



Red Deer Native Friendship Society



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April 2016 – March 2017
Annual Report

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President's Message

First of all, I would like to acknowledge the hard-working staff and volunteers who dedicate their time to ensure those in need of services are well taken care of when they walk through the doors of the Red Deer Native Friendship Centre. Without your dedication, nothing would be possible; thank you for everything you do!

There have been some changes at the centre over this past year. We would like to thank former Asooahum Director, Tanya Schur for the work she performed over the past eight years; the Board wishes Tanya well on her future endeavors. The leadership provided by Nadette and Lianne while navigating change has helped keep the centre balanced and secure.

As we near completion of phase 1 of Asooahum Crossing, it is with excitement to know our first two tenants moved in to the affordable housing units. Larry, Kevin, Dawna, and I have worked fervently over the past six months to pick up missing pieces and move the project forward. Funding for phase one has been dispersed by the Government of Alberta and the City of Red Deer. To assist with funding, as per the original housing agreement with the GOA and CORD, Asooahum has accessed a mortgage through Service Credit Union. Hearthstone Property Management has been hired, at a reduced rate, to manage the property and acquire tenants. Hearthstone has a long history and a solid reputation in Red Deer. The next stage of Asooahum is being developed; an implementation date has not been set at this time.

In April, membership came together to discuss current issues perceived to affect the RDNFS. The Board listened and is working to create an action plan to address some of the concerns, where practicable, which were raised by membership.

Currently, the Society faces a funding predicament while we wait for a multi-year funding agreement to be signed between the National Association of Friendship Centres and Indigenous and Northern Affairs Canada. The Board and your Director of Operations will continue to be updated by the Alberta Native Friendship Center Association. To assist with the temporary funding gap, NAFC has released bridge funding until the core funding is released.

We continue to actively support our clients through the Homelessness Prevention Program, Cultural Connections, Four Directions Family Support programs, and the Aboriginal Youth Centre for Success. Additionally, the RDNFS maintains many community support programs such as: Women's Wellness, Little Paws, Wellbriety, Craft Circle, and Cyber School.

In Friendship,

Darren Tootosis
President

Executive Director's Report

2016/17 was a year of firsts for Red Deer Native Friendship Society. In July 2016 at the National Friendship Centre's Association Annual General Meeting in Toronto, we were presented with the Award of Excellence for being the BEST friendship centre in Canada! This was a huge honor as there are 118 friendship centres across the country.

I Am A Kind Man program had its first graduates in May: 13 men. Funded through Alberta Native Friendship Centres Association, I Am a Kind Man is a community led movement that aims to battle the issue of violence against women and girls. Also in May, 10 friendship centre staff were trained to facilitate the Wellbriety: Celebrating Families sixteen week program and facilitate they did! The program was offered beginning in January 2017 and graduated its first group of 7 families in May, one year after the training took place. Our 4Directions team was significantly involved in making Celebrating Families happen! Speaking of training, in March 2017, the friendship centre provided Wellbriety: Medicine Wheel and the 12 Steps, three day facilitator training for 17 people, including 13 staff and 4 community members. This means that we now have a wonderful group of individuals trained to facilitate this cultural 12 step healing circle!

In June 2016, we began a new partnership with Red Deer Public Schools. We now have two Community Resource Connectors in schools, providing direct support to at-risk students AND cultural capacity building to faculty. Another new program is Cultural Connections in our Aboriginal Housing program that provides supports and capacity building opportunities within the city's Housing System Framework. In less than its first year, the program doubled, due to need and requests from community housing agencies. Aboriginal Youth Leadership! Brand new for the Aboriginal Youth Centre for Success, we graduated our first four leaders from this eight month intensive program in May 2017. These youth leaders are equipped with business and entrepreneurial skills and experience AND new and exciting cultural experiences such as sweat lodge preparation and tipi teachings.

I am sure you are wondering how we were able to accomplish all these firsts. The answer: Red Deer Native Friendship Society has a team of the most brilliant individuals in the community who provide the best supports and services to people who come to us. AND the staff team is skilled at developing mutually beneficial relationships with individuals, groups, and organizations all over our community.

My name is Lianne. I am part of the leadership team here at the friendship centre. I give thanks each day to the Creator for bringing me to this place of peace, caring, and unconditional acceptance.

In Friendship,

Lianne Hazell
Director of Administration

Operational Overview

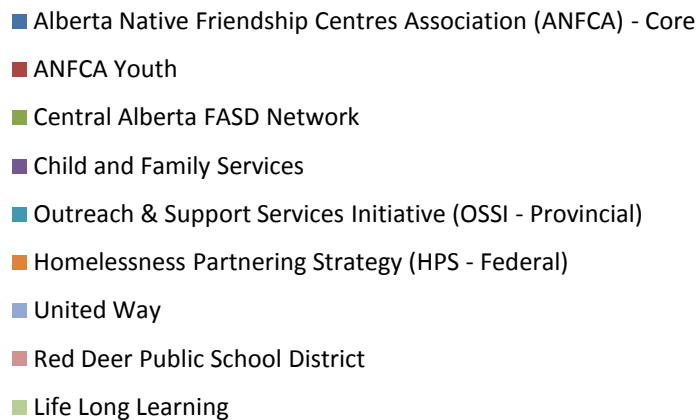
In the spirit of Friendship, the Red Deer Native Friendship Society is committed to a community without need. We embrace and are guided by cultural wisdom and traditional teachings to provide a healthy and safe place of belonging for all people living in Red Deer.

The RDNFS is a charitable Aboriginal agency dedicated to building an empowered community through Asooahum cultural housing, community development and the Aboriginal Youth Centre for Success.

We are awakening Aboriginal cultural teachings and family preservation services that promote wellbeing and assist with the adjustment to life in Red Deer.

We strive to extend friendship and foster positive relationships to bring awareness of Aboriginal people and culture to all citizens of Red Deer.

RDNFS Program Funding for 2016 - 2017



Core Business, Goals & Activities

Core Business #1 Organizational Development and Sustainability

Goal #1: Maintain long term sustainability in both operations and financial management.

Goal #2: Build capacity by increasing training opportunities in core operations.

Goal #3: Increase capital and operational funding.

Goal #4: Build a safe place of belonging where our membership can grow and flourish.

ANNUAL ACTIVITY REPORT

It is important to the Staff and Board of Directors to be transparent and accountable to our community, our funders, and our membership through accurate and timely financial reporting and an audited year-end financial statement. Our Annual General Meeting was held in Red Deer at the Red Deer Museum and Art Gallery on September 13, 2016. Operational excellence in programs was assured by the Leadership team who review program goals and manage program budgets. Weekly staff meetings ensure programs remain on target with work plans.

RDNFS is committed to building capacity in our operations and provide many training opportunities for our staff. Once a month we close the centre for staff development day and offer our staff a wide range of learning opportunities. We were also fortunate to get 13 staff trained in the Wellbriety Medicine Wheel and 12 Steps which assist in our ability to offer more addictions recovery circles in the next fiscal year.



Samantha Shortneck, our 1st Tenant receiving her keys.



Asooahum Crossing: Building a safe place of belonging where our membership can grow and flourish.

Our goal is to provide a place to live for Aboriginal people that need the benefit of lower cost housing to grow and give their families a safe culturally sensitive place to enjoy. There will be 16 units, within which 4 will be set up for disabled persons.

Over the winter of 2016/17, major construction was done; there were stumbling blocks as this was our first major project that **we would own**. We have received great funding but have also taken on a +/- 1.5million dollar mortgage.

Development at the writing of this report (June, 2017) has our first 8 - plex completed with 2 tenants assuming possession of their apartments on June 1st, 2017. The 2nd 8 plex is scheduled for completion July 1st, 2017.

The Culture Center has land dedicated to it and a formal plan. The fundraising of this project has been put on hold until the housing complex's are completed. We would then have a great success to talk about and use for our fund raising campaign.

Core Business, Goals & Activities *cont...*

Core Business #2 Cultural Awareness

Goal #1: Promote opportunities to make cultural and spiritual connections for Aboriginal community members and all citizens of Red Deer.

Goal #2: Increase the public image of the Red Deer Native Friendship Society and our programs and services.

ANNUAL ACTIVITY REPORT

The Red Deer Native Friendship Society has increased our efforts to make cultural and spiritual connections for Aboriginal community members and all citizens of Red Deer. Our



Crafts with Elders Program



Staff and Elder Tea

support, programming and educational workshops have grown over the past year.

The RDNFS offers a traditional craft group twice a month featuring two of our well loved Elders who facilitate the program. This drop-in program is open to the community and encourages cultural pride, creates links to the community and teaches participants traditional crafts.

We offer a ceremonial room where the staff and participants can smudge, pray, participate in sharing circles and meet with Elders. We have monthly community drumming. The men's drum group often take our community drum "Big Voice" into community to educate and share our songs. This has increased our public image and created more demand for the group in the community.

The Aboriginal Youth Centre for Success (AYCS) team started a monthly meeting with the Elders so the staff could visit with and learn from the Elders on a regular basis. This meeting is proving to create bonds with the staff and Elders that reach into our programs and community at large.

The Cultural Connections Program sponsored one sweat per month at Fort Normandeau and the AYCS program sponsored 4 sweats over the year accompanied by sweat teachings open to the community at large. The youth participants in AYCS had many opportunities to have cultural learning over the year and were able to learn how to make tipi poles for our new 30 ft tipi!



Making 40 ft. tipi poles



Facilitating the blanket exercise

RDNFS is committed to increasing cultural knowledge and cultural competency among our staff and our partners in the community. We have increased our cultural training workshops in the community and have now expanded our partnership with Red Deer College reaching nursing students and social work students, we have 2 staff working with the Red Deer Public School district supporting students and staff, we offer training to the staff of Safe Harbour Society, McMan, Canadian Mental Health Association, Women's Outreach and the City of Red Deer through our Cultural Connections program. We have a partnership with Central Alberta Refugee Effort and work closely to bring awareness of Immigrants, Refugees and Aboriginal peoples.

We also survey our participants on a quarterly basis to assess how our programs are doing and if we are meeting their needs.

-
- Of those participants who responded to the question 100% agreed that the Friendship Centre offers programs that are culturally appropriate
 - Of those participants who responded to the question, 91% stated that the Friendship Centre helps them learn about their culture.
 - 97% of those who responded said yes when asked to answer the following statement; as a result of attending Friendship Centre programming/participation in cultural ceremonies, I feel good about myself and feel pride in my heritage.
-

We help organize community cultural events such as National Aboriginal Day and Canada Day. We apply for funding and create an organizing committee with community partners to plan National Aboriginal Day. Last year we opened a food booth on Canada Day at our City's celebrations and sold fried bannock! We had our tipi up and offered Aboriginal games, drumming and Elder story telling. It was a big hit.

Participants say:

- “I went to a sweat lodge ceremony, which improved my way of thinking. Then had counseling with a worker. The staff here are awesome and very helpful.”
- “Helps me become a better parent through cooking, culture and talking about feelings, transportation, making friends, staying sober.”
 - Helped me get connected, helped learn my culture, healing.”
- “Very helpful to help understand and learn protocol/cultural gathering.”
- “It feels good to be connected with others of my own culture”
- “I feel good getting a friendly environment to learn and meet new people.”



Core Business, Goals & Activities cont...

Core Business #3

The Aboriginal Housing Program

Goal #1: To provide accessible, affordable housing to all people of Red Deer.

Goal #2: To provide supports and services for individuals to maintain housing and access basic needs.

ANNUAL ACTIVITY REPORT

THE ABORIGINAL HOUSING TEAM

The Aboriginal Housing team offers three options of support. The homelessness prevention program serves individuals, couples and families who are at risk of losing their housing or who have been homeless for less than three months. Support for these participants can be from 3 to 6 months. The other option is housing first. This support is offered to those who are currently homeless less than 3-6 months in a one year period and may have been homeless 2 or more times over a year. This program provides support from 6 to 12 months. Our 3rd support option is our Cultural Connections program. This program serves those participants who are in a housing program supported by Red Deer's System's Framework for Housing and Supports. Organizations include Red Deer Native Friendship Society, Safe Harbour Society, McMan, Canadian Mental Health, and Women's Outreach. The Cultural Connections helps offer support through cultural teachings and ceremonies.

THE TEAM PROVIDES THE FOLLOWING SUPPORT:

- BUILDING A PLAN TO MAINTAIN HOUSING
 - FIND A HOME
 - CONNECT TO AN ELDER
 - CONNECT TO CULTURAL CEREMONIES AND ACTIVITIES
 - CONNECT TO OTHER PROGRAMS AT THE FRIENDSHIP CENTRE
 - ADVOCATE ON THE PARTICIPANTS BEHALF WITH LANDLORDS
 - WORK WITH UTILITY COMPANIES IN THE CASE OF DISCONNECTION OF SERVICES
 - TALK WITH MEDICAL PROFESSIONALS, INCOME SUPPORT OR AISH
 - PROVIDE EDUCATIONAL LEARNING CIRCLES FOR LIFE SKILLS
 - ASSIST PARTICIPANTS TO OBTAIN IDENTIFICATION AND ALBERTA HEALTH CARE
 - CONNECT TO COMMUNITY SERVICES
 - HELP PARTICIPANTS GET NECESSARY ITEMS FOR THEIR HOME
-

April 1, 2016 – March 31, 2017	Total
HPS Housing First Aboriginal	2
HPS Prevention Aboriginal	55
OSSI Indigenous Cultural Support	35
Total Participants Served	92

The following participant story shows how we support individuals and families to access affordable housing and connect them to other supports in the centre to become happy, healthy and successful.

A Single Inuit Mother of 2 children under the age of 4 successfully completed our Homelessness Prevention Program. She was rehoused into Low Income Housing and now has the ability to afford her rent, buy adequate and healthy food for her family every month, pay her bills in full and on time and save a little money for their future. She went from paying over \$1600.00 for rent to paying \$480.00. She is also supported by our PCAP worker and Family Support Worker here at the Friendship Center. She attends Women's Wellness and Wellbriety regularly and is taking the AYCS Youth Leadership Course. Her 2 children also attend Little Paws regularly. The wrap around supports she receives has ensured both hers and her children's success in life for years to come.

A First Nations couple in their 50's were successfully housed through the program. They had come from Edmonton and were staying with their daughter. They were finding it difficult to find housing. They felt it was because they were Native. I gave them some contacts for landlords that we know do not discriminate. Shortly thereafter they were housed. We helped them with funds for a damage deposit as well as household furniture and housewares. She was having health complications due to the stress of being homeless which landed her in the hospital. Once she got a home her health greatly improved as well as her mental health. It was patience; perseverance and unconditional acceptance that helped this family become housed. They are safe, housed and happily content.



The Aboriginal Housing team visiting Asooahum Crossing in happy anticipation to house participants there!

Cultural Connections helpers and other RDNFS staff spending the day cutting wood for the sweat lodge we sponsor once a month.



Core Business, Goals & Activities *cont...*

Core Business #4

Community and Family Supports

Goal #1: Support family unity and prevent child apprehensions to Child and Family Services.

Goal #2: Provide teachings of the Medicine Wheel and nurture cultural pride.

Goal#3: To increase the number of Aboriginal families and individuals connecting to the community.

Goal #4: To provide support and advocacy to families accessing health care services.

ANNUAL ACTIVITY REPORT **COMMUNITY AND FAMILY SUPPORTS**

The Four Directions Family Support Program focuses on providing support to families to promote the healthy well-being of children, families and individuals through Aboriginal culture and traditions. Using the medicine wheel teachings as a way of life we help families to improve parenting and coping abilities, address behaviors which may place a child, family or community at risk, prevent unnecessary long term out-of-home placements of children, promote reunification of families and support at the time of crisis, as well as providing health advocacy.

We have also offer the Aboriginal Parent Child Assistance Program (PCAP) which provides intensive supports to women of child bearing years to prevent future FASD affected births.

The Program Coordinator, Family Support Worker, Health Liaison, and Aboriginal PCAP Mentor work together to meet the needs of families in our community. Together they provide holistic supports and drop-in programming to meet all the goals stated above.

The Family Support worker has a caseload of 15 while the PCAP Mentor has a caseload of 7 participants. All other programs are drop-in. The Four Directions drop-in programming includes traditional parenting workshops, crafts with Elders, women's wellness, little paws, and thunderbird learners. Elder support is offered as much as possible to provide the best cultural learning opportunities for our participants.

The Four Directions Family Support program made 2361 contacts throughout the year through their case management and drop-in programming. This program continues to be essential to our participants and supports so many families in our community to begin their healing journey, connect to community supports and cultural identity.

Program	Total
Family Support	41
Family Support service visits	943
Little Paws	48
Thunderbird Learners	26
In-Home Parenting Support	26
Traditional Parenting Workshops	23
Family Support Drop-in	111
Cultural Support	193
Cultural Crafts	124
Families of Tradition (Wellbriety)	318
Health Liaison Drop-in	184
Grief-Edu Therapy	24
Women's Wellness	158
Community Presentations	150
Families in the park	22
Total	2361

The Impact of family support:

Hope was apprehended by Child Welfare in 1992 at the age of 2 years and experienced considerable transience and placement instability while in care, and then was placed under a Permanent Guardianship Order in 1995. While in care Hope was diagnosed with Fetal Alcohol Spectrum Disorder (FASD). She was an affectionate child who was very shy and easily manipulated.

In her teens she began to use alcohol and started running away from home. She had her first child at the age of 15 years old and gave him to a healthy family to raise. She became homeless and living on the streets at the age of 18 years old. Her alcohol use evolved to using crack cocaine and then meth in her late 20's. Her second child was born in 2014 and he was taken by Children Family Services due to Hope being homeless and her addiction issues. Hope struggled on the streets getting arrested for various petty crimes. She would sleep at the Mats Program or outside in a tent in the summer.

In April 2015 she was referred to the Red Deer Native Friendship Society Parent Child Assistance Program. PCAP case management is not delivered according to a specific model of behavioral intervention. Instead, the mentor strives to develop a positive, empathic relationship with participants, to offer regular home visitation, and help the women address a wide range of environmental problems. Mentors use concrete, explicit methods to help participants identify personal goals and the incremental steps that must be taken to meet those goals. The women are closely involved in every plan and decision as the intervention proceeds. The process allows for a woman's gradual transition from initial dependence on the mentor's assistance and support to interdependence. As they work together to accomplish steps toward goals, to independence the participant begins to trust in herself as a worthwhile and capable person, and learns the skills necessary to manage her own life.

Hope decided to go to treatment last year and attended the Sunrise Native Addiction Services Treatment Center in Calgary for their 41 day treatment program. Hope completed the treatment and when she graduated the Parent Child Assistance Program arranged for her to have housing when she returned to Red Deer. Hope worked very hard and the PCAP mentor supported her to learn how to maintain her housing. Hope learned how to budget her money and was able to save over \$1100.00. She was able to live in the same place for 1 year and was able to obtain an excellent rental reference, which was a goal she wanted to achieve so she was eligible to apply for housing with the Red Deer Native Friendship Society Assoahum Housing. Another requirement was to have 1 year sobriety and she achieved that goal the month she moved in. On June first she moved into the Assoahum Crossing Housing. She still attends Wellbriety every week at the Friendship Centre and volunteers in the community. She has built healthy relationships in her community and has positive support from friends and family. She works hard at maintaining her sobriety and has made a goal to get custody of her youngest son. Hope is doing well and loves her new home and continues to be supported by her PCAP mentor. Hope was also supported by the Aboriginal Youth Centre for Success program at the Friendship Centre and graduated from the youth Leadership program with new skills in business, leadership and cultural teachings.



Mother's Day Tea

Participants say:

- "Being around other single mothers with the same thoughts, ideas, issues leaves me with a little more acceptance and relief for myself."
- "Feel welcome and love feeling like I belong here & it's like family."
- "Feeling connected, healthy relationships, dealing with stress."
- "They help me with the things I get nervous to do."
- "Ability to have time out and explore and challenge myself in the area of growth, grief management, support, friendship, group settings, personal level, human kindness, and spending some time in happiness. Spiritual growth and wellbeing."

Core Business #5

Aboriginal Youth Centre for Success

Goal #1: To provide opportunities to increase youth's social, economic, and personal prospects.

Goal #2: To provide youth opportunity to complete their high school diploma.

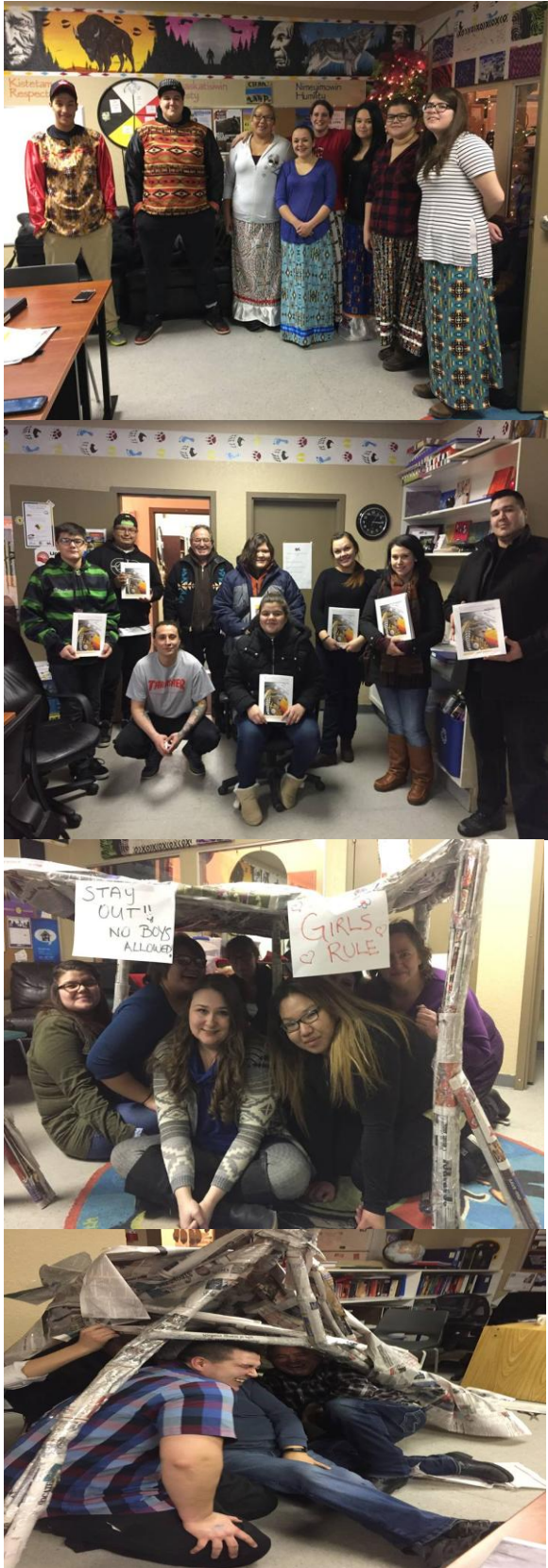
ANNUAL ACTIVITY REPORT **ABORIGINAL YOUTH CENTRE FOR SUCCESS**

The Aboriginal Youth Centre for Success (AYCS) provides youth 13 to 25 with a place of their own to improve immediate and long term social, educational, economic and health outcomes through supports and services that meet their individual and cultural needs. AYCS offered a junior youth after school program, weekly youth drop-in nights, youth leadership program, SCyber school, and two Community Resource Connectors supporting the staff and students of the Red Deer Public School District.





Main Activity	Participants	Description of Activities
Middle School Indigenous Self-leadership after school program	For youth ages 10-15 151 youth attended	Youth participated in traditional Aboriginal games and the learned several cultural teachings including Medicine Wheel, feast, tipi, spirit animal and other traditional teachings. The program was offered at three different schools and was 8 weeks per school. This program is developed in partnership with Youth HQ and the Red Deer and District Museum.
Youth Change Makers & Entrepreneurial Development Program	4 completed the certificate. 7 attended on a regular basis.	Youth received a joint certificate from the Leadership Centre and the RDNFS Youth also received 5 high school credits for this program. Topics included: -Self awareness -traditional leadership -change management -communication -conflict resolution -Medicine wheel teachings -Financial Literacy -Social Enterprise Development -Cultural Activities including drum and rattle making -Community Involvement -Team work -Risk taking -Advocacy -Resiliency -Resume Writing -Professional Dress -Journaling -Public Speaking -Tipi set up and teachings -Sweat Lodge Ceremony (included teaching them how to help get the lodge ready - Drum making, traditional storytelling, traditional conflict resolution; smudge ceremony, and making relations ceremony.
Youth Drop-in Nights	For youth ages 13-18 6 to 10 youth drop-in per session	Weekly drop-in program that offers cultural support, crafts and activities, help with home work with our teacher-tutor.
SCcyber E-Learning Community	Youth ages 16 and up	Creating and educational environment that honours culture and offers the opportunity to complete a high school diploma at the students pace. Classes are on-line and supported by the AYCS Mentor who helps students register for classes and supports career development.



SCCyber School Success Stories

"My experience finishing my high school diploma through SCCyber has been a great one. When I first registered myself I was quite nervous about the online part but I kept an open mind. Starting out it took me a few months to actually get the hang of and fully commit to it but I finally strapped down and devoted most of my time to my classes. My mentor was always such a huge help to me even though she was learning herself, she was always willing to help in whatever way she could and I'm very thankful for her. I'm very glad I was referred to this program by my mother because myself being 20 at the time I was unable to finish at a regular school with the costs being so high and unaffordable to me. I was struggling with my education for a few years and this program allowed me to have a job and make my own school hours without it interfering with my job or personal life. To say that I am finally graduated and pursuing post-secondary education is very fulfilling, so I am extremely grateful for the program, mentors and everyone else who helped me out along the way!"

"I have found that my experience with the sccyber program has been very positive. The online learning course was very helpful and easy to navigate. I have been taking the 10-3 math and I have been doing very well in it. The tutorials are very straight forward and the lessons are very well put together and easy to understand. Mr. Lawrence is a great teacher and I can't forget to say Danielle has been a great mentor to me and has been very helpful throughout this program. The only negative thing I have to say about the program is the bio-20 course has a lot of broken links and labs, the course needs to be fixed and reorganized. Other than that I've been having a great experience with sccyber and math 10-3".

New Initiatives

New Initiative Celebrating Families

ANNUAL ACTIVITY REPORT

Facilitators, volunteers and Red Deer Native Friendship Society staff celebrated on Tuesday with families who completed the addictions program Celebrating Families! (Photo by Susan Zielinski/Advocate staff)



Red Deer Native Friendship Society first to offer the program in Canada

- [SUSAN ZIELINSKI](#)
- Tue May 30th, 2017 12:30am
- [LOCAL NEWSNEWS](#)

Six Red Deer indigenous families celebrated their completion of a 16-week program new to Canada that helps parents with addictions stay sober and build healthy relationships with their children.

Led by Red Deer Native Friendship Society, the program *Celebrating Families!* was developed by the National Association for Children of Alcoholics in the United States, and White Bison, a Colorado-based wellness organization, adapted the program for indigenous people.

Facilitator Teresa Cardinal, who worked with young children, said the program is unique because the entire family attended.

“It was that opportunity for people to heal together as families,” said Cardinal at the program’s celebration on Tuesday at Red Deer Public Schools’ administration building.

Each week families got together for a meal before they separated into discussion groups for toddlers, children, teens and adults before coming back together as families to talk.

She said giving children the opportunity to talk to somebody and each other about what was happening in their family was crucial.

Adults think children are blind to what is going on in the family, but they know, she said.

“Right from the beginning they understood, even the little ones.”

She said they also need to learn about the historical trauma inflicted on indigenous people and the role it plays in addiction.

“We need to talk about it with them. We need them to understand where it comes from,” Cardinal said.

Tanya Ward-Schur, who helped bring *Celebrating Families!* to Red Deer, said the United Nations and the Truth and Reconciliation Commission very specifically recognize the impact of indigenous people healing themselves.

“For me to see whole families come together and stay together, partners working on their sobriety, working on their parenting skills in a way that also celebrates the culture, is pretty amazing,” Ward-Schur said.

“We believe that culture is the prevention. Culture is the cure. That whatever we do needs to come from that cultural perspective and address contemporary issues through that cultural lens.”

Right now Red Deer is the only location in Canada with *Celebrating Families!*, she said.

“The big thing for us is to find the funding to continue the program because we know it’s powerful. We know it works.”

Red Deer Native Friendship Centre worked in partnership with Red Deer Public Schools, Alberta Health Services, Red Deer Child Care Society, and community elders to offer the program.

Lifelong Learning Council of Red Deer funded the program and the National Association for Children of Alcoholics funded training and certification for Red Deer facilitators.

szielinski@reddeeradvocate.com

Organizational Excellence

Our Volunteers:

Community volunteers are an important asset to Friendship Centres; the hours they dedicate to our Friendship Centre demonstrate the great level of support for and appreciation of our services that we have in our community. Their time and efforts assist with program/service delivery, provide guidance to Friendship Centre Board and Staff and contribute to successful special events. Included among our volunteer numbers and volunteers' annual hours of service are the committed members of our Board of Directors.

Number of Volunteers (April 1, 2016-March 31, 2017)	Total Volunteer Hours (April 1, 2016-March 31, 2017)
85	200+

Membership & Community:

Number of Friendship Centre Members as of March 31, 2017	Number of Visits/Drop-ins to Friendship Centre (April 1, 2016-March 31, 2017)
43	10 540

Reflection & Looking Forward

Highlight of the Past Year:

We have restructured our staff team over the past year. We created a Leadership team which has worked out wonderfully for the leaders themselves and the staff they support. We have also implemented program coordinators for each program team which has led to better service delivery and greater success for our participants.

Main Challenge of the Past Year:

Our main challenge this year was space. Our programs and staff have grown and we do not have enough room for everything we do. One office holds 3 staff and another office has 2 staff. The rest of the staff have their own office. We have moved the school into the board room so that the students have quiet while doing their school work. This opens up the back space for bigger groups and more room for programs.

Planning ahead for each year is important to our Board of Directors and our Management. Monitoring our progress throughout each year is integral to our success.

Looking forward to 2017-18:

The main focus of the next fiscal year will be to fill the units at the Asooahum Centre. We will need to focus on building our capacity to run this business as well as to provide exceptional support and services to those who rent from us.