



Building Community: Strengthening People

ANNUAL REPORT 2020/21

For Fiscal Year Ending March 31, 2021

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MESSAGE FROM THE BOARD

The last year has been one of contrasts, with staff continuing to adapt to the ongoing pandemic while planning for a future where it has passed. The board has seen the addition of a few new faces to our online meetings, and we're hopeful that we'll be able to meet in person in the coming months.

Turning Points' continued ability to adapt and manage the ongoing challenges of the pandemic is thanks to our dedicated staff. They have gone above and beyond to provide ongoing services to clients during this difficult year. Executive Director, Randene Wejr, charted a course through this pandemic that is unparalleled. She continued to empower the leadership team, who have stepped up to take on more responsibility. The leadership team has shown a tremendous ability to quickly implement ever-changing health directions and adapt to many other oddities that the year has brought. One perfect example of the staff's ability to move fast and effectively is when a small fire began in one of the temporary locations, they were able to relocate all of the clients from that location (beds and all) within a few hours. This is but one example of the stunning capability of the team.

Additionally, the staff continues to show the vision necessary to see the needs of the community (both current and in the future) and find ways for the organization to smartly grow to meet those needs. Whether it's seizing new opportunities for housing of clients or working with governmental institutions to bring funding to our community, the Turning Points team finds a way to make things happen. All of this ongoing, behind the scenes, work is why the board is excited for the organization's future and the future of our community.

Kevin Robertson

President, Turning Points Board of Directors

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MESSAGE FROM THE EXECUTIVE DIRECTOR

2020 was another challenging and rewarding year for Turning Points Collaborative Society and the folks that we serve. Our dedicated, committed and highly skilled staff members responded to the opioid and Covid-19 pandemics with the generous assistance of our community partners, BC Housing, Interior Health and the City of Vernon. During this time we have also expanded our service delivery area and we are working on housing projects from Summerland to north of Enderby. We have increased our housing stock significantly during the past year with the addition of six multi-suite houses in Vernon, 36 beds in West Kelowna, and 42 beds in Kelowna. We also added shelter to 75 people in our motel program in Vernon which we operate as housing first units. This program has been so successful that we anticipate funding for many more motel rooms will be announced this summer.

We have a disproportionate number of indigenous people who access our services and who have experienced intergenerational traumas as a result of colonization, residential schools and racism. We have committed significant resources the past couple of years to educating staff around the impact that these experiences have had on clients attending our services. This is not a one time 'training', this is a lifetime commitment for our entire organization to create a safe and inclusive culture that is generous, compassionate and adept at supporting people with these unique and devastating experiences. The Canadian Centre for Diversity and Inclusion and local indigenous leaders continue to be significant resources for our team, and we thank them for their generosity, knowledge and humility.

While we are thankfully starting to see that there might be an end to the Covid-19 pandemic, we continue to see no end in sight for the opioid pandemic. We continue to lose clients that we love and care for; families continue to lose their sons, daughters, parents, siblings. Substance use and mental health disorders continue to be stigmatized and people are shamed into hiding and dying as a result. We must continue to stand up and say that this is not acceptable! We must continue to advocate for acceptance, inclusion and compassion for those that are experiencing mental health and substance use disorders.



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The two pandemics have taken a toll on people working in this field and that includes the staff at Turning Points who continue to come in to work and serve/support clients all the while giving such a significant part of themselves to their role. It has been difficult for staff to take vacation during this past year and so many of them have worked significant overtime on top of this! I know this has been challenging for folks and we have continued to recruit additional staff in order to get them all some well deserved rest and relaxation. They are what makes TPCS such an incredible agency providing brilliant and compassionate services to all that show up at our doors. I thank them for that.

The leadership team has also worked so hard this past year and has provided such a significant contribution to our Covid responses, development projects and to our overall agency culture. This team makes my work so easy and it is sincerely a joy to be in the trenches with them. I thank them for their hard work, their dedication and their friendship.

Our Board of Directors has added a couple of key people to an already very strong governance group. The Board continues to support the work of the staff at the organization and lead us through ever changing times. The support that I receive from the Board is wise, generous, timely and always on point! I am so grateful for their guidance and support of the work that we all do.

Lastly, I want to thank the clients that put their trust in the work that we do at TPCS. They share their stories, experiences and lives with us. This is truly an honor, each and every time. Thank you.

Randene Wejr
Executive Director

WHO WE ARE

Turning Points Collaborative Society provides outreach, shelter services and various housing options and supports for vulnerable people experiencing, or at risk of experiencing, homelessness in the Okanagan. We also offer employment programs, addictions recovery programs and affordable housing options. We believe in the inherent dignity of the people we serve and seek to support them as the experts in their own lives.

Our society has operated in the Okanagan since 1957. We originally began as a John Howard Society, primarily focusing on case management for recently incarcerated men and women. The society eventually grew to include Howard House addictions recovery services, and long before 'social enterprise' was a recognized model, our organization was leading the way in establishing several successful social enterprises to provide meaningful employment for Howard House residents. Social Enterprise and Supportive housing is in our DNA.



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As a Non-Profit Society, we have grown over the years to include homeless outreach, shelter services, employment programs, and expanded addictions recovery programs. From Vernon to West Kelowna, Turning Points now operates 21 properties and 22 buildings, houses nearly 500 individuals per night, and employs almost 200 people. But perhaps, the most significant growth has happened since 2017 when our society sought new leadership under our new name Turning Points Collaborative Society.

In April of 2017 the Society's board and staff conducted a thorough evaluation of its programs, the gaps in services in our community, and the needs of the citizens we serve. We set a 4 year strategic plan that focuses on supporting community housing strategies, expanding community education and awareness, diversifying funding, and growth management. 2020 marks the end of this strategic plan and we believe we have made tremendous headway in meeting it's objectives.

Under Executive Director Randene Wejr's watchful leadership, with her eye for strategic planning and a passionate belief in the work we do, the organization has developed an infrastructure to confidently manage our continued growth.

TPCS has grown from 53 staff members in one community to almost 200 in multiple communities in the Okanagan. In that same period revenue has increased from 3 million to 10 million dollars from a diverse group of funders. This comprehensive growth strategy includes developing and supporting internal leaders, recruiting external professionals with specific and unique skill sets, establishing specialized and integrated departments, and strengthening our external partnerships. This very purposeful strategy has supported us in exponential growth over the past few years. We have been able to successfully adapt and respond to the needs of the communities we serve, while still providing very personal and direct services to the citizens we serve.

Highlights & Challenges:

2020/21 have been challenging years for many organizations, but they have also provided an opportunity to serve all of our communities in important ways.

Turning Points responded to the COVID 19 Pandemic both internally and externally. The society was quick to respond to emerging circumstances when the pandemic hit. We immediately developed an Operational Pandemic Continuity Plan which lays out the roles and responsibilities of directors, managers and front-line staff. The plan ensures staff are cross-trained in core business continuity functions, describes the phased recovery approach, details organization-wide sanitation practices, outlines staff client appointment protocols, and provides supporting documentation. Each of the society's buildings has a tailored COVID 19 Risk Mitigation Plan which provides guidelines to staff for

The society was quick to respond to emerging circumstances when the pandemic hit.



safe operations of each program and property. These risk mitigation plans consist of risk mitigation strategies, physical distancing and site management, employee policies and staff training, cleaning and sanitation, signage, outbreak mitigation and recovery, reference materials, site maps, facility touch-point cleaning protocols, staff and client health assessments and Occupational First Aid protocols during

the COVID 19 pandemic. All of the society's COVID 19 plans are reviewed as PHO orders change and are then amended as required.

In addition to putting the necessary protocols in place internally, the society has responded with support for vulnerable populations in our communities who have been affected by the pandemic, and for those who are at risk of serious complications should they contract COVID 19. In partnership with BC Housing, the society opened a COVID 19 response program in the Kelowna Best Western Hotel. This program is designed to support marginalized individuals who have contracted COVID 19. Our program staff continue to work closely with Interior Health to ensure the necessary supports are in place, including harm reduction supports. In Vernon, TPCS, in partnership with BC Housing, amalgamated two homeless shelters into one large facility to increase social distancing and sanitization capabilities. We also rented 80 hotel rooms across three motels to provide single occupancy living quarters for people at risk of serious health complications should they contract COVID 19. We've also worked closely with Interior Health to set up the vacant Our Place shelter as an emergency COVID 19 Response program should it be required. Additionally, we worked closely with Interior Health to provide vaccinations directly from Turning Points operated programs.



2021 marked a new beginning with the demolition of the original Howard House building.

2021 marked a new beginning with the demolition of the original Howard House building. This building held a lot of memories for the organization, but making way for a new supportive housing project (The Willows) on this property is an exciting step for us to meet the increasing and ongoing needs of our community.

Turning Points prides itself on being a trusted community partner and always seeks to be of service and support for marginalized and forgotten individuals in the communities we serve.

Mission Statement

Our organization is led and staffed by individuals passionately driven to be of service. Whether in administration or on the front lines, our staff is committed to our vision and mandate, and they ensure our core values are at the heart of the service we provide.

Our Mission: To promote and lead effective, just and humane responses to the causes and consequences of crime and poverty by working directly with individuals, service providers and the broader community.

Our Mandate:

To provide safe and supportive housing alternatives that meet the needs of people who are homeless, at risk of being homeless or who are marginally housed.

To promote the health and safety of our community through social development and public education activities.

To build and deliver programs and services to strengthen life skills and provide opportunities for people in need.

To develop and deliver programs and resources that provide a continuum of recovery services.

Our Vision:

Building community. Strengthening people.



Our Values:

People have the right to live in a safe and peaceful society as well as a responsibility to respect the law.

Every person has intrinsic value and has the right to be treated with dignity, equity, fairness and compassion, without discrimination.

Every person has the potential to become a responsible citizen.

Every person has the right and the responsibility to be informed about and involved in, the criminal justice process.

Justice is best served through measures that resolve conflicts, repair harm, and restore peaceful relations in society.

Independent, autonomous non-government voluntary organizations have a vital role in the criminal justice process.

Board of Directors

Our Board of Directors is a committed group. Their collective experience and impressive credentials provide keen oversight and strategic guidance to the Turning Points team.



Top Left to Right: Kevin Robertson – President, Linda Cross, Clint Kanester
Bottom Left to Right: Brynna Hambly, Rob Sawatzky – Vice President
Not Pictured: Cheryl Schmidt – Treasurer, Juliette Cunningham, Nicola Hodelet

Leadership Team

The Turning Points team draws on a deep pool of experience. All have a diverse background of knowledge, lived experience and understanding to provide the highest standard of service, to people in the greatest need, while building a strong and engaged community.



Pictured Left to Right: Shelley Kiefiuk - Director of Housing, Laurie Case - Director of Communications, Brad Houghton - Director of Addiction Services, Betty Lee Longstaff - Executive Assistant, Randene Wejr - Executive Director, Kelly Fehr - Director of Quality Assurance/Health & Safety, Lisa Church - Director of Human Resources, Alison Houweling – Mgr of Education and Community Programs, Tara Tschritter – Site Manager, West Kelowna Temporary Transitional Housing, Michele Tepper – Controller
Not Pictured: Kelly Denis - Site Manager Amalgamated Shelter Vernon, Betty Keding– Client Care Coordinator

Organizational Chart



ORGANIZATIONAL CHART

Board of Directors

EXECUTIVE DIRECTOR	Portfolio	Support Staff
Randene Wejr	Contract Management, Stakeholder Relationships, Project Development, Organizational Vision, Growth Management, Financial Oversight	Directors

Director	Portfolio	Support Staff
Controller , Michele Tepper,	Finance, Payroll & Benefits, Accounts Payable/Receivable	1 Payroll/Benefits Administrator, 1.5 Accounts Administrator, Managers
Director of Addiction Services , Brad Houghton,	Residential Treatment, Supportive Recovery Housing, Aftercare, Interventions, Family Program (AWARE)	Managers
Director of Communications , Laurie Case	Media Relations, Event Coordination, Social Media/Website, Community Engagement, Content Creation, Executive Team support	Managers
Director of Housing , Shelley Kiefluk	Supportive/ Subsidized/ Residential Tenancy/Affordable Housing, Emergency Shelters	Managers, Outreach Teams
Director of Human Resources , Lisa Church	Program Staff Development/ Implementation, Human Resources, Scheduling, Employer/Union Relations	1 Scheduler, Joint Labour Management Committee, CSSEA, Managers
Director of Quality Assurance/ Health & Safety , Kelly Fehr	Site Development/Implementation, Information Technology, Quality Assurance, Occupational Health & Safety	IT Contract, Joint Occupational Health & Safety Committee, Managers
Executive Assistant , Betty-Lee Longstaff,	Administrative Support for Executive Team	Managers

Manager	Portfolio	Region	Programs	Support Staff
Steve Braun	Addiction Services	Vernon	Bill's Place, Supportive Recovery, Haven Place, Aftercare, Family Program (AWARE)	1 Clinical Councilor, 4 RWs, 5+ PEERS
Brandy Mellows	Homeless/Housing Outreach, Affordable Housing & Covid-19 Response	Vernon	Pivot Housing, Motel Program, Homeless Outreach, Homeless Prevention	Vernon Outreach Teams
Vacant, filled by Dir of Housing	Affordable Housing & Supportive Housing	Vernon	Blair Apartments, My Place	1 PC, 13 RWs, 1.5 Cooks
Alison Houweling	Community Services & Education	Regional	Cammy Lafleur Clinic/Outreach, Health Navigation Outreach, PEERS program, Practicum program	1 PCs, 2 CSWs, 20+ PEERS
Kelly Dennis	Emergency Shelter Services	Vernon	Vernon Amalgamated Shelter	3 PCs, 10.5 Sr RWs, 14 RWs, 2.5 Cooks, Security contract
Vacant	Emergency Shelter Services	Vernon	Gateway Shelter – Closed due to Covid-19	3 PCs, 10.5 Sr RWs, 14 RWs, 2.5 Cooks
Vacant	Emergency Shelter Services	Vernon	Our Place Shelter – Closed due to Covid-19	3 PCs, 10.5 Sr RWs, 14 RWs, 2.5 Cooks
Caitlin McKenny	Emergency Shelter Services, Covid-19 Response	Kelowna	Richter Street Shelter	4 PCs, 10.5 Sr RWs, 18 RWs, Security contract, Food Services contract
Tara Tschritter	West Kelowna Programs	West Kelowna	Super 8 Interim Housing, Best Western Interim Housing, Outreach	2 Managers, 2.5 LPNs, 1 CSW, 8 RWs
Vacant, filled by Dir of QA/OH&S	Employment Services & Social Enterprise – Howard Industries	Vernon	Work BC, Janitorial contract, Delivery contract	2 Case Managers, Howard Industries staff
Kayla Kleidon	Interim Housing	West Kelowna	West Kelowna, Interim Housing	1 SW, 1PC, CSW, 10RWs, 1 Custodian
Candice Berry	Outreach	West Kelowna	Outreach Team	West Kelowna Outreach Team
Mark Maillet	Maintenance	Regional	Maintenance Department	1 PC, 1.5 Maintenance Workers, Contractors
Betty Keding	Staff Support	Regional	Staff supports, PEERS program	
Vacant	Supportive Housing	Vernon	The Crossings on 24 th – Under construction	1 PC, 12 RWs, 1.5 Cooks
Vacant	Supportive Housing	Vernon	The Willows at 43 rd – In planning stage	1 PC, 12 RWs, 1.5 Cooks

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STRATEGIC PLAN

Progress Report (2017-2020)

In 2017, the Board of Directors embarked on a comprehensive strategic planning session. Out of the session, three key themes emerged:

1. Support community housing strategies;
2. Expand community education and awareness;
3. Diversify funding to better support the people we serve and our community as a whole;
4. Growth Management (added to the Strategic Plan in January 2020)

SUPPORT COMMUNITY HOUSING STRATEGIES	City	Status	Notes
Emergency Shelter	Kelowna	Completed	Entered into an operating agreement with BC Housing for a 40 bed Emergency Shelter program – Richter Street Shelter
Hygiene Center	Kelowna	Completed	Entered into a development agreement with BC Housing to construct a Hygiene Center.
COVID-19 Response	Kelowna	Completed	Entered into an operating agreement with BC Housing for a 30 room COVID-19 isolation program.
COVID-19 Response	Kelowna	Completed	Entered into an operating agreement with BC Housing for a 40 bed Temporary Winter Shelter program – Welcome Inn
COVID-19 Response	Vernon	Completed	Entered into an operating agreement with BC Housing for a COVID-19 response program for at risk populations.
Temporary Bridge Housing	West Kelowna	Completed	Entered into an operating agreement with BC Housing for a 30 room Temporary Bridge Housing program – West Kelowna Temporary Bridge Housing
Interim Housing	West Kelowna	Completed	Entered into an operating agreement with BC Housing for a 40 bed Interim Housing program – West Kelowna Interim Housing.
Affordable Housing	Summerland	In progress	A 50 unit Affordable Housing program is in the planning stages.
Supportive Housing	Vernon	In progress	A 52 unit Supportive Housing program is in the planning stages – The Willows on 43rd
Supportive Housing	Vernon	In progress	A 52 unit Supportive Housing program is in the planning stages – The Crossings at 35th

EXPAND COMMUNITY EDUCATION AND AWARENESS	Status	Notes
Presentation topics included : <ul style="list-style-type: none"> History of the opioid crisis Overdose death demographics How to respond to an overdose Trauma Informed Care Mental Health disorders and stigma 	Completed	<ul style="list-style-type: none"> Armstrong Guardian Pharmacy Emterra Recycling Caliodiaon Collage Kelowna Community Collage Vernon Entrenched People Against Discrimination HIV Support Groups PEER Groups

DIVERSIFY FUNDING TO BETTER SUPPORT THE PEOPLE WE SERVE AND OUR COMMUNITY AS A WHOLE	City	Status	Notes
Assisted Living-Substance Use	Vernon	Completed	Entered into a service agreement with the Assisted Living Registry for a 9 bed substance use recovery facility – Haven Place
Second Stage Addiction Recovery	Enderby	In progress	A 9 unit Second Stage Addiction Recovery program is in the planning stages.

GROWTH MANAGEMENT	Status	Notes
Organizational Structure	Completed	<ul style="list-style-type: none"> Director of Human Resources – Implementation of an executive position. Director of Housing – Implementation of an executive position. This position oversees regional operations of the society's housing and shelter programs. Director of Addiction Services – Implementation of an executive position. This position oversees regional operations of the society's addiction recovery programs. Director of Communication – Implementation of an executive position. This position oversees regional operations of the society's communication and education strategies in concert with team leads. Manager of Community Programs & Education – Implementation of a management position. This position oversees non-housing community based programs and regional education initiatives.
Staff Training	Completed	<ul style="list-style-type: none"> Indigenous Ally Workshops – Facilitated by local indigenous leaders. Microsoft 365 Application Training – Facilitated by Dragon Training.
Staff Training	Ongoing	<ul style="list-style-type: none"> Cultural Competence – Facilitated by The Canadian Center for Diversity and Inclusion.

* grey = complete

FINANCIAL REPORT

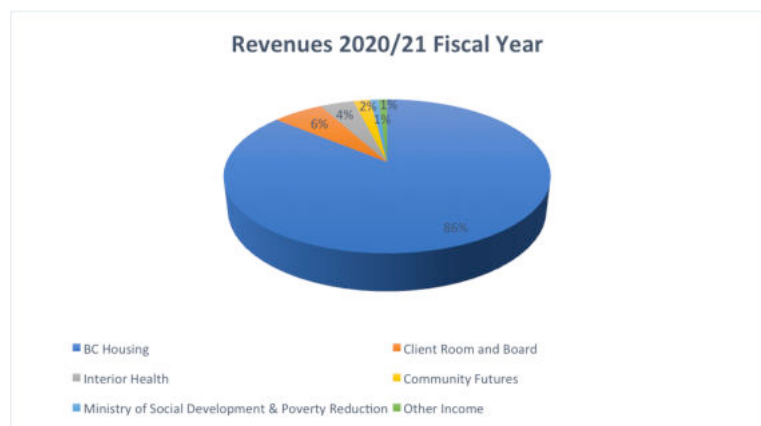
Turning Points is a registered non-profit society in British Columbia and a registered charity in Canada.

2021/22 was a year of significant growth for Turning Points Collaborative Society. Revenues increased by 69% primarily due to Covid related initiatives. The purchase of 6 additional houses allowed the society to increase the affordable housing inventory for the people that we serve.

The Society received funds from several different sources and has allocated them per the graphs below.

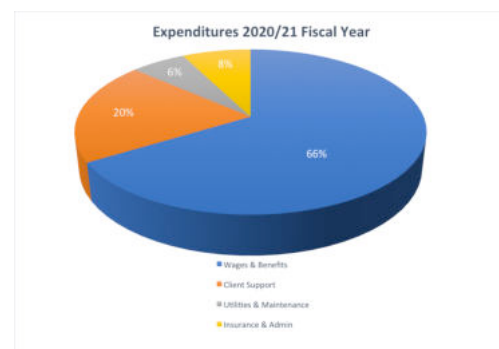
Revenues 2020/21 Fiscal Year

BC Housing	86%
Client Room & Board	6%
Interior Health	4%
Community Futures	2%
Ministry of Social Development & Poverty Reduction	1%
Other Income	1%
Total Revenue	100%



Expenditures 2020/21 Fiscal Year

Wages & Benefits	66%
Client Support	20%
Utilities & Maintenance	6%
Insurance & Admin	8%
Total Revenue	100%



Controller – Michele Tepper

COMMITTEES

Committees of the Board

The committees of the board assist in providing oversight and strategic guidance.

Finance Committee:

To provide monthly oversight of financial statements prior to Board meetings;

To assist with financial planning, especially regarding surplus assets;

To present approved financial documents to the Board of Directors at Board meetings;

meets monthly the day prior to Board meetings and meets in months when there is no Board meeting

Membership: Cheryl Schmidt, Kevin Robertson, Robert Sawatzky

Board Development/Nomination:

To provide ongoing evaluation and education for the Board;

To identify community members to fill Board vacancies:

Committee meets at least three times per year

Membership: Robert Sawatzky, Nicola Hodelet and Juliette Cunningham

Human Resources Committee:

To complete annual Executive Directors' evaluation;

To assist in the development of annual Executive Directors' workplan priorities:

Committee meets at least twice yearly

Membership: Kevin Robertson, Brynna Hambly, Linda Cross, Clint Kanester

Internal Committees

Our internal committees help keep our strategic plan on track and provide an opportunity to manage challenges utilizing a team approach.

Joint Occupational Health and Safety Committee

Staff Representatives: Kelly Fehr, Bob Crozier, Melody Irmén, Shaun Coulthard, Caitlin McKenny

Labour/Management Committee

Staff Representatives: Lisa Church, Randene Wejr, Kelly Fehr and Bob Crozier

Leadership Committee

Staff Representatives: Randene Wejr, Kelly Fehr, Shelley Kiefiuk, Brad Houghton, Lisa Church, Laurie Case, Michelle Tepper, Kelly Denis, Alison Houweling, Tara Tschritter, Betty Keding

External Committees

We collaborate with multiple partners in the communities we serve by leading or sitting on various external committees.

Coordinated Access Table (Provincial Supported Housing Coordination), Vernon Lead Agency

Staff Representatives: Shelley Kiefiuk, Kelly Denis

Community Advisory Committee (Provincial Supportive Recovery Services), Vernon Lead Agency

Staff Representative: Brad Houghton

COOL Team (multi-disciplinary/agency outreach team), Lead Agency

Staff Representative: Alison Houweling, Alternate Representative: Kelly Denis

Bi-annual homelessness census, Lead Agency

Staff Representative: Alison Houweling and Sarah Lillemo, Alternate Representative: Kelly Denis

Partners in Action (City of Vernon Collaborative Committee)

Staff Representative: Kelly Fehr

HART (Provincial Health)

Staff Representative: Sarah Lillemo, Alternate Representative: Alison Houweling

Homelessness Memorial, Coordination Committee

Staff Representative: Kelly Fehr

Emergency Food Action Network (Social Profit/Faith Community Collaborative):

Staff Representative: Kelly Fehr

ShareED Committee (Social Profit-Leadership Collaborative):

Staff Representative: Randene Wejr

Overdose Awareness Day, Committee:

Staff Representative: Alison Houweling

Sexual Assault Services Committee (Interior Health, RCMP, Social Profit Collaborative):

Staff Representative: Alison Houweling

Covid 19 Operators Meeting West Kelowna

Staff Representative: Tara Tschritter

Community Outreach Table West Kelowna

Staff Representative: Tara Tschritter

Community Shelter Table (West Kelowna)

Staff Representative: Tara Tschritter

Coordinated Access Table (Facilitated by BC Housing) West Kelowna

Staff Representative: Tara Tschritter

CENTRE FOR COMMUNITY COLLABORATION

The Centre for Community Collaboration was donated to the Society in 2015 by Mike and Beverly Davies. Their vision was to establish a place where community social services could collaborate to support those in need. As such, the Centre actively works to bring municipal/provincial/federal bodies, service providers, philanthropists, local businesses and residents together to create a healthy community in Vernon.



In addition to being home to Turning Points' head office and administration, the Centre also serves as an important community hub, providing meeting space to a number of community-focused committees and groups including:

- Coordinated Access Table
- Community Advisory Committee
- COOL Team
- Bi-annual homelessness census
- HIV Support Network
- Vernon Entrenched People Against Discrimination

PROPERTY LISTINGS

Below is a listing of all properties operated by Turning Points Collaborative Society. Our properties include supportive housing, affordable housing, addiction treatment programs, shelter services, pivot housing, temporary housing, community spaces, and hotel relationships to provide interim housing.

Name of Property	Location	# of Bldgs	Years owned or Leased	# of Units	Program Participant Served	Support Services Offered
CENTER FOR COMMUNITY COLLABORATION	#102 3301 24 Ave, Vernon, BC	1	6	Non Res	Administrative offices and meeting space	Social Enterprise; Peer Meeting Space
BILL'S PLACE, ADDICTION TREATMENT PROGRAM	2504 43 Ave, Vernon, BC	2	9	19	Adults seeking substance use treatment. Families of substance use clients	Intervention Services; Family Support Program; Treatment Aftercare; Stage 1 Treatment; Supportive Recovery Housing; Counselling; Case Management, Referral Services; Client Meeting Transportation
BILL'S PLACE, ADDICTION TREATMENT PROGRAM (HAVEN PLACE)	2500 43 Ave, Vernon, BC	1	3	9	Adults seeking substance use treatment. Families of substance use clients	Intervention Services; Family Support Program; Treatment Aftercare; Stage 1 Treatment; Stage 2 Treatment; Counselling; Case Management, Referral Services; Client Meeting Transportation
OUR PLACE, EMERGENCY SHELTER	2307 43 St, Vernon, BC	1	2	0	Adults experiencing homelessness	Closed to housing due to COVID but used for maintenance, kitchen facilities and meetings
GATEWAY, SUPPORT SERVICES	2800 33 St, Vernon, BC	1	13	Non Res	Adults experiencing homelessness or are at risk of homelessness; People with multiple barriers to employment; People with blood-borne pathogens or at risk of contracting blood borne pathogens; Peer groups in need of meeting space	Work BC Employment Services; Homeless Outreach Program; Homeless Prevention Program; Health Navigation Outreach; Cammy LaFleur Clinic (Blood-Borne Pathogen Education & Outreach); Counselling; Case Management, Referral Services, Client Meeting Transportation; Peer Meeting Space

Name of Property	Location	# of Bldgs	Years owned or Leased	# of Units	Program Participant Served	Support Services Offered
VERNON AMALGAMATED SHELTER	2506 37 St, Vernon, BC	1	1	86	Adults experiencing homelessness	Emergency Shelter; Counselling; Meal Services, Case Management, Referral Services; Client Meeting Transportation; Peer Meeting Space; Overdose Prevention Program
VERNON MOTEL, EMERGENCY SHELTER	PROVIDED AS REQUIRED	1	1	37	Adults experiencing homelessness	Emergency Shelter; Counselling; Meal Services, Case Management, Referral Services; Client Meeting Transportation
VERNON MOTEL, EMERGENCY SHELTER	PROVIDED AS REQUIRED	1	1	26	Adults experiencing homelessness	Emergency Shelter; Counselling; Meal Services, Case Management, Referral Services; Client Meeting Transportation
TEMPORARY TRANSITIONAL HOUSING	PROVIDED AS REQUIRED	1	1	32 + 4 for Covid isolation	Adults experiencing homelessness	Interim Housing; Counselling; Meal Services, Case Management, Referral Services; Client Meeting Transportation; Peer Meeting Space; Overdose Prevention Program; Nurse/Medical Support
EMERGENCY SHELTER: COVID 19 RESPONSE	PROVIDED AS REQUIRED	1	1	18	Adults experiencing homelessness; Adults who are COVID 19 positive or suspected of being COVID 19 positive	Emergency Shelter/Isolation; Counselling; Meal Services, Case Management, Referral Services; Overdose Prevention Program
BLAIR APARTMENTS, AFFORDABLE HOUSING	3000 28 th Ave, Vernon BC	1	3	39	People who meet the income threshold for affordable housing	Affordable Housing; Counselling; Case Management, Referral Services; Client Meeting Transportation; Peer Meeting Space
MY PLACE, SUPPORTIVE HOUSING	2600 35 St, Vernon, BC	1	3	52	Adults experiencing homelessness and are vetted through the Vulnerability Assessment Tool	Supportive Housing; Counselling; Meal Services, Case Management, Referral Services; Client Meeting Transportation; Peer Meeting Space; Overdose Prevention Program
RICHTER STREET, EMERGENCY SHELTER	1083 Richter Street, Kelowna BC	1	1	40	Adults experiencing homelessness	Emergency Shelter; Counselling; Meal Services, Case Management, Referral Services; Client Meeting Transportation; Peer Meeting Space; Overdose Prevention Program
VERNON MOTEL	PROVIDED AS REQUIRED	1	1	28	Adults experiencing homelessness	Emergency Shelter; Counselling; Meal Services, Case Management, Referral Services; Client Meeting Transportation
PIVOT HOUSING	PROVIDED AS REQUIRED	1	1	10	People who meet the income threshold for affordable housing	Affordable Housing; Counselling; Case Management, Referral Services; Client Meeting Transportation
PIVOT HOUSING	PROVIDED AS REQUIRED	1	1	4	People who meet the income threshold for affordable housing	Affordable Housing; Counselling; Case Management, Referral Services; Client Meeting Transportation

Name of Property	Location	# of Bldgs	Years owned or Leased	# of Units	Program Participant Served	Support Services Offered
PIVOT HOUSING	PROVIDED AS REQUIRED	1	1	9	People who meet the income threshold for affordable housing	Affordable Housing; Counselling; Case Management, Referral Services; Client Meeting Transportation
PIVOT HOUSING	PROVIDED AS REQUIRED	1	1	7	People who meet the income threshold for affordable housing	Affordable Housing; Counselling; Case Management, Referral Services; Client Meeting Transportation
PIVOT HOUSING	PROVIDED AS REQUIRED	1	1	6	People who meet the income threshold for affordable housing	Affordable Housing; Counselling; Case Management, Referral Services; Client Meeting Transportation
PIVOT HOUSING	PROVIDED AS REQUIRED	1	1	5	People who meet the income threshold for affordable housing	Affordable Housing; Counselling; Case Management, Referral Services; Client Meeting Transportation

TOTAL 21 properties, 22 buildings, 427 Units

PROGRAM SUMMARIES



Not every client will need every service we provide, but by providing a full complement of programs along a Continuum of Care, we can meet people where they are and offer a positive route to success.

Outreach Services

CAMMY LAFLEUR OUTREACH PROGRAM – VERNON 2800, 33rd Street, Vernon (Gateway Services Building)

The Cammy LaFleur Outreach Program is designed to improve people's health and prevent the transmission of blood-borne pathogens, decrease or prevent infections, and support people at risk of, or who have, blood-borne pathogens and/or infections.

The program's mandate is to assist people in becoming stable, safer, healthier, heard and supported. To accomplish this, numerous services are provided including outreach, in-reach to shelter sites, community education, stigma reduction, and peer empowerment as well as ongoing collaboration with the HIV outreach nurse, the OAT (Opioid Antagonist Therapy) nurse, Interior Health MHSU (Mental Health and Substance Use), the Ministry of Social Development and Poverty Reduction and several other community organizations.

Outreach services are provided in Vernon, Enderby, Armstrong, Lumby and Cherryville. Harm Reduction deliveries and related supports can be coordinated for Enderby, Armstrong, Lumby and Cherryville.

This program is named after the late local activist and humanitarian Cammy LaFleur.



Operating hours:

- The fixed site is open 1-3 pm Monday – Friday.
- The shower program is open from 9 – 11am Tuesdays and Thursdays (toiletries and towels are provided)
- Drug testing is available from 1 – 3pm on Tuesdays (in collaboration with UBCO HART)

Eligibility: Open to all genders and all ages.

Free Services Provided:

- harm reduction supplies
- sanitation supplies
- showers
- used clothing
- wound care
- health care
- health navigation
- case management
- HIV support group
- advocacy
- referrals
- other services/supplies as required.

Additional Information:

- This program works closely with community partners including the Lumby Health Unit, and the Guardian pharmacies in Armstrong and Enderby.
- This program supports a number of peer empowerment and pre-employment programs for service users including VEPAD (Vernon Entrenched People Against Discrimination).
- This program offers community education sessions on stigma, substance use disorders, criminalization of people with substance use disorders, harm reduction, poverty reduction, and human rights.

Registration: No registration required. Program participants maintain 100% anonymity when accessing services.

Program Coordinator: Sarah Lilemo

Challenges and Highlights:

- Established a robust peer employment program funded by the Community Action Committee. The Opioid Overdose strategy funds 5 passionate peers to bring their expertise to Cammy Lafleur's outreach and in-house programs.

- Facilitated the participation of local peers on attending the Knowledge Exchange Network, a province-wide opioid overdose prevention conference.
- Facilitated the Non-Violent Intervention Training for Peers in collaboration with BC Housing.
- Arranged monthly naloxone training and distribution at the Ministry for Social Innovation and Social Development during cheque day.
- Facilitated a bi-monthly virtual HIV support group. With the COVID pandemic, this group did not meet in person but got creative and funded 'skip the dishes' so people could still break bread together albeit virtually.
- Provide bi-weekly showers for outright homeless plus bagged lunches on Fridays (an identified gap in meal services for the homeless).
- Through a grant, provided funds for people to do their laundry at the local laundromat.
- Coordinated the Vernon Homeless Count in conjunction with the City Social Planner and other TPCS staff. Our partners noted that our homeless count involved the largest amount of peer workers across the province.
- Participated in the 'Cultivating Safe Space' workshop and continue to strive to create a culturally safer space.
- Participated in peer co-facilitated workshops on substance use disorders, stigma and harm reduction. These learnings are now incorporated into the employee orientations for Turning Points. Workshops include extensive naloxone training including unusual overdose presentations and how to respond. These trainings have also been presented to people residing within our services, local businesses within Vernon, the Discovery Community College and New Caledonian College.
- The COVID-19 pandemic has caused a disruption in drug supply and an increase in drug toxicity. We continue to advocate for a regulated and prescribed supply as part of a harm reduction strategy.

How this program continues to contribute to our strategic plan:

- *'Supporting community housing strategies'* In line with TPCS's housing strategy, we recognize that housing is a health issue. People who are housed can better address other issues in their lives. Working collaboratively with the other programs in TPCS, the clinic assists with health issues to help people get and keep housing. We feel this is integral to our mandate.
- *'Expanding community education and awareness'*. We are very excited to continue aligning our work with this strategic plan. We have developed workshops on substance use disorders & stigma, as well as extensive naloxone training. We are co-facilitating with people with lived experience and provide workshops to TPCS employees, services users and the greater community.

- *'Diversify our funding to better support the people we serve and our community as a whole.'* Our grants from the 'Compassion, Engagement, and Inclusion' initiative, the Overdose Response Community Action Team, Vernon City, and grants from the Interior Health Authority have funded people within our target population to do work that increases wellbeing for themselves, their peers and the community as a whole. Supporting and funding the causes and passions of the people we serve has made exponential improvements in their lives. Our intention is to continue applying for grants that directly benefit the people we serve and as a result, benefit the greater community.
-

OUTREACH WEST KELOWNA

Location: Roaming in West Kelowna.

The West Kelowna Outreach Team provides a continuum of service that begins with engagement at the street level and continues until clients are stable in housing and have strong financial and social supports in place.

This innovative program prioritizes homelessness prevention, shelter diversion, and rapid resolution. In other words, all services are designed to help people who are at risk of becoming homeless maintain (or find new) housing, to help those experiencing homelessness explore safe housing options within their own social networks, and to help those who are in currently in shelter find longer-term, sustainable, alternatives.

Operating Hours: 7 days a week 10 am to 6 pm

Eligibility: Open to anyone who is experiencing homelessness or housing insecurity. This program is gender and age-inclusive. No registration required.

Free Services Provided:

Outreach to those living rough:

- hot meals
- harm reduction and hygiene supplies
- outdoor clothing and survival gear
- case management - including referrals to supportive housing programs, transportation to appointments, and connection with income supports.

Peer support:

- residents of the temporary housing program are eligible to join our peer support program either as Peer Outreach Workers or as Peer Hotel Workers. This program provides training on how to support those who are currently experiencing homelessness
- work experience and ongoing support

Homelessness prevention:

- help getting to and from appointments with long-term supportive housing providers, market rental housing interviews, grocery shopping, court dates, moving etc.
- weekly and bi-weekly support for clients in long-term housing. This support continues until natural supports are in place. This continued support ensures clients do not cycle back into homelessness if housing is not suitable for any reason. Outreach workers can work with clients on address needs that make housing not sustainable including moving to alternate housing when needed

Outreach Manager: Candice Berry

Challenges and Highlights:

- West Kelowna Outreach services began at the brink of the Covid19 Pandemic. Four staff were boots on the ground, walking through all types of terrain to locate folks who had to leave the housing due to new public health guidelines (roommate situations, couch surfing, etc.). Staff provided folks a hot meal, water, harm reduction, weather supplies, and clothing if available. Our goal was to meet people where they were at to ensure their safety and food security during an unprecedented time.
- In May 2020, our Outreach team connected daily with approximately 28 folks living outside in West Kelowna and as we moved into the new year those numbers eventually reduced to 3 people living in tents and 3 people living in RV's. That's a decrease of 89% in just one year.
- Outreach provides case management and referrals to those individuals who are still outside. We also provide in home support program for individuals who have moved into housing from our programs, which is intended to prevent those folks from reintegrating back into homelessness.
- West Kelowna Turning Points has recently adopted a Prevention, Diversion and Rapid Resolution program:

Diversion:

Most of our clients are introduced to Turning Points' services through our outreach team. This team builds relationships with people living on the street and offers them support and supplies.

One of the most valuable forms of support the team offers is to empower clients to map their social networks in order to find opportunities for temporary shelter or even permanent housing. If housing opportunities are identified, clients are linked to other Turning Points programs in order to help them secure employment or other services that they need to build towards housing stability.

Essentially, the goal of these initial outreach activities is to divert clients away from the overburdened shelter system and towards housing opportunities with people they know. This

has the added benefit of helping them to develop social networks, which sets them up for long-term success as they take the next steps towards housing stability.

Rapid Resolution

If clients don't have temporary housing options in their social networks, then Turning Points typically offers them a bed in one of our shelters or interim housing facilities. While there, caseworkers help them determine next steps towards housing stability. Through this process, clients are helped to identify the key steps they need to take in order to obtain permanent shelter. These steps vary by client and can be anything from routinely washing their clothing to beginning a job search.

Prevention

Once clients have found permanent housing, our outreach team continues to work with them to ensure everything is running smoothly. We offer mediation services if they are facing challenges with their landlords, we take people to the food bank, we help people develop budgets, and we help people connect to their communities. These community connections are particularly important because they often play a vital role in preventing people from cycling back into homelessness.

- In essence, our West Kelowna programming is designed to empower people to take the steps necessary to move out of homelessness and then co-pilot them through the process!

HOMELESSNESS OUTREACH PROGRAM (NORTH OKANAGAN)

Location: 2800 33rd Street, Vernon B.C.

The Homelessness Outreach Program helps individuals and families who are homeless or experiencing housing insecurity secure housing. In order to do this, clients' needs are assessed and then they are connected to stable accommodation and appropriate services based on this assessment.

Operating hours: Monday to Friday, 8am – 4pm.

Eligibility: Anyone who is facing barriers to housing or experiencing homelessness and who is willing and motivated to work with HOP staff to find and maintain housing.

Free Services Provided: needs assessment, case management, referrals, and financial assistance for eligible clients.

Program Manager: Brandy Mellows

HOMELESSNESS PREVENTION PROGRAM (NORTH OKANAGAN)

Location: 2800 33rd Street, Vernon B.C.

The Homelessness Prevention Program supports individuals and families who are at risk of losing their housing. In order to do this, the program develops relationships with landlords, acts as mediators, and provides short-term financial subsidies to eligible clients. Services provided in Enderby, Lumby, Vernon, and Armstrong.

Operating hours: Monday to Friday, 8am – 4pm.

Eligibility: People who are at risk of becoming homeless and are in one, or more, of the following groups:

- First Nations, Metis, or Inuit people;
- Women who have experienced violence or are at risk of violence;
- Youth, including those leaving the care system; and/or
- People leaving the corrections and/or hospital systems

Free Services Provided: needs assessment, case management, referrals, and financial assistance for eligible clients.

Additional Information:

- All people accessing Homelessness Prevention Program services must provide proof of income and a tenancy agreement.
- Rental subsidies are made out to the client's landlord and are mailed or delivered to them directly.

Program Manager: Brandy Mellows

CLIENT CARE COORDINATOR & COMMUNITY SUPPORT WORKER

Turning Points has recognized that many of our clients get “stuck” without consistent and ongoing supports. This prevents them from accessing the services (both internal and external) that are available to them. The Client Care Coordinator and the Community Support Worker help these clients overcome the barriers they face to accessing services. They do this by providing mental health assessments, substance use assessments, counseling, support and advocacy services.

Turning Points has a part-time care coordinator and a full-time community support worker to help with this program.

Eligibility: Open to anyone over the age of 19 who is experiencing homelessness or housing insecurity.

Free services provided: Counseling, help filling out forms, mental health assessments, substance use assessments, information and referral services, and advocacy.

Client Care Coordinator – Betty Keding

Community Support Worker - Melissa Brown

Challenges and Highlights:

- This year during the pandemic was extremely busy for both our Client Care Coordinator and our Support worker. The access to services that is already challenging, became that much more difficult. But no matter what the challenge, our team is incredibly dedicated to seeing our clients get consistent and ongoing supports to help the access the services that are available to them.
- Everyday the team sees multiple clients facing a variety of barriers to services. They are currently working with several clients with substance use or mental health challenges, and others in cognitive decline.
- The team is also working with clients the require crisis intervention who often require immediate psychiatric, physical or mental health supports.
- The team spends hours every day getting clients into hospital, talking with psychiatrists, social workers, home health workers, etc.
- One success story that stands out to this small (and extremely effective team) is after spending hours in the hospital convincing a client with life threatening injuries to stay in hospital, that client ended up reconnecting with family and is now staying clean and sober.



Shelter Services

TEMPORARY AMALGAMATED SHELTER VERNON

Location: 2506 37th Street, Vernon

The Temporary Amalgamated Shelter provides temporary housing for individuals experiencing homelessness and was created to meet the needs of the community during the pandemic.

Turning Points' Gateway and Our Place shelters have temporarily moved to this Amalgamated Shelter space where the layout provides adequate space for 86 residents to practice physical distancing in compliance with provincial health guidelines. Numerous COVID safety protocols are in place to protect residents and reduce the risk of spread.



Temporary Amalgamated Shelter Vernon

Operating hours: 7 days a week, 24 hours a day.

Eligibility: Anyone over the age of 19 who is facing barriers to housing or experiencing homelessness.

In order to stay at the shelter, people must be willing to follow the house rules including no bullying and good neighbourliness. Amongst other things, good neighbourliness includes a willingness to participate in the upkeep and overall cleanliness of the indoor and outdoor space including the areas immediately surrounding the shelter.

Free Services Provided: While staying at the shelter, residents can access life skills training, employment programs, counselling, harm reduction supplies, 12-step groups, case planning, referrals, laundry, showers, meal services, health and legal services.

Additional Information:

- There are no fees to stay at the shelter.
- This facility is funded by BC Housing.

Registration: In-person registration takes place at 9 am, 11 am, 1 pm, 3 pm, and 6 pm. Registration is on a first-come, first-serve basis and is dependent on bed availability.

Site Manager: Kelly Denis

Challenges and Highlights:

- With the COVID19 pandemic taking hold early in the year, we were forced to adjust our shelter services in Vernon. Public health guidelines were released and we realized that our current facilities could not be adapted to allow for appropriate physical distancing. To provide this safety assurance for our clients, we vacated our spaces at Gateway Shelter and Our Place Shelter, and The City of Vernon helped us secure a spot from April to September in the Vernon Curling Rink Building. Here we hosted 86 people. Each client was given their own pod, which provided the necessary space to meet public health guidelines. As fall approached however, we were on the lookout for a new location. By the end of September, we were settled into our new location at 2506 37th St.
- Once we were settled in our new space, in partnership with Community Safe Policing, we completed community clean up three times a week. The clients enjoyed this. Castanet featured a story about the seniors in the area who recognized the importance of the cleanup our clients provided and how much it meant to them.



Kelly Denis for opening of Amalgamated Shelter Building

- We started a Borrow a Book Program, which has gone over well.
- In the next year we are hopeful that with COVID restrictions lessening we start up Well-briety, AA/NA meetings for those who want it. We also plan to get back to playing bingo, having games and movie nights, and working with clients to prepare them for housing, treatment or services. We are all looking forward to returning to a new normal.

RICHTER STREET SHELTER KELOWNA

Location: 1083 Richter Street, Kelowna

The Richter Street Shelter is an all-gender inclusive facility that houses up to 40 residents and provides temporary housing for individuals experiencing homelessness or housing insecurity. The facility was opened in January of 2021 as a temporary response to the increased need for shelter due to the COVID pandemic. The shelter's layout provides adequate space to practice social distancing, and numerous COVID safety protocols are in place to protect residents and reduce the risk of spread.



Richter Street Shelter Pods

Operating Hours: 7 days a week, 24 hours a day.

Eligibility: Anyone over the age of 19 who is facing barriers to housing or experiencing homelessness.

Everyone who stays at the shelter is expected to follow house rules including good neighbourliness. Amongst other things, good neighbourliness includes a willingness to participate in the upkeep and overall cleanliness of the indoor and outdoor space including the areas immediately surrounding the shelter.

Free Services Provided: While staying in the shelter residents can access case planning, referrals, as well as a resource room, laundry, showers, meal services, and harm reduction services.

Additional Information: There is no fee to stay at the shelter. This shelter is funded by BC Housing.

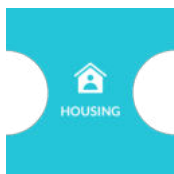
Registration: In person registration takes place at 10am, 4pm, and 9pm and is on a first come, first serve basis.

Site Manager: Caitlin McKenny

Challenges and Highlights:

- Shelter opened February 1st 2021 at 1083 Richter Street in Kelowna; it was a soft opening and we slowly transitioned in some of the most vulnerable members of the community.
- We conducted a neighbourhood walk about in the area immediately before opening and provided neighbours with our contact information should they have any concerns. We continue to respond quickly to concerns. Some active responses have been to increase security presence, and to increase the size and frequency of our perimeter sweeps to address loitering and garbage.

- In February the Okanagan experienced a significant cold snap and Richter Shelter offered up 8 emergency sleeping mats for the community that were utilized for a 5 day period.
 - In February-March we only operated for a total of 59 days and in that time:
 - We had a total of 2,230 stays of the 2,242 total beds
 - Of those total stays:
 - 1,483 were men
 - 651 were women
 - 96 were LGBTQ2+
-



Housing Services – Temporary Housing

TEMPORARY TRANSITIONAL HOUSING WEST KELOWNA

Location provided at registration



The Temporary Housing Program was set up in West Kelowna in May of 2020, and was created to meet the needs of the community during the COVID-19 pandemic. The goal was to reduce the number of people experiencing absolute homelessness and to decrease the number of folks living in shelter to allow for physical distancing.

The facility operates out of a hotel and functions as short-term transitional housing. Here we provide up to 36 people, who are at risk of homelessness,

with shelter. Numerous COVID-19 safety protocols are in place to protect the community and reduce the risk of spread, including physical distancing, and COVID-19 isolation rooms.

Since the inception of Turning Points Programming in West Kelowna we have worked hard to be innovative with our funding to ensure a continuum of services for the population we serve. We are able to benefit the community and those who reside in West Kelowna by ensuring accessible service provision no matter an individual's stage of readiness or the state of housing someone finds themselves in. Assertive case management and motivational interviewing techniques are used to assist clients who are ready to work towards independence to achieve their goals and obtain housing rapidly.

Location: Provided at registration

Operating hours: 7 days a week, 24 hours a day.

Eligibility: Anyone over the age of 19 who is facing barriers to housing or experiencing homelessness. To be eligible, individuals need to be willing to follow house rules, able to succeed in a hotel setting, and willing to work towards next steps in their lives.

Free Services Provided: While staying at the Temporary Transitional Housing Program in West Kelowna, residents can access life skills training, employment programs, counseling, harm reduction supplies, 12-step groups, case planning, referrals, laundry, showers, meal services, health and legal services.

Additional Information:

- There are no fees to stay at the Temporary Transitional Housing.
- This facility is funded by BC Housing.

Site Manager: Tara Tschritter

Challenges and Highlights:

Since the inception of this temporary housing program some of the outcomes we have achieved include:

- Helped 15 individuals obtain market housing
- Transitioned 14 individuals to long term supportive housing
- Reconnected 2 individuals to housing with family
- Transitioned two people to detox followed by long term addiction recovery programs
- Provided housing to 25 individuals who identify as First Nations. 8 of those individuals are members of the Westbank First Nation.
- The provision of nursing services in house has resulted in the ability to care for complex needs clients including those with Korsakoff's, HIV, end stage liver failure and many other challenging health concerns.
- In conjunction with the physician liaison we have completed and received approved disability applications for 10 residents, 3 are pending. One resident had been denied 5 times and another denied once. Staff completed the reconsideration with the doctor and it was approved which makes market housing more possible.
- Navigated the system to get CLBC supports for a 25 year old and had his PWD simplified application approved as well. He has met with his facilitator twice.
- 5 residents are undergoing treatment for Hep C
- Successfully housed 3 individuals were living in the community certified under the Mental Health Act.
- Connected 41 residents with GPs which significantly reduces costs at walk-ins and ER
- Connected 26 residents with the OAT and TIOAT programs (safe supply) which significantly decreases illicit substance use and the many negative impacts including overdose risk.
- 5 residents participate in peer work and are engaged, productive members of the housing community

Some of the program innovations we have developed include:

- At intake we utilize a tool called the Personal Outcome Recovery Measure (PROM). This tool measures feelings of happiness, safety, purpose, self esteem, drive, stress, sense of belonging and contentment. We repeat the questionnaire quarterly to measure the effectiveness of our programming on the wellbeing of the people we serve. Results of this

measurement allow us to adjust staff engagement, program offerings and service delivery to meet individual client needs.

- We utilize a peer based approach in our housing program. This has resulted in the following positive outcomes: reduce barriers to services by providing a more welcoming, safe and culturally responsive program experience; strengthened participant attachment to programming; exemplified a recovery orientation (not to be confused with abstinence from substances or sobriety) where everyone is supported to reach their full potential; created opportunities for employment for people with lived experience; and reduced stigma associated with people who experience homelessness. Our peer roles include: Substance Use Educators , Community Outreach workers, Facility Maintenance workers

As we are new to West Kelowna we have spent a significant amount of time establishing strong relationships with the multiple partners to foster a robust and successful service delivery model. These partners include (but are not limited to) West Kelowna Salvation Army, Westbank First Nations, City of West Kelowna, RCMP, Piers, West Kelowna Urgent Primary Care.

Housing Services – Supportive Housing

MY PLACE VERNON

Location: 2600 35th Street, Vernon BC.

My Place supportive housing program is a 52 bachelor unit apartment-style property that provides affordable and supported housing. Tenants are referred by local community agencies and include singles and couples.

Operating Hours: Monday to Friday, 8:30 am – 4:30 pm.

Eligibility: Anyone who is over the age of 19 and is low-income, in need of affordable and supportive housing, and able to live independently. All residents must also sign a good neighbour agreement, and be willing to be good tenants and good neighbours.

Free Services Provided: Proper meals and nutrition, self-care and hygiene reminders (if necessary), access to the Health Navigation Team. My Place residents have full access to all of Turning Points' programs and services. Referrals and assistance to community resources and programs are also provided.

Additional Information: Rent is an affordable set rate

Director of Housing: Shelley Kiefiuk



Challenges and Highlights:

- Over the last year My Place has had to make innumerable changes to comply with the Covid-19 restrictions. Many events were cancelled or put on hold due to social distancing requirements. Although residents have had to adjust to Covid restrictions, it has not dampened their spirits. Residents have participated in activities such as socially distanced pumpkin carving, which brightened the gardens with their ghoulish displays. Also, residents continued the My Place tradition of "Deck the Halls" last Christmas. Many residents participated in expressing their creative Christmas styles in the hallways and spread their Christmas cheer. My Place had a "Spring Cleaning" contest with the 2nd floor taking the win by cleaning their way to a Covid friendly pizza party lunch.



- Many of our residents are involved in the Peer program, which includes community outreach. Due to the changes and protocols with Covid-19, they have switched to in-house duties. Participants of the Peer program have been fantastic at cleaning and sanitizing the building to keep all the residents and staff safe during this upheaval.
- The one thing that has remained the same over the past year has been the hard work of our staff in working with the residents at My Place. Staff have ensured that residents were still connected to all the necessary community resources during the pandemic. Staff also understand the importance of completing in-depth individualized case plans with residents and helping them work toward positive change in their lives.



- This year has been like no other. Living through a global pandemic has put many things on hold at My Place, and even though residents have had to distance themselves from the outside world, the level of connection and caring for their neighbours has really blossomed within the My Place community. There is optimism for a return to normalcy, with the hope of having events and groups again soon at My Place.

MOTEL PROGRAM VERNON

3 Locations in Vernon

Our Motel Program is an important supportive housing option for our clients. We work with three sites in Vernon to assist clients who have various support needs and who are in immediate need of housing.

Turning Points staff are on-site to work closely with clients to help them maintain housing, connect with health staff, assist in housing and income assistance applications, and assist in the search for subsidized housing, supportive or market housing. Between these sites, we can accommodate singles, couples or families.

Within this program, we also manage our COVID-19 response program. Working closely with Interior Health's pandemic healthcare coordinator, and have specific rooms set aside for vulnerable individuals who need to isolate during the test result waiting periods or for quarantine periods.

Operating Hours: 7 days a week, 8:00 am – 4:30 pm.

Eligibility: Anyone 19 and older who is low-income and in need of affordable housing with supports. Clients must abide by motel rules and the basic tenets of being a respectful neighbour.

Free Services Provided: The Motel Program offers 3 meals a day, supports from staff, help with medical and dental appointments and case planning.

Additional Information: This program is funded through BC Housing.

Registration: We accept referrals from our local shelter staff, Homeless Prevention Program, Homeless Outreach Program, Cammy Lafleur Clinic and Interior Health.

Site Manager: Brandy Mellows

Challenges and Highlights:

With COVID coming on strong in February it was challenging to keep folks isolating, but the pandemic also helped us realize the amazing collaboration we have with Interior Health, medical health officers, MHSU and Income Assistance.

This program is allowing us to provide additional supportive housing options for folks in Vernon. Once in safe and secure housing this gives these individuals the opportunity to access supports and health care, to reconnect with family, and to even move on to longer term market housing:

- Some of the clients who had been sleeping rough for years are now housed with three meals a day with supports through this program.
- Some have accessed addiction treatment and are now in recovery.
- We have 80 clients in our hotel program, including 5 families with small children who now have a place to call home

- 7 hotel clients have moved into our Supportive Housing program My Place
- Many clients have moved on from this program into market rentals.
- Some clients have reconnected with their families and children since being in this program.
- Many clients are now on daily OAT (Opioid Antagonist Therapy).
- Many clients are receiving regular dental and medical treatments

THE CROSSINGS VERNON

Location: 35th Street, Vernon BC.

With construction expected to begin in the summer of 2021, this 52 unit supportive housing project will be a twin to the existing My Place building, which has been operating since July 2019. Together The Crossings and My Place will provide over 100 supportive homes for people experiencing homelessness in Vernon. Construction is expected to be complete before the end of 2022.

Housing Services – Affordable Housing

PIVOT PROPERTIES

Location: 6 locations in Vernon

Early in 2021, Turning Points secured the purchase of 6 separate properties to add to our stock of Affordable Housing units. In total these properties provide 23 individual rooms and 19 independent living bachelor units as affordable housing options in Vernon. These units provide a perfect option for individuals who are ready to transition out of supportive housing.

Eligibility: anyone who is over the age of 19 and is low-income, in need of affordable housing, and able to live independently. Both

singles and couples are eligible. All residents must also be willing to commit to being good tenants and good neighbours.

Free Services Provided: Pivot Property residents have access to all of Turning Points' programs and services. Referrals and assistance to community resources and programs are also provided.



Director of Housing Shelley Kiefiuk and the Maintenance team outside one the new Pivot Properties

Additional Information: rent is an affordable fixed rate.

Director of Housing: Shelley Kiefiuk

Challenges and Highlights:

- We are excited to bring these properties into our housing stock. We have some renovations and updates to do, but we know that these properties will provide much needed housing.
 - We plan to eventually dedicate one building to women only.
-

BLAIR APARTMENTS

Location: 3000 28th Avenue, Vernon, BC.

Blair Apartments is an affordable housing facility with 37 bachelor units and 2 one-bedroom units. Turning Points manages the property, and staff and tenants work together to maintain the common areas and the community garden.

Operating Hours: Monday to Friday, 8:30 am – 4:30 pm.

Eligibility: Anyone who is over the age of 19 who is low-income, in need of affordable housing, and able to live independently. Both singles and couples are eligible. All residents must also be willing to commit to being good tenants and good neighbours.

Free Services Provided: Blair Apartment residents have access to all of Turning Points' programs and services, including specialized counselling services and referrals. This includes referrals to the Homeless Outreach Provider Program, which helps tenants to transition to market housing. (add a link to HOP Program)

Additional Information: rent is an affordable fixed rate.

Site Staff: Candace Vey & Tim Vannice

Challenges and Highlights:

- We are proud of all of our tenants who have helped take care of one another during this stressful time - helping neighbours with things like grocery shopping, errands and providing overall emotional support.
- While the kitchen and common area have been closed, we have had the entire space repainted and reorganized this winter. We look forward to tenants being able to come in and cook again, socialize and receive a more private one on one support.



Resident tending the garden at Blair Apartments

- Windows were completed in February.
 - Garden has been very successful. People love to relax in the space and tell stories about times when they were young and in the garden with mom or dad, grandma or grandpa .
 - Garden consists of: 2 rows sweet corn, 2 rows carrots. 2 rows Yukon gold potatoes, 4 amazon sized tomato plants, 1 row green beans, hot peppers, rosemary, thyme, beet patch, radish patch, zucchini , chives, strawberries.
-



Addictions Recovery Services

Turning Points continues to provide effective services for both those struggling with addiction, and families affected by loved ones struggling in addiction. Addiction services within Turning Points continue to offer a therapeutic environment in which both men and women can be a part of a recovery community, focusing on their emotional, physical, psychological, and spiritual well-being. Referrals from Vernon Jubilee Hospital, Interior Health and Downtown Primary Care, Corrections, Shelters, Detox facilities, other treatment centers throughout BC, as well as referrals from potential clients themselves, continue to pour in each week.



BILL'S PLACE

Location: 2504 43rd Avenue, Vernon BC

Bill's Place is a 19 bed sober living community that provides people with a safe space to embark on the path of addiction recovery. Our programs are based on the Bio/Psycho/Social Model and 12 Step Model of Recovery, addressing the physical, mental, emotional and spiritual deterioration that occurs from the use of mood-altering chemicals and behaviors. Through abstinence combined with the help of other support groups, Bill's Place provides the structure necessary for residents to grow in their sobriety, and personal recovery.

Operating hours:

- Facility Hours: 7 days a week, 24 hours a day.
- Office hours: Monday to Friday, 8 – 5 pm.

Eligibility: Anyone over the age of 19, who is seeking recovery from mood-altering chemicals or behaviours. Applicants must be willing and motivated to change, and physically and mentally stable. Residents must also be willing to follow house rules (including good neighbourliness), participate in group therapy, and donate their time to help with household activities like meal preparation.

Services Provided: Accommodations, meals, access to aftercare programming, group therapy, case management, and access to all of Turning Points services.

Additional Information:

- This program has an affordable monthly fee that is based on participant income.

HAVEN PLACE

Location: 2504 43rd Avenue, Vernon BC

Haven Place Sober Living Program is a second stage recovery program for graduates of Turning Points' Bill's Place Addictions Recovery Program. This program helps participants reach a place of stability in order to get them ready for the next step in their recovery journey.

Location: 2500 43rd Avenue, Vernon BC

Operating hours:

- Facility Hours: 7 days a week, 24 hours a day
- Office hours: Monday to Friday, 8 – 5pm
-

Eligibility: Graduates of Bill's Place Sober Living Program who are seeking stable, interim housing, have a secure source of income, and are willing and motivated to work towards stability. Residents must also be willing to follow house rules (including good neighbourliness), participate in group therapy, and donate their time to help with household activities like meal preparation.

Services Included: Accommodations, meals, access to aftercare programming, group therapy, and access to all of Turning Points services.

Additional Information: This program has an affordable monthly fee that is based on participant income.

Director of Addiction Services: Brad Houghton

Leadership team for Bill's Place & Haven Place: Steve Braun, Filomena Alves, Ian Malcolm, Robert Ricard, Brian Payne, Brent Romanack. And Rhonda Martel is our "on site chef".

"Don't wait for things to change. The change you're waiting for will come from within you. Start to nurture yourself through each stage of your evolution, your spiritual growth. Waiting for things to change is a tiresome, irritating process. But embracing our own emotions and growth is exciting."

*An excerpt from a morning meditation reading
LOLG - Melody Beattie*



Every Saturday our staff takes residents on a hike, or into the woods, to get away for an afternoon.

Challenges and Highlights:

- We continue to enjoy our close working relationship with Interior Health, Downtown Primary Care, Vernon Jubilee Hospital, BC Corrections, and many other local Service Providers in our community.
 - We are able to continue offering services to anyone on assistance.
 - With the onset of the Covid 19 pandemic, we continue to operate at full capacity, while many other treatment providers were struggling to keep clients in their programs.
 - We always have a wait list for Bill's Place and Haven Place is almost always fully occupied.
 - The pandemic meant business as usual in many ways, but it also meant we weren't able to tap into new funding resources, and we had to work with fewer donations from community partners.
 - Director of Addiction Services, Brad Houghton writes: *My role with Turning Points Collaborative Society is one that I am so grateful for, and I'm reminded daily that I get to work doing something that I love. I'm also grateful to be a part of an amazing leadership team, sharing a passion and vision to care for others.*
-



Bill's Place



Haven Place



Employment Services

2800, 33rd Street, Vernon (Gateway Services Building)



In partnership with Community Futures of the North Okanagan, Turning Points delivers WorkBC One-to-One Employment Services to clients facing multiple barriers to employment.

The overall purpose of WorkBC is to help clients get work ready and reintegrated back into the work force. The program provides clients with various supports such as financial assistance, education and skills upgrading, short-term certificates, essential work clothing, essential work tools, and commuting.

Turning Points is subcontracted by Community Futures to assist with multi-barrier clientele. Turning Points' WorkBC program provides specialized support for people who are experiencing homelessness, substance use disorder, mental health challenges, and/or multiple barriers to employment. Our Case Managers meet the client where they are at, quite literally. Our team is mobile and can work from our supportive and affordable housing programs, from the shelters and addiction treatment programs, or from their permanent office at Gateway Services Building which is also home to our outreach clinic.

Operating Hours: Monday to Friday, 8:30 am – 4:30 pm

Eligibility: Any British Columbian over the age of 16 who is unemployed, seeking employment and legally eligible to work in BC.

Free Services Provided: access to job search resources, resume and cover letter support, case management, customized employment job search, Employability workshops, personal counselling services for employment readiness, and ongoing follow-up.

Financial supports like bus tickets, gas vouchers, essential work clothing, and essential work tools/supplies are also available to eligible clients.

Program Manager: Malmie Gunawardena

Community Education and Awareness

One of our key priorities as an organization, and a fundamental part of our strategic plan, is to raise awareness about the issues that impact our community's most vulnerable, like homelessness, the affordable housing crisis, and the challenges associated with substance use disorder. We also act as advocates for those in our community who are most impacted by these issues. In order to raise public awareness, advocate for our clients, and shape better social support systems, we offer educational presentations for service providers and sit on numerous social development committees and planning tables. We also seek to be a voice in the media and in the community to help educate the general public.

In order to increase community capacity to serve our clients, we offer workshops on the following topics: naloxone training, harm reduction supplies, needle stick injuries, substance use disorder.

Recent workshops:

- Vernon Library
- Interior Health
- New Caledonia College – Prince George
- Discovery Community College

An important part of our role as an organization is to make sure that key community stakeholders understand the barriers our clients face and the shifts in policy, legislation, and community planning that would be necessary to eliminate (or significantly reduce) those barriers.

What's more, 50+ years of experience has taught us that the best way to meet our clients' needs is to collaborate with other service providers, local governments, and even for-profit industries.

To accomplish these goals, we offer presentations to key community stakeholders and sit on/lead numerous community planning tables.

Recent Presentations:

- City of Vernon
- Community Safety Office
- Summer Safety Ambassadors
- City of Vernon Council
- Overdose Prevention Day
- Vernon Library
- Vernon Urgent Primary Care

Planning Tables:

- Coordinated Access Table(Provincial Supported Housing Coordination)Vernon *Lead Agency*
- Community Advisory Committee (Provincial Supportive Recovery Services) Vernon *Lead Agency*

- COOL Team(multi-disciplinary/agency outreach team), *Lead Agency*
- Bi-annual homelessness census, *Lead Agency*
- Vernon Recovery Day, *Lead Agency*
- Partners in Action(City of Vernon Collaborative Committee)
- HART(Provincial Health)
- Homelessness Memorial, Coordination Committee
- ShareED Committee(Social Profit-Leadership Collaborative)
- Overdose Awareness Day, Committee
- Sexual Assault Services Committee(Interior Health, RCMP, Social Profit Collaborative)
- COVID 19 Operators Meeting (West Kelowna)
- Community Outreach Table (West Kelowna)
- Community Shelter Table (West Kelowna)
- Coordinated Access Table (Facilitated by BC Housing) West Kelowna

Manager of Education and Community Programs - Alison Houweling
Director of Communications – Laurie Case

Challenges and Highlights:

2020/2021 was a year rife with uncertainties, and our education and community program goals were tailored to be fluid and responsive to the many changes in our community and our services.

- COVID 19 Pandemic: With the onset of the pandemic in March of 2020, there were a lot of unknowns. People were riveted to the news and the streets were quiet. Our objectives during this time were to bring the scientific facts to our residents and staff to ensure we were operating safely and appropriately. In conjunction with public health, we brought posters and education to employees and residents alike on the facts and research of the COVID-19 vaccines once they became available in early 2021. We then began to coordinate vaccine rollouts for all of our Vernon sites and staff. In the community, efforts began to bring this information to people without homes and to plan to host vaccine clinics at our homelessness service sites. This endeavor was a huge success and resulted in over 160 employees and service users receiving both vaccines (*part of 2021-2022 report*).
- Opioid Overdose Emergency: The increase in drug toxicity and increased overdoses, required Naloxone training that included education on the unusual overdose presentations we were seeing at our sites plus responding in a COVID-19 safer manner. Naloxone training is now incorporated into employee orientations and includes time for lots of questions.
- Stigma: The stigma experienced by people who access our services is ever present and exacts a devastating toll on their mental health. We continuously strive to develop workshops and education that increase understanding of the issues and elicit compassion from the general public. In this past year we developed a workshop on the Neurobiology of Substance Use Disorders and emphasized how this is a health issue. This workshop is co-facilitated with a person with lived experience who can bring his own knowledge and experiences to our employees and the public.

- PEER: With a robust peer (people with lived experience) employment program, we implemented pre-employment education on service, confidentiality and privacy, violence prevention, stigma, trauma-informed care and naloxone training. Over the past year we rolled out a community clean up program, a flower garden project, peer outreach programs and peer in-reach services. Peers also were trained to do the Homeless Count in partnership with Homeless Services Association of BC and we learned that across the province, our program had employed the most peers for the count.
 - Public Education: Educating our community is a passion we hold close to our hearts and with the increased acceptance of virtual classrooms we were able to expand our efforts ever further. This past year saw workshops delivered in Vernon, Kelowna and as far as Prince George and the Kootneys. We presented to college classes, other homeless service organizations, local businesses, and our own service users. Topics included Naloxone training, Harm Reduction, Understanding the Opioid Crisis and how we got here, Substance Use Disorders and Stigma. We also partnered with the Homeless Services Association of BC to present on 'COVID responses in the homeless sector.'
 - Communications: We brought a new Communications Director into the organization in January. Laurie Case has a unique set of skills and experience in this department, and brings a valuable outside perspective to the organization. She hit the ground running in January with managing the community awareness piece surrounding the opening of Richter Street shelter, and helped us revive our overall social media presence. One of her goals moving into the new fiscal year is to improve the functionality, clarity and user experience of our website. Her creative sensibilities and communications instincts will be an asset in building community relations and content for the organization.
-

RECOGNITION

Stories & Testimonials

Dave, Resident at the Amalgamated Shelter

"It's about us being addicts, kinda cleaning up after ourselves. I jumped for joy when I saw the chance to do that, to try to help change people's images of what a junkie is. What a junkie is first and foremost is a human being."

Dave's led a multifaceted life. He's a widower, a devoted father of three, and a former actor who was in almost a dozen movies in the eighties – including the first Police Academy! He's also faced a lot of challenges and obstacles. He was abused as a child, spent time in prison as a teenager, became involved with a gang as a young man, and struggles with homelessness, substance use disorder, and PTSD as an adult. But throughout his struggles, he's worked hard to be a good man - he studied social work in his twenties, opened his home up to at-risk youth for many years, and prides himself on helping others who are homeless.

Dave became homeless as a result of a surge in gun violence in his neighbourhood. In his words, "I was living in an area, and it got really crazy. Gunshots being fired through windows. One of my neighbours ran down the driveway with a gun to shoot some guy who was simply ploughing a driveway. I didn't feel safe there anymore." He moved out shortly after the incident and ended up in a series of bad living situations until finally, he became homeless.

His first experience with Turning Points was with Our Place shelter. The shelter provided him with a safe place to stay while he regrouped and worked through his trauma.

Dave says that Turning Points has provided "support emotionally, food and shelter" and that Turning Points' staff have talked to him about applying for the supportive housing facility that's being built across the street.

Dave says that one of the best things that Turning Points has done for him is to connect him with a job with Folks on Spokes. In his role, he "goes out and cleans up needles, and garbage, and cigarette butts..." He says his work lifts his spirits and that "it was kinda the perfect thing" for him. He's thrived in his position, and his nickname with the organization is "Mr. Reliable" because he's always there and he's always on time.

Dave finds his job rewarding because it allows him to contribute to his community, and in the future, he'd like to do more of that. Once he's stable and in supportive housing, he'd like to pursue youth work and write about his life experiences. But whatever he does, his "ultimate goal would be to reach as many people as [he] can and let them know they are loved."

Jessica, Current Haven Place Resident, former Bill's Place Resident

*"Bill's place helped me get to the bottom of my feelings
and why I was coping the way I was. They really helped me open up."*

Jessica is a proud mom of two who turned to drugs and alcohol as a way to cope with child abuse, domestic violence, and a lifetime's worth of unprocessed trauma.

The downward spiral that led her to Turning Points began about a year and a half ago when she found her partner collapsed on the floor after an overdose. She called the paramedics, and they managed to resuscitate him, but the trauma of seeing him that way drove her deeper into the throws of her own addiction. Within months she too had almost died of an overdose.

After her overdose, Jessica says that she "couldn't get any enjoyment out of [drugs] anymore." When she did take drugs, she no longer felt happy or joyful. In her words, "My addiction really brought me to my knees, and I had nowhere else to go. I had to come to treatment because I ran out of other options. Life took my addiction from me."

So she reached out to her now ex-partner, who had gotten sober and completed the Bill's Place Recovery Program and asked him to connect her with Bill's Place staff. She was admitted shortly after.

At first, she resisted the program, she felt uncomfortable, and she didn't like talking about her feelings. She even kept a tally on her wall to count down the days until she was finished the program. But she says that on day forty-three, she "broke down and surrendered to the process."

She realized that "suppressing [her] feelings was what was making [her] sick" and that the only way to get better was to open up.

Soon she came to value and appreciate the five weekly "Feelings" (group therapy) classes. She says that talking about things with others has brought her healing.

When she graduated from Bill's Place, she decided to register in the Haven Place second-stage recovery program. She says that, while Bill's Place is very intense and "like emotional surgery," Haven place "is calmer, not so structured," and gives her the freedom to continue to work on herself while still having the support she needs.

The two programs have helped Jessica get into a great mind space, and she feels optimistic about her future. In her words, "I feel like I'm finally living my true purpose, I'm really grateful today, and I'm full of love."

Jessica is currently taking some time to reconnect with her kids and plan for the future. She's also recently signed up for a Yoga Teacher Training course.

She says she's "excited to see what life has in store" for her.

Lisa*¹, Peer Outreach Worker

"I feel like I have a reason to get up in the morning and do something, because somebody needs me, maybe I need them too, I don't know."

A decade ago, Lisa was a busy mother of four with a full-time job. Her life took a turn after she was injured, and began taking Oxycodone to cope with the pain. She soon developed a dependency. As the years passed, her addiction worsened, and she lost her job, custody of her children, and her home.

Lisa's first experience with Turning Points was when one of our outreach workers approached her with water and the opportunity to get an HIV test. She says the experience was "quick and painless," and since, the Cammy Lafleur outreach clinic has been a big part of her life.

Lisa says that outreach is important because without it, "...a little bit of hope gets taken away and people get desperate..." when this happens, it gets more dangerous on the street and property crime increases. She also says that there is a great deal of respect for those who do outreach because "...they take the time to come out."

When Lisa was assaulted a year and a half ago, she needed a safe place to stay to heal, so she moved into one of the motels from the Turning Points Vernon Motel Program.

A few months later, she was approached by Sarah Lillemo, the Harm Reduction Program Coordinator with the Cammy LaFleur Outreach Program, who asked if she wanted to become a Peer Outreach Worker.

Lisa says that agreeing to take the role changed her life. It gave her a sense of purpose and helped her get out of her shell. In her words, "I wouldn't come out of my room before, but then I started going out on my own because I was going to work. I'm not stuck in my room anymore. I don't have to stay inside and shut that door and make sure it's locked."

Lisa enjoyed the role of Peer Outreach Worker so much that she decided to take on a second role as Wellness Checker for Turning Points' Vernon Motel Program.

In both her roles, Lisa saves lives! Whether it's helping those in the motel as a Wellness Checker or helping those on the street, or at the Cammy Lafleur Outreach clinic, as Peer Outreach Worker. Lisa is constantly making sure that her peers are safe and cared for. She distributes harm reduction supplies, water, and sometimes treats (which she purchases herself) and routinely checks on her peers to make sure they haven't overdosed.

Through the Peer Outreach program Lisa has been able to develop skills, gain a sense of purpose, and help others. She feels deeply fulfilled by the role and says it's given her confidence back and that she "...wouldn't trade it for the world!"

¹ Pseudonym

Anonymous Testimonials

“My overall experience at BP was AMAZING! I was asked what I hoped to gain in coming here? My answer was “I desperately want my life back, and I want to know why I do what I do”. I got my answers, and I got my life back... 10 fold! I have also reconnected with my spirituality which I’d lost”

“The time I spent at BP was awesome!! Best thing I’ve ever done for myself aside from quitting drinking, which wouldn’t have happened had I not come to BP. It absolutely saved my life! I learned so much about myself, others, and alcoholism and addiction. Going to BP is the BEST thing you could ever do for yourself”. DT

“My experience at Bill’s Place changed my life! I went from a self-loathing, suicidal victim of my own circumstances, to loving life again, and learning to love myself”. MS

“I am writing this letter in the warmth and comfort of the house where I live with 5 other people (my home). I came into the first stage of the program at Bill’s from the amalgamated shelter, and was desperate. Through hard work and perseverance I finished the first stage and was able to move over to the second stage housing on site, where I’ve been able to continue to grow in my program close to the support and my peers, in a place that I feel is safe and take pride in. There is a lot of action through people who volunteer and through generous donations that make it all possible. From the food that I eat, the vehicles that are available for appointments and outings, to the bed that I sleep in and the room in the house that I reside... I am so grateful for everyone involved both in the forefront and behind the scenes that have enabled me to build a solid foundation in my recovery journey. Today I am 6 months clean and sober - 200 days today – and am doing my part to show others that it’s possible if a person wants it, and is willing to do the work. Thank you to all who have been a part of my recovery journey, as I trudge the road to happy destiny.” RP

“I am so amazed with the changes in “David”. He seems so calm and insightful now. Each day I talk to him, he is that much more positive. I have waited so long to have a relationship like this with my son. He is such a different person now, and the future is looking so bright and positive for him. He even talks about how he’s feeling! I am so proud of how far he’s come, it’s hard to put into words how thankful we are for you all at Bill’s Place. All I can say really, is thanks!” David’s mom

Community Support

We are so grateful for the community support we receive. The strength of our organization is in a large part due to the relationships we have cultivated within the community. We are proud and humbled to include these letters of support.



May 12, 2021

Turning Points Collaborative Society
102-3301 24th Avenue
Vernon BC V1T 9S8

To Whom it May Concern,

It is my pleasure to write in support of Turning Points Collaborative Society (TPCS) and act as a general reference for their capacity and trustworthiness as a partner.

TPCS have demonstrated they are a capable and trusted community partner working hard to build and deliver programs and services to people who are homeless and people with substance use disorder. They provide safe and supportive housing alternatives that meet the needs of people who are homeless, at risk of being homeless, or who are marginally housed, including My Place (the first supported housing units to be funded in Vernon). They also host a variety of harm reduction programs including the Cammy LaFleur Street Clinic, Haven Place Sober Living Program, and Bill's Place Supported Recovery Housing Program. TPCS offer a wide range of health services, social programs, housing options and make sure the programs and services are tailored to the individual's needs.

The Social Planning Council for the North Okanagan is the host organization for both the Partners in Action Committee and the Vernon CAT and is overseeing the implementation of Vernon's Homelessness and Housing Strategy as well as Vernon's Harm Reduction/Opioid Crisis Strategy. TPCS has excellent relationships within the community of Vernon and provides strong leadership, working to achieve a healthy, sustainable community. They are a key member of the Partners in Action Committee and the Vernon CAT (known as the HART Committee) and have been instrumental in ensuring peers are actively involved and fully supported to take part in both committees. They also hold the HART contract for the community's Peer Outreach Program and Indigenous Peer Outreach Program.

The Social Planning Council North Okanagan lends strong support to any projects that TPCS is considering. They are a trusted partner and deliver a high quality of programming.

Sincerely,

A handwritten signature in black ink, appearing to read "A Sharkey".

Annette Sharkey
Executive Director

A decorative graphic in the bottom right corner consisting of several overlapping circles in shades of blue, orange, green, and yellow, creating a dynamic, abstract pattern.

socialplanning.ca



City of West Kelowna
2760 Cameron Road, West Kelowna, British Columbia V1Z 2T6
Tel (778) 797 1000 Fax (778) 797 1001

May 20, 2021
To Whom It May Concern;

On behalf on the City of West Kelowna, it is my pleasure to provide a Letter of Support for Turning Points Collaborative Society.

Since embarking on providing services in our community in early 2020, Turning Points has supported the significant decrease in individuals experiencing absolute homelessness by way of their outreach services and temporary housing project.

Turning Points has been able to create an environment where focus can be shifted from a reactive response to a proactive response. This allows their services to connect with individuals who are experiencing “hidden homelessness” or who are precariously housed. This work is critical to preventing the experience of homelessness before it starts, and ensuring that more people are saved from the traumatic events of losing their shelter completely. Turning Points has been able to divert shelter resources to case management and meal provision programming, as well as support those who have found housing to maintain it, through on-going housing stability case management.

Since arriving in West Kelowna, Turning Points has demonstrated that they take great pride in our community, by being proactive in addressing issues, engaging with their neighbours, and hiring security to ensure the safety of all. They have taken the initiative to start up a regular block clean up, to do their part in enhancing their surrounding area.

The City of West Kelowna continues to be impressed with the work that Turning Points is doing to support our community’s most vulnerable individuals. Their collaboration with other non-profits and funders has been wonderful to witness, and we are thankful for their arrival in our City. We look forward to continue to work alongside this agency, and embark on new projects together.

Please do not hesitate to reach out if you have any questions or concerns.

Kind Regards,

A handwritten signature in cursive script that reads "J. Kanters".

Jen Kanters
Community Support Specialist

www.westkelownacity.ca



Vernon & District Community Land Trust Society



May 20, 2021

Via email: shelley@turnningpoints.ngo

Shelley Kiefiuk
Director of Housing
Turning Points Collaborative Society
#102 – 3301 24th Avenue
Vernon, BC V1T 9S8

Dear Shelley,

It is with great pleasure that I write this letter of support for Turning Points Collaborative Society.

The Vernon & District Community Land Trust Society's building called Creekside Village, independent seniors housing welcomed our neighbours, My Place in July of 2019. Initially, however, there was some trepidation from the tenants but those thoughts were quickly turned around when it was clear that what the team from Turning Points was bringing to the neighbourhood far surpassed any negative perceptions.

Creekside Village has a bird's eye view of watching the success stories unfold, seeing the crime rate in the neighbourhood go down, creating friendships with neighbours, most of whom have a genuine caring about the nearby community. Whatever their circumstances were before, the tenants who call My Place home show pride in their surroundings.

Having a safe haven for people experiencing homelessness is just a fraction of what the team at Turning Points is doing for our community and wouldn't it be wonderful to envision a world where no one would ever have to experience homelessness.

Thank you for being great neighbours and for caring about the vulnerable citizens in our community. You have the full support of Vernon & District Community Land Trust Society and hope you are successful in providing enough supportive housing to eliminate the ever-growing wait list.

Sincerely,

Cindy Masters
Executive Director

www.communitylandtrust.ca
Creekside Village ~ 3502 27th Avenue, Vernon, BC V1T 7A1

21 May 2021

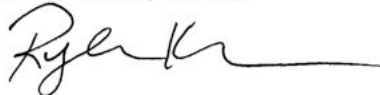
To Whom It May Concern,

Westbank First Nation has been privileged to work with the Turning Points Collaborative Society (TCPS) throughout the Covid-19 pandemic. During this time, TCPS has consistently demonstrated they are a capable and trusted community partner, working hard to build and deliver programs and services for people experiencing homeless. They provide safe and supportive housing alternatives that meet the needs of people who are homeless, at risk of being homeless, or who are marginally housed. In addition to their regular programming, they have provided pandemic response programs in multiple communities throughout the Central Okanagan over the past year.

The inception of Turning Points Collaborative Society's COVID Response Outreach and Hotel programs in West Kelowna, has led to a marked decrease in the number of people experiencing absolute homelessness on and off the Westbank First Nation Reserve. The TPCS team has proven they value collaboration by working closely with Westbank First Nation to prioritize urgent needs and move band members from the streets into safe, temporary housing. Many of these members continue to benefit from the assistance of TPCS in securing more permanent shelters to meet their needs. This has enabled WFN members to engage in the next steps required to continue improving their lives and the lives of their families.

Turning Points Collaborative Society are noted to be key members of the West Kelowna Coordinated Access Team, representing shelter, temporary housing and outreach services in the West Kelowna community. Their team has provided high quality programming and support to the most at-risk members of the Westbank First Nation and West Kelowna communities. Westbank First Nation looks forward to continuing to partner with TPCS on any current and future projects deemed vital in tackling homelessness in our community. Collaboration is key to addressing all facets of this complex social issue and Westbank First Nation is honoured to have access to this program.

Thank you | way' limlāmt



Rylan Kerber – Sr Manager Health & Wellness



COMPASSION, INCLUSION, AND ENGAGEMENT

Letter of Support for Turning Points Collaborative Society

To whom it may concern:

May 19, 2021

We are writing this letter in support of the Turning Points Collaborative Society based on work that we have done together since 2019. The Compassion, Inclusion and Engagement (CIE) initiative is a partnership between the First Nations Health Authority and the BC Centre for Disease Control. We have been working with communities across the province since 2015 to host dialogues between service providers and PWLLE (people with lived and living experience of substance use) to challenge stigma, improve harm reduction services and bridge capacity between communities and healthcare services.

Turning Points Collaborative Society has hosted CIE for several capacity building opportunities for PWLLE in the community of Vernon. These opportunities have focused on building the capacity of PWLLE in the community to self organize, advocate for PWLLE priorities, engage in community dialogue and planning activities, and operate in culturally safe ways. In our experience, we have observed that an important element in the early success of community based PWLLE advocacy and self organizing is often the support of an anchor organization. The nature of this support is also important as it must acknowledge the autonomy of PWLLE group members and support their activities with humility and respect. Turning Points Collaborative Society has been exemplary in the way that they have supported PWLLE to self organize while advocating for their inclusion in the community. It is abundantly clear that they truly are driven by the values that guide their organization including the right of people to be treated with dignity, fairness and respect and a focus on equity, compassion, and inclusion.

Our experiences working with Turning Points Collaborative Society have been extremely positive and we have witnessed the positive impacts their support has had on PWLLE in the community of Vernon. Community members have shared with us how the experience of being heard and valued has been life changing and given them purpose. We have been privileged to have been able to contribute to their work and whole heartedly endorse their application.

Sincerely,
The CIE Team

Sally Maguet

Charlene Burmeister

Marnie Scow

Laura Moore



community partners
providing life skills,
advocacy and
employment services

May 17, 2021

To Whom it May Concern,

It is my pleasure to write in support of Turning Points Collaborative Society (TCPS) and act as a general reference for their capacity, expertise and trustworthiness as a partner. TCPS have demonstrated that they are a capable and trusted community partner working hard to build and deliver programs and services for community members experiencing homelessness. They provide safe and supportive housing alternatives that meet the needs of individuals who are homeless, at risk of homelessness or are marginally housed. In addition to their regular programming, they have provided pandemic response programs in multiple communities throughout the Central Okanagan over the past year.

Since the inception of TPCS' COVID-19 response outreach and hotel programs in West Kelowna, we have noticed the population of people sleeping rough has declined considerably.

The team at TPCS value collaboration and have developed a solid partnership with our team in an effort to move clients from streets to temporary housing, with many ultimately finding permanent homes. They are key members of the West Kelowna Coordinated Access Team, representing shelter, temporary housing and outreach services in our small community. The staff and peers have been instrumental in providing support to the most at-risk members of the community of West Kelowna. We strongly support any projects the TPCS is considering. They are a trusted partner delivering high quality of programming.

Sincerely,

Donna Rivet
Manager, Homelessness Services



Partners In Resources Inc. / Partners In Employment, Resources & Services Inc.
#3-2411 Drought Road, West Kelowna, BC V4T 1P6
Ph. 250-878-2740
www.pierspartners.ca

May 26, 2021

To whom it may concern,

It is my pleasure to support Turning Points Collaborative's (TPC) proposal to provide Supportive Housing. I have worked with them for 10 years in my capacity of regional director for BCH, and since retirement chose to continue to support their work as a consultant to the organization. Now, I am seeing from another perspective, the same commitment to helping people, strive for excellence, accountability, compassion, and trustworthiness that makes them an excellent partner.

Vernon is fortunate to have TPC providing services to the community. However, many communities struggle with a lack of capacity to provide supportive housing, and one way to address that need is to bring in a strong agency to provide those services. BCH has done that in the past successfully. I have observed TPC assist in some of the communities outside of Vernon. They build relationships quickly, and then their knowledge of the people and dynamics of those communities becomes a true asset that provides a strong foundation for their continued services in the community.

The organization has a strong administrative foundation with an excellent board and strong management team which enables them to take on new programs relatively easily. They have systems in place that work and programs that have been designed to meet the needs of their clients. Their key asset is the staff – from board members to frontline workers – they are dedicated and passionate about their mission, and are trained, skilled and effective.

I am pleased to lend my support to their proposal and know that if they are successful, they will provide excellent services to the clients and be a lead agency that the community counts on to help meet the community needs.

Sincerely,



Ann Howard

HPA Project Advisors Ltd
191 – 4400 McLean Creek Rd
Okanagan Falls, BC V0H 1R6

May 26, 2021

To whom it may concern,

Turning Points Collaborative Society has worked with our group in the following ways:

- Helped find and apply for grants
- Use the TPCS bank account to hold grants and give peer payments
- Provide space for our meetings
- Help with providing laptops and internet for provincial and/or regional meetings. The staff also help us in writing proposals and printing
- Transportation to conferences, workshops and meetings with other peer groups
- Help with connections to organizations in Vernon who can help with our cause
- Helped many of us find employment

Most of us have used the different services TPCS provides and many of us live at the supportive living apartment TPCS runs. Moving into stable housing has been life changing for us, especially the employment opportunities, our increased self-confidence, and helping bring back our self-esteem; For that, we thank them very much. We like the staff and support services and we especially like the feeling of security in our building. Our work at the Cammy LaFleur outreach program has been very rewarding.

We would absolutely support TPCS in expanding their services and building and operating other supportive living apartments, and would be happy to see more of our peers in stable housing.

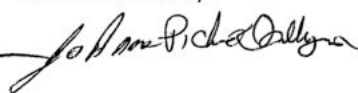
Sincerely,

VEPAD cofounders

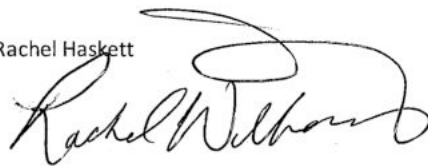
Shane Dallyn

Joanne Piche-Dallyn


Administrative Clerk



Rachel Haskett



VEPAD stands for Vernon Entrenched People Against Discrimination and is a local peer group in Vernon, BC.

Awards

**Winner of the People's Choice Award
Honorable Mention as Innovator of the Year**

Greater Vernon Chamber Business Excellence Awards 2020

