



Kelowna's
Gospel Mission

**2009 - 2010
Annual Reports**

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Kelowna Gospel Mission Society President's Report

The 2009/2010 term has proven to me a time of transition throughout the Ministry of Kelowna's Gospel Mission. Challenging financial times have caused us to plan for some major changes within two core areas of the Ministry, namely the closing of the Men's Program at Destiny House and the moving of Helping Hands Store from the Leon location to allow the men's program to resume in that location. We have considered moving the store for many years and I believe this was God's hand to move us down that road.

This year has seen increased needs in the community that KGM has been able to meet, up to 100 more meals every day, finding permanent housing for many as well as free dental care for those who would otherwise go without. Randy along with his staff and volunteers at KGM are truly Jesus hands and feet in our community.

Speaking from a Board perspective we are seeing a passing of the torch so to speak, as four members will not be continuing to serve. Herman Issler, who is a founding member and has been an invaluable supporter and advocate of KGM for over 30 years and a mentor for me. Craig Burns who has served at two different times for approx. 9 years and has been the best Recording Secretary and Vice Chair I have ever worked with. George Ediger has served on the Board for 6 years and continues to serve as a volunteer in the Helping Hands Store; he has been a man who brings the Heart of Jesus to every meeting.

I will also not be returning. It is hard to do justice in words how much the last 17 years have meant to me as a member of the Board. Serving side by side with the men and women of the Board has been a very special part of my journey with the Lord and I wouldn't trade it for anything.

I am very encouraged when I look at the members of the Board for 2010/2011; I think it has a great depth of gifting, diversity and most of all a heart for this Ministry. I wish God's Blessings for the Board in the years ahead.

In His Service,
Brent King



Executive Director's Report

In a book I recently read, a married couple was traveling to a remote mountain lodge. It soon became apparent that the husband was very goal orientated. His attention was focused totally on the road ahead of him and the high rate of speed he was going. His wife, in her loving way, pointed out to him that there were a lot of things to see. In his drive to get to where they were going he was missing the mountains, and the valleys, and the streams, and the meadows. His concentration on the task caused him to miss the greatness of the journey.

As I reflect on the year gone by, I realize that in many ways I was like that husband. In my task of "steering the Mission" I often missed all the great things that were happening around me. This was due in part to the fact that this past year the road was especially full of dips and curves and potholes. We had the challenge of a significant increase in the demand upon the services we provide. In today's financial climate, more and more people are relying on the meals, shelter, and material assistance that we provide. As well, fiscal realities led us to the difficult decision of putting our men's recovery program on hold, while we work to relocate our thrift store. This will allow us to re-engage the program at our downtown location. Decisions like this, no matter how carefully they are carried out, are not without difficulty and pain as they affect the lives of staff members through lay-offs and cutbacks. But in spite of these "hazards", there was much beautiful scenery along the way.

In the reports that follow you will "see" the panorama of God's hand and blessing upon Kelowna's Gospel Mission. We did provide thousands of meals and safe bed nights to people in need; we did assist dozens of men in finding suitable and stable housing; we did see hundreds of patients relieved of pain and experience new smiles through our dental program; we did witness lives and families restored through our recovery programs; we did supply scores of individuals and families with clothing and household item; we did have hundreds of people participate in the ministry of rescue through volunteer opportunities; we did share the love of Jesus Christ everyday as people came through our doors. Yes, even with the challenges that we faced, God used Kelowna's Gospel Mission in mighty ways this past year to lead people into wholeness.

May God bless you, our friends and supporters, for your faithfulness in standing with us as we continue to be the hands and heart of Jesus to so many in our community.

In His Service,

Randy Benson
Executive Director



Director of Emergency Services Report

It's been an exciting year again with a variety of highlights from health issues to renovations, to staffing, to guests being housed and volunteers pulling up alongside the Mission. Here are some of the highlights from this past year:

- The H1N1 outbreak and the instant action we took by creating an isolation ward. We did this by shutting down our clothing bank for a few months.
- The first ever staff retreat at Headwaters fishing camp last fall which pulled the staff together as a better team.
- The least amount of staff turnover ever.
- A record number of 595 meals being served at our Thanksgiving Banquet last fall
- Two BC Housing grants for a new stainless steel counter in the kitchen and a new lino floor in our main dining
- 80 backpacks provide by the social committee through the efforts of a bottle drive
- A number of special events for our guests over Christmas spearheaded by our case workers.
- Redesigning part of the clothing bank and dorm so that we now have an official sick room with three bunk beds and its own bathroom/shower
- The Stone Soup Chef event that brought a lot of action to our kitchen and dining room.
- Another BC Housing grant for a new stacking washer and dryer for use by our daytime guests
- devotions before the meals being accepted and listened to with much attention
- Keeping Jesus alive and spreading Christ here at the Mission.

This past year has again been one of excitement and change. We see God's blessings being poured out on Kelowna's Gospel Mission; our guests, staff and volunteers, and also on the greater community, reaching our valley with the love of Christ.

Respectfully,

Karl Heinitz
Director of Emergency Services.

Volunteer Co-ordinator's Report



From July 2009 to June 2010 Kelowna's Gospel Mission depended significantly on the effort of our 128 regular weekly volunteers. These volunteers contributed to the goals of Kelowna's Gospel Mission hostel, thrift store, clothing bank and barber shop as well as our new areas of volunteering which include event planning, shopping, help for the truck driver, janitorial and office work.

KGM is firmly established in our community as a place where youth and church groups love to volunteer. Last year we had 137 days where various big groups served at the mission in a variety of capacities. Groups are volunteering, not only in the hostel but in their own church kitchens, preparing and delivering meals to us.

Looking ahead to next year we are working to enhance our volunteer program by providing better training and support. Improved statistics will be available next year by continuing to utilize the Raiser's Edge program. Volunteers are now entered in our system and hours are carefully recorded giving a more accurate record of regular volunteer hours and information.

I will close with a few comments included in our volunteer survey where volunteers were asked "What is the best part of volunteering with KGM?"

- I'm learning and experiencing new things each day I volunteer and I love it!!
- The staff and meeting others.
- Hearing the genuine thanks and seeing people smile who might not normally have something to smile about. Also - the staff.
- Being able to share a Bible based devotional with an apparently appreciative and responsive audience
- The sense of comradeship and meeting new people, feeling useful. I feel like I'm part of one big happy family.

Respectfully submitted,
Sonja Nelson
Volunteer Coordinator



Harmony House Director's Report

Harmony and Shiloh House have seen another year of many changes. There has been a great opportunity to be involved in the Central Okanagan Recovery Home Alliance, also named CORHA. CORHA was started as a group for recovery homes in the Okanagan to support our programs, raise the standards of recovery in our community, raise awareness of recovery and an opportunity to share gathered knowledge and experience. CORHA presented an open house event last fall that invited all of the community to raise the awareness of recovery and remove the stigma of recovering addicts and provide help for struggling families. The open house was a great event.

The basement at Shiloh House was completed during the past year with thanks to the Capri Rotary Club. Westwood Cabinets donated beautiful custom hickory kitchen cabinets for Harmony House and Stone Works out of Vernon completed the cabinets by supplying the counter tops made of granite. The classroom greatly needed an overhaul as the carpeting was ripped and badly stained. Revolution Ministries donated their time in tearing out the carpet along with Pastor Lester and his wife, Marlo. Dennis Wolfe at Nufloors donated some laminate flooring which was set in the classroom along with some fresh paint. Mission Rotary Club donated and installed a children's playground in the spring as well. We had a wonderful flower and vegetable garden to complete our new comfortable living establishment.

The provincial government is implementing a central registry for recovery homes in British Columbia. The premise is to have standards on which recovery homes are run and have each home register under The Assisted Living Act. CORHA was asked to be involved in the research and standardization. This was a great opportunity to be involved on a provincial level and feel confident that the structure of Harmony and Shiloh House were well structured and formatted.

This past year we had a new baby boy born, seen three mothers reunited with their children, four women return to work and two return to school. Amongst all of the Women we have seen, each and every one have come to know Christ or have returned to their faith.

My hope and prayer is that we will continue to use Harmony and Shiloh House to provide restoration and safe housing to women in need.

Respectfully Submitted,
Terra Le Claire



Chaplain's Report

This past year has been a year of firsts for the Mission and me. I was invited as a Mission representative to speak at seven different churches. This was exciting because I have had good relationships with many of these churches through their pastors and the Ministerial and yet had hardly ever gotten to know their congregants. Secondly, it was exciting as I was allowed to preach the Word and give testimony to the many varied and wonderful things that we attempt and accomplish through the ministry here at the Gospel Mission.

Through Randy's intervention several of us received the Red Cross training and volunteered in Vernon during the fire season of 2009. These opportunities to bless other agencies in turn blesses us. We have a relationship with them when we have a need or are helping to find one more resource for our guests and clients.

Karl has had a desire for a staff retreat for many years. Last year we pulled a preliminary retreat together at Headwaters B.C. The best part of the whole weekend was that those who went ended up having better working relationships here at work. Even the snow each night did not dampen the laughter and good communication that took place through the day.

I worked on putting together an updated and accurate mail, email and phone list of area churches from Peachland to Winfield. This invaluable tool will help us in future advertising of Mission values, volunteers, needs and ministries. It was such a blessing to get to know many of the people on the other end of the line and to learn of some of their church struggles so that we can pray for them even as we ask them to pray and participate with us.

This spring we challenged our guests at lunch and dinner times to give to something bigger than them selves; that is the earthquake in Haiti. With matching gifts from some staff and the government of Canada there was over \$1,600.00 sent through World Vision for the relief effort in Haiti.

Several different staff have moved on this past year. This is the hardest part of my ministry, saying good-byes. Friendships and relationships formed by working together last through the ups and downs of life. The essence of my ministry is forming relationship so that at any given time a person knows that there is someone to go to regardless of the circumstances of their life. For example, one staff member didn't trust me at all and thought my job to report their every move. After doing the funeral for a personal friend of theirs, this staff member began doing what I call drive by shootings. Every time my door was open they would walk by stick their head in and say, "Hi, Pastor Lester." This went on for another two months before they were comfortable enough to come in and sit and talk shop. Four months later they could receive a hug and let me pray out loud for them while they were present and several months later were able to tell me of their spiritual journey.

The giving of hope to many of our guests through devotionals and spending time with them is priceless. Many guests that I and the staff have worked with have gone to recovery programs and are doing well. Others simply needed a helping hand and are now leading productive lives.

To this end I pray, study, encourage, confront, laugh and cry for staff, volunteers, and our guests. Thank You for allowing me to have this ministry.

Pastor Lester Mesenbrink
Chaplain, Kelowna's Gospel Mission

Case Worker Manager's Report



The Caseworkers have had a huge success in partnering with the community this year. We have worked hard to meet the needs of the guests at the Kelowna Gospel Mission, and other clients that require our services.

Independent housing – 189 men have been placed in permanent housing

Detox/recovery house – 50 men

Alcohol and drug support – 13 men

Ministry/Income assistance – 208 men

Mental health – 33 men

Highlights for Kelowna's Gospel Mission Caseworkers 2009 – 2010:

This September we had the opportunity to go to the Union Gospel Mission North Western Conference hosted in Spokane. It was encouraging and informative to meet with other mission workers. We had a chance to problem solve and work together towards improving our individual case management services.

This year we partnered with UBCO 3rd year exchange students for the Christmas Card Project. Over 300 hand made cards were mailed off to loved ones and relatives of our homeless population that hadn't been spoken to in a long period of time, from this some clients have continued on going relationships. The project brought a sense of community to the Mission and gave our clients an opportunity to connect and participate in the holiday.

The Christmas Wish List through the Poverty and Homelessness Project was a wonderful experience for all involved. Volunteers through out the community came to the mission to sit with each client and go through a wish list they had created with their various needs. Some of these needs included, gifts for their children, new pair of boots, a bus ticket to visit family etc.

For two months this year we had two practicum students from Okanagan College Human Service Work Program. It was a refreshing experience, working with them as they were eager and willing to serve.

In May 2010, the caseworkers of Kelowna Gospel Mission hosted a "Well Done BBQ" for service providers in the community. We wanted to show our appreciation for all the hard work we had done together as community service providers. The event was very well received, and we are looking forward to next year's annual event.

The highlights we are looking forward to:

Willow Bridge Opening late August/Sept (6 month transitional housing)

"La Mission Motel" opening over the summer (low income housing)

"The key to change...is to let go of fear." –Rosanne Cash

Respectfully submitted,
Veronica Cowen, Case Worker Manager



Helping Hands Thrift Store Report

It has been a very prosperous year for the store in more ways than finances. We have expanded our resources for donations, our list of volunteers, our staff and our revenue. The store is blessed in so many areas, making available the resources to help the different ministries fulfill basic needs in our community.

Over the last year there has been a total of 15 complete bed sets donated to various families, recovery houses, single moms and two gentlemen returning home from back surgery. During the fires of August 09 Bob made a few trips to the emergency evacuation center to provide them with pillows and blankets. We continue to provide furniture for the recovery houses and work with the case workers setting up clients with household needs. Maybe the most memorable event for the year was when Bob got the staff involved with providing a car for our family of volunteers from Fiji staying at YWAM. These are just a few ways we have been able to give back.

Giving back would be impossible to do without the continual receiving of donations. We had a few spectacular ones over the year including a china set, a card donation, 14 mattresses from Kelowna General Hospital, a grandfather clock, oxygen concentrator and the list goes on. The quality of donations coming in make the store feel more like a boutique than a thrift store!

The store had a major facelift in the spring including a complete paint job. Feedback tells us the store is more inviting, very clean and smells good. As well, every customer is greeted when they enter. We have optimistically added a second till, changed the open times to Monday through Saturday from 10-5pm, hired Susan for part-time and acquired volunteers skilled in jewelry, antiques and displays.

Heidi has taken courses to assist in keeping track of sales and inventory. Having an efficient group of volunteers and staff has enabled Bob to spend more time viewing and accessing donations from private donors along with business donors. We have a number of hotels and businesses that are now regular donors. He and his wife have also hosted 3 volunteer appreciation dinners, spending time building relationships with the rest of the store team.

We have a tremendous team of staff and volunteers who make the ministry of Helping Hands a thriving one. Thank you to everyone who helped make this past year a successful one.

Bob Pringle,
Helping Hands Manager.



Kelowna Gospel Mission Dental Clinic Report

Kelowna Gospel Mission Dental Clinic

2009/10 saw Kelowna's Gospel Mission Dental Clinic complete its first year of running our full time restorative clinic. The purpose of the restorative clinic is to provide treatment for individuals in our community who need basic dental care. We also continued to run our Tuesday evening clinics for those experiencing dental pain and/or infection that are in need of an extraction. Both of these clinics benefit clients who cannot afford treatment in a regular clinic. Through the support of our local dental community and contributions for dental suppliers we were able to achieve the following this year:

Companies that have donated (monies, materials and equipment)

Dental Ez Group
BC Dental Association
VOCO Dental Materials
Dentsply Canada
SciCan
Ondin BioPharma
3M Espe
Henry Schein/ Ash Arcona
Members of the Kelowna & District Dental Society

Progeny Dental
Ken Webster Group
Orthotec Dental Lab Kelowna
Aurum Ceramic Lab Kelowna
Sinclair Dental
Nadean Burkett & Associates
MEIA
BC Dental Association

Patterson Dental

Statistics to end of June 2010:

Tuesday Clinic (twice monthly) June 2004 to June 2009

- 1336 Patient Visits
- 781 Emergency Exams
- 1552 X-rays
- 2564 Extractions (simple, complicated, surgical and root tips)
- 47 sets of dentures made by dental community
- \$266,631.49 in Emergency services

Restorative Clinic Started July 6, 2009 To June 16, 2010

- 1525 client visits
- \$350,775.62 in Restorative Services
- \$7,561.65 in Hygiene Services
- 50 Denture Cases value of \$65,383.44

Volunteer Hours

Total of 2332 Volunteer hours

- 40 Dentists
- 56 Certified Dental Assistants
- 2 Chairside Assistants
- 7 Registered Dental Hygienists
- 2 Administration Volunteers

Respectively submitted,
Shirley Goebel, Dental Clinic Coordinator

*In 2009-2010, gifts were given to
Kelowna's Gospel Mission in memory or honour
of the following individuals:*

<i>Jeff Hilverda</i>	<i>Joan Griffiths & son Michael</i>	<i>Wilfred Busse</i>
<i>Vern Mogensen</i>	<i>Tyrone Millare</i>	<i>Anne Eliason</i>
<i>Gordon Hall</i>	<i>Audrey Inverson</i>	<i>Hanna Arcand</i>
<i>Ed Hoppe</i>	<i>Alexander</i>	<i>Glen Hamer</i>
<i>Roy and Pearl</i>	<i>Allan Broome</i>	<i>Fred</i>
<i>Gerald P. Hardy</i>	<i>Mary Victoria Kaby</i>	<i>Ron Coppard</i>
<i>Florence Marston</i>	<i>Pat Stanley</i>	<i>Mildred Kilback</i>
<i>Ellen Knutson</i>	<i>Judith Harris</i>	<i>Margaret Price</i>
<i>Max H. Geisler</i>	<i>Tyrell Regan</i>	<i>Lawrence Maetche</i>
<i>Rosalie Smith</i>	<i>Hugh MacMillan</i>	<i>M. Callaghan</i>
<i>Elaine</i>	<i>Annie Sauerman</i>	<i>Ernst (husband)</i>
<i>Anibal Alcantara (x2)</i>	<i>Lorraine</i>	<i>Maxine Graham</i>
<i>Nora Desjardins</i>	<i>Paul Conrad Miller</i>	<i>Elaine Shymkowich</i>
<i>Bessie</i>	<i>James Lasota</i>	<i>Eugene David</i>
<i>Harold E. Buck</i>	<i>Alison</i>	<i>Jimmy and Billy</i>
<i>Art Hamm</i>	<i>George and Grace</i>	<i>Mr. & Mrs. E.G. Fullerton</i>
<i>Gerald</i>	<i>Fed (Edwin) Howard</i>	<i>Love & healing in Kelowna</i>
<i>Ed</i>	<i>Allan Horkoff</i>	<i>Gordon Elkins</i>
<i>Fed Howard</i>	<i>Candie Broadfoot</i>	<i>Joseph Markic</i>
<i>Owen</i>	<i>John R. Cevas</i>	<i>Heather Thiessen</i>
<i>Mom and Dad</i>	<i>Owen Young</i>	<i>John Steczkiewicz</i>
<i>"Big John" Cuevas</i>	<i>Baby Buggy Bill</i>	<i>Donald Rodenbush</i>
<i>Dr. Gayle Konkle</i>	<i>Maria Straccini</i>	<i>Keith Lakevold</i>
<i>Fred Ferguson</i>	<i>J. Smithers</i>	<i>Sophie</i>
<i>David</i>	<i>Harley Biddlecombe (x2)</i>	<i>Capt. Jeff Francis</i>
<i>Eva</i>	<i>Norah Eberle</i>	<i>Jean McVicar</i>
<i>Mom and Dad Geurshom</i>	<i>Doug Masters</i>	<i>Eileen (wife)</i>
<i>Florence Marston</i>	<i>Bobby (son)</i>	<i>Jean & Don Miller</i>
<i>Randy (son)</i>	<i>Irwin Grabke</i>	<i>Tim Sinclair</i>
<i>Rosemary Diana Robinson Young</i>	<i>Engele Kieser & Denis Labonte</i>	<i>Doris Fletcher</i>
<i>Billy Hall</i>	<i>Bill and Fred Ferguson</i>	<i>Rosemarie Gaume</i>
<i>Wilma Stubbs</i>	<i>Margret Miller</i>	<i>Gayle Biggar</i>
<i>LaVerne Prentaice</i>	<i>Tyler Boyer</i>	<i>Ron Cooper S.</i>
<i>Sharlene Burke</i>	<i>Marc Cyr</i>	<i>Philip and Allen Olson</i>
<i>Frank Lepp</i>	<i>Keith Miller</i>	<i>Glen & Orma McMaster</i>
<i>David Andrew Stack</i>	<i>Gillian Loveday</i>	<i>Kevin</i>
<i>Lucille & Andy Brown</i>	<i>Bill & Elna Croy</i>	<i>Clifford Prato</i>

*Fristen Rachelle Blobel
Alexander McMinn
Daniel Van Houttum (x2)
Isabel Cowie
June Blais*

*John Barliszen
Jonny Martin
Doris Jeffrey
Ron Wells
Joy & Johnny Herperger
Dale Fleming
James Wise
Bubba Te Brutt
Shawn Miller
Audrey Mitchell
Gertrude Miller
Fad Guzie
Kyle & Steve Kwasnycia
Charlie Dunne
David Andrew Stack
William Yurkiwski
Donald N. Facey (x3)
Ellen Elisabeth Knutson
Jake Wiens (x2)
Nora Desjardins
John Sabine
John Barliszen
Raye Hoyrup
Lyle & Rhea Baker
Aurora Hamel
Maria Rinaldi Straccini
Irene Evans
Beverley Flamand
Donald C. Fudge
Shawn
Darrin
Patricia
Steve Forchuk
Norm Dmytruk
Barry Taylor (x2)
Molly Glass
Lillian Peacock
Malcolm Greenwood*

*Kevin Russu
Janina
Don McDougall
Willard Martin
Natasha*

*Eric Davison & Helen O' Meara
Beth Eileen Nelson
Clair McKinnon
Gertrude Steinruck
Darren Stone
Paul Dreher
Fris Maher
Guy Stuart Phillips
Zack Friesen
Janet Abbey
John Speight
Jean & Don Miller
Joe Pek
Fiona Mills
Patrick Kimmit (x2)
Bubba Febbutt
Herta L. Jones (x2)
Paul
Barry Taylor
Paul and Dottie
Bruce McKinley
Dan & Bob and Frank
W. Bogdan
Herbert Modgan
Douglas Fraser (x2)
Allan Willis
Dan Bonderoff
Dorothy Close (x4)
Frances Evers
Fran RE D'Appolonia
Canadian soldiers
Barry Zimmerman
Courtney Soup Kitchen
Megan, Shane, Kim, Jeremy
ThHomeless
Dot & Vern
Grandchildren
KGMs work*

*Ben & Betty Mason
Corey
Inge & Neil Goertzen
Bill, Lisa, Ally
Nathalie, Rizzo, Nancy
Marcil
Dr. Roger Ball
Joe Steward
Dr. Povah
Dr. Kramer
Dr. Achtem
Dr. Bakala
Clayton Atwood
Jo-Ann Keith
Jessie & Cliff Bailey
Diana Miton
Pouru Family
Maria Rinaldi
Dennis Palmer
Melissa Tome
Al & Donna Dean
Kai
Ralph & Billie Butchart
Joe & Gayle Lavigne*

Appendix

2009-2010 Board of Directors

President	Brent King 413 Rio Dr South Kelowna, BC V1V 2L2
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Director	Dean Larson 2261 Shannon Hill Drive West Kelowna, BC V4T 2P1
Director	John Jansen 3658 Gates Road Westbank, BC V4T 1A3
Director	Brent Beselt 1130 Stevens Rd Kelowna, B.C. V1Z 1G1
Director	Hermann Issler 951 Montcalm Drive Kelowna, BC V1Y 3M8
Director	Larry Plett 2196 Lynrick Rd Kelowna, BC V1P 1G4
Director	Louise Roberts-Taylor #405-1329 Ellis St. Kelowna, BC V1Y 9X5

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