

# Westside Point-in-Time Count 2018 Report

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## Acknowledgments

A project with the complexity of the Westside 2018 Point-in-Time (PiT) Count could not have been completed without the participation and support of many individuals and organizations.

The Westside Point-in-Time Count Steering Committee would like to take this opportunity to thank all agencies, service providers, government staff, businesses, and other individuals who helped organize and implement the PiT Count.

A special thank you to our dedicated volunteers who contributed their time, enthusiasm, and compassion to the success of the 2018 PiT Count. Volunteers not only spent their shifts walking and surveying individuals on the streets and in shelters, they, most importantly, connected individuals to available resources and made sure that everyone's voice was heard.

This project was a partnership between the City of West Kelowna and Westbank First Nation and represents the commitment to taking a community first approach to solving homelessness in our community.

### **Diane M.A. Roy**

PiT Count Coordinator,  
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### **Nancy Henderson**

City of West Kelowna Co-Chair

## Point in Time Count Steering Committee

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Kevin Bouchier	City of West Kelowna
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## Special Thanks

Jennifer May-Hadford	First Nation Health Authority
Chris Oliver	City of West Kelowna
Corey Scott	City of West Kelowna

## The 2018 Westside Point-in-Time Count

On Monday July 23<sup>rd</sup>, 2018, the City of West Kelowna and Westbank First Nation coordinated with community agencies and volunteers to conduct the Westside's first-ever Point-in-Time (PiT) Homeless Count.

The 2018 Point-in-Time Count is a significant step towards better understanding homelessness on the Westside. It provides valuable information about the individuals experiencing or struggling with homelessness in the community.

In addition to important data on living conditions, the 2018 PiT Count allowed the City of West Kelowna and Westbank First Nations as partnering agencies to build and foster relationships with service providers and improve the capacity to conduct PiT Counts in the future. The lessons learned from the 2018 count will inform future counts and housing initiatives on the Westside.

### What is a Point in Time Count?

A Point-in-Time Count is a strategy used to help determine the extent of homelessness in a community at a single point in time. A PiT Count allows the community to better understand the nature and extent of homelessness and the characteristics of the homeless population. Such counts support better planning, and when done on more than one occasion, allow communities to assess their progress in reducing homelessness.

A PiT count is simply a snapshot and cannot provide an exact number of people experiencing homelessness in a given community. For example, those who are "couch surfing", a term more familiar to the public, are less likely to be counted or seen as homeless using Point-in-Time methodology.

### What does a Point in Time Count Provide?

1. Increase capacity to undertake a local needs assessment
2. Identify the characteristics of the local population
3. Enhance community planning, policy, and program development
4. Increases public awareness about homelessness
5. Measures progress towards ending homelessness
6. Community data to inform policies, decisions and funding around housing, supports and essential services for people experiencing homelessness

Communities across Canada have been utilizing PiT Counts and this methodology for many years, including Kelowna, Kamloops, Victoria, Vancouver, Toronto, Edmonton, Comox Valley and Yellowknife. The Province of Ontario has mandated PiT counts for certain municipalities, requiring counts to be conducted every two years in order to track progress towards the goal of ending chronic homelessness by 2025.

## Defining Homelessness

The Canadian Definition of Homelessness<sup>1</sup> describes homelessness as the situation of an individual, family or community without stable, safe, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. It is the result of systemic or societal barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination. Most people do not choose to be homeless, and the experience is generally negative, unpleasant, unhealthy, unsafe, stressful and distressing.

Indigenous homelessness is a human condition that describes First Nations, Métis and Inuit individuals, families or communities lacking stable, permanent, appropriate housing, or the immediate prospect, means or ability to acquire such housing. Unlike the common colonialist definition of homelessness, Indigenous homelessness is not defined as lacking a structure of habitation; rather, it is more fully described and understood through a composite lens of Indigenous worldviews. These include: individuals, families and communities isolated from their relationships to land, water, place, family, kin, each other, animals, cultures, languages and identities. Importantly, Indigenous people experiencing these kinds of homelessness cannot culturally, spiritually, emotionally or physically reconnect with their Indigeneity or lost relationships<sup>2</sup>.

### Typology of Living Conditions<sup>1</sup>

The typology of living conditions describes the range of accommodations that people without appropriate, stable, and permanent housing may experience. Those without acceptable housing experience a range of different types of homelessness, from being unsheltered to having housing that is insecure or inappropriate. As homelessness is not one single event or state of being, it is important to recognize that at different points in time people may find themselves experiencing different types of homelessness. Different types include:

**Unsheltered:** This includes people who lack housing and are not accessing emergency shelters or accommodation, except during extreme weather conditions. In most cases, people are staying in places that are not designed or fit for human habitation.

**Emergency Sheltered:** This refers to people who, because they cannot secure permanent housing, are accessing emergency shelter and system supports, generally provided at no or minimal cost to the user. Such accommodation represents a stop-gap institutional response to homelessness provided by government, non-profit, faith based organizations and/or volunteers.

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<sup>1</sup> Gaetz, S.; Barr, C.; Friesen, A.; Harris, B.; Hill, C.; Kovacs-Burns, K.; Pauly, B.; Pearce, B.; Turner, A.; Marsolais, A. (2012) *Canadian Definition of Homelessness*. Toronto: Canadian Observatory on Homelessness Press.

<sup>2</sup> Aboriginal Standing Committee on Housing and Homelessness, 2012.

**Provisionally Accommodated:** This describes situations in which people, who are technically homeless and without permanent shelter, access accommodation that offers no prospect of permanence. Those who are provisionally accommodated may be accessing temporary housing provided by government or the non-profit sector, or may have independently made arrangements for short-term accommodation.

**At-Risk of Being Homeless:** Although not technically homeless, this includes individuals or families whose current housing situations are dangerously lacking security or stability, and so are considered **to be at risk of homelessness**. They are living in housing that is intended for permanent human habitation, and could potentially be permanent (as opposed to those who are provisionally accommodated). However, as a result of external hardship, poverty, personal crisis, discrimination, a lack of other available and affordable housing, insecurity of tenure and / or the inappropriateness of their current housing (which may be overcrowded or does not meet public health and safety standards) residents may be “at risk” of homelessness.

## PiT Count Exercise

The Canadian Definition of Homelessness provides clarity and consistency around the definition of homelessness. While each of these categories was not enumerated in full, individuals that described at least one of the following living situations were deemed eligible to participate in the count.

Based on the preceding definitions, screening questions were used to determine eligibility.

### **Eligibility Criteria**

1. The participant had not yet completed a Westside PiT Count Survey
2. The participant indicated that they were without a permanent residence
3. The participant was defined as homeless, as per the Canadian Definition of Homelessness

In total, 83 individuals completed the screening questions. During the data analysis we removed anyone who failed to meet all three criteria. For example, we removed individuals that indicated they had previously completed the PiT Count Survey (Appendix B). Additionally, we removed individuals that indicated a history of homelessness but were currently staying in a permanent residence.

## Magnetic Events

In order to best capture our vulnerable population, the committee elected to host three magnetic events on Monday July 23, 2018. The details of the events were shared with service providers on the Westside in advance of the events' date. Two of the magnetic events were specifically targeted to capture certain populations, one being youth and the other Indigenous persons. Magnetic events are designed to increase survey opportunities and engagement with people who may be experiencing homelessness. These events are especially important when considering how to engage hard-to-reach populations such as youth.

### Events Times and Locations:

1. The United Church hosted an indoor BBQ from 11:00am – 1:30 pm
2. The Okanagan Boys and Girls Club held an outdoor BBQ at the Westbank Lions Hall from 4:00pm – 6:00pm
3. An outdoor BBQ was held at the Westbank First Nation Public Beach from 5:00pm – 7:00 pm

## Outreach Groups

In advance of the PiT Count, the Steering Committee also identified and categorized locations where people experiencing homelessness may be residing or “sleeping rough” (i.e. in tents or without shelter). Given that the Westside does not have an Emergency Shelter or subsidized housing, the Steering Committee decided small outreach surveying groups could be utilized to help gain an accurate count at these locations. Overall, with the assistance of partnering agencies and bylaw, 39 camps were identified throughout the Westside (Figure 2).

The Outreach Teams consisted of three to four volunteers and one team leader. The volunteers were recruited from local community agencies, non-profit organizations, faith community and UBC Okanagan and the team leaders recruited were all individuals with front-line experience working with the homeless population. Teams were geographically assigned based on the density of temporary shelters or camps throughout the Westside. A total of four outreach teams participated in the count. The four outreach teams surveyed between 5:00pm and 8:00pm in order to correspond with the magnetic events and reduce opportunities for duplication in the enumeration of people experiencing absolute homelessness. Outreach teams were given a map with highlighted points of interest and detailed directions, a tally sheet to report the number of observed homeless, and surveys to be conducted.



Figure 1. Handout that was distributed prior to the count.



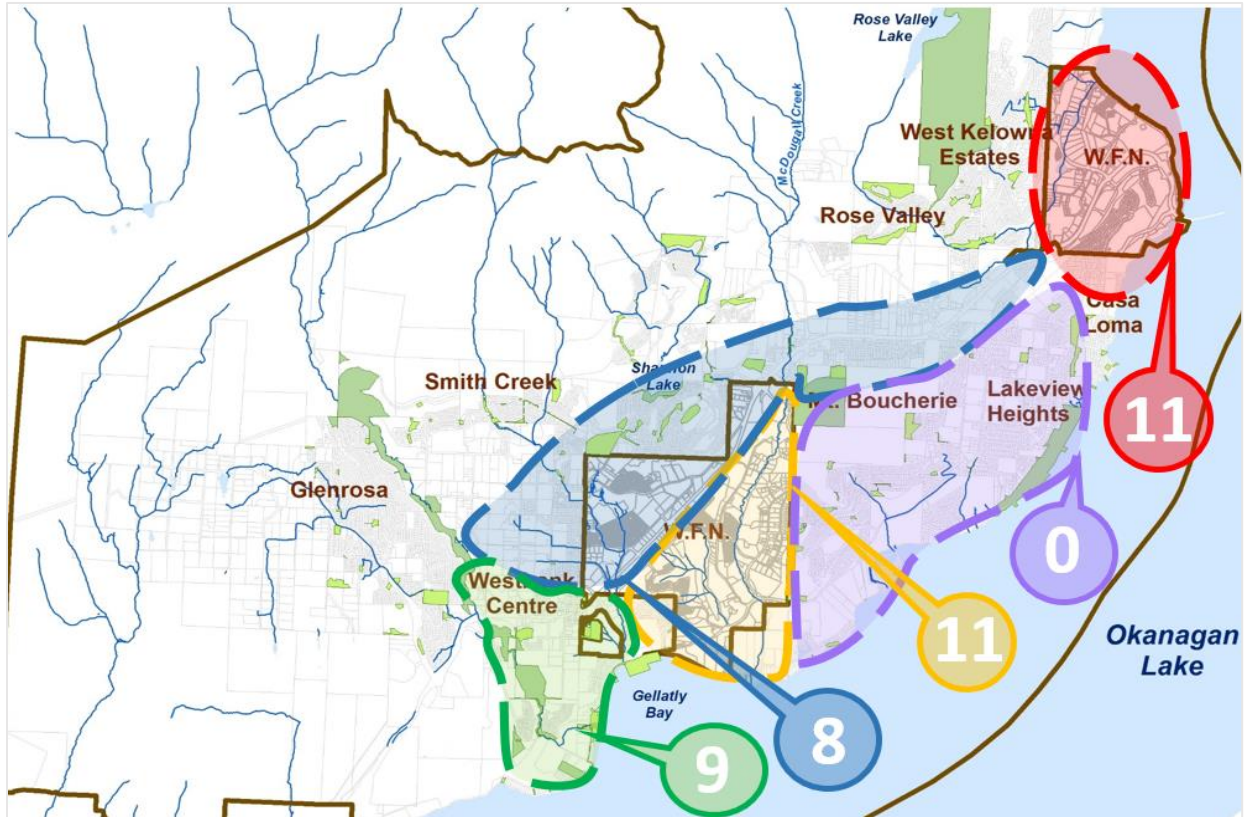


Figure 2. Illustration of identified temporary shelters or camps on the Westside.

## Volunteer Training

All volunteers and team leaders participating in the 2018 Westside PiT Count were required to attend a mandatory 2.5-hour training session. At this training session, volunteers were provided with information on survey administration, safety protocols, cultural sensitivity and homelessness to prepare them to support in a volunteer capacity. All Outreach Teams followed a check-in protocol throughout the count and each team was provided with emergency contact numbers and information. All volunteers were provided with the opportunity to attend a volunteer debrief session provided by the RCMP following the count. A total of 29 volunteers supported the count.

## Resources Provided

All volunteer teams were provided with emergency contact numbers and a West Kelowna/Westbank Community Survival Guide information sheet about local resources to hand out if they encountered an individual in crisis or immediate need (Appendix C). Small medical kits were also made available to outreach groups to distribute. All participants that completed a survey were given a \$10 Tim Hortons Gift Card.

# Findings

## Data Collection

Surveys were administered and collected at the three magnetic events and by the Outreach Teams. A total of 83 surveys were completed during the 2018 Westside PiT Count based on the homeless criteria (Figure 3). Based on the completed surveys, we conclude that there are at least 72 people experiencing homelessness on the Westside.

The majority of the surveys were completed during the Westbank United Church indoor lunch BBQ magnetic event. The Westbank United Church currently provides daily lunches seven days a week between 11:00am – 1:00pm to 100+ people. There has been a significant increase in the past few months. The response to the magnetic event at the United Church encapsulates the number of surveys. Many of the “rough sleepers” are camped in and around the Westbank United Church, with seventeen camps that have been identified in this proximity. Respondents that completed the outreach group surveys were identified beyond this area.

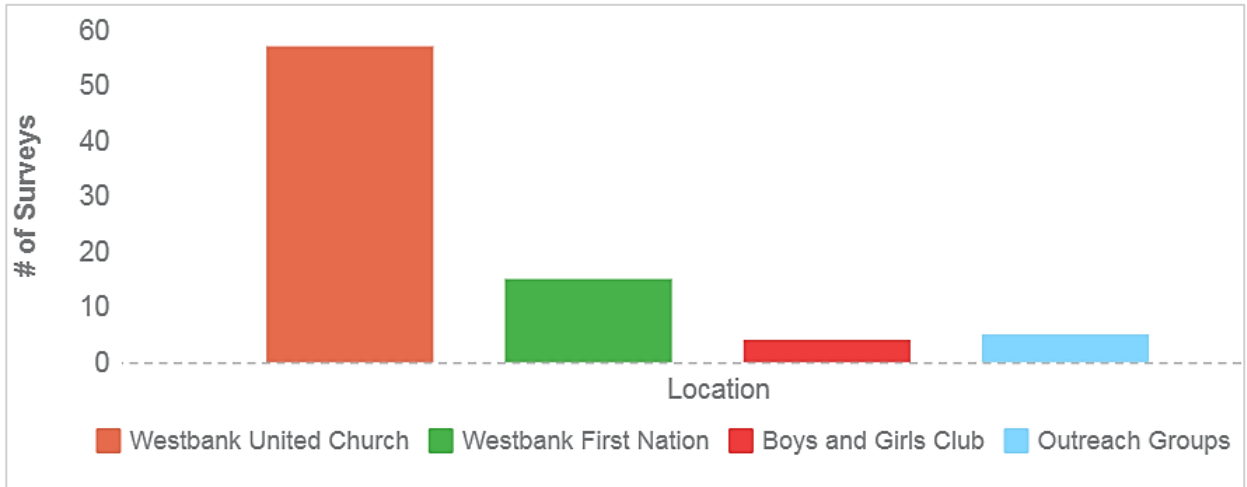


Figure 3. Locations where the surveys were collected (72 Respondents).

## Respondent Characteristics

### AGE (72 Respondents)

A wide range of ages were represented in our survey population from under 19 to over 65 (Figure 4). According to the administrative data, the largest age group experiencing homeless was the 25-44 age group (38 respondents). The second largest age group was 45-64 years of age.

Of note is the percentage of youth ages 18-24 found to be experiencing homelessness on the Westside, which is 11.1%. According to *Without a Home: The National Youth Homelessness Survey*, 20% of the homeless population in Canada is comprised of youth between the ages of 13-24.

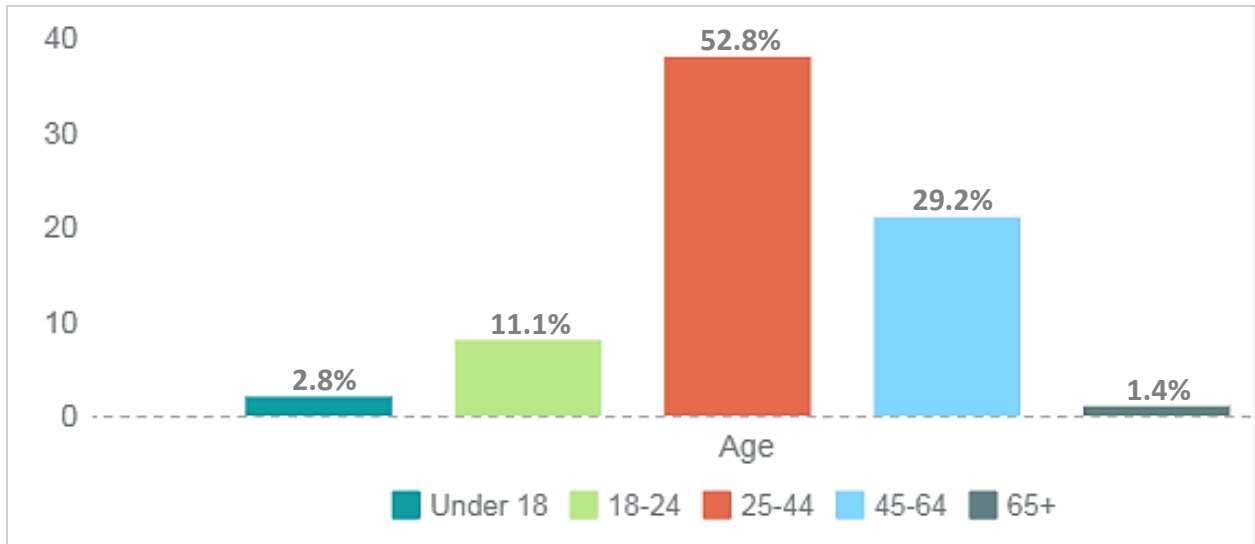


Figure 4. Age distribution of survey respondents (72 Respondents).

### FIRST HOMELESS EXPERIENCE (64 Respondents)

Survey respondents were asked to identify at what age their first instance of homelessness occurred. Studies suggest that around 1/3 of homeless adults first experienced homelessness as teenagers<sup>3</sup>. The administrative data supports this trend for those experiencing homelessness on the Westside. Indigenous persons report more initial homelessness at <18 years (40% vs 30%) however this difference is not significant (p=.362).

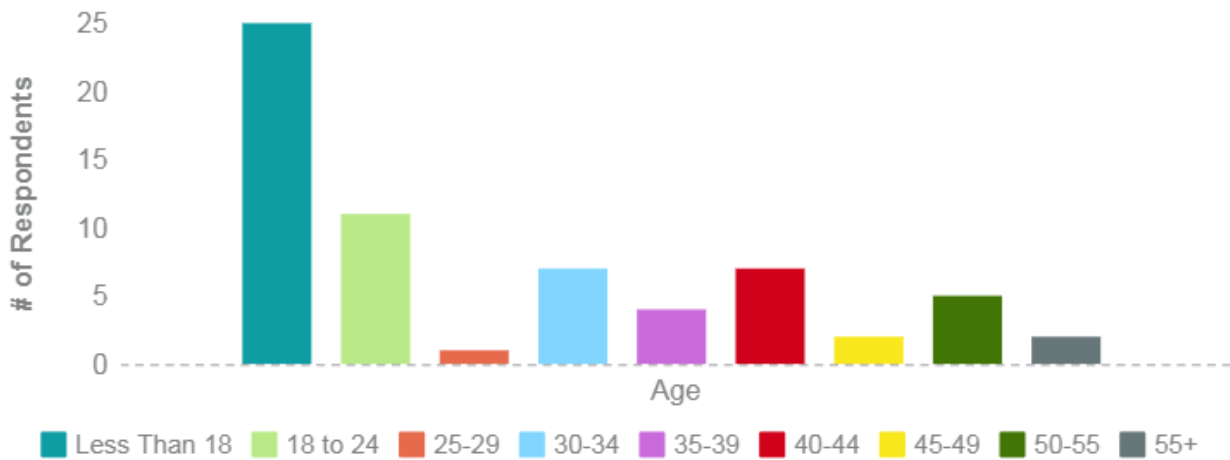


Figure 5. Age distribution of survey respondents experiencing homelessness for the first time (64 Respondents).

<sup>3</sup> Chamberlain & Johnson, 2011.

### GENDER (71 Respondents)

Males were more prevalent in the administrative data than females. Over half of the respondents are male (44 respondents) with females accounting for 38% (respondents 27). Women consistently continue to be significantly under-represented in the count compared to the general population.

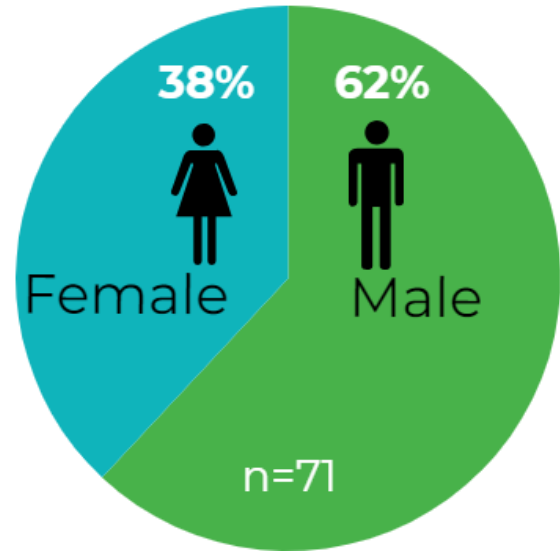


Figure 6. Gender Distribution (71 Respondents).

### SEXUAL ORIENTATION (71 Respondents)

The majority of respondents identified as straight (Figure 7). Of the respondents who identified as bisexual, all were female.



Figure 7. Sexual Orientation (71 Respondents).

### FOSTER CARE OR GROUP HOME (72 Respondents)

Survey participants were asked if they had ever been in foster care or a group home. 48% of those experiencing homelessness on the Westside responded that yes, they were previously in foster care or a group home. Research suggests a significant link between young people aging out of care and homelessness; almost 60% of youth experiencing homelessness have had involvement with the child welfare system at some point in their lives<sup>4</sup>.

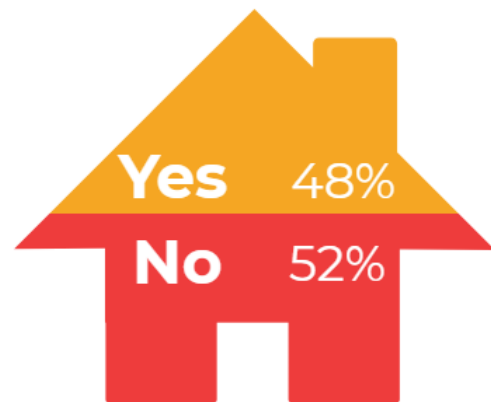


Figure 8. Foster Care / Group Home (32 Respondents).

<sup>4</sup> Without a Home: The National Youth Homelessness Survey.

## INDIGENOUS BACKGROUND (71 Respondents)

The general aboriginal population of Westside is estimated to be 1,025. Indigenous Background Survey respondents were asked if they identify as Indigenous or have Indigenous ancestry. 39% of those who identify as Indigenous report being homeless. The majority of the respondents that were inadequately housed were Indigenous (42 respondents) or had Indigenous ancestry (1 respondent). This is a significant over-representation compared to the overall population.



Figure 9. Indigenous Background (71 Respondents).

**The 2016 Census identified:**

- 580 aboriginals with status in the City of West Kelowna
- 140 aboriginals with status in Westbank First Nation IR#10
- 725 aboriginals with status in Westbank First Nation IR#9

As of August 10, 2018, only 509 WFN members lived on reserve.

## INDIGENOUS ANCESTRY (38 Respondents)

The 2018 Point in Time count survey featured a locally developed Indigenous specific question to identify their nation or Band. In the administrative data, 60.6% of respondents identified as being of indigenous ancestry. Individuals that identified as First Nation were the most common Indigenous group and no Inuit individuals were identified.

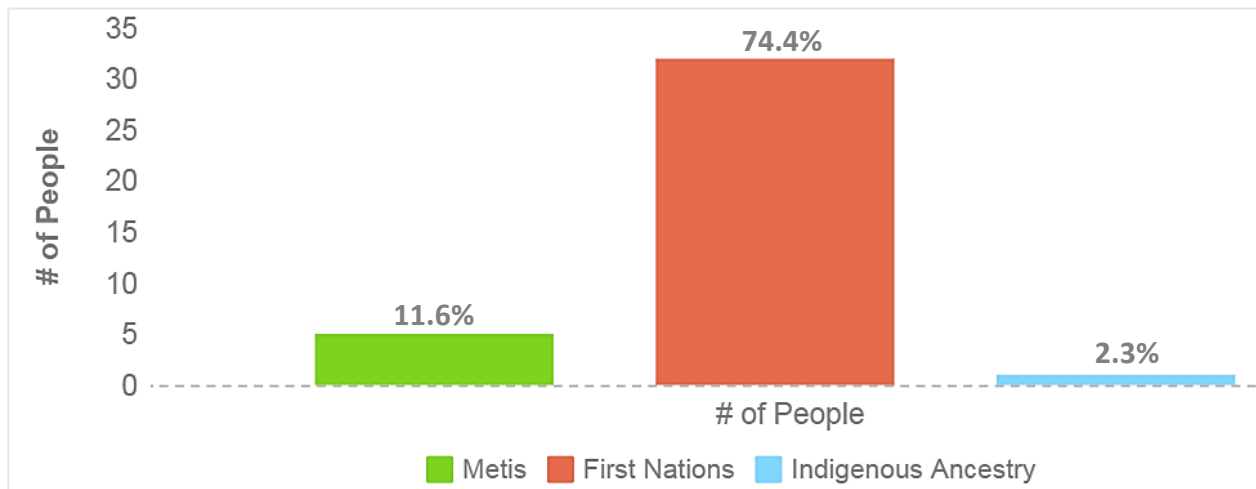


Figure 10. Indigenous Ancestry (38 Respondents).

## BAND OR NATION (32 Respondents)

Survey respondents that indicated Indigenous identify or ancestry were asked to specify the band or nation. Almost half of the First Nation group identified as members of the Westbank First Nation (46.9%), almost half. 12.5% had relocated within the Sylix territory. This is a common pattern for the Okanagan Nation, as members tend to move up and down the valley.

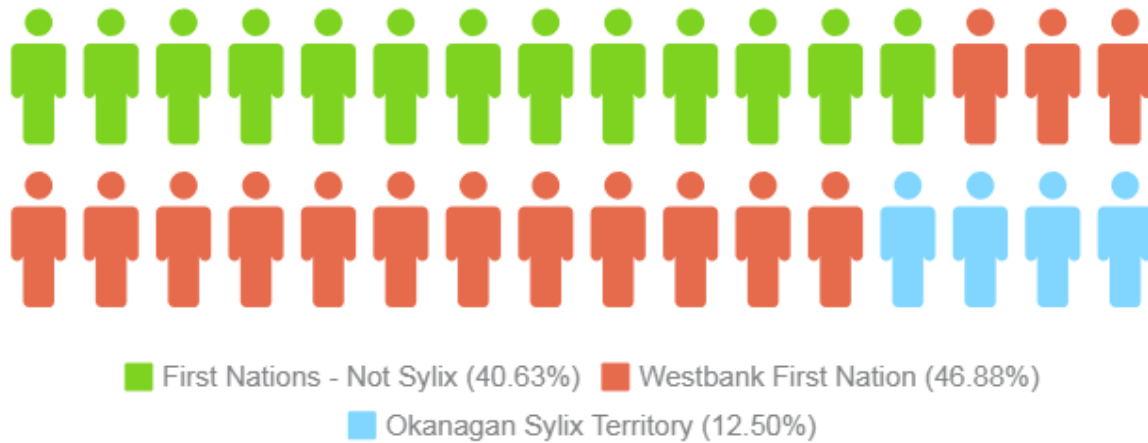


Figure 11. Indigenous Ancestry (32 Respondents).

## Living Conditions

### LOCATION (71 Respondents)

Figure 12 illustrates the living accommodations of respondents. The largest cohort is unsheltered at 45% of the respondents, while 18% of respondents are staying at someone else's place. Other common answers were a shelter or hotel, jail or hospital or one's own apartment, house or trailer. 5% of respondents indicated that they did not know where they would be staying that night.

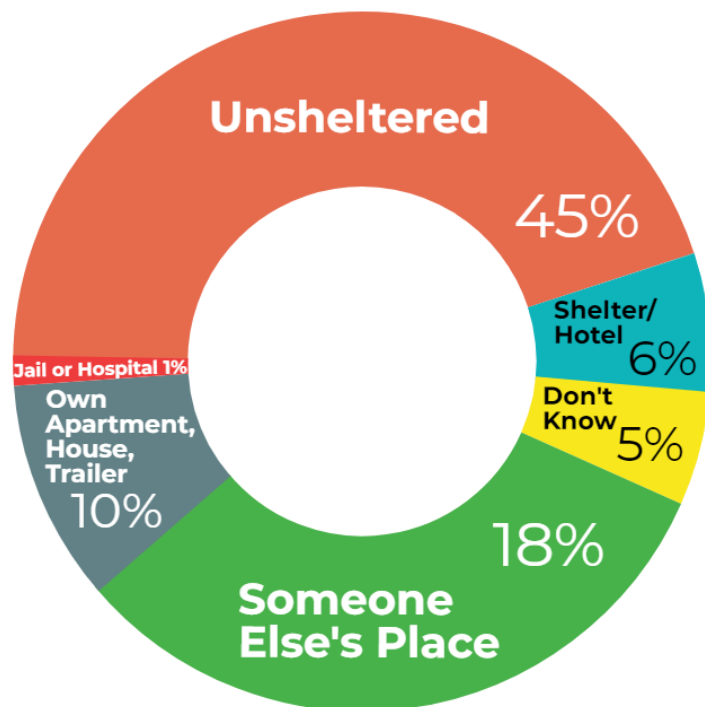


Figure 12. Locations of respondents' living accommodations (71 Respondents).

### LIVING WITH OTHERS (69 Respondents)

Figure 13 shows the proportion of respondents that were either living alone or with others. Responses with respect to those who are living with others varied from living with a partner, other adult, children, or children and a partner.

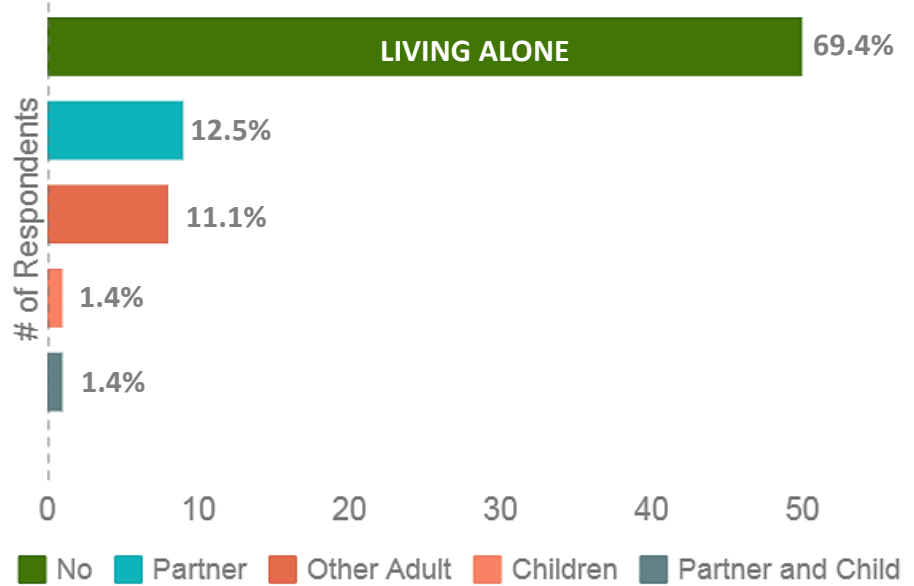


Figure 13. Respondents living with others (69 Respondents).

### FAMILY HOMELESSNESS (72 Respondents)

Families experiencing homelessness can face additional challenges in securing housing or accessing shelters designed for single individuals. Two survey respondents indicated that they had children staying with them who were also experiencing homelessness.

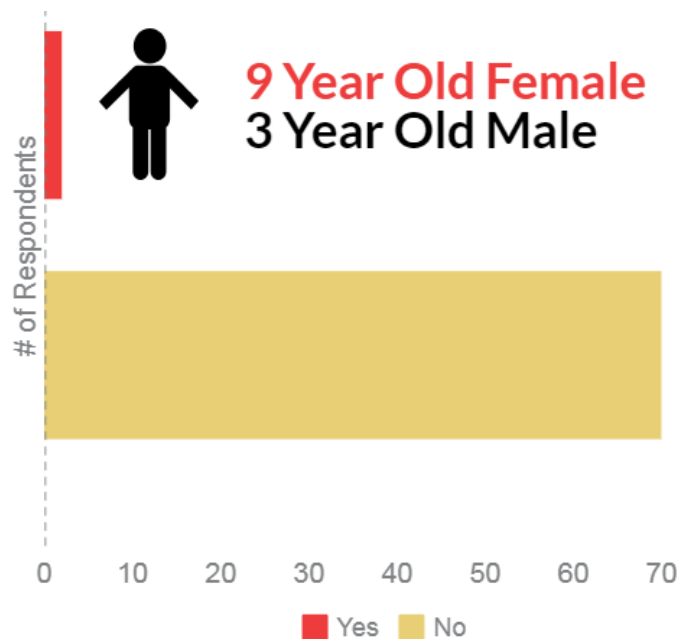


Figure 14. Family homelessness (72 Respondents).

## History of Homelessness

### REASON FOR HOUSING LOSS (72 Respondents)

The causes of homelessness are often very complex and depend on each person's individual circumstances. The 2018 PiT Count provided the opportunity to gain further insight into the causes of housing loss for those experiencing homelessness on the Westside. Survey respondents had the opportunity to answer with multiple responses if it was applicable to their situation, and the percentages are reflected of all the survey responses (Figure 15).

The top five responses as to why the survey respondent lost their housing most recently were:

- Addiction or substance use
- Unable to pay rent/mortgage
- Conflict with spouse
- Job loss
- Illness or medical condition

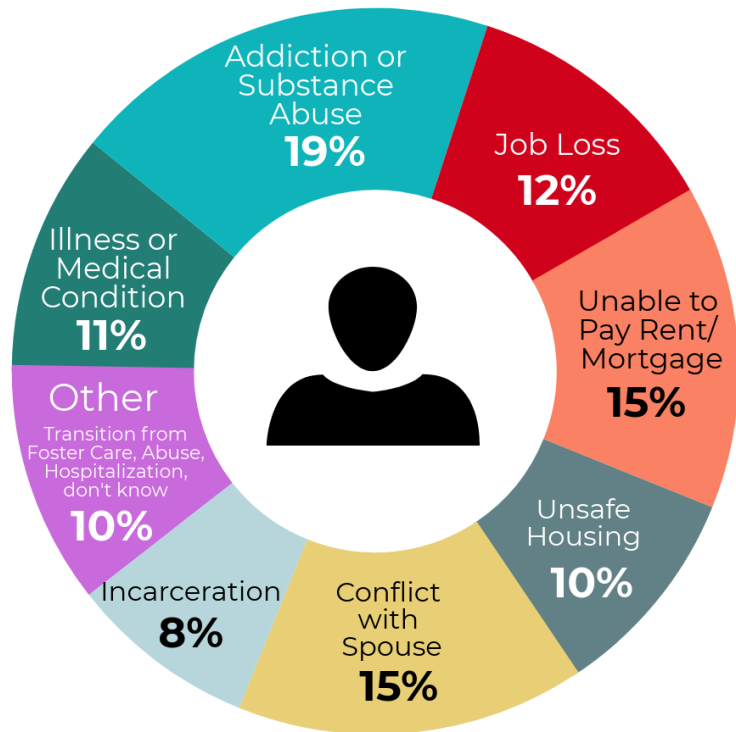


Figure 15. Causes for homelessness (72 Respondents).

The majority of respondents to questions associated with continual homelessness identified themselves as being chronically homeless (experiencing homelessness for a period of 6 months or greater). Episodic homelessness (experiencing homelessness three or more times in the past year) was less common (Figure 16).

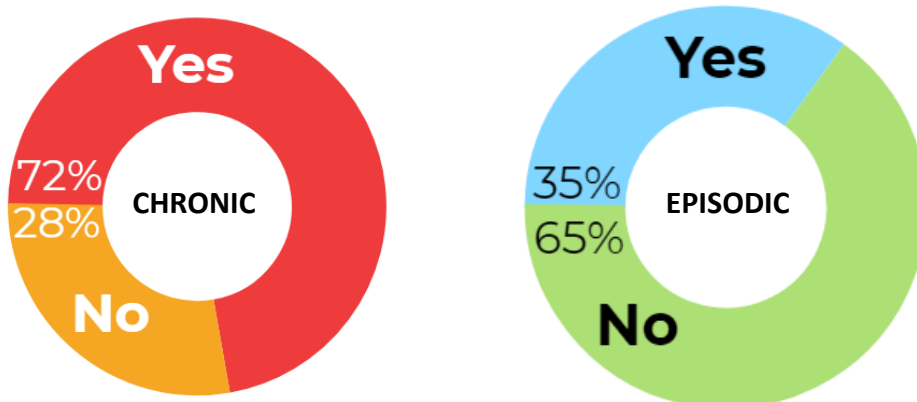


Figure 16. Experiences with chronic and episodic homelessness (72 Respondents).



### SOURCES OF INCOME (72 Respondents)

Figure 17 shows the sources of income for the 72 respondents to income-related questions.

### TIME WITHOUT HOUSING IN PREVIOUS YEAR (64 Respondents)

From the administrative data on experiencing homelessness on the Westside, a significant proportion of 40.3% reported being without a home for more than a year. Of the 64 respondents to this question, 72.6% reported being without a home for 6 months or more.

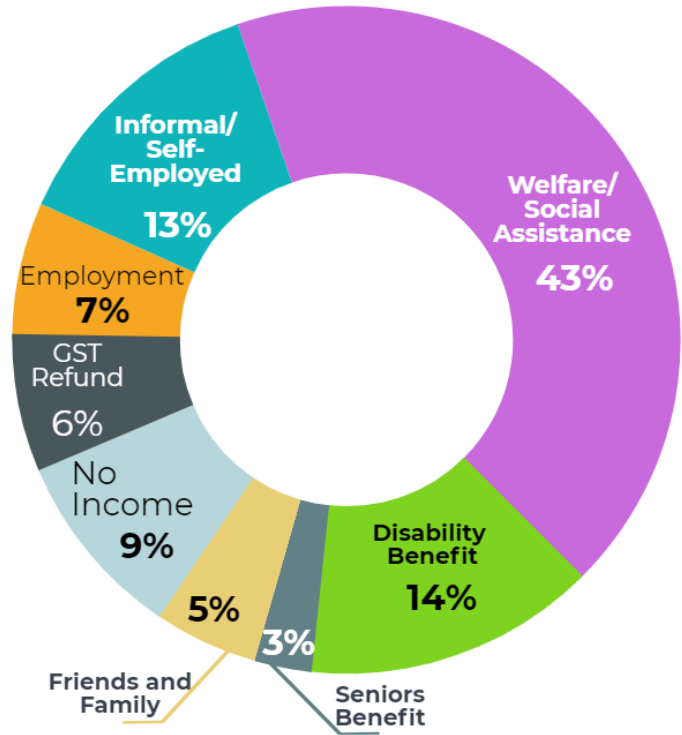


Figure 17. Income Sources (72 Respondents).

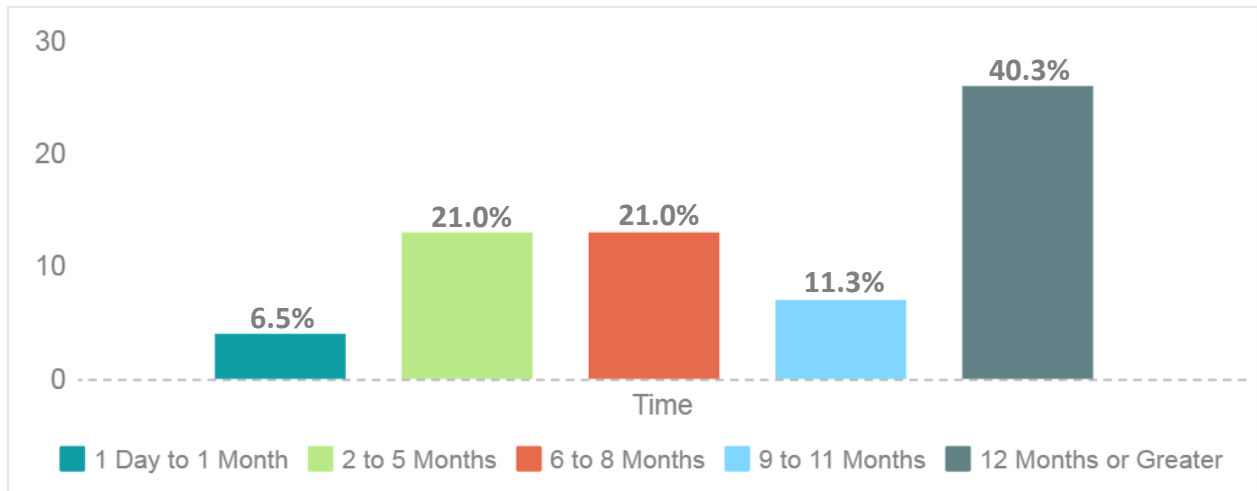


Figure 18. Time without housing in the previous year (64 Respondents).

### EMERGENCY SHELTER (72 Respondents)

62% of the 72 respondents who answered questions on whether they had stayed in an emergency shelter within the last year noted that they had (Figure 19).

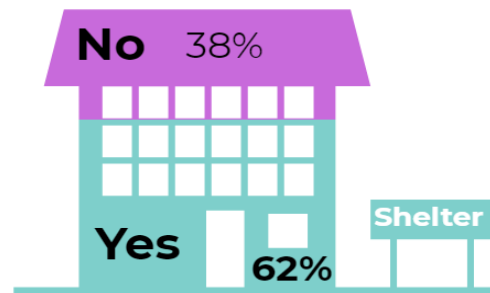


Figure 19. Percent of respondents staying in a shelter within the past year (72 Respondents).

# Migration

## LENGTH OF TIME ON THE WESTSIDE (72 Respondents)

Of the 72 survey responses to questions surrounding length of time spent on the Westside, 33% of respondents have lived on the Westside for more than ten years. Another third of respondents have lived on the Westside between two and ten years. The remaining third of respondents has been on the Westside for anywhere between 1 and 18 months (Figure 20).

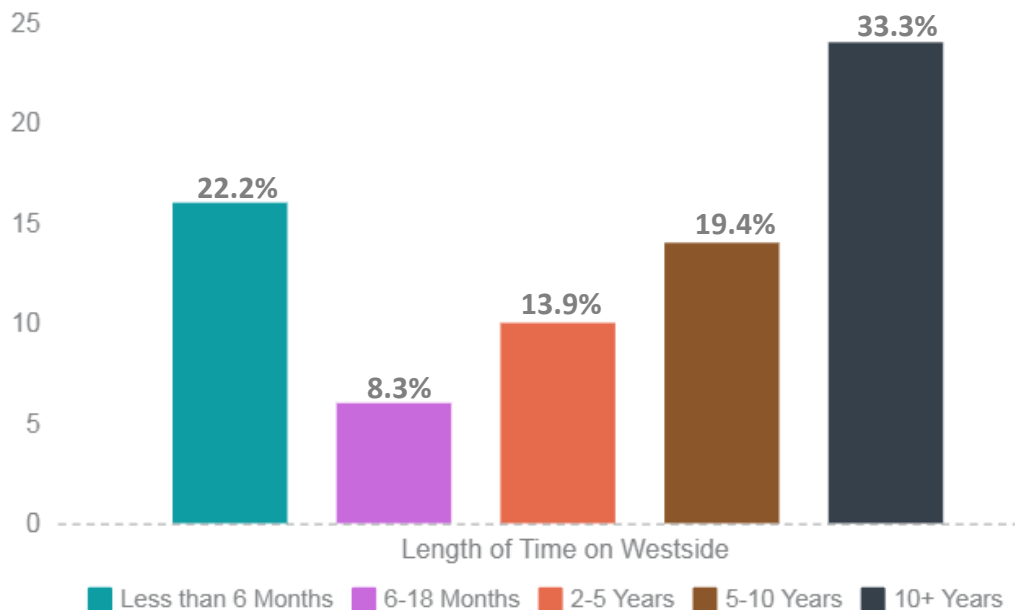


Figure 20. Length of time on the Westside (72 Respondents).

## PREVIOUS LOCATION (72 Respondents)

While more than 65% of survey respondents reported living on the Westside for greater than 2 years, the survey did ask where people resided prior to their current location to gain further insight into migration. 72 survey respondents answered and identified their previous location prior to living on the Westside (Figure

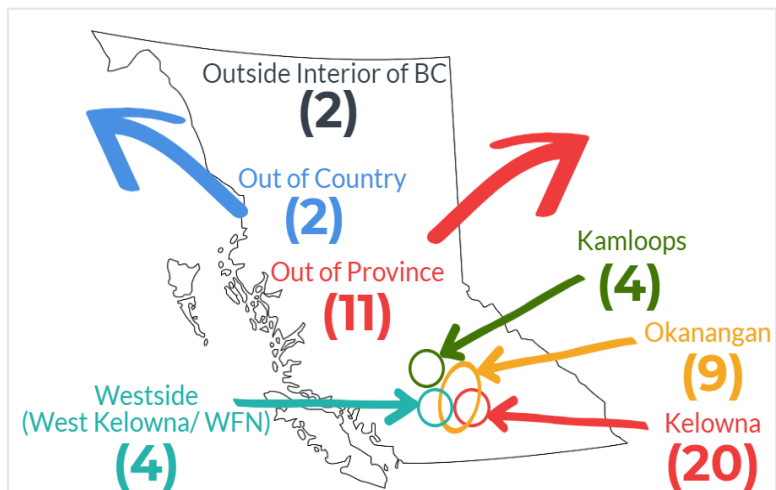


Figure 21. Previous location of survey respondents (72 Respondents).

21). 5.6% have always lived here, whereas the largest proportion of respondents noted that they came from Kelowna (27.8%). 18.1% come from other areas within the Thompson-Okanagan Region and 6.9% noted that their previous location was within BC but outside of the Interior Region. 15.3% came from out of province and 2.8% came from outside of the country.

### MAIN REASON FOR RESIDING ON THE WESTSIDE (71 Respondents)

Figure 22 below shows respondents’ main reason for locating on the Westside.

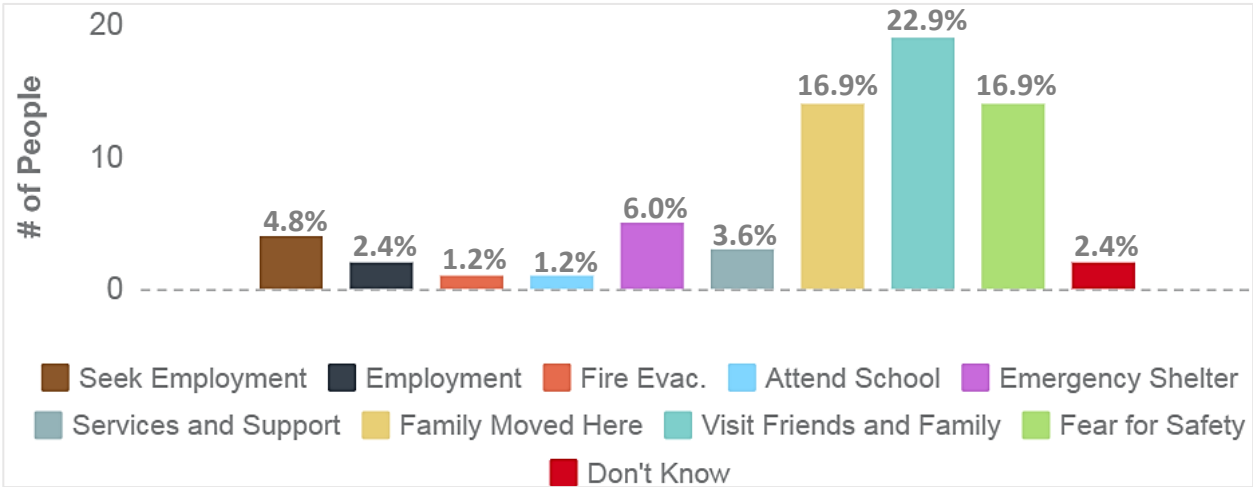


Figure 22. Main reason for residing on the Westside (71 Respondents).

### IDENTITY AS AN IMMIGRANT, REFUGEE OR REFUGEE CLAIMANT (61 Respondents)

Survey respondents were asked whether they came to Canada as an immigrant, refugee or refugee claimant. Only one person experiencing homelessness who completed the survey identified as having once been a newcomer to Canada, arriving over 10 years ago as an immigrant.

## Conclusion

The 2018 Westside Point-in-Time Count provided the opportunity to gain new insight into the state of homelessness in our community. The data presented in this report provides essential information about those experiencing homelessness and can be utilized to inform future decisions around housing, policy development, programming and supports for this most vulnerable population. Appendix A of this report provides a summary of key findings from the report.

The data captured from the PiT Count will assist the Westside to continue to build system capacity, create population specific responses to improve client outcomes and improve the effectiveness of the housing system. The Westside PiT Count Steering Committee will assist in the promotion of awareness about the count and its results and identify ways to improve the next count.

In our next count and as part of future initiatives, the City of West Kelowna and Westbank First Nation plan to build on its community first partnerships to benefit the Westside community and build on the success of this initiative.

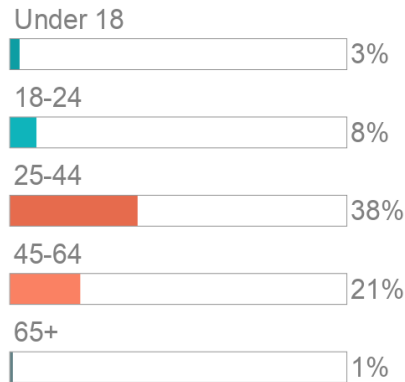
# Appendix A – Key Findings Summary Sheet



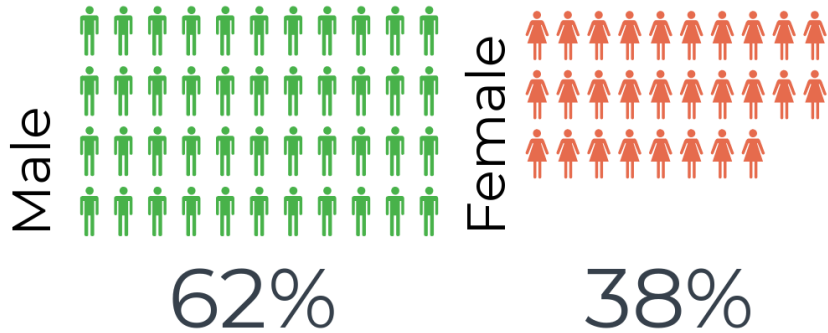
## Westside Living Conditions Survey Key Survey Results Summary



### Age Distribution



### Gender Identity



### Experiencing Homelessness

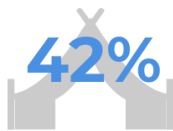


At least **72** people were experiencing homelessness on the Westside

### Indigenous Identification



### The Majority of Homeless are Sleeping:



**42%** Unsheltered (sidewalk, park, vehicle, tent, abandoned building)



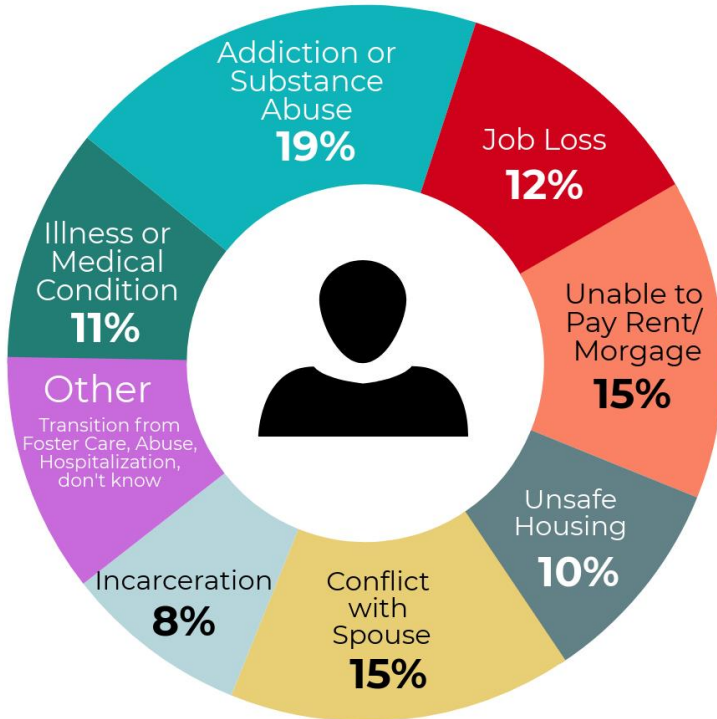
**30%** At someone else's place

**47%** of the people who identified as indigenous were WFN members

**Episodically Homeless 22%** experienced 3 or more episodes of homelessness within the past year

**72% Chronically Homeless** homeless for 6 months or more within the past year

# Reasons for Housing Loss



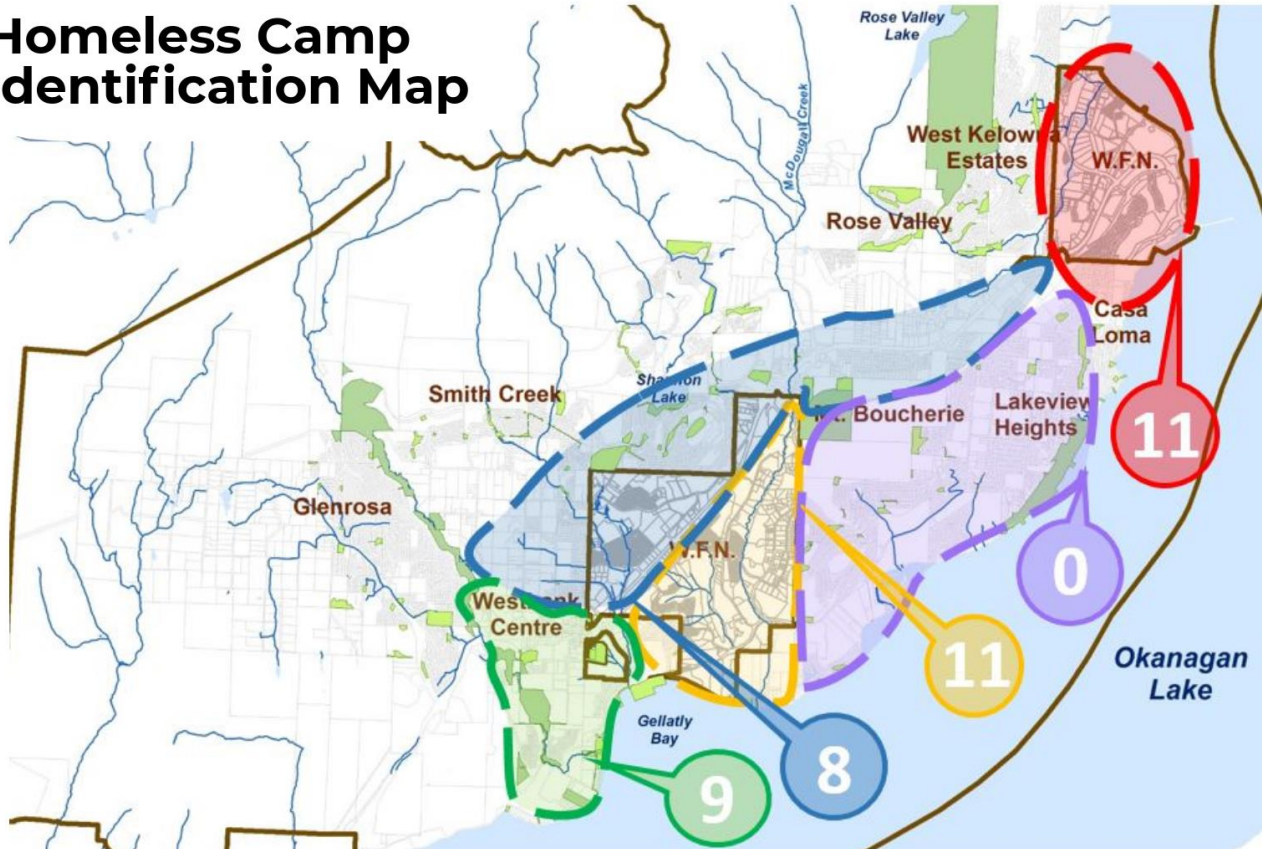
**56%**  
Stayed in an emergency shelter in the past year

Don't have a house or apartment they can safely return to **78%**

**48%** Have been in foster care or a group home

**55%** of homeless have been Westside residents for more than **5 Years**  
**1825 Days +**

# Homeless Camp Identification Map



# Appendix B - Survey

## Living Condition Survey Westside

Location: \_\_\_\_\_ Time: \_\_\_\_\_ AM/PM  
 Interviewer: \_\_\_\_\_ Contact #: \_\_\_\_\_

### A. Where are you staying tonight? / Where did you stay last night?

a. DECLINE TO ANSWER b. OWN APARTMENT/ HOUSE	c. SOMEONE ELSE'S PLACE ->ASK B1 AND B2 If housed end survey  d. MOTEL/HOTEL ->ASK B2 e. HOSPITAL, JAIL, PRISON, REMAND CENTRE ->ASK B2	f. EMERGENCY SHELTER, DOMESTIC VIOLENCE SHELTER g. TRANSITIONAL SHELTER/HOUSING h. PUBLIC SPACE (E.G., SIDEWALK, PARK, FOREST, BUS SHELTER) i. VEHICLE (CAR, VAN, RV, TRUCK) j. MAKESHIFT SHELTER, TENT OR SHACK, temporary farm worker k. ABANDONED/VACANT BUILDING l. OTHER UNSHELTERED LOCATION m. RESPONDENT DOESN'T KNOW [LIKELY HOMELESS]
[THANK & END SURVEY]	[FOLLOW UP QUESTIONS]	[SKIP TO SURVEY QUESTION 1]

**B1: Can you stay there as long as you want or is this a temporary situation?**

- a. AS LONG AS WANTED [THANK AND END SURVEY]
- b. TEMPORARY SITUATION -----> GO TO B2
- c. DON'T KNOW -----> GO TO B2
- d. DECLINE TO ANSWER [THANK AND END SURVEY]

**B2: Do you have a house or apartment that you can safely return to?**

- a. YES [THANK AND END SURVEY]
- b. NO -----> BEGIN SURVEY
- c. DON'T KNOW -----> BEGIN SURVEY
- d. DECLINE [THANK AND END SURVEY]

## BEGIN SURVEY

For the next questions, "housing condition" means any time when you have been without a secure place to live, including sleeping in shelters, on the streets, or living temporarily with others, couch surfing.

### C. [Surveyor: Indicate overnight location]

n. DECLINE TO ANSWER o. OWN APARTMENT/ HOUSE p. SOMEONE ELSE'S PLACE q. MOTEL/HOTEL	r. EMERGENCY SHELTER, DOMESTIC VIOLENCE SHELTER s. TRANSITIONAL SHELTER/HOUSING t. PUBLIC SPACE (E.G., SIDEWALK, PARK, FOREST, BUS SHELTER) u. VEHICLE (CAR, VAN, RV, TRUCK) v. MAKESHIFT SHELTER, TENT OR SHACK w. ABANDONED/VACANT BUILDING x. OTHER UNSHELTERED LOCATION y. RESPONDENT DOESN'T KNOW [LIKELY HOMELESS]
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1. How old are you? [OR] What year were you born? [If unsure, ask for best estimate]

<input type="radio"/> AGE _____ OR YEAR BORN _____	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
--	----------------------------------	---

2. What gender do you identify with? [Show list.]

<input type="radio"/> MALE / MAN	<input type="radio"/> TRANS FEMALE / TRANS WOMAN	<input type="radio"/> NOT LISTED: _____
<input type="radio"/> FEMALE / WOMAN	<input type="radio"/> TRANS MALE / TRANS MAN	<input type="radio"/> DON'T KNOW
<input type="radio"/> TWO-SPIRIT	<input type="radio"/> GENDERQUEER/GENDER NON-CONFORMING	<input type="radio"/> DECLINE TO ANSWER

3. How do you describe your sexual orientation, for example straight, gay, lesbian? [Show list.]

<input type="radio"/> STRAIGHT/HETEROSEXUAL	<input type="radio"/> BISEXUAL	<input type="radio"/> QUEER	<input type="radio"/> DON'T KNOW
<input type="radio"/> GAY	<input type="radio"/> TWO-SPIRIT	<input type="radio"/> NOT LISTED: _____	<input type="radio"/> DECLINE TO ANSWER
<input type="radio"/> LESBIAN	<input type="radio"/> QUESTIONING		

4. How long have you lived on the Westside?

<input type="radio"/> LENGTH _____ DAYS / WEEKS / MONTHS / YEARS -----> <input type="radio"/> ALWAYS BEEN HERE <input type="radio"/> DON'T KNOW <input type="radio"/> DECLINE TO ANSWER	<b>Where did you live before you came here?</b> <input type="radio"/> COMMUNITY _____ PROVINCE _____ OR COUNTRY _____ <input type="radio"/> DECLINE TO ANSWER
--	--

5. What was the main reason you came to the Westside? Do not read categories: select one

<input type="checkbox"/> To find housing <input type="checkbox"/> Employment (seeking) <input type="checkbox"/> Employment (secured) <input type="checkbox"/> To attend school <input type="checkbox"/> Fire evacuation <input type="checkbox"/> To access Emergency Shelters <input type="checkbox"/> To access services and Supports	<input type="checkbox"/> Family moved here <input type="checkbox"/> To visit family and or friends <input type="checkbox"/> Fear for safety <input type="checkbox"/> Don't know <input type="checkbox"/> Transitioned out of Foster Care <input type="checkbox"/> DON'T KNOW <input type="checkbox"/> DECLINE TO ANSWER
--	---

6. How old were you the first time you lost your housing?

<input type="radio"/> AGE _____	<input type="radio"/> DON'T KNOW	<input type="radio"/> DECLINE TO ANSWER
---------------------------------	----------------------------------	---

7. In total, **how much time** have you been without housing over the PAST YEAR? [Best estimate.]

LENGTH \_\_\_\_\_ DAYS | WEEKS | MONTHS     DON'T KNOW     DECLINE TO ANSWER

8. In total, **how many different times** have you been without housing over the PAST YEAR? [Best estimate.]

NUMBER OF TIMES \_\_\_\_\_ [Includes this time]     DON'T KNOW     DECLINE TO ANSWER

9. Have you stayed in an emergency shelter in the past year? [Give local examples of shelters]

YES                       NO                       DON'T KNOW                       DECLINE TO ANSWER

10. Do you have any family members staying with you tonight?

<input type="checkbox"/> NONE									<input type="checkbox"/> OTHER ADULT
<input type="checkbox"/> PARTNER									<input type="checkbox"/> DECLINE TO ANSWER
<input type="checkbox"/> CHILD(REN)/DEPENDENT(S)	1	2	3	4	5	6	7	8	
[indicate gender and age for each]	GENDER								
	AGE								

11. Do you identify as Indigenous or do you have Indigenous ancestry? This includes First Nations with or without status, Métis, and Inuit. [If yes, please follow-up to specify.]

<input type="radio"/> YES ----->	<b>If YES:</b>	<input type="radio"/> FIRST NATIONS Band or Territory _____
<input type="radio"/> NO		<input type="radio"/> INUIT
<input type="radio"/> DON'T KNOW		<input type="radio"/> MÉTIS
<input type="radio"/> DECLINE TO ANSWER		<input type="radio"/> HAVE INDIGENOUS ANCESTRY

12. What happened that caused you to lose your housing most recently? [Do not read the options. Check all that apply. "Housing" does not include temporary arrangements (e.g., couch surfing) or shelter stays.]

<input type="checkbox"/> ILLNESS OR MEDICAL CONDITION	<input type="checkbox"/> CONFLICT WITH: PARENT / GUARDIAN
<input type="checkbox"/> ADDICTION OR SUBSTANCE USE	<input type="checkbox"/> CONFLICT WITH: SPOUSE / PARTNER
<input type="checkbox"/> JOB LOSS	<input type="checkbox"/> INCARCERATED (JAIL OR PRISON)
<input type="checkbox"/> UNABLE TO PAY RENT OR MORTGAGE	<input type="checkbox"/> HOSPITALIZATION OR TREATMENT PROGRAM
<input type="checkbox"/> UNSAFE HOUSING CONDITIONS	<input type="checkbox"/> Transitioned out of Foster Care
<input type="checkbox"/> EXPERIENCED ABUSE BY: PARENT / GUARDIAN	<input type="checkbox"/> DON'T KNOW
<input type="checkbox"/> EXPERIENCED ABUSE BY: SPOUSE / PARTNER	<input type="checkbox"/> DECLINE TO ANSWER

13. What are your sources of income? [Read list and check all that apply]

<input type="checkbox"/> EMPLOYMENT	<input type="checkbox"/> DISABILITY BENEFIT	<input type="checkbox"/> OTHER SOURCE: _____
<input type="checkbox"/> INFORMAL/SELF-EMPLOYMENT (E.G., BOTTLE RETURNS, PANHANDLING)	<input type="checkbox"/> SENIORS BENEFITS (E.G., CPP/OAS/GIS)	<input type="checkbox"/> NO INCOME
<input type="checkbox"/> EMPLOYMENT INSURANCE	<input type="checkbox"/> GST REFUND	<input type="checkbox"/> DECLINE TO ANSWER
<input type="checkbox"/> WELFARE/SOCIAL ASSISTANCE	<input type="checkbox"/> CHILD AND FAMILY TAX BENEFITS	
	<input type="checkbox"/> MONEY FROM FAMILY/FRIENDS	

14. Did you come to Canada as an immigrant, refugee or refugee claimant?

<input type="radio"/> YES, IMMIGRANT ----->	<b>If YES:</b>	<b>How long have you been in Canada?</b>
<input type="radio"/> YES, REFUGEE----->		<input type="radio"/> LENGTH: _____ DAYS   WEEKS   MONTHS   YEARS
<input type="radio"/> YES, REFUGEE CLAIMANT----->		OR DATE: ____/____/____ DAY / MONTH / YEAR
<input type="radio"/> NO		<input type="radio"/> DON'T KNOW
<input type="radio"/> DON'T KNOW		<input type="radio"/> DECLINE TO ANSWER
<input type="radio"/> DECLINE TO ANSWER		

15. Have you ever been in foster care and/or group home?

YES                       NO                       DON'T KNOW                       DECLINE TO ANSWER

16. If yes: Approximately how long after leaving foster care/group home did you not have a home?

Length \_\_\_\_\_     Days/weeks/months/years     DON'T KNOW     DECLINE TO ANSWER

Thank you for taking part in this survey (Provide gift card)

# Appendix C – Westside Survival Guide

## West Kelowna/ Westbank Community

### Survival Guide

WHERE CAN I FIND A PUBLIC TOILET, PHONE OR COMPUTER?	
<b>Lions Club Hall (outside) (4)</b> L: 2466 Main St. L: 2484 Main Street Hwy 97 #31 P: 250-768-4369	<b>Okanagan Regional Library – West Kelowna (5)</b> Computer access during library hours
WHERE CAN I GET HELP WITH FAMILY AND LIFE SERVICES?	
<b>Social Development Poverty Reduction Outreach Worker (1/5)</b> Tue. @ 2pm Okanagan Regional Library Wed @ 12:30pm Westbank United Church L: 3672 Brown Road P: 250-768-4426	<b>PIERS (1)</b> Mon. - Fri. 9am - 3pm L: Westbank United Church P: 250-878-2740
<b>Micheala Marentette – Outreach Worker</b> Outreach in Westbank Centre Wed. & Fri. 12:00-3:00pm P: 250-317-1168 E: <a href="mailto:mmarentette@wfn.ca">mmarentette@wfn.ca</a>	

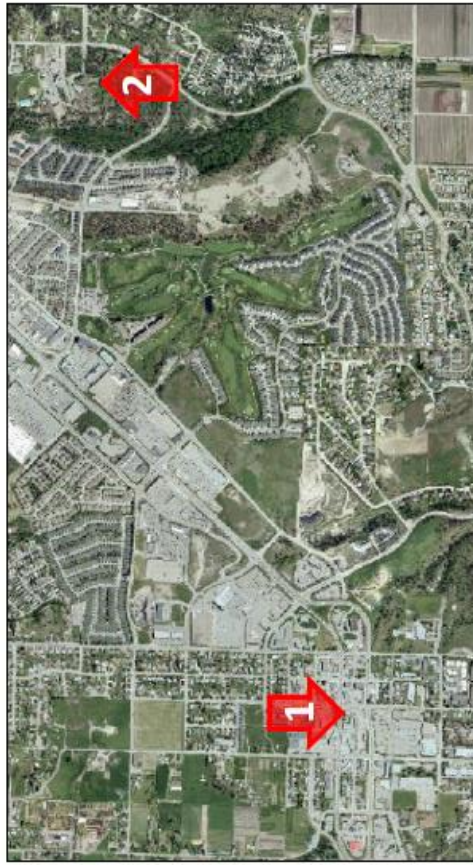


WHERE CAN I FIND A WARM MEAL OR CUP OF COFFEE?	
<b>Westbank United Church Community Lunch (1)</b> Everyday @ 11:30am – 1:00pm L: 3672 Brown Road P: 250-768-4426	
<b>May Bennett Meal Program (West Kelowna Paid \$8 Meal Delivery)</b> Meal Delivery: Mon, Wed, Fri, 11am - 12:30pm Office inquiries: Mon-Fri, 12:00pm - 2:30pm P: 250-860-3378 E: <a href="mailto:orderokmeals@gmail.com">orderokmeals@gmail.com</a>	
WHERE CAN I GET GROCERIES?	
<b>Central Okanagan Food Bank – West Kelowna branch (2)</b> Wed 5:30pm - 7:30pm, Thu @ 9:30am - 11:15am Bakery Items: Mon-Fri, @ 9am - 4pm (outside freezer) L: 2545 Churchill Rd P: 250-768-1559	
<b>Salvation Army (3)</b> Supportive Foodbank – accessible two weeks after food bank access. L: 3531 Old Okanagan Hwy P: 250-765-3450	<b>Society of St. Vincent Des Paul</b> Emergency food and help for families. P: 250-801-5905
WHERE CAN I HAVE A HAIRCUT, OR DO LAUNDRY?	
<b>Westbank United Church (1)</b> Haircuts – alternating Mondays @ 11:30am L: 3672 Brown Road P: 250-768-4426	
WHERE CAN I FIND SOME CLOTHES OR SHOES?	
<b>Westbank United Church – Thrift Store (1)</b> Free shelf and store vouchers L: 3672 Brown Road P: 250-768-4426	<b>Salvation Army – Thrift Store (3)</b> Twice per year clothing voucher by appointment only. L: 3531 Old Okanagan Hwy - #101 P: 250-765-3450



WHERE CAN I GET HELP WITH DRUG/ALCOHOL ADDICTION?	
<b>Alcohol and Drug Information Referral Line</b> P:1-800-663-1441	<b>Alcoholics Anonymous (AA)/ Alanon 24 Hour Support</b> P:250-763-5555
<b>Harm Reduction Supplies</b> Available at WFN or by contacting Micheala Marentette P:250-317-1168	<b>Wellbriety (2)</b> Tue. @ 5:00pm-7:00pm 1900 Quail Ln – upper floor
<b>Alcoholics Anonymous</b> Mon. 7:30pm @St Georges Anglican Church Tue. 7:30 pm @ Westbank United Church (1) Wed. 11:00 am @ Emmanuel Church (Women) Thu. 7pm @Lakeview Heights Community Hall	<b>Narcotics Anonymous (1)</b> Wed. 7:30pm at the Westbank United Church (downstairs)
WHERE CAN I GET MEDICAL ATTENTION?	
<b>Kelowna General Hospital – IH</b> Provides specialty medical care P:250-862-4000	<b>Interior Health Nurse (1)</b> Friday 11:30-1:00pm L:Westbank United Church
WHERE CAN I REPORT ABUSE OR A BAD DATE?	
<b>Crisis Line</b> 24/7 telephone crisis intervention service P:1-888-353-2273	<b>H.O.P.E Outreach</b> Report a bad date 24/7 P:250-864-0399
<b>Kelowna Womens Shelter (24 House Help Line)</b> P:250-763-1040	
WHERE CAN I GET HELP WITH MENTAL HEALTH AND WELLNESS?	
<b>Crisis Line</b> 24/7 telephone crisis P:1-888-353-2273	
WHO CAN I CALL FOR HELP?	
<b>RCMP P:911</b>	<b>Crisis Line</b>
<b>RCMP Non-Emergency Line P:250-768-2880</b>	<b>24/7 crisis intervention P:1-888-353-2273</b>

ABORIGINAL SUPPORT SERVICES	
<b>WHERE CAN I RECEIVE HEALTH AND WELLNESS SUPPORT AS A WESTBANK FIRST NATION MEMBER?</b>	
<b>Health and Wellness Programs (2)</b> WFN Health and Wellness Building L:1900 Quail Lane P:250-768-0227	<b>KUU-US Crisis Services</b> P:250-723-4050 (Adult/Elder) P:250-723-2040 (Youth) BC Toll Free- 1-800-588-8717
<b>WHO CAN I TALK TO ABOUT HOUSING SERVICES AS A WESTBANK FIRST NATION MEMBER?</b>	
WFN Wellness Mentor (by appointment) Assistance with housing applications. P:250-768-0227 Ext. 2105 CP:250-317-3217 E: <a href="mailto:iferris@wfn.ca">iferris@wfn.ca</a>	



Phone each organization in the guide for dates, times and additional information before visiting each location. This guide is not a list of all services available. For a list of the services available in Kelowna, see: [kcr.ca/community-services/publications](http://kcr.ca/community-services/publications)

