

Annual Report



2017 - 18

GUIDING PRINCIPLES

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

VISION

A COMMUNITY THAT HONOURS THE INHERENT DIGNITY OF ALL, WHERE INDIVIDUALS, ESPECIALLY THE MOST VULNERABLE, ARE SAFE, RESPECTED AND INCLUDED

VALUES

WE VALUE

- A WELCOMING ENVIRONMENT WHERE THOSE WE SERVE ARE PEOPLE FIRST
- COMPASSION FOR 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

Message from the President

It has been another year of great change for Inn from the Cold....

Back in the summer we received the news that our Shelter is going to be demolished, this wasn't a surprise to us but we have been looking for several years for an alternative location without success. At this time we are expecting the Shelter to finally close in mid-January 2019. This is the end of an era for IFTC and it will be very sad on the day the building is demolished. So many people have received such kindness and support within its walls.

Moving forward, although we are still trying to find a replacement location for the Shelter, this may not happen. Inn from the Cold's next project is likely to be a permanent supportive housing facility which is open 24x7 and will allow up to 50 of our guests to live there. We will continue to offer emergency accommodation to those who need it. This is a very exciting project which is at the very early stages of development. We will need so much help and support to make it happen.

During the winter months our shelter was very full and operated very smoothly. Our shelter has been an important part of our community and we provided an essential service to those most in need during the cold winter months. Thanks to our staff, our community partners and, in particular, our volunteers who put in countless numbers of hours to make our Inn a true Home for those who didn't have one over the past years.

Jan, our ED, has done a great job navigating our organization through its many challenges over the past year, supported by a dedicated board of directors and an amazing staff.

Our case management, Kodiaks's and Inn-home support programs continue to develop and prosper despite our limited resources due to the dedication of our staff and volunteers.

Our organization 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, please try and support us in the coming 12 months as we are going to need you even more as we transition to our new facility.

Sincerely,

Mark Dixon

Message from the Executive Director

This has been a year of the greatest uncertainty and change for Inn from the Cold – Kelowna.

The facility known as Chandler housing closing made a large dent in the work that we do to help the vulnerable in our community. Then, as we got used to the reality of not having permanent housing for any of our clients, we received the big blow that we were to lose the Shelter due to new owners of the building housing the Shelter and a plan to re-develop the lot. We have searched long and hard for an alternate location, and although we have had extensive help from many professionals, we have been unable to secure new premises for the Shelter.

Homelessness and the need for appropriate and affordable housing has reached crisis proportions in our community. 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. It is tragic that IFTC is unable to fully respond to this issue in a practical and meaningful way, despite having many years of experience.

This organization has never shied away from a challenge, and so we continue to look for a new location whilst we also respond to the needs of the homeless and marginalized through our other programs.

We have always been fortunate to have a great group of volunteers who give strong support in various and numerous ways. The IFTC volunteers are selfless and without their dedication there would be a huge gap in our work.

I would like to take this opportunity to thank the dedicated staff, who continue to give of their all in the pursuit of helping the most vulnerable. The office staff, Vanessa, Aoife and Kody have been a tremendous support and work hard day in and day out. I thank the board - a group of incredibly dedicated individuals who donate many hours of their personal time for the betterment of the organization. Lastly, I would like to thank our guests and clients who continue to place their trust in us as they face their personal challenges.

Respectfully,

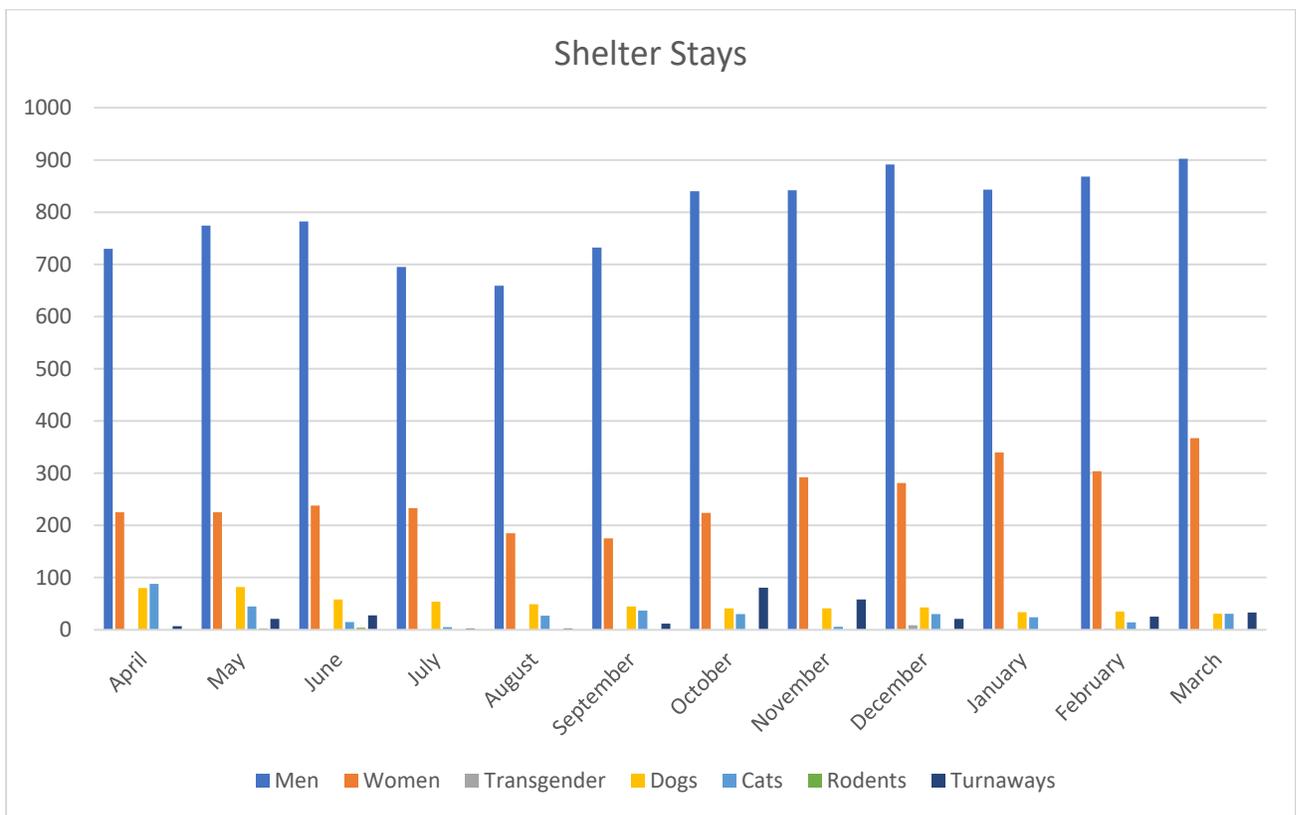
Jan Schulz

Our Programs

The Shelter

Inn from the Cold – Kelowna operates a minimal barrier shelter 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 & traditional employment); and
- those who are unable to access other services due to bans, time limits, red zone court orders, personal conflicts etc.

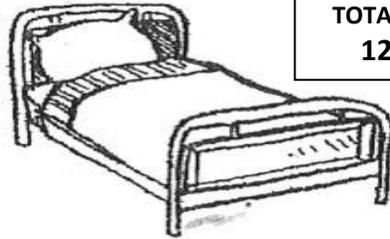


A warm, nutritional meal is provided every night and breakfast every morning for registered guests as well as bagged lunches provided to guests who are working, seeking day labour, have bans or red zone court orders, or require daytime nutrition for medical reasons. Guests also have access to showers,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

Shelter Stats at a Glance



MEN
9,558



TOTAL STAYS
12,658



TURNAWAYS
2,992



WOMEN
3,089



TRANSGENDER
11



CATS
352



DOGS
593



RODENTS
7

The Kelowna Kodiaks

The Kelowna Kodiaks had another successful year of practicing, playing hard and building relationships. They still partner with Urban Recreation Okanagan to play in their seasonal recreation leagues.

The Kodiaks continue to be a well-respected and appreciated team in the soccer community. During the year, Coach Ashley moved from the Okanagan, but handed the reins to Coach Michelle, who continues to work with, and develop the team.

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.

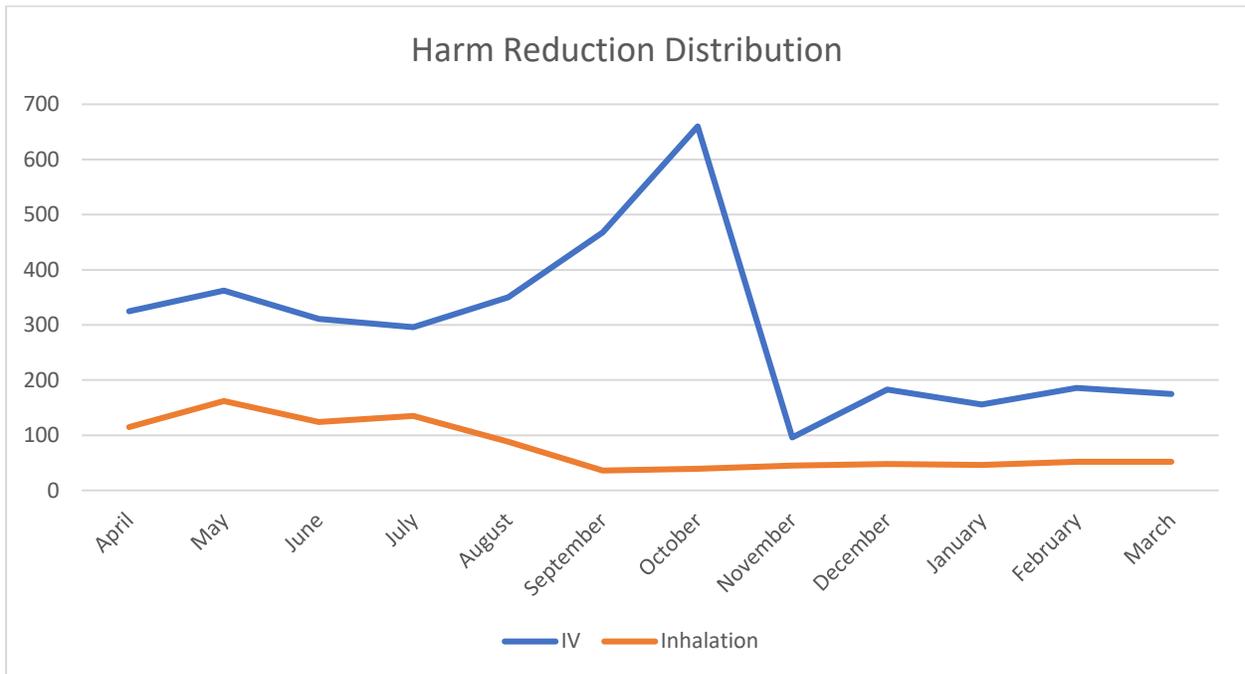


The Kelowna Kodiaks

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 through the programs we offer at Inn from the Cold, 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 caseworkers the client sets short or long-term goals and the workers assist in breaking down those goals into manageable steps, and then provide support in navigating the complex service/agency resources and their systems in order to help the client meet those goals.

With the homeless and vulnerable populations ever-increasing this program is becoming more and more essential and is an area of priority for Inn from the Cold staff.

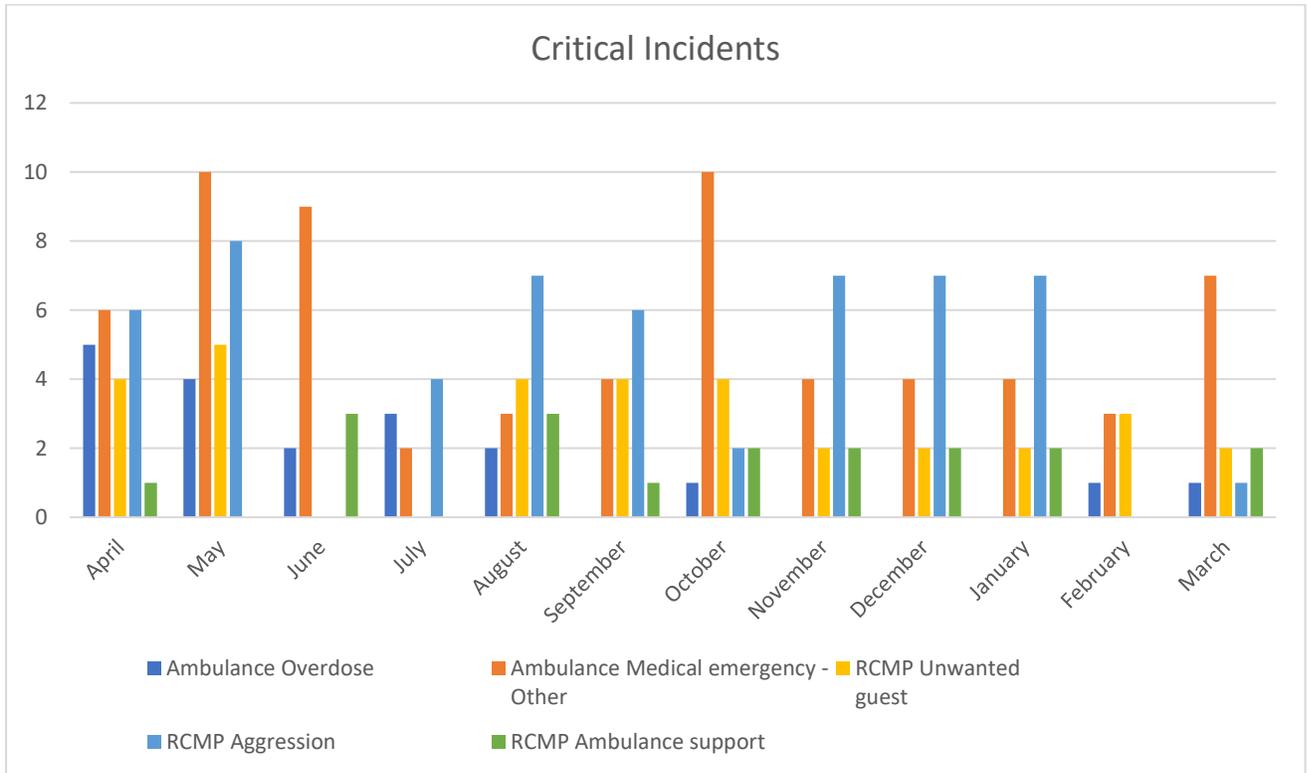


Duties in this program include, but are not limited to:

- * Facilitating guests getting to and from housing interviews
- * Picking up groceries at the Foodbank
- * Attended Housing Placement Committee meetings to advocate for clients to obtain housing
- * attending community meetings
- * Operating Drop-in services at the office location
- * Participating in client case conferences
- * Completing Vulnerability Assessments for clients wishing to have housing
- * Distributing harm reduction supplies
- * Assisting clients with medical appointments.
- * Assisting clients with dental appointments
- * Assisting clients with obtaining ID, government subsidies etc.
- * Advocating for clients at various government agencies
- * Accompanying clients to probation, and court appointments
- * Training clients in the administering of Naloxone.
- * Distributing Naloxone kits

One of the many essential roles of our caseworkers and in-reach personal is the overseeing of critical incidents at any of the Inn from the Cold facilities. These incidents can involve our clients, or on many occasions, involve members of the general public who happen to be in the vicinity of where the Inn from the Cold staff are working. As

you can see by the graph, these situations are many and varied, though for statistical purposes this organization groups them in to like situations.



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 whose housing arrangements are in danger. The need for this form of support is greater than ever, as the various levels of government have put permanent housing for all as a major objective.

Over the past year this program has been majorly overhauled and is geared to help meet the growing need of this type of support to newly housed individuals. We hope to expand this program offering, by recruiting and training more volunteers to become Inn-Home Support advocates.

Fundraising Initiatives

Fundraising continues to be an essential aspect of the work of the organization. The work that we do requires us to raise funds to help meet the financial requirements of the various IFTC initiatives.

Our fundraising efforts fall into three main categories, PUSH to End Homelessness, our major fundraising initiative of the year that takes place in September, Dine Outs to End Homelessness, which take place almost on a monthly basis and the sales of our line of soap and lotions which we sell at various shows and fairs during the year.

The IFTC events put on during the year to raise funds for the programs we run, continue to be well supported and we much appreciate the dedicated Inn from the Cold volunteers and followers who continue to put their faith and devotion into the work that we do.

