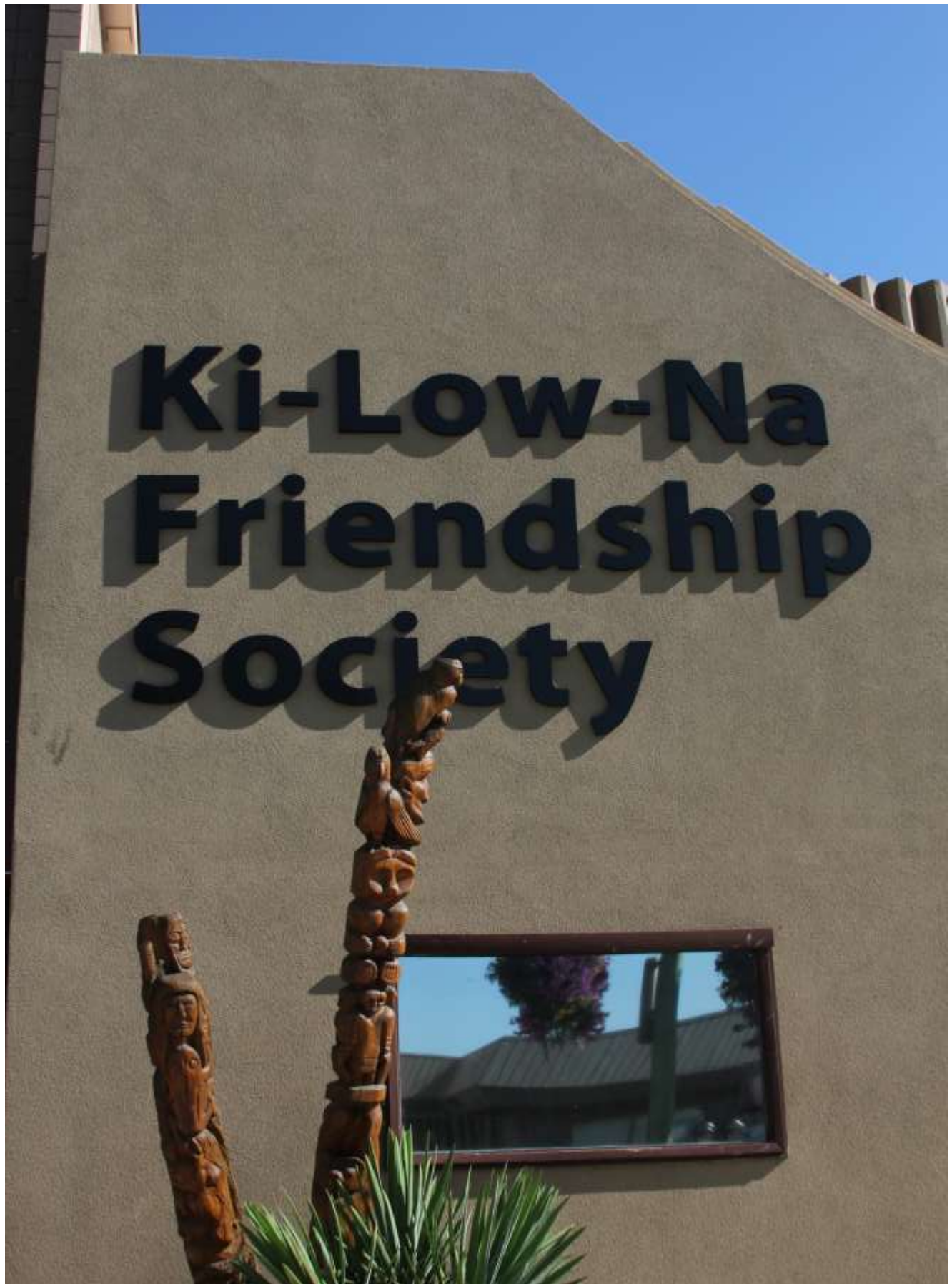


Annual Report



2014—2015



MISSION STATEMENT

The Ki-Low-Na Friendship Society will provide for the mental, emotional, physical and spiritual well-being of all peoples through the development of community-based services, while encouraging the community to preserve, share and promote Aboriginal cultural distinctiveness.

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A MESSAGE FROM THE PRESIDENT

As I think about the past year here at the Ki-Low-Na Friendship Society, my thoughts turn to the many community members from Elders to youth and families who have been touched in some way by the Friendship Society. The Friendship Centre touches many people from clients to staff and of course, our dedicated volunteers. Our doors have always been open to all peoples, both Aboriginal and non-Aboriginal.



The Friendship Society has always been a second home to some of the most vulnerable of our community members, our Elders, youth, and families. Our programs support people in all stages of life, and there's always a warm pot of coffee and a warm welcome for all in our lobby! I would like to take this opportunity to acknowledge the continuing support of the City of Kelowna, the local business community, and our other community service providers for their continuing support of our families.

Board of Directors:

President: Karen Vircavs

Vice-President: Gilbert Alook

Secretary: Christina Verhagen

Treasurer: Dr. R. Robin Dods

Member: Dinah Littlechief

Member: Jean-Anne Copley

Youth Member: Michael Mucha

I also wish to thank my fellow Board members, our Executive Director, and the many hardworking staff, practicum students, and summer students who have called the Friendship Society their home away from home, and each in their own way help to make the Society what it is.

Last, but certainly not least, we could never do what we do without our dedicated volunteers! So many volunteers throughout the year are an invaluable support to our programs and events.

Karen Vircavs
President



A MESSAGE FROM THE EXECUTIVE DIRECTOR

Wai to all my relations,

On behalf of Ki-Low-Na Friendship Society (KFS), I am honoured to offer this annual report. We are diligently working to increase holistic opportunities for our urban Aboriginal people. There are many needs and challenges facing our families, youth, and Elders. These include social issues; housing and emergency shelters; alcohol and drugs; cultural; educational; and many other daily issues that impact our people.



I would like to thank our current Team Leaders: Cam, Kim, Jennifer, Molly, Sheila, and Sheridan for their support and guidance to their teams. With their leadership, the staff work as a team to provide the best service to our community. Many of the Team Leaders also represent KFS on community advisory committees that relate to their specific team.

This year, we welcomed a partnership with the City of Kelowna and BC Housing to build an 86 unit affordable housing project at the Central Green site. Leading up to this, there were planning meetings with the Senior Development Manager, architects, builders, City of Kelowna staff, and KFS to develop the proposal. Once the proposal was accepted, then the serious planning began.

Our programming and staffing continues to evolve. In January, we completed the Connecting the Dots program. We welcomed Ronni to the new Downtown Education Project in December; this project is a partnership with the University of British Columbia Okanagan, and provides basic English classes to our people who have fallen through the cracks in their education. There have also been changes in our staffing: Michael left the Family Support position, and was replaced by Arnold; Danielle replaced Ducky—also on the Family Support team; Freda replaced Tanya in the Roots program; Deanna took over the Kitchen Coordinator position; Davina took over CAP-C; and Niki left at the conclusion of the Dots program.

This year we said farewell to Flo Walters, who passed away in November. Flo worked as our receptionist for many years, then moved to the Events Coordinator position, then to Program Director. She eventually left KFS to pursue other interests. Flo attended many of our events over the years, and was a strong advocate for our Centre. She will be dearly missed.

We continue to participate in and/or host community events such as: Sisters in Spirit, Lake Country Native Association Family Winter Gathering, National Aboriginal Day, Aboriginal Career Fair, National Aboriginal Addictions Awareness Week, Salvation Army Christmas Kettle campaign, Honour Your Health, and Feed the People.

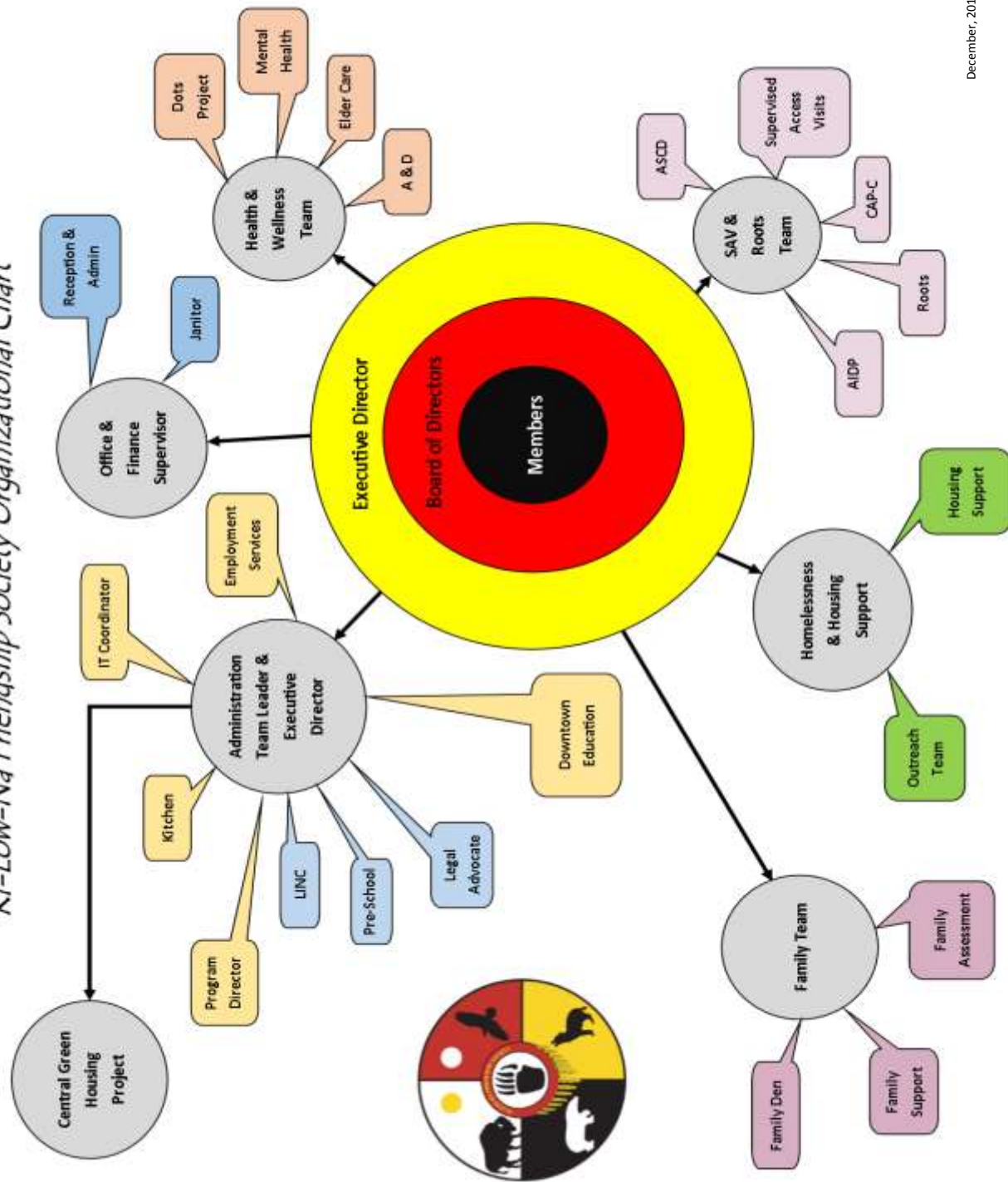
Lim limpt to the Board of Directors, staff, volunteers, and community members for their continued support and time in assisting our Centre to meet the many needs and challenges of our people who walk through our front doors.

All my relations.

Edna Terbasket
Executive Director

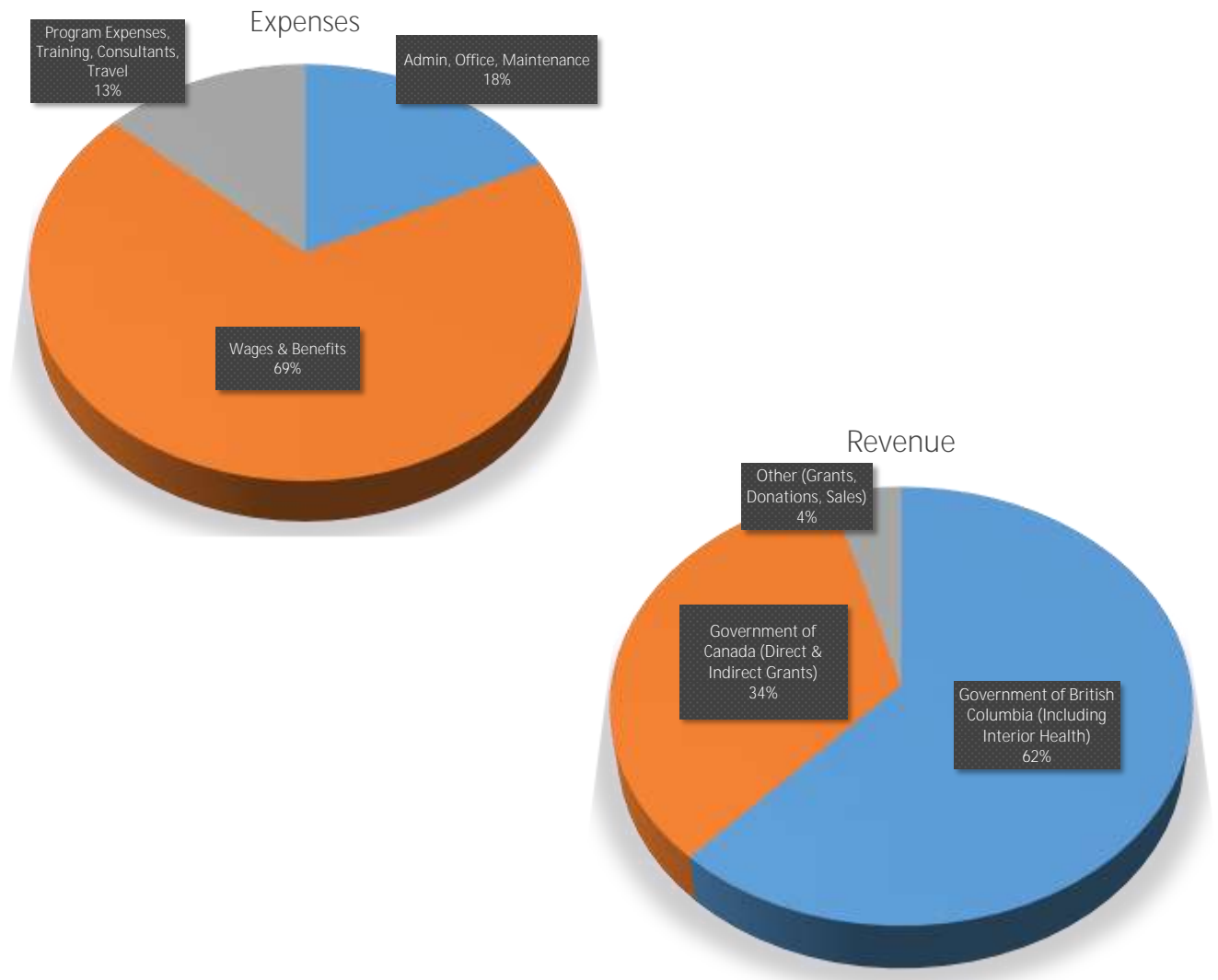
ORGANIZATIONAL STRUCTURE

Ki-Low-Na Friendship Society Organizational Chart



December, 2014

REVENUE & EXPENSES OVERVIEW



PEOPLE WHO CAME THROUGH OUR DOORS

This was the first full year we have tracked the number of people accessing the Ki-Low-Na Friendship Society through our front doors and receptionist. Some came for a cup of coffee, warmth, and conversation; others came to access our various programs. They ranged from infants and youth; to adults and Elders of all walks of life. We welcome all peoples through our doors.

Here is a breakdown of the numbers of our people we opened our doors to this past fiscal year:

- Total in-person contacts: 7,706
- Total telephone contacts: 8,258
- Total e-mail contacts (via reception): 301
- **Total contacts: 16,265**

ADMINISTRATION & FINANCE REPORT

It has been a year of exciting new projects at the Ki-Low-Na Friendship Society (KFS). We've maintained key programs and our core services, and our financial outlook remains strong despite the completion of some programs. Here are some of the highlights and changes:

- Our 86-unit affordable rental housing project on the Central Green site in downtown Kelowna has gone through the project development stage. Construction will run from June, 2015 to September, 2016. The target date for opening is October 1, 2016.
- KFS has been working for a long time developing a pilot project with the University of British Columbia Okanagan (UBCO) to deliver post-secondary education classes at the Centre on Leon Avenue. In January, 2015, we started our first class in the Downtown Education Project. Thanks to funding from the Urban Partnership program and UBCO, the pilot has been a huge success, with more classes to come in the year ahead.
- In December, 2014, KFS was chosen by BC Housing along with CMHA Kelowna and NOW Canada to implement the Homelessness Prevention Program (HPP) in the Central Okanagan. This program supports housing retention for at-risk clients groups by providing rent supplements and housing support services.
- KFS and the Quesnel Tillicum Native Friendship Society were chosen by the Law Foundation of BC as the two sites for a 2-year Family Law pilot project starting in April, 2015. The goal is to develop a service model that will work for Aboriginal and non-Aboriginal legal advocacy programs across BC.
- Our Community Gaming Grant was approved again, allowing us to continue many important programs including the computer lab, Family Nights, Elders Luncheons, as well as several Christmas and holiday activities. The computer lab has undergone a renovation and upgrade. Come and check it out.
- Several important programs have been extended this year, including our Ministry of Children and Family Development-funded family services; the Legal Advocate service—funded by the Law Foundation of BC; our Interior Health-funded Mental Health, Addictions, and Elder Care programs; and our Homelessness Services funded by BC Housing and Service Canada (through the Central Okanagan Foundation).
- Funding responsibility for our English Language Services for Adults program (ELSA) moved back to the federal government on April 1, 2014. The new program is called *Ki-Low-Na Friendship Society LINC Language Training Services*.

Our five-year mental health research project with Canadian Mental Health Association-Kelowna wrapped up in January, 2015. The goal of this project was to improve mental health outcomes for Aboriginal youth and young families. The programming developed during the project should have a lasting positive impact on our service delivery.

Special thanks to Raylene Alphonse, Jakayla Kobelt, and Jeremy Bowers for their excellent work in reception and admin support roles. We encourage everyone to get to know the services available at the Centre and sign up to help out as a volunteer at our many special events. Thank you for your support!

Cam Martin
Administration Team Leader

Kim DuBrett-Draney
Office & Finance Manager

HUMAN RESOURCES

My primary responsibilities as Human Resources Manager include:

- Maintaining and keeping all employee records up to date.
- Communication and correspondence with CINUP (employee benefits) for applications, renewals, terminations, change in status, etc.
- Signing off on timesheets for team members, ensuring all correspondence with respect to sick days, vacation requests, and timesheets and overtime accrued and overtime requested off are recorded accurately.
- Advertise all new positions, short listing, and sitting on hiring panels for potential new staff.
- Continuing to work on CARF and updating policy for the Ki-Low-Na Friendship Society.
- Keeping abreast of the Employment Standards Act and ensuring our Personnel Policy meets or exceeds provincial standards.

Molly Brewer

Human Resources Manager

EVENTS & VOLUNTEER COORDINATOR

Each year, we put on a number of events here at the Ki-Low-Na Friendship Society (KFS). This year, we had our National Aboriginal Day celebration, National Aboriginal Addictions Awareness Week, Sisters In Spirit Vigil, as well as our monthly Family Nights, and Elders' Luncheons.

Some statistics:

- Family Night—participants: 273; volunteers: 33
- Elders' Christmas Dinner—participants: 100; volunteers: 6
- Childrens' Christmas Party—participants: 150; volunteers: 6
- Feed The People—participants: 500; volunteers: 30
- Elders' Luncheons—participants: 415; volunteers: 36
- Womens' Memorial Vigil—participants: 250; volunteers: 15
- Aboriginal Career Fair—participants: 1,000; volunteers: 40

Freda McLean

Events & Volunteer Coordinator



ROOTS

My name is Freda McLean, and I am Okanagan Shuswap. My paternal side is Okanagan and my father's name is Alfred McLean. My grandmother is the late Theresa Ashton (nee Adamson) and my grandfather is the late George McLean. My maternal side is Shuswap and my mother's name is Emily McLean. My grandmother is the late Mary Alexander (nee Narcisse Louie) and my grandfather is the late Adrian Alexander.

I have been the Roots Practitioner since April, 2014. I work with families and bands across Canada. It is a joy to connect children and youth to their roots when possible. I am happy to report that there are bands who are open to adoptive/foster families to come to the community whenever possible. Some have yearly ceremonies to welcome and educate children, youth and family.

Some statistics & highlights:

- Number of direct hours: 138
- Youth drum-making workshop—*see pictures below*

Thank you!

Freda McLean
Roots Practitioner



Funding for this program is provided by the B.C. Ministry of Children & Family Development.



CHRISTMAS WITH KFS STAFF & FAMILY



MENTAL HEALTH

As the Mental Health Worker, I am responsible for a vast number of urban Aboriginal clients within the Kelowna area, consisting of status, non-status, Métis, Inuit, and non-aboriginal peoples. There has been one-on-one counselling provided to this population group; many of whom are suffering from historical and intergenerational traumas due to attending Residential Schools.

Group workshops were presented to the various programs at the Ki-Low-Na Friendship Society (KFS): Relationships: The Good, Bad and Ugly; How the Brain Learns; Anger Management—Riders on the Storm; and Insecure Attachments. Each presentation is culturally oriented for the participants. Community education and distribution of culturally relevant resource materials is done within the workshops. Also, there was an informational kiosk for Mental Health presented to the general public.

Some statistics:

- Total client contacts (one-on-one counselling): 250
- Total Anger Management classes: 36
- Total CAP-C class presentations: 36
- Honour Your Health Challenge: 25
- Echoes Conference: 150 people participated in three days of healing activities and workshops
- National Aboriginal Addiction Awareness Week: more than 100 people participated in wellness activities

I am also involved with various committees as a representative of KFS:

- University of British Columbia Okanagan (UBCO) & Interior Health—Mental Health: Aboriginal Concurrent Disorder Project
- Aboriginal Wellness Advisory Committee, which is now the Urban Technical Table
- KFS, UBCO and Okanagan College Aboriginal Career Fair committee
- Ministry of Children and Family Development Partnership Meeting Committee
- Protocol committee (in-house KFS committee)
- Grandmothers Lodge (in-house KFS committee)

Molly Brewer
Mental Health Worker



Funding for this program is provided by Interior Health.



SUPERVISED ACCESS VISITS

The Ki-Low-Na Friendship Society (KFS) provides supervised access visits for Aboriginal families involved with the Ministry of Children and Family Development (MCFD). The purpose of the Supervised Access Visit (SAV) Program is to ensure the safety of children, and to encourage the maintenance of family relationships. The program currently has six supervisors who attend and support visits with the families referred. In 2014—2015, we provided over 4,300 hours of service to families.

We are excited for the new fiscal year to come, and look forward to continuing and improving our excellent level of service quality. We will continue to strive to maintain a consistent, safe, and sensitive visit environment where the parents can maintain and build upon their relationships with their children.



Our Supervised Access Visit rooms.

The SAV program supports families in a variety of ways:

- Whenever appropriate, the program allows families to visit with children in an environment where they feel most comfortable—such as at their home or in the community. For cases where this may not be an option, KFS has two comfortable visiting rooms available that all families are welcome to use.
- Reports are generated that summarize the strengths and needs for the families involved. The reports are written in an objective way so as to provide factual examples that in many cases showcase a parent's skills and development, but may also highlight areas where additional family support and education are needed.
- Positive parent-child relationships are encouraged, and when needed, workers provide gentle suggestions, model appropriate interactions, or protect children from harm if a family member's behaviour is in breach of specific guidelines.

Overall, the goals of the program are to maintain healthy relationships while supporting Aboriginal families to cope with the separation they may be experiencing, and to support children with the process of integrating back to family and/or community.

Justin Dyck

Supervised Access Visit Coordinator



Funding for this program is provided by the B.C. Ministry of Children & Family Development.

COMMUNITY ACTION PROGRAM FOR CHILDREN

For the Community Action Program for Children (CAP-C), it has been a busy year of traditional crafts, language, parenting classes, community garden, and much more. I have had the opportunity this year to be a part of the lives of so many wonderful families. I am also grateful for the generosity and teachings from the Elders, community nurses, Ki-Low-Na Friendship Society (KFS) staff, and a variety of presenters that came and shared with the families. While my education in university was in the sciences, I have also trained in many healing modalities and counselling along the way. It is always interesting to see where this river of life takes us. Please feel free to call me and hear about our unique parenting program. You may have something wonderful to share with the families too!

All in Great Spirit.

Davina Huey
CAP-C Coordinator



Funding for this program is provided by the Public Health Agency of Canada.

A few statistics from the 2014—2015 CAP-C year:

| Participants | Total |
|---------------------------------------|-------|
| A. Parents attended: | 1,184 |
| B. Children attended: | 935 |
| C. Pregnant women attended : | 5 |
| D Fathers/ male caregivers attended : | 62 |

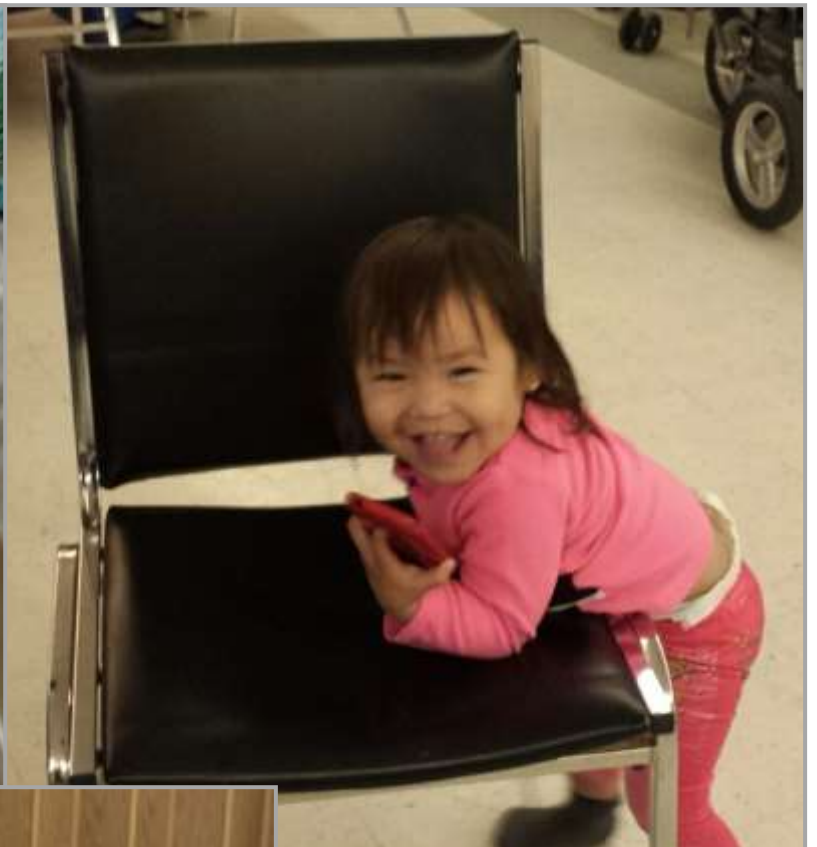
Some of our workshop topics have included:

Hot For Tots, Sudden Infant Death Syndrome, car seat safety, common and uncommon childhood illnesses, ways to manage stress, yoga, qigong, exercise, gardening, postpartum depression, anger management, attachment and play therapy, traditional teachings, camping, nutrition, food skills, Exercise Challenges, healthy eating, Type 2 diabetes, snowshoeing, etc.



Highlights:

- Blanket Ceremony for the babies with Elders
- Family camping trip included canoeing, zip line, meals, dreamcatchers, tie-died shirts
- Stepping Stones Counselling with play therapy
- During this period with families receiving custody of their children from the ministry – observed in parents: less anxiety and more confidence.
- CAP-C families became more active in giving back by participating in decorating and volunteering for both Halloween and Christmas events at KFS
- CAP-C started a Community Garden project



SKƏMXIST PRESCHOOL

Skəmxist preschool runs Monday through Friday. We have a three-year-old class that is held on Tuesdays and Thursdays from 9:30 to 12:30, and a four-year-old class that is held on Mondays, Wednesdays, and Fridays from 9:30 to 1:00. There are 12 children enrolled in the Monday, Wednesday, Friday class and 13 children in the Tuesday—Thursday class. There are three Staff employed at Skəmxist preschool: one Early Childhood Educator with a Special Needs certificate, an Assistant, and a Responsible Adult. Currently, one staff member has their Class 4 drivers license, so we are able to offer transportation to and from school for the children.

The program runs from September to June. During the school year, we give the children the opportunity to try many new things while they are at preschool. This includes field trips out into the community such as the pumpkin patch, visiting a hair salon, visiting the Kangaroo Farm, museum, bowling, petting zoo, and a bakery.

Skəmxist preschool curriculum incorporates Aboriginal culture that includes cultural teachers. Teachings include n s y i l x c ə n language, songs, art, and traditional foods for the children to eat. This year, we also included a parent participation drum-making workshop. The curriculum is play-based, giving the children the opportunity to explore, turn-taking, problem-solving, independence, and choice-taking. Throughout the year, we are prepping the children for their entry into kindergarten. We provide the children with the knowledge and skills that they will need to succeed such as: learning to print their names, shapes, colours, and identifying letters and numbers.

Alice Ryder
Preschool Coordinator

Funding for this program is provided by the B.C. Ministry of Children & Family Development.



PRESCHOOL SNAPSHOTS



HOMELESSNESS AND OUTREACH SERVICES

Ki-Low-Na Friendship Society's (KFS) Homelessness and Outreach Services is supported by three contracts. The Aboriginal Homeless Outreach Program (AHOP), and the Homelessness Prevention Program (HPP) are funded through BC Housing and the Aboriginal Housing Management Association. The federal government's Homelessness Prevention Strategy (HPS) funds our third program through the Central Okanagan Foundation. The AHOP and HPP programs focus their services on the prevention of homelessness. AHOP connects Aboriginal people who are homeless or at risk of homelessness with housing. We assess clients' needs, assist with personal goals, and connect individuals and families with stable accommodation and culturally appropriate services. The program is guided by these principles: (a) Program services are accessible and client focused; (b) operations are transparent and accountable; (c) the service environment is safe, secure and welcoming; and (d) the sector is collaborative to improve service effectiveness.

The HPP program focuses on the prevention of homelessness by targeting services to individuals and families who are at risk of homelessness due to crisis or transition. Individuals who are homeless, or at risk of homelessness, and are within one of the following target groups, are eligible to be HPP clients: (a) people leaving the corrections and hospital systems; (b) women who have experienced violence or at risk of violence; (c) youth, including those leaving the care system; or (d) people of Aboriginal descent.

The HPS program provides assistance to individuals and families to find immediate shelter or long-term housing. Clients are referred to appropriate housing in the community including NOW Canada, Gospel Mission, Inn From the Cold, Willowbridge, Cardington Apartments, New Gate Apartments, and other appropriate housing and shelter facilities. Also, the program provides a broad range of services that include: referrals to alcohol and drug counselling treatment; transportation to medical appointments; help applying for Income Assistance; life skills (communication, health, nutrition, shopping, budgeting, and applying for jobs); and other appropriate counselling and ongoing case management in partnership/collaboration with other community service providers.

All Outreach programs engage and collaborate with other service providers through Partners in Community Collaboration (PICC). PICC is a weekly case management meeting which provides an opportunity for all community support service providers to better know each other and the services offered, and to engage in light case management for the benefit of the greater community. Also Outreach Programs participate in a monthly meeting called Partners for a Healthy Downtown (PhD). PhD is a collection of RCMP, Bylaw, business community, and service providers who meet to discuss and collaborate on problem areas and individuals in the downtown core.



KFS Outreach Services also hosts the KFS Saturday Outreach Breakfast that serves approximately 350—400 people each month with the help of dedicated volunteers.

Sheila Lewis

Homelessness and Outreach Services Team Lead



CENTRAL GREEN AFFORDABLE HOUSING PROJECT

One of the most exciting new projects at the Ki-Low-Na Friendship Society (KFS), involves the development of affordable rental housing on the Central Green site in downtown Kelowna. KFS submitted a proposal to develop the site in November, 2013. In January, 2014, BC Housing and the City of Kelowna chose KFS as the lead proponent to build and operate the project. Project development work ran through 2014 and the winter of 2015. Construction on the building has begun, and will continue from June, 2015 to September, 2016. The estimated date for opening is October 1, 2016.



The Central Green site before the start of construction.

CENTRAL GREEN RENDERINGS & DRAWINGS

CONTEXT MAP



AERIAL PHOTO CONTEXT



ILLUSTRATION



FRONT ELEVATION

COMMUNITY KITCHEN

Hello, I'm Deanna Donald, and I'm from the Simpcw First Nation in Chu Chua. It's been my pleasure this year to be the Kitchen Coordinator here at the Ki-Low-Na Friendship Society. Our Community Kitchen is a busy focal point for the Friendship Centre.

I support many programs such as: CAP-C, AIDP, Elder Care, Downtown Education Project, and our weekly Saturday Outreach Breakfasts. In addition, the kitchen has been instrumental to several special events including: National Aboriginal Day, Sisters In Spirit, National Aboriginal Addictions Awareness Week, Family Nights, Feed the People, Childrens' Christmas Party, and the Aboriginal Career Fair.

Deanna Donald
Kitchen Coordinator



DOWNTOWN EDUCATION PROJECT

The Downtown Education Project offers a post-secondary education opportunity to students who, for various reasons, cannot access the University of British Columbia Okanagan (UBCO) campus, and who face multiple barriers to success in a post-secondary environment. The goal of this pilot project is to increase access to university-level education for urban Aboriginal individuals and families who face barriers such as poverty, unemployment, health and wellness, transportation, and lack of family support for education. The project is a partnership between UBCO and the Ki-Low-Na Friendship Society (KFS). Classes are held at KFS.

The initial phase of the project involved WRIT 009: Preparation for University Writing, which started January 19, 2015 with 22 students signing up, well beyond our target of 8—12 students. I was hired to run the project, including recruitment and support for participants, expanding partnerships in the community, and supporting project evaluation activities. I have now started preliminary development of Phase Two, which will be implemented after March 31, 2015.

The WRIT 009 course focused on supporting participants in the course to ensure success. I worked with individual participants and supported them through the initial weeks of Phase One. The support involved additional tutoring, mentoring, links to KFS in-house services, etc. I also developed and delivered workshops in-house, with some supported by UBCO, to enhance the likelihood of student success. Project evaluation and assessment involved interviews, questionnaires, and conversations with participants, UBCO staff, and KFS staff connected to project delivery. The preliminary development work on Phase Two was started during Phase One, and funding has been approved for 2015—2016 under the federal government's Urban Partnership Program Innovation Strategy. KFS thanks the BC Association of Aboriginal Friendship Centres for supporting this project.

Thanks also to UBCO for supporting this project and special thanks to the students for their commitment and hard work.

All my relations.

Veronica Roesler

Downtown Education Project Coordinator



Photo credit: University of British Columbia Okanagan.

FAMILY ASSESSMENT

My name is Sheridan Terbasket-Wilson. I am a member of the Okanagan Indian Band, a mother of one son, and I have been married for five years. I obtained a degree in Social Work (Child Welfare Specialization) through Okanagan University College, now University of British Columbia Okanagan, in 2004.

For the past 10 years, I have been the Family Assessment Worker here at the Ki-Low-Na Friendship Society (KFS). My program supports Aboriginal families involved with the Ministry of Children and Family Development (MCFD) to develop strength and resilience within families while ensuring the safety of the child. The program is strength-based and explores alternatives to Ministry care of children, and enhance the opportunities for a child to remain with family and community. The Family Assessment program receives referrals from MCFD social workers, in-house KFS referrals, self-referrals, and out of office referrals.

I have continued to expand upon my knowledge and skills by engaging with training opportunities such as: Wraparound Training in Indian Country, Family Support Worker Training through Caring for First Nations Children Society, Girl Power Facilitation Training, Mental Health and Addictions with Dr Gabor Mate, Strengthening Families, and Signs of Safety with Andrew Turnell, Growing Great Kids and Suicide Prevention in Children, to list a few.

One of the highlights for me this year was to facilitate the *Girl Power* group, where we focused on girls ages 8—12 years old. In *Girl Power*, we discussed various topics such as: healthy body image, mediation and relaxation, bullying, communication, and journaling. I look forward to offering the 10 week *Girl Power* group next fall.

Some statistics for 2014—2015:

- Number of direct hours: 1,135.5
- Number of clients: 656
- Number of new clients: 246

All my Relations,

Sheridan Terbasket-Wilson, BSW
Team Leader—Family Support Services



Funding for this program is provided by the B.C. Ministry of Children & Family Development.

OUR FAMILIES...



FAMILY SUPPORT

Referrals to the Family Support Program are received from the Ministry of Children and Family Development (MCFD), and self-referrals through Ki-Low-Na Friendship Society (KFS). The Family Support Program's goal is to assist Urban Aboriginal parents to be successful and gain confidence in their ability to create a healthy family. The Family Support Program supports Urban Aboriginal Parents who are involved with MCFD and have, or may be at risk of having their child(ren) removed .

The Family Support Workers attend MCFD intake meetings, Family Court, family group conferences, and legal mediations. They also provide clients emotional support, transportation, in-house referrals to other KFS programs and services, community support referrals, and client follow-up. Additionally, they provide on-going family support at MCFD meetings. Parents are guided and supported by the Family Support Worker to understand and follow through with court conditions, and MCFD requirements, in order for a family reunification to take place.

Family Support staff:

The Ki-Low-Na Friendship Society has two Family Support Workers: Danielle Essar and Arnold Akachuk.

Arnold Akachuk's ancestry is Cree/Assiniboine . Arnold was born in Arcola, Saskatchewan, and raised in Regina, travelling back White Bear Reserve for summers where he learned his values and teachings from his Grandmother, Grandfather, Uncles and Aunties. Arnold is from Ocean Man First Nation, Saskatchewan—an extended reserve and relation of WhiteBear Reserve.

Arnold is a third-place world champion hoop dancer. Arnold's educational background includes art education through the Saskatchewan Indian Federated College in Regina, as well as a certificate in business administration. He has combined his academic education as well as cultural knowledge in his current work offering front-line support. He has previously worked in School District 58 in Merritt, British Columbia, and he has background working with First Nations children through Children's Oral Hygiene Initiative. Arnold has training in Family Wrap Around, and Competency Counselling Training for Indigenous Peoples.

Danielle Essar has been in her current role as a Family Support Worker since September, 2014. She has previously held the positions of Interim CAP-C Coordinator and SAV Supervisor at KFS.

Danielle was born and raised in a rural community in northwestern British Columbia on Carrier Sakani Territory. She completed her Indigenous Bachelor of Social Work degree with a Child Welfare Specialization from the Nicola Valley Institute of Technology—Vancouver in 2013. Afterwards, she returned to the Okanagan Valley in hopes of being able to work in good ways for the Aboriginal Peoples of this territory.

Since beginning her Family Support Position working with Urban Aboriginal Families, Danielle has had the honour of obtaining additional training to better help the people she serves, many of which are having deal with MCFD. She has successfully completed Action Planning training for My Dad Matter, Wrap Around in Indian Country training, The Neuro Biology of Attachment, and Family Support Worker Training through Caring for First Nations Children Society, to name a few.

Danielle continues to look forward to strengthening and supporting our Urban Aboriginal Peoples.

Danielle Essar
Family Support Worker

Arnold Akachuk
Family Support Worker



Funding for this program is provided by the B.C. Ministry of Children & Family Development.



FAMILY DEN

The Family Den is a 'family transition house' which supports Urban Aboriginal Families in the family reunification process by providing a safe, caring, semi-supervised housing and parenting program. Residents at the Family Den must be involved with the Ministry of Children and Family Development (MCFD). Residents are required to be drug and alcohol free. Families must be willing to work with MCFD and the Ki-Low-Na Friendship Society (KFS), and participate in KFS programs. Families are required to work on their MCFD recommendations and volunteer as a way of giving back to their community. Most families have a six month to one year stay at the Family Den while learning parenting and life skills.



COMMUNITY COMPUTER LAB

The Community Computer Lab provides drop-in service so members of the community can check e-mails, practice and enhance their computer skills, access the internet, job search, and prepare resumés and cover letters. Staff are available to help individuals learn basic computer skills and assist with computer-related problems. On average, approximately 10—20 people use this resource daily.

In the first few months of 2015, the computer lab was upgraded with new furnishings and floor finishings. Some stations were also re-located to the Employment Services area. The access and purpose have also been narrowed to focus more specifically to job search, career enhancement, program activities, and housing, rather than general internet/computer access.

We acknowledge the financial assistance of the Province of British Columbia.



Our remodeled computer lab.

CONNECTING THE DOTS

The Connecting the Dots research partnership between CMHA Kelowna and the Ki-Low-Na Friendship Society (KFS) wrapped up in January, 2015. The project, which started in 2010, was funded by the Public Health Agency of Canada. Parallel projects also took place at Friendship Centres in Quesnel and Port Alberni.



The Dots project was designed to improve the mental wellness of urban Aboriginal youth and young families by implementing and adapting a promising model known as Communities That Care. Communities That Care brings different parts of the community together to measure risk and protective factors for mental wellness, and then implement activities to promote healthy outcomes for young people.

Connecting the Dots was a success on many levels. Over the years, key project activities included:

- Photovoice: a visual research method that supports participants in documenting their experiences through photography and attaching stories and narratives to photos
- Tribal Best Practices: focused on Aboriginal approaches to health and mental wellness
- Food and Nutrition Education Programs: Community Kitchens for Aboriginal youth that included digital storytelling
- The Strengthening Families Program: a key component to mental wellness in the Aboriginal community through the promotion of strong family attachment



The Dots project leaves a legacy of innovative strategies and ideas that will be incorporated into many KFS programs. Special thanks to Niki Stevenson and Sheila Lewis for coordinating research and activities on the Dots Project.



NATIONAL ABORIGINAL DAY 2014 SNAPSHOTS



STAFF SNAPSHOTS



ADDICTIONS COUNSELLING

Prevention and treatment programs are developed around the traditional and holistic teachings of the Medicine Wheel. The goal is to assist individuals to recover to a physical, emotional, mental, and spiritual state of wellness. Through addictions counselling within a culturally appropriate framework, each individual receives the respect they need to grow and develop a healthy sense of pride and personal wellbeing. Culture is an important part of the individual, and it highlights the interdependence of personal values, beliefs, attitudes and behaviours. Finally, cultural knowledge helps strengthen treatment of individuals with addictions.

Some of the services and activities that were open to clients at the Ki-Low-Na Friendship Society during this past year included:

- One-on-one counselling, education, and referrals to treatment centres; and aftercare support to clients who have completed treatment
- Attendance at case management meetings with MCFD and in-house support staff regarding client progress
- Wellbriety Group meetings every Wednesday 5:00—7:00 pm
- Mens' Healing Circles every Thursday 1:00—3:00 pm
- Participation in Ste Spoos Ma: a cultural workshop on preserving wild meats, berries, and collecting medicines in Okanagan territory October 8—9, 2014
- National Aboriginal Addictions Awareness Week (NAAAW) in November, 2014
- Sisters in Spirit Vigil: a vigil to bring awareness to the missing and murdered Aboriginal women in Canada on February 14, 2015

Randy Jim
Addictions Counsellor

*Funding for this program is
provided by Interior Health.*



NAAAW SNAPSHOTS



LEGAL ADVOCATE



This was quite a busy year for the Legal Advocate program. Due to the loss of other poverty-law advocacy resources in our community, the number of clients seeking help from our program has noticeably increased.

We continue to provide poverty-law advocacy services to clients in the Central Okanagan region. This year, we have assisted clients applying for, or appealing decisions regarding, federal and provincial disability benefits; helped clients seeking Aboriginal status registration; and we have helped a number of clients resolve landlord/tenancy issues as well as Employment Standards and WorkSafeBC issues.

In 2014—2015, we served 1,146 clients.

For clients whose issues go beyond the scope of our program, such as criminal or complex family law issues, we provide referrals to the Criminal or Family Duty Counsel, Native Court Worker, Legal Aid, or pro-bono lawyer services.



Our program works closely with a supervising lawyer, and we have worked to establish relationships with local lawyers to increase support for the program and our clients. The Advocate attends various legal information workshops and webinars to keep their skills updated. We also continue to promote the program by actively networking with other community partners, and participation in community events such as the annual Law Day event that is held at the Kelowna Courthouse, and participation in Friendship Society events such as National Aboriginal Addictions Awareness Week.

We want to thank the Law Foundation of British Columbia for their continuing support of this important work.

Yolonda Beaudry
Legal Advocate

Jeremy Bowers
Legal Advocate Assistant



LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA

April 1, 2014, saw ELSA become LINC, as we moved into a new funding environment. LINC stands for Language Instruction for Newcomers to Canada. The LINC program is one of the settlement services provided through the National Settlement Program. It is funded by Citizenship and Immigration Canada (CIC) and is free of charge to students. LINC provides basic and intermediate language training for adult newcomers to Canada. Through additional funding from the B.C. Provincial Government, we are also able to offer our LINC classes to naturalized Canadians and refugees.

We operate four classes at eight levels to help immigrants settle in Canada. LINC classes can help students speak and understand English for day-to-day life (housing, banking, work and other subjects), get job skills, learn about Canadian life and Aboriginal culture, laws, health care and society, obtain their language requirement for citizenship, and make new friends. As part of our program, we volunteer, go on field trips, and bring in guest speakers.

The Kí-low-na Friendship Society (KFS) is unique in Canada as the only Aboriginal organization providing immigrant services. Some highlights for the past year include:

- Chinese New Year, which was celebrated with all of the classes coming together and having a potluck.
- Dressing up for their first Halloween, meeting the Mayor of Kelowna, and doing their first presentation in English, were some of the highlights of the LINC 1/2 class.
- In December, the LINC 3/ 4 class spent time learning about reading and cooking with recipes. The students were encouraged to share various baking recipes with their classmates. This was a good way to get students to present their traditional and favourite recipes in front of everyone.
- The LINC 5/6 students expressed a strong interest in learning ways to stay healthy, both mentally and physically. This included ways to cope with stress, improve nutrition and happiness. We had a guest speaker do a Tai Chi demonstration, had a nutrition tour, attended a talk on Breast Cancer Prevention, and learned strategies to staying healthy and happy.
- Students doing presentations on their home countries. These presentations included the students using PowerPoint, YouTube videos, print material, and bringing a sample of food from their country for other students to try. This has been very successful. The students presenting improves their speaking skills and helps them to gain confidence. The other students improve their listening and questioning skills. This has really brought the classes together and the students have gained more of an acceptance of other cultures.
- The primary success in the LINC 7/ 8 class has been a continuing increase in confidence. For example, each class member had to give a 10—20 minute presentation on a topic of their choice, and every one of them did it, and did it well. Class discussions also support confidence and reduce isolation.

This year we had 160 students attend our classes, with classes full for much of the year. I would like to thank our LINC team for a successful year: Cathay Gibson, Anita Veal, and Linda Little; as well as subs Carrie Skinner and Miae Choi.

Alana Turigan
LINC Coordinator

Funded by:

Financé par :



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada



LINC SNAPSHOTS



ELDER CARE

This year, we had a group of 13 Elders attend the 38th Annual Elders Gathering in Penticton. Other annual gatherings included the summer picnic at Sun Oka Beach attended by 11 Elders, and 15 Elders joined us at the Salmon Ceremony at Okanagan Falls.

Nutritious meals are planned for our monthly Elders' Luncheons which are held very third Thursday of the month for ten months of the year. These luncheons are attended by 40 – 50 Elders, including Pine Acres residents. Birthday announcements, special events and presentations on health and wellness are on the agenda. Our luncheons start off with an Elder chosen to offer a prayer and/or song of gratitude, and introductions from our kitchen coordinator and our staff who volunteer to help serve and support as needed.

Support services & connections to community services:

Some of the main supports and contacts for Elders regarding health & wellness-related and general issues have included: First Nations Health; community outreach services; Kelowna General Hospital; optical services; Aboriginal Patient Navigator (Interior Health); Canada Pension Plan inquiries; yearly bus pass; CareCard; status cards; seniors' housing; Residential School Survivor Personal Credits; BC Lung Association; and referrals to Ki-Low-Na Friendship Society's Outreach, Addictions, Mental Health, and Employment Services programs.

Activities and presentations:

Some activities and presentations have included: medicine gathering, drumming and singing, traditional bone games, qigong, yoga, Womens' Sharing Circle—Breast Cancer Awareness, health and wellness, Elder Abuse, Diabetes Myths and Truths, Community Kitchen, Residential School Survivor Personal Credits, Healing Trauma and Crisis, and Star Blanket & Wing Dress making.

Some statistics:

- 30 new Elders have come through our doors to drop in and inquire about our resources
- Average of 25—30 incoming telephone inquiries per month
- Average of 75—100 out-going telephone contacts to inquire about resources and to contact Elders
- 20—30 in-home and office visits per month

Gloria Peters
Elder Care Coordinator

Funding for this program is provided by Interior Health.



OUR ELDERS



ABORIGINAL INFANT DEVELOPMENT PROGRAM

My name is Jennifer du Bourg and I am the Aboriginal Infant Development worker. I am Ka:'yu:'k't'h'/Chek'tles7et'h' First Nation of the Nuu-chah-nulth—I may be incorrect saying that now. Treaty talks may have made me Ka:'yu:'k't'h'/Chek'tles7et'h' First Nation of the Maa-nulth. I have a Bachelor's degree in which I studied both Child and Youth Care and First Nations Studies. I have recently started professional development courses to get my post-graduate certificate in Child & Youth Mental Health.

The Aboriginal Infant Development Program (AIDP) provides culturally sensitive support for families with children ages 0—6 who are at risk or have developmental delays. I incorporate all four aspects of the Medicine Wheel to ensure the child(ren) and families healthy mental, social, emotional, physical, and spiritual growth. This support may include:

- home visits;
- play-groups;
- educational programs;
- pre-natal & post-natal care;
- parenting support & enhancing parenting skills;
- developmental screening assessments;
- individual activity plans that support each child's healthy development; and
- linking families to cultural teachings and activities.

Some statistics, achievements, and special events:

This year, the program **worked with 47 children** to support healthy growth and development.

A few of our achievements included: starting a baby group to educate and support pregnant woman and families with children under one year of age; a successful family campout during the spring of 2014 with 80 people in attendance; we had several drum-making and moccasin making workshops; and we joined a Regalia making class.

This year, we took a day-trip to the *Nk'mip Desert Cultural Centre* in Osoyoos. We also enjoyed a presentation from *Magika The Aboriginal Healing Clown*, portrayed by actress Michelle Thrush. This presentation was geared towards parents as well as children.

Jennifer DuBourg

Aboriginal Infant Development Worker



Funding for this program is provided by the B.C. Ministry of Children & Family Development.

SOME OF OUR YOUNGEST COMMUNITY MEMBERS...



EMPLOYMENT SERVICES

Wai, I'm Sherida Crane, Employment Coordinator. Along with Caroline Bechtel, Employment Administrative Assistant, we would like to give heartfelt 'Lim Limpt' (thank-you) to the Syilx People for sharing their culture and the territory upon which we service our clients. A major objective for the Ki-Low-Na Friendship Society's (KFS) Employment Services program is to continue to provide high quality employment programs and services to the Urban Indigenous clients in the Kelowna-Lake Country service area.

The Employment Services program, with a staff of two, continues to be busy each year as our services have become well-known. Our 2014—2015 statistical reporting shows an increase in some areas, and a decrease in others, with an average in 'people served' at 449 per month. This year, we served 5,390 clients.

Our strategy aims to meet the Aboriginal Skills and Employment Training Strategy (ASETS) by being both client-driven and employer (labour market) driven. We have been networking with employers to optimize opportunities for employers to attract, retain, and develop the careers of our urban Aboriginal peoples in our service area. We also network with employers so that I can assist them in creating a supportive working environment, where Aboriginal people feel valued and included, and are encouraged to pursue a public sector career. We foster our clients to become Aboriginal leaders in their chosen occupational fields.

With ASETS, we offer Okanagan Training & Development Council (OTDC) short-term and long-term funding. We sent a number of clients on short term courses such as First Aid, BST (Basic Security Training), Flagging/Traffic Control, Emergency Medical Responder, Dangerous Tree Assessor courses, forklift training, Food Safe, and H2S Alive. We assisted 65 clients with short term funding this fiscal year.

One OTDC short-term funding success story was Crystal Smallboy. Crystal is a mother of two school-aged children. KFS and OTDC were able to assist her with books and licensing fees. Crystal just graduated from University of British Columbia Okanagan with her Bachelor of Science in Nursing. Crystal was able to balance motherhood while completing high anatomy, health, and science requirements. We are so proud of Crystal, who is an excellent role model to other parents attending intense university and/or college training. Crystal will treat her patients with such dignity, and respect—they will love her.



Another success story is Angelene McIntyre who just graduated on the Nicola Valley Institute of Technology's (NVIT) Dean's List for her high academic achievement in the Aboriginal Leadership Program. Angelene is currently working for the Commissionaires but has been working hard to become hired on with Osoyoos Indian Band's provincial corrections facility opening in the fall. Prior to her training, Angelene worked for Parks Canada for over 18 years as a receptionist. Unfortunately she was laid off, and required retraining. After much

career exploration, Angelene decided she wanted a career in corrections. KFS and OTDC were able to assist Angelene, and she is well on her way. We would like to congratulate Angelene for her hard work and dedication. She has demonstrated academic excellence and is an inspiration to others!

Empowerment, integrity, respect, and KFS's land-based culture support approach with our clients, reflects onto our client base with incredible results.



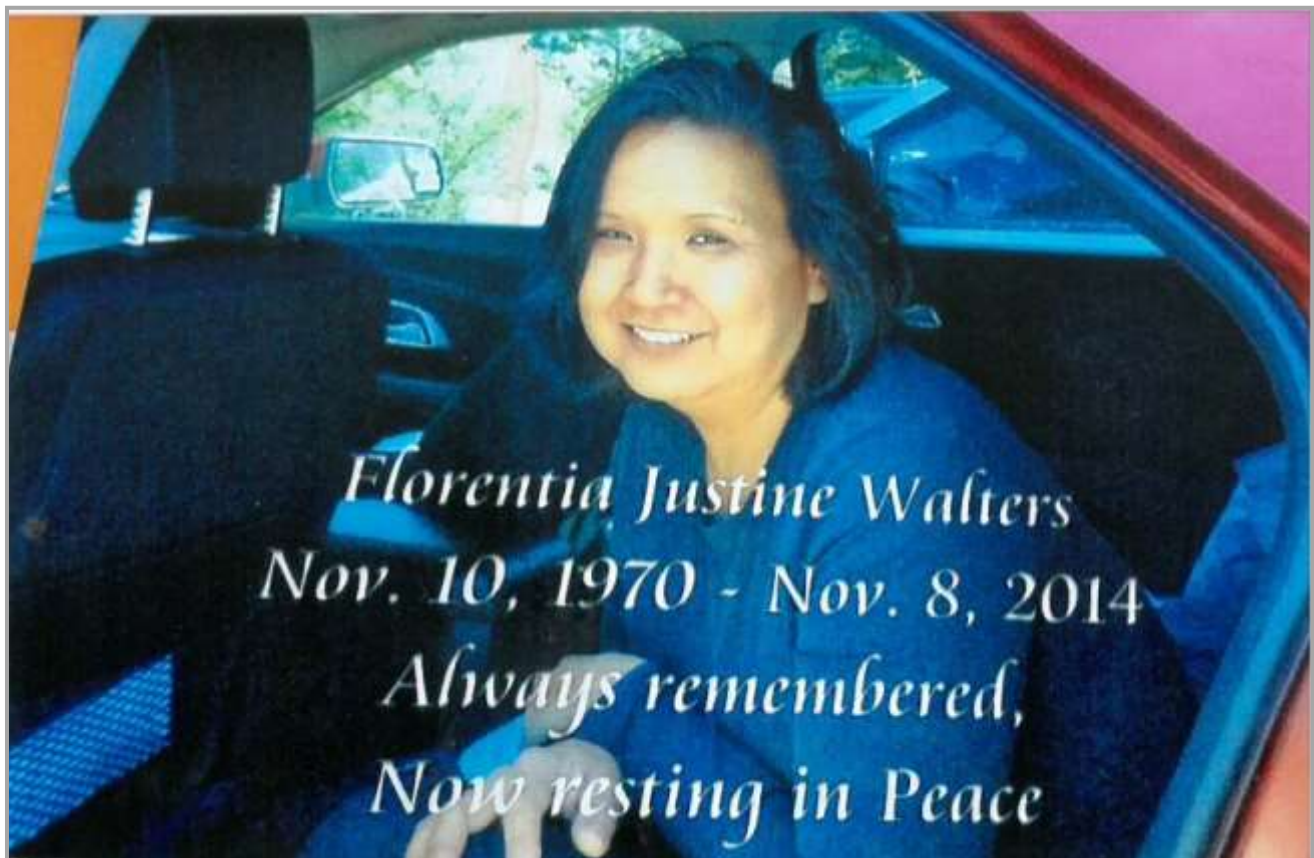
Sherida Crane
Employment Services Coordinator

Caroline Bechtel
Employment Services Assistant

Funding for this program is provided by the Okanagan Training & Development Council.



IN MEMORIAM...



In memory of
**FLORENTIA
WALTERS**

*Flo gave her mind, heart & soul
to all things she did.
She was as unique & beautiful as
the dream catchers she created.*

June 21, 2015



"Lim Limpt Flo"

2015 ANNUAL GENERAL MEETING AGENDA

Wednesday June 24, 2015
5:00 pm

1. Meeting Called to Order

a) Opening Prayer

2. Adoption of Rule Of Order

a) Adoption of agenda

3. Minutes of Annual General Meeting—Wednesday June 25, 2014

4. Auditor's Report

a) Review and adoption of March 31, 2015 Financial Statement

5. Reports

a) President's Report

b) Executive Director's Report

6. New Business

7. Nomination of Directors

8. Election of Directors

9. Adjournment

a) Closing Prayer



2014 ANNUAL GENERAL MEETING MINUTES

Ki-Low-Na Friendship Society
Annual General Meeting
Okanagan Room
Wednesday June 25, 2014

Meeting was called to order at 5:08 pm.

1. Opening Prayer by Dinah Littlechief

2. Adoption of the 2014 Annual General Meeting Agenda

Motion #1:

To accept the 2014 Annual General Meeting Agenda as presented. No changes or amendments were requested.

Moved by: Ann Bell; seconded by: Christina Verhagen; all in favour: motion carried.

It was noted that 7 members were present and quorum was met.

3. Adoption of the 2013 Annual General Meeting Minutes—Dated June 26, 2013

Edna Terbasket read the 2013 Annual General Meeting Minutes, which were presented in the 2013-2014 Annual General Report, on pages 39—42.

Corrections to be made in the 2013 Annual General Meeting Minutes:

- Motion #7: correct spelling of Jun to June
- Motion #10: correct June, 2014 to June, 2013
- correct Chris Meyers (two times) in Section 4 under Auditor Report
- addition to the Executive Directors Overview Report: Dinah Littlechief would like to include the “WFN/KFS Golf fundraising”

Motion #2:

To accept the Annual General Meeting Minutes from June 26, 2013 with the above corrections.

Moved by: Gilbert Alook; seconded by: Ann Bell; all in favour: motion carried.

4. Auditor Report (Grant Thornton)

Review of the March 31, 2014 Financial Audited Financial Statements:

Tyler Neels, Senior Manager from Grant Thornton, attended the meeting to review the March 31, 2014 Financial Audited Statements on behalf of the Society. It was noted that the Board of Directors met on June 17, 2014 to review the draft financials and the Management Report.

Auditor's Report Continued:

Review of Contents:

- Independent Auditors Report
- Statement of Financial Position (this is essentially the balance sheet)
- Statement of Changes In Net Assets
- Statement of Operations (this is a condensed version of the Income Statement)
- Statement of Cash Flows
- Notes to the Financial Statements

Questions:

Why are program costs up from last year to this year in regards to the Cultural Connections for Aboriginal Youth Program (CCAY)? Why is there such a big difference?

Edna Terbasket, Executive Director explained that the [CCAY] contract and funding were not received until October, 2013. Instead of having a full 12 months to plan and spend, we had only six months (October—March) to spend the entire contract amount. It was a timing issue to distribute funds for program expenses and staff wages.

Motion #3:

To accept the March 31, 2014 Audited Financial Statements as presented by Grant Thornton.
Moved by: Christina Verhagen; seconded by: Gilbert Alook; all in favour: motion carried.

5. Appointment of Auditor

Edna Terbasket, Executive Director, announced that Grant Thornton had been our Auditor for the last three years and their agreement had now come to end. Therefore, we needed to appoint an auditor for the Society. It was recommended to appoint Grant Thornton as our auditor as they had demonstrated great work over the last three years.

Motion #4:

To appoint Grant Thornton as the auditor for the Ki-Low-Na Friendship Society.
Moved by: Ann Bell; seconded by: Gilbert Alook; all in favour: motion carried.

6. PowerPoint Presentation

Dustin Dufault, who was hired as a Third-Year University Student created a presentation for the Society to help review our programs and services. Staff thought this would be a great opportunity to showcase this work for the first time and receive feedback.

Feedback:

It was unanimously felt that Dustin did a great job and this would be ideal to share with the membership and community at large.

A suggestion was made to see if this could be shared on Shaw cable.

Contact Tracey Bonneau to see if she can help advertise this on TV.
Request a few minor edits to bring the programs up to current. Contact Dustin to see if he can make the edits for us.

7. President's Report

Unfortunately, Karen Vircavs sent her regrets for not being able to attend the meeting as she was away in Saskatchewan. Christina Verhagen read the President's Report which is included in the 2013 Annual General Report on page three.

Motion #5:

To accept the 2013—2014 President's Report as presented.

Moved by: Ann Bell; seconded by: Margaret Fletcher; all in favour: motion carried.

8. Executive Director's Report

Edna Terbasket read the Executive Director's Report, which was included in the 2013 Annual General Report on page four.

Highlights of Report:

- The Ki-Low-Na Friendship Society (KFS) was incorporated in 1974, and had just reached its 40th anniversary.
- KFS is here to help clients spiritually, emotionally, physically and mentally.
- Elder involvement through the years
- Events through the year to help our relatives in need
- Five programs have been ended and there is no confirmation of continued funding; programs that have ended are the following:
 - Federal Diabetes
 - Provincial Diabetes
 - Aboriginal Patient Navigator
 - White Buffalo Lodge – Traditional housing

Motion #5

To accept the 2013—2014 Executive Director's report as presented.

Moved by: Dinah Littlechief; seconded by: Jean Anne Copley; all in favour: motion carried.

9. New Business

The Ki-Low-Na Friendship Society (KFS) submitted an application to BC Housing for a not-for-profit affordable housing project. It had been confirmed that we were successful with our application and we are now in the process of getting our development and design team together. This project will be able to offer affordable housing to families, singles and seniors and we are hoping to start early construction in 2015.

The province of British Columbia hasn't announced a housing call since 2007, and KFS had

always hoped another opportunity would come up to help provide affordable or low-income housing in the Kelowna area. Innovative Housing, our project consultant, just completed a rental housing market survey, and currently there is only a 1.4% vacancy rate which demonstrates the demand for more housing.

10. Nomination For Board Members

There were three Board positions that were up for renewal and requiring nominations.

The following Board Members had completed their terms:

- **Ann Bell** stepped down for a year as she had served four consecutive two year terms.
- **Alma Marten** moved to Alberta and did not wish to be nominated for a second term.
- **Robin Dods** was unable to attend the Annual General Meeting, but she wanted to let her name stand for nomination, as she would be a benefit to the School District Aboriginal Education Committee.

Call for Nominations:

- Christina Verhagen nominated Dinah Littlechief.
- Dinah Littlechief nominated Robin Dods.
- Ann Bell nominated Jean-Ann Copley.

The call for final nominations was called three times.

Motion #6:

To close nominations for the three Board positions that were up for renewal, and that all three nominations be accepted by acclamation for a two year term starting June, 2014, and ending June, 2016.

Moved by: Christina Verhagen; seconded by: Ann Bell; all in favour: motion carried.

Board Members were to meet after the Annual General Meeting to appoint members of the Executive Committee.

11. Closing Prayer by Gilbert Alook

Meeting adjourned at 6:43 pm.



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