



Kelowna's  
**Gospel Mission**

Annual  
General  
Report  
for  
Kelowna's  
Gospel  
Mission

**2010 -**

**2011**

## **Executive Director, Randy Benson**

Dear friends and supporters of Kelowna's Gospel Mission,

Psalm 37:23 says, "If you do what the LORD wants, he will make certain each step you take is sure." (Contemporary English Version) So how do we know what the Lord wants us to do? Well, without becoming "preachy", let me say with certainty that the Lord wants us to help those who are less fortunate. We read in Proverbs 14 that "whoever is kind to the needy honors God." Here at Kelowna's Gospel Mission, as we have shown kindness to the needy, indeed God has provided for us and guided our steps.

This past fiscal year of 2010-2011 was filled with challenges and successes. We started off the year dealing with some cutbacks of programs and staff. This meant that we had to be more efficient in the resources we had, as well as network with other service providers in our community to help fill in the gaps. We had significant changes on our board of directors, as some of our long term faithful members ended their term and we continued on with new faces. These new members are taking up the call and giving strong and positive leadership to the Mission. In the way of our physical plant, we received some incredible improvements in our kitchen department by way of a new walk-in cooler and freezer, convection ovens, and a new commercial coffee maker.

The reports that follow will give you highlights and facts and figures regarding all of the services provided. And as large or impressive as those numbers and figures might be, we all need to remember that each meal served, each safe night of shelter provided, each item of clothing given away, each tooth ache relieved, represents a person. A person who has hopes and dreams, no matter how crushed or how distant. A person who is created in the image of God. And a person who allows us the opportunity to honor God by being the hands and heart of Jesus in their lives.

Thank you for faithfully standing with us as together we "lead people into wholeness."

In His Service,

Randy Benson  
Executive Director

## Emergency Services

As we continue to provide the best care for our clients, we have enhanced many procedures and amenities around the Hostel.

Thanks to some very generous gifts we have received a new stacking convection oven, a three gallon coffee urn and our new walk in cooler and freezer.

In order to decrease the line ups outside the front door during the supper meal, we started serving meals through our window and hallway. We also started our dinner time devotional and meal earlier to bring our guests inside sooner.

We have implemented a number of new registration procedures that help to improve efficiency and safety for staff and clients.

We have had two total bathroom makeovers, which helps with health and hygiene. We have also converted our smaller ladies washroom into a unisex bathroom, and that has helped to ease line ups in the dining hall.

It's been our pleasure to have a number of local church pastors give the devotion at our monthly staff meetings. This is wonderful, as it's a great way to be better connected with our churches in the community.

The Gospel Mission's Social Committee was working hard this past year. Our Sock It To 'Em male and female staff sock competition raised 2010 pairs of socks for our clients. We've provided a number of surprise lunches at a variety of agencies - where we take lunch to them. And to top it off our 50's theme Staff Christmas was awesome!

Continuing training and education is important for our staff. This past year we have offered First Aid and CPR training, and now most of our staff is certified. We have also have a number of facilitators come and speak on a variety of issues including Food Safe, as well many staff attended Shelter net BC seminars in Kelowna and Vernon. Some staff also attended a Missions trip to Washington State to learn about and research other rescue missions. All of this training helps equip our staff with the skills to deliver excellent client care and support.

Respectfully submitted,  
Karl Heinitz  
Director of Emergency Services

## **Volunteer Coordinator's Report**

We are blessed every day to be able to count on our dedicated, gifted and passionate team of volunteers who work in every aspect of Kelowna's Gospel Mission's ministries.

In the last year, we have seen a growing trend of businesses preparing and serving a meal as an important part of their team-building exercise. As a result, we have gained regular volunteer groups such as accounting firm Grant Thornton, and the office staff from the RCMP serving once a week. Joey's restaurant, Divine Feast Catering, and The Grand restaurant are also regulars in supplying, preparing and serving meals.

In addition to the new groups joining us we continue to welcome many groups who have been volunteering for years, including Grace Lutheran, First Lutheran, Kelowna Christian School, Sunridge Community Church, Trinity Baptist Church, and Emmanuel Church.

We continue to see a growing partnership with Vancouver Career College, Sprott Shaw and Okanagan College, who have provided us with practicum students. These students volunteer anywhere from 100 to 300 hours of their time and, without exception, their lives have been positively impacted by their experience here. The practicum students and volunteers are also a great resource for hiring staff.

An exciting highlight for me this year was that Kelowna's Gospel Mission was honored to be nominated for the Central Okanagan Foundation Volunteer Organization of the Year.

I thank God for the hands and the hearts of our volunteers.

Respectfully Submitted,  
Sonja Nelson  
Volunteer Coordinator

## Harmony House Director's Report

As I reviewed my past reports, I have noticed a common theme occurring at Harmony and Shiloh House; and that was change. This last year has certainly seen plenty of change. I realize that change is inevitable, although sometimes difficult for people to work with.

Over this past year, our program focus has changed to supportive second stage recovery and housing. We chose a model which provided women (who had completed detox, treatment, and had been abstinent for six months and were looking at continuing recovery in supportive housing) with structure and some programming attached.

As a faith based program, we need to address the fact that many of our women have never opened a bible or been introduced to a relationship with Jesus. We have introduced [The Alpha Course](#) with help from our Chaplain, Pastor Lester.

I am very pleased with how this working out. After the Alpha Course we moved onto "A Life Worth Living" which is a continuation of The Alpha Course, as well we are continuing with [The Genesis Process](#).

Along with these courses, the women are required to be working towards independent goals and are utilizing many of Kelowna's resources. Interior Health Alcohol and Drug Services have agreed to come in on a bi-weekly basis and provide the women with a Change Group. We have opened the group to other women's recovery homes in the community. Our women also continue attending the programming offered at Evangel Church on Wednesday evenings. Along with their own individual programming and what is offered through Harmony House, I continue to encourage the women to participate in volunteering and physical activity as tools towards completing wholeness of mind, body and spirit.

In closing, despite some challenging adjustments, I had the opportunity to realize how truly fortunate and blessed I am to be able to go to work every day and be free to share God's Word.

Terra Le Claire  
Harmony House Director

## Chaplain's Report

Romans 12:1-8, is a good place to start in describing my life as a chaplain. Daily dying to live, worship in spite of how others perceive you, stop conforming to the pattern of the world's idea of what a pastor is and does, being transformed by Scriptures, prayer, coworkers, and street people, being an honorable piece of the body, learning and encouraging each person's gift as it is viable and needed; and whatever the gift.... "Use It!"

Shrek reminds us: "Change is good donkey; "Except" or "Even When" change happens to Shrek. Some examples of ongoing ministry include closing Men of Destiny last June. In many cases, ministry contact with the clients affected by the closure was intensified. However, the closure of their safety net at MOD helped men grow in and walk by their faith in that change.

Here is an example of the positive ministry that I am privileged to carry out at Kelowna's Gospel Mission. One past client that I was counseling, who was barred from entering the downtown area has become, a fellow church member, friend, and is on his way to 20 months clean time. He is now in fellowship with members of a local church that he was previously angry with.

Leading the [ALPHA course](#) with Terra at Harmony House is an important highlight. It is an honor to be a positive role model, as so many of the women have not experienced that before. I am happy to share that my wife and I regularly interact with the ladies in our two houses, as we continue to provide ongoing support while modeling healthy family dynamics.

We concluded [the Alpha course](#), and now have done Philippians as a Bible study and continue with [Genesis Addiction](#) counseling.

I am continuing to build effective and interactive communication with the local churches. We offer to them the ability to advertise their special events and know that we are here for them in prayer and fellowship.

I was able to help our community partner Freedom's Door, after they suffered four loss of life tragedies. This is another example of the wonderful gifts the Mission makes to our community. Many of those men had been clients of the Mission, We were able to be with, communicate, pray with, bless, and share their grief.

In my position of chaplain, I have the opportunity to represent Kelowna's Gospel Mission in the community. I am able to care for the immediate needs of Kelowna's Gospel Mission staff, volunteers and guests and also assist ministerial and other service agencies as well. It is with great pleasure and anticipation that I come to work daily. Pleasure because we have such a good time here and anticipation because no matter what my calendar looks like; at the end of the day my heart is touched and people are shown. Jesus Christ, crucified, risen and coming again.

In His Service  
Lester Mesenbrink  
Chaplain, Kelowna's Gospel Mission

## Case Worker Manager's Report

*"We think sometimes that poverty is only being hungry, naked and homeless. The poverty of being unwanted, unloved and uncared for is the greatest poverty. We must start in our own homes to remedy this kind of poverty." – Mother Teresa of Calcutta*

There has been many transitions for the caseworker team in the 2010 to 2011 year. With two of our longstanding caseworkers Kat and Kate, leaving to pursue other opportunities in the fall of 2010, our team had to meet the challenge of carrying on while training replacements. Now, with a full team, we are able to have our full focus on our clients.

Erik Olson joined our casework team in September of 2010 after working in the hostel registration for two years. Our most recent caseworker, Phaidra Jenner, joined our team after completing her schooling at Okanagan College and connected practicum here at the Mission. We are grateful to have had added Erik and Phaidra to the most reputable casework team in Kelowna.

Through the last year, Canadian Mental Health Association's Willowbridge and Ki-Low-Na Friendship Society's White Buffalo Lodge has been a huge asset towards housing our clients at the Kelowna's Gospel Mission. It has been such an honour to work with the two societies.

This year we have had the opportunity to expand our connection with community and clients outside of the office. Most notably, we were able to work together with professional artists to host an art workshop for our clients at Kelowna's Gospel Mission. Through a grant received from the Communities in Bloom Committee, we able to decorate the hostel with beautiful creations hand crafted by our guests.

### Community Collaboration:

This past year we have worked with the University of British Columbia to bring third year nursing students for a practicum. The practicum consisted of two separate terms, which saw nurses educating clients on relevant medical topics. This has been a blessing to our clients and guests in the community who have been educated on issues like hepatitis, diabetes and self care.

Together with John Howard Society and Inn from the Cold, we have been involved in implementing Kelowna's initial housing-first project, House 22. This has been a very educational experience for us as we consider future developments.

Also with the John Howard Society, RCMP, Probation, The Ministry of Social Development, Interior Health and Crown counsel, we have been involved in the Kelowna Community Justice Project, an intervention program designed to lessen the load of our court system.

We hosted a fantastic community service provider's BBQ ("Well-done BBQ" and I mean well done!) Over 200 service providers attended, the numbers speak for themselves on how awesome we work together.

### Caseworker Stats June 2010 – July 2011 - These are the number of people we have assisted in these areas.

Detox/recovery - 47	Connected to ministry - 135	Out of hostel total - 353
Independent housing - 111	One sight - 28	of which included:
Transitional housing - 33	Employment - 28	Clients housed - 17
Support groups - 11	Probation - 13	Assisted other - 228
Education - 7	Assisted with obtaining ID - 21	One sight referrals - 42
A/D services - 65	HIP/SCAP - 34	Connected to ministry - 73
Medical - 78		

## Thrift Store Report

It's been an adventurous year with many ups and downs. But, with faith, hope and love we have made a difference for God's glory in a great many ways. Our store has broken sales records, we have expanded our team of donors and we have grown to include resources that help men and women to be better equipped for work.

We have continued to assist our supportive houses, Harmony and Shiloh with the items they request. We continue to work with our case-workers to put together home packages for those moving on from the Hostel. This year saw the opening of White Buffalo Lodge and Willow Bridge, giving us another opportunity to help by donating appliances, clothing and other household items. We have also helped other agencies such as Freedom's Door and Teen Challenge with furniture and other items needed within their ministries.

This past year has provided many opportunities for the thrift store and the Mission to pull together as a team. Though we were spared large forest fires, we had two families burned out of their homes. The story on the news about one family, having lost their home and then their young son the next day, touched many in our community and we were able to come together and provide necessities and prayers. The second family, also having a young child, were burned out of their mobile home and had to start again with nothing. At that time, we had a large donation of nearly new baby clothes (not a regular occurrence) and the young mother was relieved to have enough clothing for her baby.

Donations.....where would we be without them? Every donation means someone is thinking of Kelowna's Gospel Mission and the people we serve. We get a LOT of donations, Everything from a Zodiac type boat, and a stunning custom-made maple dining room set with hutch. It is rewarding to know how many people we are reaching. Thanks also to Mark's Work Wear, which continues to bless us with an incredible amount of steel toe boots and clothing. This enables us to outfit more men and women for opportunities on jobsites. Some of our other new major donors this year are Wynnmarr Restoration Services and Avrak .

Thank you to our community, volunteers and staff for helping us make this a successful year.

Bob Pringle-Manager

## **Kelowna Gospel Mission Dental Clinic**

2010/11 was a busy year for our dental clinic. We hired new staff in July 2010, Sandy Coulter, certified dental assistant and Alison Wiebe has rejoined us as a certified dental assistant for Tuesdays. We have continued to face the challenges of having more clients than available time, but seem to be working it out well. We were blessed with a significant donation from Penticton dentist, Dr Bentham of a digital pan/ceph x ray unit. We are so thrilled to have this digital system as it makes a beneficial difference in our diagnostic processes - it allows us to provide digital x-rays. This also reduces the costly developing fluids required for traditional x-rays.

The purpose of the restorative clinic has not changed and we continue is to provide treatment for individuals at need in our community who are needing basic dental care. We also continue to run our Tuesday evening clinics for those experiencing dental pain and/or infection who are in need of an extraction. Both of these clinics benefit clients who cannot afford treatment in a regular clinic. At this time we continue to be the only free dental clinic in BC.

Through the support of our local dental community and contributions for dental suppliers we were able to achieve the following this year:

### **July 2010/June 2011 at a Glance**

1176 Client Visits	414.25 Volunteer Hours
\$233,814 in Restorative Services	\$79,049.53 MHSD Payments

### **July 2004 to June 2011 at a glance**

4037 Client Visits	\$924,166.00 in Services
2746 Volunteer Hours	

### **Companies that have donated (monies, materials and equipment)**

Patterson Dental	Ondin Bio Pharma	Members of Kelowna and District
Dental EZ Group	3M Espe	Dental Society
Progeny Dental	Colgate Palmolive	Schick Technologies
BC Dental Associations	Glaxo Smith Kline	Dr R Bentham
MEIA	Henry Schein	Hu Friedy
Nadean Burkett	As Arcona	GC America Inc
Ken Webster Group	Sinclair Dental	Discus Dental
VOCO Dental Materialas	Orthotech Dental Lab	Maxill Dental Ocean Pacific Dental
SciCan	Aurum Ceramic Lab	

Respectfully submitted  
Shirley Goebel  
Director Dental Services

## **Marketing and Communications Report**

2010 - 2011 has proven to be a very rewarding year in regards to community and media engagement and perception. This continues to highlight the good work and positive impact the Mission has on Kelowna, both for clients and for the community at large. Our positive message also helps to connect with volunteers who become our advocates.

Our involvement with the culinary profession grows, so too our relationship with schools of all levels and with affiliated groups. Many local churches are becoming more involved as Pastor Lester continues to speak at many Sunday services throughout the Okanagan.

### ***Some marketing and event highlights:***

**October** - Turkey Drive at Save on Foods. This event was very successful - over 200 turkeys and funds are donated. This was our first partnership with Save On Foods, and they were great to work with. We had assistance from St Joseph's Elementary. Their students raised money and helped at the event. They also made lovely 'horn of plenty' for the dining hall for our Thanksgiving Dinner.

**October** - Kelowna Farmer's Market - first partnership event day at the Kelowna Farmer's and Crafters market. Case workers helped to educate the public on the work they, and the Mission provide. Vendors at the Market donated goods for a 'raffle' basket. This extended to a weekly, and on-going pick up at the Farmer's Market of donated goods by vendors.

**October** - Thanksgiving Dinner - served 886 meals. North Glenmore Elementary students also provided decorations for the dining hall.

**November** - Stuff the Bus - the 4th Annual Stuff the Bus was held at WalMart. Donations packed full at bus! Raised awareness of the many layers of assistance and programs KGM offers.

**November** - Community and 3rd Party partnerships increased. Grant from Interior Health and Diabetes Society has helped to create our garden at the H2O community garden; Marketing and Business students from UBCO researched and prepared Thrift Store marketing analysis; Social Work and Nursing students worked with our clients.

**December** - Online donations increased, record number of meals served at Christmas.

**March** - 2nd Annual Stone Soup Chef. New cooler and freezer installed. Shaw TV coverage. Gala event held at The Delta Grand. While the funds raised were not as hoped, the awareness and media coverage, again, was substantial, raising the profile and awareness of not only our meals and kitchen needs, but our many services and programs.

**April** - Kelowna's Gospel Mission nominated for Volunteer Organization of the Year. Although we were not selected as recipient, we did receive a generous donation from Man of the Year, Thomas Budd. This nomination has served to increase our positive profile within business community.

Respectfully Submitted,  
Ami Catriona

## Gifts in Memory or Honor of:

Lindsay  
Ken Dalton  
Mrs Orn Knutson  
Heinz Knoedler  
Alice Cheyne  
Marlyn  
Cliff & Egon & George  
Bernie Arcand  
Atfike Tuchar  
James A. Stewart  
Ilse Greenwald  
Eric Davison and Tom Naito  
Jean & Don Miller  
Patrick Kimmitt  
Ken Dalton  
Jean Halik  
Elaine Robertson  
Lorraine Jefferies  
Rev. Albert Baldeo  
Ellen Elizabeth Knutson  
Rev. Dorothy Barker  
Norm Dmytruk  
Don B. Clark  
Barbara Joan Fedirchuk  
John Froese  
Mike  
John Froese  
E.K. (Jackie) Abney  
Norm Dmytruk  
Fleurette Bell (Paulette's mom)  
Jack Layton, M.P.  
Jessie Chisholm  
John & Dorothy Knorr  
Mr Vetter, who was a war  
veteran  
Karen Forster