

Inn From the Cold – Kelowna Final Report May 2007

*This report is dedicated to Kelly Robillard, a dear soul
who passed away tragically on May 11, 2007.*

Submitted by: Steering Committee for
Inn FromThe Cold - Kelowna

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Introduction

Inn from the Cold – Kelowna is a volunteer project that provides emergency shelter to people experiencing homelessness. The path out of homelessness is very difficult, filled with many challenges and obstacles. A warm bed for the night is just one small step forward.

Inn from the Cold offers people in our community a safe, secure, simple place of refuge from the elements and harmful situations.

Foundation

Inn from the Cold was established in response to a need in Kelowna for emergency shelter for homeless people, especially during the cold months of winter. Over the six winters that the Inn from the Cold has operated, different facets of the program have been emphasized – often reflecting personnel and facilities available – but, always, the point of departure has been to shelter people living on the street when it is very cold outside.

Inn from the Cold takes its name from and is modeled on programs from eastern Canada and Calgary where, in a similar desire to soften the effects of extreme weather, church groups have offered and continue to offer people and material resources for the benefit of the people who are without a home.

In Kelowna, for five of the six past years, intake has occurred through a night-by-night selection process. The fourth year into the program differed in that homeless individuals committed themselves to a daytime program as well as subscribing to overnight shelter. (The program was then called “Out of the Cold”.) Approximately 20 people signed on for this project, and although there was some turn-over during the winter, those participants who were prepared to commit themselves to a regime throughout the winter season were the ones served that year.

Over the years in operation, coordinators have recognized that the project fills a particular need regarding the people we serve. Other agencies that serve people who live on the street may see fit to limit accessibility to their program in different ways. For example, some shelters and agencies:

- cannot accommodate women in their program; (therefore, both single women and traditional couples have been excluded);
- do not allow self-referral;
- do not allow access to anyone who has been using alcohol or drugs.

While recognizing the value of an array of approaches to address homelessness and to provide shelter, the Inn from the Cold model, especially because of its response to cold or extreme cold weather conditions, must be somewhat flexible and describes itself as a “low barrier” program.

Purpose of the Program

Our select mandate is to provide emergency overnight shelter to people living on the street during the coldest winter months.

Principles and Practice

We accept a broad range of clientele. It is our intent to find ways to allow people in, not keep them out - as long as we feel we can assure the safety of and respect for all, both guests and volunteers. There is not a faith requirement nor a faith expression required to participate in Inn from the Cold, either as a volunteer or a guest.

The guiding principles for volunteers incorporate a strong sense of the intrinsic worth of all individuals and a commitment of service to others, particularly the disadvantaged and the marginalized. We strive to accept and welcome each guest warmly and without judgment. This is emphasized in recruitment, orientation and celebration of our connection to our guests at the end of the session. It should be especially evident in simple night and morning routines. We know that nothing so impacts our guests as a genuine attempt to demonstrate love and respect. Although the founding motivation and the continuing service stems from Christian principles, and many of the volunteers are Christian, volunteers do not preach Christianity as a body of doctrine.

The People We Serve

Our guests are individuals and couples in the Kelowna area who are facing a night on the street in the cold months of winter. In general, guests are 18 years of age or older. (Anyone known to be younger is referred to a youth facility.) Women, couples and people already employed or seeking employment through a recognized casual labour market are given first priority. Kelowna has very limited emergency shelter for women, and there is no emergency shelter available for couples. Also, although the service falls outside the main scope of the program, volunteers try to arrange rides to work for those whose jobs or job hunt begins before city transit operates for the day.

As the winter unfolded this year we also tried to allow returning guests to come back night after night so they might have some security about having a place to stay. On the occasions that we had to turn people away - this happened with painful frequency - we attempted to arrange alternate refuge, often at the Gospel Mission, sometimes the house of a friend of the guest. Other times, we know, shelter seekers were back on the street or incarcerated.

Community Participation

Funding, volunteers and in-kind support from the community make the Inn from the Cold a reality.

- Our major source of funding was a \$4800.00 grant from the Central Okanagan Foundation. It was not only a source of monetary support, it was this ray of hope, and this evidence of confidence in our endeavour that encouraged us to go ahead this year in spite of considerable misgivings.

- St. Andrew's Anglican Church collected many donations in dollars and goods, provided the invaluable service of "treasury" for Inn from the Cold and included it under the umbrella of their outreach program.
- The Salvation Army reimbursed the program for all money spent on fuel for the bus that transported the guests from the meeting place to the shelter in the evening and back downtown in the morning.
- Two congregations in particular, the Unitarian Fellowship of Kelowna and St. Michael's Anglican Church, held events or collections that brought in sizable money donations.
- Various other church groups, community groups and individuals contributed useful goods in the form of food, linens, clothing and toiletries.
- Laundry volunteers were helped immensely by Doug at "Village Laundry" who provided them with expert advice and allowed them to use his Laundromat as a depot for leaving and collecting laundry which they had washed and dried.
- The Gospel Mission maintained a helpful communication with the Inn from the Cold, providing advice for our operation, ensuring accommodation as possible for overflow individuals from the Inn from the Cold and offering food items when they had a surplus.
- Kelowna Drop-In staff and counselors provided useful liaison to help support guests.
- The United Church hosted our debriefing, donated and prepared hors d'oeuvres for our volunteer/guest celebration.
- Volunteers averaged seven persons per night: an intake worker, two licensed bus drivers (am/pm), a prep person to assist overnight volunteers with setting up, a person providing a snack or meal and two people to stay overnight.
- Approximately 580 volunteer jobs were involved in helping the guests stay warm during our 83 nights. In addition, there were approximately 10 people doing the laundry twice a week for 14 weeks (280). The Inn's success in providing warm refuge for 1,737 overnight stays was the result of 860 incidents in which volunteers gave time, care and support. Many volunteers represented faith-based communities: Anglican churches, United churches, the Unitarian Fellowship, Pentacostal churches, Roman Catholic churches and the Salvation Army. Many others came from the community-at-large.

- A pivotal in-kind donation was from Holy Spirit Catholic Church in Rutland. They gave the Inn a place to be. The accommodation included access to the church hall, kitchen, meeting room, entryway and washrooms. Holy Spirit Church also allowed the placement of a large rented storage unit at the end of the parking lot close to the church entrance. This container was used to store the mats, bedding, food and other necessities.
- Also essential was the provision of a small bus, lovingly dubbed “Old Yeller”, lent to us by the Clubhouse Daycare Center (part of the Catholic Schools Transportation system).
- The Interior Health Authority provided 24 hospital-type mattresses.
- Two volunteers from the Salvation Army came to the shelter once a week with their food service wagon. Their “good cookin’”, warm smiles and readiness to assist in any way made every Wednesday a special evening.
- One of our coordinators has the specific responsibility of liaison with the Poverty and Homelessness Action Team of the Central Okanagan (PHAT-CO). She is also our official and much-appreciated photographer.

Operation of Program

Inn from the Cold ran from December 8, 2006 – February 28, 2007. Guests seeking a warm, safe place for the night came to a central meeting place at about 8:30 pm. After a brief intake process, they boarded a bus at 9:00 pm and were taken to the church in Rutland.

In the meantime, volunteers at the church set out food, beverages, mattresses and linens for the number of people on the bus as reported by the intake person. Upon arrival, guests made their beds, had a snack, socialized for a few moments, washed up and got ready for bed.

Basic rules and expectations were reviewed: Treat the other guests and the volunteers with respect; treat the bus and the building respectfully: smoke outdoors only, and remain in the designated areas of the church facility. These were repeated on the bus each night as necessary and always when we had new guests. The rules were posted in the church hall as well. (Needless to say, there was a taboo on drugs, alcohol, swearing, sexual activity, weapons or violence, but the emphasis on respect avoided the negativity of itemizing these.) Any time the tone or behaviour of the guests deteriorated, the issue would be discussed before bedtime – either at intake, on the bus or in the hall.

Women had a portion of the room divided off by cardboard partitions. This was mostly to offer some privacy for the women. It also helped to remind people that, although couples are permitted at the Inn, they sleep apart from each other in consideration of the overall group housed in such close quarters.

Persons who were ill with digestive or respiratory problems were put in a separate part of the hall if possible. Once, a guest was transported to hospital by ambulance. She was seriously ill and remained there for two weeks. It is doubtful she would have recovered had she remained on the street, even just throughout the day and evening. More frequently, a guest might be taken to the hospital at intake to the Inn from the Cold or in the morning, or they might go on their own during the day to seek medical attention.

Some of the guests would fall fast asleep as soon as their heads hit the pillows, attesting to their sheer exhaustion from roaming the streets for hours in the cold. Others had a harder time trying to back away from the ordeals and preoccupations of the day, and they were restless, particularly if mental illness had contributed to their homelessness. Sometimes if something was troubling him/her, a guest would visit with a volunteer. The two overnight volunteers spelled each other off, so that one was always awake at any given time during the night. On two occasions, a person showed effects of inebriation or withdrawal which had not been evident at intake, and volunteers called the police to assist by removing the guest for the remainder of the night.

Evaluation

Guests in the program were given the opportunity over the last two nights of the program to complete an evaluation. There were a total of sixteen guests who responded.

There was a wrap-up debriefing and celebration on February 25, 2007. Volunteers were asked to share memorable experiences and as part of the debriefing, they also had the opportunity to complete a questionnaire to which thirty people responded.

The following are some outcomes/indicators from the feedback we received and from general operation of the program:

1. Increased interaction and understanding among groups

- Volunteers reported that they now had a different understanding of a person experiencing homelessness.
Comments included:
“These people are endangered not dangerous. There is no need to be afraid... any one of us could be in their situations”.
“Now when I go downtown I recognize some of our guests and I can say hello, whereas before I didn’t know who they were; now I feel quite safe walking on the streets downtown.”
- Discussions occurred among guests and volunteers. Topics would include homelessness, politics, philosophies of life, past and present experiences, hopes for the future.
- Three guests arrived early one night to the program. They commented that, “Inn from the Cold volunteers don’t yell at us and make us feel bad”.

- A volunteer commented: “We need to bring together the community to share our statistics to hopefully increase public awareness and help illustrate that these people are members of our society and should be included, not marginalized.”
- Guests often expressed their gratitude to the bus drivers, to the food and set-up crews, to the overnight volunteers. They were grateful when we began to endeavour to provide clean linens every night. They expressed sincere appreciation that the church had welcomed them and marveled that volunteers would come time and again. They found it hard to believe no one was paid.
- The special effect of this shelter situation is that it brought cultures together in a very intimate way. Most profoundly, the privileged and the marginalized conversed, ate, resolved conflicts together, laughed, cried, worried about one another - and embraced. It is also a matter of pride to our volunteers that people from different denominations or with no religious affiliation sought out similarities in their beliefs and worked together from a common ground for a common cause: service.

2. Participation

Over 83 nights, Inn from the Cold had 1,737 overnight stays, of which:

- 1453 were male
- 284 were female
- 1634 were returning guests
- 103 were new guests
- Over 860 volunteer jobs were involved in helping to create a warm refuge for the guests of Inn from the Cold.

3. Community Management of Initiatives

- Guests would often assist volunteers with set-up and clean-up. In fact, some came early at times to help us set up. (We, however, felt it prudent to discourage guests from coming on their own since that might arouse suspicion in the sub-division and bring a negative reaction from neighbours.)
- When the bus would arrive on snowy nights, a number of men would get off the bus and ask for shovels so they could clear the snow for the volunteers. They would spread sand or de-icing material if it was available.
- One of the guests donated \$60 for pizza because she had started a job and she appreciated being able to come to the program. She stated that this was a great program for the community and she wanted to give something back.
- Guests would often share their food (cookies, pies) with the whole group.
- The volunteers, more than any other factor, enabled the Inn from the Cold – Kelowna to communicate a message of care and respect for guests.

One of the more difficult and most vulnerable guests was fond of repeating: “You people walk the walk.” As the volunteer comments reflect, in spite of tremendous logistical issues with the program (laundry, storage, communication, long and arduous shifts - to cite a few) most volunteers would count themselves squarely among those who gained from the program. *Every* person who filled out an evaluation (except two who are moving out of town) indicated that they would volunteer again next year.

4. Relationship Building

- One evening at Inn from the Cold, one of the female guests had to be taken to hospital by ambulance. Another guest picked up a get well card, had the others sign it, and then asked a volunteer to drop off the card at the hospital. After these weeks of coming to the program, people were building relationships.
- Over twenty-five volunteers and twenty-five guests came to our February 25, 2007 wrap-up celebration and spent an afternoon talking and sharing with each other. Hugs and tears abounded.
- A highlight of routine winter nights was the reading of a bedtime story by one of the guests. He would select a book, usually a children’s story, while at the library during the day, and once people had settled in for the night, he would read it to a very attentive audience.
- One time in particular, a regular guest was not to be allowed to return for the night. The intake volunteer remained adamant that the guest would not be coming that night, even after another guest pleaded on his behalf. At that point, the ‘advocate’ wished the other man a safe night and stated how he “loved him like a brother”. The two men did not always get along, yet the advocate fully appreciated the hardship of the other’s predicament and wished to show how much it mattered to him.

These incidents are by way of example and are just a few of many similar events.

5. Volunteers – Increasing Community Capacity

- Prior to program start-up, notices were placed in church bulletins and at church doors, announcements were made at meetings, pleas went out to church congregations, to friends and to associates through workplace communication networks. Public Service messages went out on radio. As a result, Inn from the Cold was able to recruit the nearly 100 volunteers who made the shelter possible. Coordinators held a two hour orientation for all volunteers on December 10, 2007 at Holy Spirit Church. We talked about the tasks of the volunteers, the attitude of caring and respect, and we gave a demonstration of the set-up of the hall.

- The individuals who came forward for this program are remarkable people. They took ownership of the program and were creative with limited resources. They felt the freedom and the onus to problem-solve in difficult situations. Volunteers sacrificed their own physical comfort willingly and with good humour. They often ventured beyond their comfort zone because they believed in the value of the work they were doing and the people they were serving. In many cases, they contributed substantially from their private resources – either money or goods – as well as their time.

Challenges:

- Premises:
Location: Being far away from downtown helped remove vulnerable guests from at-risk street behaviour. However, it was difficult for guests if they had to access services overnight or if they had to get back downtown early in the morning for a job call or a current job.
Facilities: Washrooms in the church could not accommodate people needing to bathe.
- Laundry:
 Clean sheets were important for health reasons and morale. However, the current system is expensive and all aspects of the service are labour intensive: washing, drying, pick up and delivery.
- Transportation:
 We truly appreciated the generosity of the Clubhouse Daycare in lending us their bus. However, it is costly to run, both for gasoline and repairs. Breakdowns caused anxiety and hasty regrouping for both volunteers and guests.
- Intake site and other complexities:
Site: The designation of a meeting place by the city is very helpful to the program. However, the site itself is unsheltered and often windy and cold, creating an additional hardship for prospective guests to remain to see if they will find a place to stay indoors. Lack of privacy during the intake process prohibited confidential discussions regarding guest issues or personal information.

Capacity: Selection of guests in a fair and equitable way was challenging. Turning people away was difficult for the volunteers, particularly on very cold nights. This led to overcrowding at ‘The Inn’ on some occasions or scrambling to find alternative accommodations. The sad fact is that some people were left without shelter.

Physical illness, mental illness, addiction: Having an option for the housing of a person who is too intoxicated and is not ambulatory is also a problem. Sometimes a guest would become agitated and volunteers could not determine the cause or the seriousness of their discomfort.

Volunteers do not always have the special skills to deal with some complex issues which may afflict people who live on the street.

- Storage of personal belongings for guests:
One of the facets of living on the street is that guests have nowhere to store their belongings and have to carry all their possessions with them throughout the day. This increases fatigue and suspicion of theft and inhibits job search.
- Storage of program materials:
It was difficult to carry 25 hospital mattresses, bedding, dozens of bins and food service items to and from the outdoor storage bin morning and night. Although the guests assisted with the morning packing, the volunteers bore the brunt of this work. Recognizing the age of the volunteers (many were over 50), this was strenuous work.
- Steering Committee Structure:
A small group of committed volunteers fulfilled the roles required to organize and schedule volunteers and keep the program running. However, a more formal structure of the steering committee would assist in ensuring the sustainability and credibility of the program.
- Description and Organization of Volunteer Tasks:
This program requires many volunteers to make it work. In particular, the duties of the overnight volunteers were excessively demanding. They routinely arrived at 8:30 pm, unpacked the storage bin, helped with set up, prepared refreshments, welcomed guests and assisted them with getting settled, served refreshments and cleaned up, provided overnight supervision in 4 hour shifts, monitored premises to ensure safety, prepared morning refreshments, helped to re-pack the storage bin, and then cleaned church washrooms, kitchen and hall.
- Communications and Continuity:
Keeping the more than seventy-five (75) volunteers updated on changes and guest situations was a challenge. Although a communication book system was in place, it did not always provide the most detailed nor up-to-date information, nor did time always permit to read the book thoroughly. Due to the turnover of volunteers from night-to-night and job-to-job, it was difficult to provide consistency (e.g. keeping storage area organized, providing consistent messages to guests and other volunteers).
- Advocacy for Guests:
The guests often arrived needing more assistance than we could provide. Although we attempted to address their needs, we did not always have the expertise, personnel, mandate or resources to provide adequate support.
- Hours and Days of Operation:
Guests and volunteers alike were troubled by two time constraints:

Nightly Hours of Operation

The last general service for people on the street shuts its doors just after supper. Waiting outside until the 9:00 pm pick-up was a real hardship and left people vulnerable to cold, to drug dealers and to other harmful situations. Also, even if people settled in by 10:30 pm and had a reasonable sleep (in close quarters, surrounded by strangers and experiencing occasional upsets), the 6:00 wake-up still came all too soon for many of the guests.

Length of the Season

The cold weather did not fit neatly within the set dates. It was very cold before the end of November and chilly, rainy and/or snowy nights occurred well into March.

What happened to our guests after the program closed?

As of March, 2007, five to ten guests found jobs and are working. Two (that we know of) went to rehab or de-tox. Two or three returned to family in other parts of B.C. or Canada; another five or six found housing, usually in a shared situation. A number have gone to stay at the Gospel Mission. Many have drifted back onto the streets.

Recommendations for Next Winter

In view of unlikely housing options for street people by next winter, our program will continue at that time. Drawing on experience and feedback, coordinators have come to a number of conclusions and have formulated the following recommendations.

A. Program Organization**A.1. Steering committee structure:**

Establish a permanent organizational structure, possibly a legal entity. This structure would determine insurance requirements and liability exposure and follow up on these recommendations as appropriate. It would be within its mandate to hire a paid coordinator. Together, this body, an administrator (role described below) and willing volunteers would seek to expand the volunteer base and increase efforts for fund-raising so as to ensure sustainability of the program as long as there is a need for it.

A.2. Funding requirements:

A.2.1 Investigate additional grants from governmental and non-governmental sources.

A.2.2 Consider more community events aimed at fund-raising.

A.2.3 Set up a sub-committee with responsibility for fund-raising. Explore the possibility of a more central location (to reduce the need for bussing and to enhance guests getting to work and programs).

A.3. Communication and continuity:

Hire a coordinator with the responsibility to:

- ~ communicate with various volunteer committee chairpersons in charge of general operations of the program: supplies, laundry, intake, overnight volunteers, advocacy, transportation, food service;
- ~ maintain a communication system to inform that volunteers of procedures, policies and changes so they can perform tasks consistently from night-to-night, keeping in mind the founding principles of respect and compassion;
- ~ ensure that volunteer tasks are reasonable, and
- ~ assist the coordinators in the planning and delivery of fundraising, orientation and training.

B. Program Operation

B.1. Premises:

B.1.1 Provide bathroom facilities which include showers, or, at the least, a wet area where washing up is more feasible, e.g. foot basins, a sink or spray to wash hair, additional heat in the washroom.

B.1.2 Seek custodial time to lighten the load of the volunteers who are cleaning up. This custodian could take on cleaning of the washrooms and vacuuming the carpets.

B.2. Laundry:

Revamp the current laundry system. Consider developing a distinct sub-committee or arrange with another facility to do laundry from Inn from the Cold with their operation.

B.3. Transportation:

Locate a more efficient, dependable vehicle or move the shelter to a more central location, thus eliminating the need for transportation.

B.4. Intake site:

Arrange for an intake site that is indoors, or at least sheltered, and which has the possibility of an area for private conversation. One aspect to explore is the possibility of daytime intake on the premises of another program.

- B.5. Storage of personal belongings:
Lobby with the city for secure storage for people who are living on the street. This storage needs to be adequate enough to store bicycles. If there are personal belongings which must be stored for the day to allow for job search or work, and they are left with the Inn from the Cold, we should have a specified area and individually marked containers.
- B.6. Storage of program materials:
Communicate to the host facility the need for inside, on-site storage, especially for the mattresses and for food items which must remain chilled but cannot be frozen.
- B.7. Description and organization of volunteer tasks:
Ensure that volunteer tasks are as reasonable as possible, especially in terms of workload. This does not mean that all tasks demand the same time or effort, since a range of tasks is good to encourage participation at various levels, but we should strive to avoid jobs which are particularly onerous (as in the case of staying overnight, preparing food and cleaning up).
- B.8. Advocacy for Guests
- B.8.1 Continue to establish community relationships with individuals, agencies or groups which can follow up on needs of guests.
- B.8.2 Seek to identify a regular liaison person with each group.
- B.9. Program promotion/publicity (external communication):
- B.9.1 Continue promotion of Inn from the Cold through church and community groups and the media.
- B.9.2 Lobby with MLA's and other representatives regarding homelessness.
- B.9.3 Consider staging community event(s) to raise the profile of the program.
- B.10. Orientation & training:
Expand the orientation program to provide a better understanding of the philosophy of the Inn from the Cold-Kelowna, the scope of the project and the safety procedures for volunteers involved in clean-up, food service and in decision-making for the physical safety of guests and volunteers.
- B.11. Time-frames:
- B.11.1 Look into the possibility of an earlier pick-up time in the evening.

B.11.2 Make arrangements with volunteers and the host facility for guests to sleep longer, especially on Saturdays, Sundays and holidays.

B.11.3 Discuss with the host facility the possibility of an earlier start-up and later end date in view of cold weather in November and March.

B.11.4 Arrange a set of volunteers to be available on a contingency basis after mid-November and until mid-March.

Budget

Statement of Receipts and Disbursements For the Twelve Months Ending March 31, 2007

Receipts

Donations	\$ 4,462
Grants	<u>4,800</u>
Total Receipts	<u>\$ 9,262</u>

Disbursements

Supplies	\$ 1,879
Fuel and repairs	1,408
Storage	1,162
Laundry	<u>687</u>
Total Disbursements	<u>\$ 5,136</u>
Excess of receipts over disbursements	\$ 4,126
Bank balance, March 31, 2006	\$ 1,001
Bank balance, March 15, 2007	<u>\$ 5,127</u>

Conclusion

As mentioned and alluded to above, many positive things happened during the Inn from the Cold program. Many difficulties were confronted and dealt with in a way that permitted the Inn from the Cold to provide shelter, food, and beverage to an average of 21 people per night from the opening date of December 8, 2006 to closing on February 28, 2007.

The mandate of the Inn from the Cold is to keep people living on the street safe and warm on winter nights. We accomplished this for those we housed on any given night. We contain the scope of our program to make it do-able, yet we see vast unanswered needs and feel a responsibility to contribute, as much as possible, in informing and working with other groups or agencies as we all strive to respond more effectively to these needs. We have a representative who liaises with PHAT-CO (the Poverty and Homelessness Action Team of the Central Okanagan).

That said, volunteers see how inadequate services are for the homeless in Kelowna. People, young and old, with no real rest and only brief respites of warmth do not thrive. They become broken down, argumentative and dispirited.

Anxiety and hardship do not give a person confidence to seek work. Diets high in starches and sugar and beverages made mostly of sugar and stimulants are not the same as being nourished. Many street people experiencing homelessness in the winter become physically ill. Mental health issues, addictions and emergent and chronic physical health problems cannot be dealt with, never mind overcome, from the sidewalks and doorsteps of the city. People need a place to live.

They also need a host of services to develop or enhance life skills. They need advocates to assist with money management, to see that they receive appropriate medical treatment, to support their intentions to enter rehabilitation, to foster their re-entry into the workforce and to establish relationships. They need access to good programming on all these issues.

It must be strongly emphasized, however, that those whom we have encountered from this experience, burdened as they are, have many personal strengths: a sense of allegiance to one another, the ability to make do with next to nothing, a justifiable pride in their ability to cope and compassion for the underdog. Some are skilled labourers; many possess talents that enrich life: to draw, to sing, to play an instrument, to write poetry, to listen to others, to be peacemakers, to give heroically of themselves. Needy as they may be at this time, they know that this period is not all there is to life, even theirs, and they hope for something better.

Inn from the Cold volunteers, along with a growing number of people in the Kelowna area, are concerned about housing, especially as housing costs outstrip the earning power of many in our community. We are alarmed at current trends and do not see a response, private or public, even remotely adequate to meet the need.

Other IFC Documents used for this Final Report include:

1. Summary of the written evaluations from IFC Guests
2. IFC Group Feedback from Feb 25/07 Wrap-Up & Celebration
3. Summary of the written evaluations from Volunteers of IFC

If you would like copies of the above documents, the Final Report, or have comments/questions about this Final Report, please email:

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- or -

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