sense of community and a more positive vibe within the shelter between staff, guests and volunteers.
- A great Shelter Coordinator and Assistant who got to know the guests and did follow up work with the guests who were willing
- A very pleasant regular staff at IFC made being a volunteer an easy, comfortable and fun experience.
- I am a returning volunteer. I really like the new office beside the intake area. It really helps with giving some privacy to guests, volunteers and staff.
- Volunteer shift booking system is amazing
- Haircuts for guests were well received.

#### Other volunteer considerations:

- Early in the season, the issues of boundaries between staff and guests were a challenge. However, this was addressed promptly.
- Funding is a challenge – a better facility would be good.
- Vegetarian option at meals and meal ingredient lists for guests with allergies would be useful.
- Storage of guests belongings
- Intoxicated guests
- I suggest that the number of volunteers or staff is increased at intake due to the busy nature of that shift.

#### What volunteers learned:

Volunteers were asked what they learned by volunteering with Inn from the Cold Kelowna. This is what a few had to say:

- How many good people who care about the homeless there are in the world.
- I continue to learn more about the issues of homelessness and poverty, as well as gaining a better perspective on individuals experiencing these issues first hand.
- People who are homeless each have their own story and reason behind why they are homeless.
- I learned two key things: Volunteering is very rewarding and there is a great deal of power to make change in the lives of others when a group comes together.
- I took a Food Safe course which is very helpful when we distribute snack.
- A friendly smile goes a long way. Everyone is vulnerable and needs to be accepted.
- Tolerance
- Love one another

## **Guests**

What did you like about staying with us?

- Honesty, confidentiality, warmth and a firm mattress
- Friendly staff, good atmosphere, open set up
- Somewhere to stay when I have my dog
- Great food, great place to stay
- Being here for all of us
- Thank-you for giving us a place to call and feel at home.
- Feeling of security
- Comfort of couches, the whole environment, T.V., food at 8:00

What didn't you like about staying with us?

- Hours of operation – would like to leave later in the morning
- Noisy (snoring etc)
- More movies and bus passes please
- Help us get a career
- Dining area
- Equality with rules – no drugs, alcohol or violence allowed.
- Smells and sounds



## Appendix C: Challenges and Actions

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### Challenges

- Financial Support
- Storage of personal belongings for guests
- Morning departure time - difficult for guests, especially on week-ends
- Care for mentally ill and/or intoxicated guests when beyond our resources
- Growing Tasks of Board, Staff and Volunteers

### Actions

The following are suggestions from guest, volunteer and staff recommendations, as well as from the Board of Directors' Strategic Planning session:

- Keep up effort to preserve our Community Base
- Build a secure electronic client file system
- Compile a Volunteer Manual, including guidelines for guests who become volunteers
- Draft and/or review and adopt Shelter and Inn Home Support Policy
- Expand procedural guidelines for shelter and include in Staff Handbook
- Undertake risk assessment with the Board of Directors
- Establish new process for laundering blankets
- Set up storage space and system for guest belongings
- Increase level of care provided to intoxicated and mental health guests
- Introduce morning recreational programming for shelter guests
- Hire additional managerial staff
- Adopt FoodSafe guidelines
  - written guidelines for the shelter,
  - temperature controls on freezers and fridge,
  - ingredient lists for food,
  - improved facilities, as plausible
  - program for food volunteers to cook at the shelter
  - options to team up with other volunteers to cook
- Seek feedback from Community Service Providers:

## Appendix D: Financial Statements

### Balance Sheet

**Balance Sheet As at 03/31/10 Inn from the Cold - Kelowna**  
**ASSET**

**Current Assets**

VFCU - Chequing Account		6,368.04
VFCU - High Interest Savings		11,879.19
VFCU - Membership Shares		25.00
Accounts Receivable		<u>0.00</u>
<b>Total Current Assets</b>		<u>18,272.23</u>

**Capital Assets**

Computer Hardware	<u>456.38</u>	
Net - Computer Hardware		456.38
Furniture & Equipment	<u>0.00</u>	
Net - Furniture & Equipment		0.00
Security System	<u>0.00</u>	
Net - Security System		<u>0.00</u>
<b>Total Capital Assets</b>		<u>456.38</u>

**TOTAL ASSET** 18,728.61

**LIABILITY**

**Current Liabilities**

Accounts Payable		514.28
WCB Payable		<u>0.00</u>
<b>Total Current liabilities</b>		<u>514.28</u>

**TOTAL LIABILITY** 514.28

**EQUITY**

**Owners Equity**

Retained Earnings - Previous Year		11,428.62
Current Earnings		<u>6,785.71</u>
<b>Total Owners Equity</b>		<u>18,214.33</u>

**TOTAL EQUITY** 18,214.33

**LIABILITIES AND EQUITY** 18,728.61

Generated On: 04/30/10



## Income Statement

<b>Comparative Income Statement - Inn from the Cold - Kelowna</b>			
	Actual 07/01/09 to 03/31/10	Actual 07/01/08 to 03/31/09	Difference
<b>REVENUE</b>			
Donations	74,137.55	74,483.43	-345.88
Grants	58,542.00	50,946.00	7,596.00
Fundraising	0.00	1,114.56	-1,114.56
Expensed Donation	402.82	0.00	402.82
Interest Revenue	98.92	671.53	-572.61
<b>Total Other Revenue</b>	<b>133,181.29</b>	<b>127,215.52</b>	<b>5,965.77</b>
<b>TOTAL REVENUE</b>	<b>133,181.29</b>	<b>127,215.52</b>	<b>5,965.77</b>
<b>EXPENSE</b>			
<b>Payroll Expenses</b>			
Wages - Contract	0.00	2,358.00	-2,358.00
Wages & Salaries	79,068.45	67,564.90	11,503.55
EI Expense	1,939.23	1,638.74	300.49
CPP Expense	3,407.37	2,785.94	621.43
WCB Expense	1,491.80	1,489.12	2.68
Payroll Services	810.00	765.00	45.00
Casual Labour	1,550.00	0.00	1,550.00
<b>Total Payroll Expense</b>	<b>88,266.85</b>	<b>76,601.70</b>	<b>11,665.15</b>
<b>General &amp; Administrative Expenses</b>			
Accounting & Legal	1,298.07	661.50	636.57
Advertising & Promotions	643.54	355.61	287.93
Criminal Record Checks	405.00	225.00	180.00
Fundraising Expenses	865.72	0.00	865.72
Furniture/Appliances	0.00	1,627.40	-1,627.40
Insurance	1,250.00	1,250.00	0.00
Interest & Bank Charges	96.30	63.00	33.30
Office	2,988.62	951.47	2,037.15
Operating Expenses - Kitchen/Food	2,538.13	2,651.00	-112.87
Operating Expenses - Building	615.51	299.72	315.79
Operating Expenses - Supplies	1,803.23	185.38	1,617.85
Renovations	1,863.90	36,786.24	-34,922.34
Rent	14,719.06	14,663.10	55.96
Repair & Maintenance/Garbage	426.15	522.73	-96.58
Staff Meeting/Party/Gifts	722.27	0.00	722.27
Telephone	483.23	212.74	270.49
Television Cable	438.59	0.00	438.59
Training	1,697.90	0.00	1,697.90
Utilities	973.78	1,668.14	-694.36
Vehicle/Bus Tickets	378.00	28.00	350.00
Web Page	3,921.73	3,388.50	533.23
Suspense	0.00	700.66	-700.66
<b>Total General &amp; Admin. Expenses</b>	<b>38,128.73</b>	<b>66,240.19</b>	<b>-28,111.46</b>
<b>TOTAL EXPENSE</b>	<b>126,395.58</b>	<b>142,841.89</b>	<b>-16,446.31</b>
<b>NET INCOME</b>	<b>6,785.71</b>	<b>-15,626.37</b>	<b>22,412.08</b>
<b>Generated On: 04/30/10</b>			