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Mission Statement

“To provide and develop local community governmental services in the most efficient and effective manner for the overall betterment of the Band Membership and the community.”

Westbank First Nation Profile

Quick Facts

- Westbank First Nation is historically known as stqaʔtkʷniwt
- Language: nsyilxcәn
- One of seven bands that comprise the Okanagan Nation
- Band Membership: 690
- Approximately 9,000 non-members residents
- Location: South Central Interior of British Columbia, Canada
- Land Base: 5 land parcels totaling 5,306 acres
- Self-governing First Nation
- Leadership: 1 Chief and 4 Councillors (elected by the membership every three years)
way’ ḥast sḵałḵált. I am pleased to offer my best wishes and greetings to all. I am sincerely grateful to have served as your Chief for the past year.

I am pleased to report that WFN has had another successful year and that accomplishments have been made in a number of areas. We are strong financially, have made significant advancements with economic development and continue to improve on programs and services to support a healthy community. With those who have passed on or have incurred illnesses, I offer my condolences and warmest regards to all the affected families and friends.

As we collectively look forward to the future, we must remember the good teachings and advice of our elders and believe in who we are as a people. We are a proud people, a strong nation and, I believe, have great opportunities for our youth and have realistic hope for our community’s healthy well-being.

On behalf of our entire Council, I wish everyone the best of health, safety, happiness, prosperity and long life.

Way’ limlent

Chief Robert Louie

(LLB, OOC, BuAd)
Message from the Director of Operations

It is my pleasure to write some introductory comments to the 2009/2010 WFN Annual Report. The purpose of this report is to provide the reader with a well-articulated and condensed synopsis of some of the key accomplishments within the Westbank First Nation Government. Each of the managers within the Westbank First Nation have proudly highlighted their respective departments touching upon some key activities and achievements that we hope you will find interesting and meaningful.

Since becoming an employee of Westbank First Nation in May 2006, and then the Director of Operations in April of 2010, I have witnessed WFN continuing to operate as a leader among First Nations in Canada. WFN is an organization that is highly respected at all levels of government and within the private sector. We continue to strive to meet or exceed the expectations of our membership and key stakeholders, and we do this with the vision of our Council and the dedication of our staff. Once again, Westbank First Nation is in a healthy financial situation credited to the efforts of each and every one of us that make a positive contribution day in and day out.

I am proud to be part of the Westbank First Nation both as an employee and Member, and I look forward to another exciting and rewarding year ahead.

I wish you all the best in the upcoming year.

Way’ limlent

Pat Fosbery
Director of Operations
Community Services
Submitted by Margaret Eli, Acting Manager of Community Services

Community Services administers community programs from a variety of locations including: Sensisyusten School and gym, Westbank Child Development Center, Youth Center and the Community Services Building. Currently, our mandate is to serve the approximate 1700 Aboriginal people and their families residing on WFN lands. Services are also extended to WFN members living in the Westbank area.

Education

WFN hosted the 2nd Annual Okanagan School Education Conference in January 2010.

Six WFN Members and three community members graduated from high school. This year we had four post secondary students graduate from their programs and seven completed the Gateway to the Trades program.

Westside Tutor continues to register students in afterschool tutoring an average of twenty-five students.

Sensisyusten School Board worked diligently on completing the school’s policies. They are now working on the school’s strategic plan utilizing input from the members during the Enowkinwix process, past reports and community consultation.

Annual Nursing Program

The Preventive Nursing Program has been limited by the lack of funded nursing hours. Given our real caseload of about 1500 clients, a full-time Preventive Nurse position is needed but is not currently being funded at this level. Through an agreement with Health Canada, we began a mentorship of a new Community Health Nurse. This gives additional nursing support (about two days per week) so the Senior Community Health nurse is more available to do training and provide support through September 2010.

Communicable Disease Control
Immunization

Regular immunization for infants is done according to the BC Provincial schedule. H1N1 & Seasonal Flu vaccinations were provided to all community members & WFN staff. TB testing has been done for community members attending treatment on an as-needed basis. Day Care, health staff and Pine Acres Home volunteers were TB skin tested. There have not been any communicable disease outbreaks in the community.

Health Promotion

Sharing information with the community is done through regular contact with the school, monthly newsletter articles, displays and individual contact.

Canada Prenatal Nutrition Program

Prenatal and postnatal services were provided to fourteen women and their partners. Services offered include:
- Nutrition assessment and counseling
- Gift certificates for purchase of fresh fruit, vegetables, etc.
- Breastfeeding support
We continue to teach Okanagan language in the preschool program. The children participate with the teacher, learning songs, numbers, names, animals, and basic Okanagan phrases, which they integrate into their daily conversation. Many of the staff at the centre have been taking language and culture classes in the evening so that they are able to support the children’s learning. WCDC continues to have a wait list.

Family programs run out of WCDC two times per week allowing for parental/guardian involvement on an ongoing basis. Educational programming is available once a week, while nutrition and support are the emphasis for the second day.

Growing Great Kids Home Visit Program
Seven families have engaged in the home visitation program. The vision of this program is that all children will receive the nurturing care essentials to become compassionate and contributing members of their community. The goals of the program outline how to systematically reach out to all parents and caretakers in the community to offer resources and support based on their individual circumstances.

Unfortunately, this program ended on March 31, 2010 due to funding cuts. We plan to seek alternate monies to restore this program in the future.

Diabetes Education
Preventive education is provided in the school on a weekly basis. In addition, a weekly lunch and exercise session is provided through the diabetes program. Information for the general population is made available through the community newsletter and displays/bulletin boards. A monthly evening support group for people with chronic illness is led by the Home Care Nurse and includes a healthy meal, education and activities. One-to-one counseling is also provided to individuals as requested.

Home and Community Care
The Home Care Nurse supervises six home support workers and a housekeeper. Ongoing assessment and monitoring of clients and individual nursing service is provided as needed.

Essential Skills (ESP)
The Essential Skills Program is designed to help individuals with barriers to find and keep employment in the field that matches their interests and natural abilities. The main components of the program are in-class and on-the-job training. The ESP Curriculum and job experience have been designed with each participant’s needs in mind. They are based on skills and interests assessments and are focused around the needs and learning style of First Nation people.

Early Years Programs
Under the umbrella of Early Years Programs, several programs exist for families with children birth to age ten. Over the last four years, we have introduced the Head Start Program for our community families. The program emphasizes six components focusing on the following: Culture and Language, Education, Health and Well-Being, Nutrition, Social Support, Parental and Family Involvement.
Social Development
The Social Development Program provides financial benefits and services to individuals and families residing on the reserve and who are in need. By assisting clients we strive to prevent dependency by developing individual and family strengths. We help clients access services that will enhance their ability to assume primary responsibility for their own affairs.

OTDC Employment & Training
There are four programs for which the Employment & Training Department is responsible:
- Employment Training
- R.O.A.D.S (Life Skills)
- Personal Development
- Community Access Program

Employment & Training intake has increased substantially this last fiscal year. The downturn of the economy has impacted jobs in the valley, with many layoffs happening especially in the building trades. When this happens, it gives time for individuals to look at specific training programs to either enhance their career or to look at a completely different career.

TESI—Training and Employment Support Initiative
Dollars were transferred into the program allowing the ability for social assistance clients to participate in the R.O.A.D.S program. This allows the door to be open for individuals other than WFN members to be part of the program.

This fiscal year some of the events and specific training programs which were run out of the R.O.A.D.S. program have been:
- Community involvement
- Arts and crafts projects
- Guest speakers
- Food Safe
- First Aid

Personal Development Program
The Personal Development Program is for WFN members. At the present time the majority of individuals are accessing the program dollars for “Choices”.

Upon completion of the program each individual is required to fill out a questionnaire or write a short letter regarding their experience while attending the personal development program. To date the responses have been very positive.

R.O.A.D.S (Roads to Opportunities and Development for Success)
The concept of R.O.A.D.S has been built around the needs of the individuals entering the program, and is divided into modules. Each individual sets goals for the end of the program. Upon completion, each individual is assessed as to whether they will return to the program for the next session or move into a job or schooling. Also, at the end of each two month session the program is assessed and any changes are made prior to the next program starting.
Addictions Counselor

The Addictions Counselor is responsible for prevention, assessment and referrals, treatment, one to one counseling, group work, after care, community development, and cooperation with other agencies, health promotion through education on alcohol and drug abuse, and living balanced lifestyles.

Programs
- Fire Starter – Medicine Wheel 12 Step Program, Monday nights 7-8 pm
- Community Breakfast – Wednesday 9 am
- Pre-treatment and post treatment sessions for clients attending alcohol and drug treatment.
- Crisis Counseling
- Suicide Intervention
- Trauma Counseling
- Referrals to Trauma Treatment
- National Addictions Awareness Week, workshops on drug abuse, HIV/AIDS, problem gambling, dinners, door prizes
- Attends workshops with clients

Presentations
- Resident School settlement agreement information workshops
- Provides education of addictions, process addictions (gambling, work etc.)
- Living in Balance with the Youth Programs, Glenrosa Middle School
- R.O.A.D.S. – life skills program
- Health fairs.
- FASD Workshop

Recreation Department

Special Event Highlights:
- WFN Annual General Meeting
- Westbank Advisory AGM
- WFN Community Christmas Party
- Olympic Torch Relay Celebrations
- As well as working with several other departments hosting meetings, conferences and dinners

Program Highlights:
- Kids Summer Camp (8 weeks throughout summer for children ages 5 -11)
- Spring Camp (1 week children age 5 to 11)
- New Fitness Program (Bootcamp)
- Dodgeball League
- Big White Ski and Snowboard Program
- High Performance Training for Youth
- WFN Snowboard Team continues to be very successful
Youth
The youth program has grown over the last year and has provided many exciting programs for our future leaders. Throughout the year a variety of activities have been provided including:

- Drop in at the Youth Centre
- Recreation activities in the gym—floor hockey, basketball, wall climbing, etc
- Community Outings
- R’Native Voice
- Youth Leadership Workshops
- Girl Power
- After School Recreation Program

Girl Power
Girl Power circles are uniquely positioned to address and challenge cultural messages which limit or distort girls’ self image. Being able to self-express within a safe, caring environment encourages self confidence, authenticity in relationships, and enhanced judgment skills. This educational group also promotes healthy development and focuses on girls 9-12 years old.

Youth Counselor
The Youth Counselor for WFN provides counseling services to children, families, adolescents and young adults. Services are aimed towards prevention and treatment of conditions in the individual, family and community in order to develop, maintain and promote emotional, social, behavioral and interpersonal well being within the daily life of individuals and the overall community.

Other programs offered through the youth counselor position include individual and group support through partnerships with Sensisyusten School, Life Skills Program, Youth Centre, Recreation Department, Girl Power Program and Violence Prevention workshops among others.
This year Sansisyustan House of Learning was organized into four divisions, Junior Kindergarten and Kindergarten, Grades One/Two, Grades Three/Four and Grades Five and Six.

We were proud to celebrate our first Sansisyustan Graduation, where we honoured Elizabeth Johnston, Cheyenne Elliott and Dennis Barnes. We wish them all the best in their future endeavors!!

In November, the school underwent an evaluation by the Ministry of Education, Independent Schools. We were extremely pleased to receive a great review, and proud to be meeting all Provincial Ministry Standards for our Education Program. We continue to work closely with FNESC and School District #23 to build strong partnerships. This helps to provide services and resources for our staff and students. We work to update and purchase new curriculum to ensure best program practices for students.

The school year was filled with many highlights and Sansisyustan hosted many successful events. Some of the great moments included:

- SD#23 Battle of the Books Competition
- 2 Parent Literacy Evenings
- Presented “Truth From the Youth” Evening Performance
- Christmas Potluck and Concert
- Hosted Okanagan Band School Conference
- 2 Awards Assemblies
- 2 Family Fun Nights
- Student Author’s Day and Art Walk
- And Co-Hosted Okanagan Regional History Fair.

“WOW! We were busy!!!!”

We continued to offer a wide range of physical activities again this year. Students were involved in Skating, Cross Country Skiing, Gymnastics, Swimming, First Nations Dance and Okanagan Traditional Games. These occurred throughout the school year.

We were pleased to offer a three day a week hot lunch program as well as a full breakfast program. The focus and importance on healthy eating definitely made an impact on student performance. This program will continue into the next school year.

Okanagan Language and Culture continued to be integrated into the regular curriculum in the classrooms and daily language classes will continue into the new school year. We were pleased to have our first Sansisyustan “Big Drum” groups this year and they did awesome performing at the “Siya” celebration. Students also learned hand drumming songs along with the flute.

Our school philosophy revolves around the seven teachings of bravery, respect, love, honesty, humility, wisdom and truth. All students were provided opportunities and challenges that met their diverse emotional, physical, and intellectual needs.

We look forward to an awesome upcoming school year and we are extremely proud of the progress and many accomplishments made in 2009/2010.
**Economic Development**

Submitted by Jayne Fosbery, Economic Development Officer

**2010 Economic Development Plan**

In 2002-03, WFN prepared a comprehensive economic development strategy and established the WFN Economic Development Commission (EDC). Since 2005, there have been a number of structural and legal adjustments to WFN-owned enterprises effecting how they are managed and operated and the strategy was set in line with these objectives. In 2008, WFN began working on a comprehensive community plan with a long term economic development strategy required as one of the cornerstones of this plan. To construct this cornerstone the WFN Economic Development Department is preparing a five year Community Economic Development Plan to reconfirm and adjust the economic vision, functions, goals and strategies for WFN Economic Development.

The economic environment within which the economic development strategy is being prepared is complex as we are a self-governing first nation with unique circumstances. We have over 9000 non members living on our reserve lands and over 300 registered businesses that include big box stores and self employed members whose interests are to be communicated by the EDC. A key underlining value of WFN is to create a setting for self sufficiency for our members and government and will continue to do so in the future.

This project got underway in December 2009. In January 2010, the literature review was completed focusing on WFN internal documents, and Economic Development Commission meeting minutes combined with obtaining “new” socio-economic data to update the 2008 profile. Current provincial and regional economic projection information was obtained on which to base future economic development activities.

A draft Economic Vision was prepared after input from Chief and Council, the EDC, senior WFN staff, and an input session that was open to all WFN Members. The potential functions, mandates and mission(s) for Economic Development have been prepared based on key literature, discussions with senior staff and the EDC. Also, six sector focus groups meetings have taken place focusing on potential opportunities for WFN. This preliminary draft strategy was submitted to Chief and Council in April 2010. Starting in September 2010 we will communicate with all groups for a final approved Community Economic Development Strategy. Copies of the draft are available for input.
Projects and Developments

2010 has been an exciting year for new business on IR #9. We have welcomed Original Joe’s, Sovereign Cycle, Bloomers Floral, Marble Slab Creamery and Dominos Pizza. We also had Ok Tire move from Louie drive to Westside Landing. The Great Canadian Superstore is set to open their doors in November 2010. Construction has started on Rexall Drugs as well.

IR #10 is on phase two of the Westside Road Interchange construction. The date for completion of this joint project is set for fall of 2012 with a budget of $41 million. On July 8, 2010 membership approved the new joint venture between WFN and Artis REIT that includes a shopping mall in which Landmark Cinemas has plans for a 6 screen theatre. The name of the shopping mall will be Okanagan Lake Shopping Centre and is anticipated to be complete by fall 2011.

Partnerships and Events

WFN is an economic development engine in the Okanagan and it is important that we work with our neighbors and related organizations. We actively participate with:

- District of West Kelowna
- Westbank and District Chamber of Commerce
- Tourism Westside Communities in Bloom, in partnership with the District of West Kelowna and the Westbank and District Chamber of Commerce received 5 Blooms (maximum of 5 Blooms) in the National category for 20,001 – 50,000 population in 2009, the third year going national.
- All Nations Trust Company had 3 sessions for the membership to discuss options of starting businesses.
- Women’s Enterprise – educational forum
- Regional District of Central Okanagan
- EDC Memberships – CANDO, Urban Development Institute, IEDC

Summary

Within the Economic Development Department we strive to promote WFN Lands as a self-sustainable place to conduct business. By focusing on business attraction, enhancement and facilitation through the Economic Development Commission, we are encouraging the suitable diversity of development to enhance the WFN economy.
Human Resources
Submitted by Laura Burchinshaw, Manager of Human Resources

It is Westbank First Nation's mandate to offer employment opportunities to qualified individuals who are WFN members of Aboriginal descent.

WFN Employment Highlights

<table>
<thead>
<tr>
<th>Human Resources Highlights</th>
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</thead>
<tbody>
<tr>
<td>• Ongoing full cycle recruitment activities with 57 competitions initiated during the</td>
</tr>
<tr>
<td>fiscal year (April 1, 2009 – March 31, 2010).</td>
</tr>
<tr>
<td>• Capacity building initiatives included the continuation of WFN’s Leadership Development</td>
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<tr>
<td>Coaching program and organization-wide computer skill enhancement training.</td>
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<tr>
<td>• New capacity building initiatives included the delivery of a 30 hour Leadership Certificate</td>
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<tr>
<td>and 24 hour Human Resources Certificate in partnership with Okanagan College designed to</td>
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<tr>
<td>provide participants with the skills and understanding of the Leadership required to</td>
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<tr>
<td>become more effective supervisors and managers.</td>
</tr>
<tr>
<td>• 2nd Annual Staff Ball Tournament in June of 2009 was well attended and a great success!</td>
</tr>
<tr>
<td>• Continuation of WFN’s Continuous Service Recognition and Reward program; employees were</td>
</tr>
<tr>
<td>recognized at WFN’s AGM in September 2009.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>WFN Employment Highlights</th>
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</thead>
<tbody>
<tr>
<td>Total Employees (as at June 2010) 150 (excluding Pine Acres &amp; WFN related businesses)</td>
</tr>
<tr>
<td>Increase over July 4</td>
</tr>
<tr>
<td>New Employees (April 1, 2009 to March 31, 2010) 42 (Includes casual, summer students,</td>
</tr>
<tr>
<td>seasonal and re-hires)</td>
</tr>
<tr>
<td>WFN Independent 14</td>
</tr>
</tbody>
</table>

WFN Employment Statistics

Total Employees/Contractors as at June 2010

<table>
<thead>
<tr>
<th>WFN Members</th>
<th>63</th>
</tr>
</thead>
<tbody>
<tr>
<td>WFN Member Dependents</td>
<td>5</td>
</tr>
<tr>
<td>Aboriginal</td>
<td>24</td>
</tr>
<tr>
<td>Non-Aboriginal</td>
<td>58</td>
</tr>
<tr>
<td>WFN Member Independent Contractors</td>
<td>14</td>
</tr>
<tr>
<td>TOTAL</td>
<td>164</td>
</tr>
</tbody>
</table>
It has been another busy year for the Westbank Lands Registry, but statistics for the number of registered or recorded instruments in the Registry shows a decline from the previous year. For the period April 2009 to April 2010, our registered or recorded records indicates 1,045.

GIS Update

Mapping Data
WFN renewed the Regional Geographical Information Services (GIS) MOU and an Orthophoto MOU which are effective for three year terms. Several projects have been completed including; records management integration, creation of specialized layers, and continued production of administrative mapping requirements.

GIS Progress to date:
- Parcel Data Sets:
  85% completed, lands/tax/utilities/BCAA/RDCO ongoing updating to missing data WFN/RDCO designing process for across the board updating (civics, survey, BCAA)
- Customizing Layers:
  Sewer, Advisory Council, WFN Community Forest.
- MHP/Strata ownership has been completed by use of multiple layering in the parcel
- Assessment Tab:
  Utility billing has been activated, update still required

Agreement & Next Level Projects
- 2009 GIS MOU (attached for review) new 3 year contract was signed
- Orthophoto MOU (Ariel imagery) 3 year regional fly over is completed and available
- File Integration, WFN laserfiche is now an available tool, As-built/Legal Surveys/etc. still have to determine who & how the data will be linked
- Fixed Asset Inventory prepared by Site 360—data to be added as layers into the WFN/RDCO GIS
- Other items to be determined as needed.
Government Secretariat
Submitted by Marcus Hadley, Council Secretariat (contract)

Overview
The Government Secretariat provides government and legal services to WFN, and consists of the following sub-departments:

- Legal
- Law Enforcement
- Dispute Adjudication
- Residential Premises
- Membership

Law Enactment
The Community Protection Law was the first law enacted by WFN this fiscal year and was the culmination of nearly two years of research and consultation. This law was developed to provide for the protection of the community as a whole, and in particular its children and youth, from violent crime, exposure to illegal drugs, and sexual exploitation and abuse.

WFN was concerned about serious criminal offenders being present on WFN Lands and presenting a threat to those in the community, particularly those at risk such as children and youth. Through this law, WFN is implementing measures which will limit the movement of these serious criminal offenders by controlling, regulating and disallowing accesses to community facilities.

The 2009/2010 fiscal year saw the passing of a further amendment to the Residential Premises Law. The amendment consisted of adding a clause to the existing law which allows the WFN council to evict a tenant in a WFN Housing Unit (a rental unit owned and operated by WFN) where illegal activities such as drug use and dealing, violence, noise and damage to the unit have occurred. These evictions have a shortened notice period and the tenant cannot appeal to an arbitrator.

Presently, the legal department is working on the Road Law, the Expropriation Law, the Community Plan Law, the Safe Premises Law, and an amendment to the Land Use Law. We anticipate that all of these laws will be enacted by the end of 2010.

Dispute Adjudication Activity
The Dispute Adjudication Law was enacted in 2008 and was established to deal specifically with the process by which an individual could dispute a WFN ticket. Although most tickets are not disputed, this fiscal year has seen 4 adjudication hearings for dispute resolution.

Residential Premises Activity
The Residential Premises Department is responsible for administering the provisions of the WFN Residential Premises Law which governs relationships between landlords and tenants on WFN Lands.

In 2009/2010 the vast majority of landlord tenant disputes were resolved informally by the Residential Premises Administrator, however 40 applications were heard by the Arbitrator.
Law Enforcement

Law Enforcement is responsible for ensuring compliance with WFN Laws. The Law Enforcement Officers have also been receiving a great deal of additional training to provide WFN and its members with superior service.

Richard Johns has been with the Law Enforcement Department since 2007. He has been actively involved in the community generally, and has attended a number of training seminars dealing with drug awareness, street gang activity, and tactical defence. Richard is continually upgrading and adding certifications to his repertoire that enhance his already effective law enforcement skills. Richard is also an Auxiliary Constable with the local RCMP, and instructs self defence courses to the public.

Dan Heaton joined the WFN Law Enforcement team during the summer of 2008. Dan also has extensive history of law enforcement, most recently with the RCMP. In addition to his policing skills, Dan is also a volunteer fire fighter.

During the fires of 2009, both Richard and Dan worked tirelessly to protect WFN Lands and to assist the fire-fighting efforts in West Kelowna. They also had the opportunity to work with the RCMP and Olympic organizers during the torch relay in January.

Officers Johns and Heaton are a visible and active presence in the community, participating regularly in youth, elder and other Membership activities. The WFN Law Enforcement Officers provide continuous, exemplary service to the WFN Community and to all residents living on WFN Lands. They continue to work in close cooperation with the RCMP who assist with enforcement of those quasi-criminal elements of WFN Law.

Membership

The Membership Department provides two services:

- WFN Membership Services; and
- Indian Registry Services

In the past year, the WFN Membership rose from 678 to 690. The increase in membership was mostly attributable to births, however WFN welcomed 2 new members that transferred in from other communities during the 2009/2010 fiscal year.

In 2009/2010, 93 Certificate of Indian Status cards were issued to non-members and 110 to WFN Members. In total there were 203 cards issued.

WFN currently has read access to the federal Indian Registry Database, and although all indications were that the new Application Unit from INAC for issuing Secure CIS cards would be available by the spring of 2010, no confirmed date has been given for its delivery to WFN.
Engineering, Planning & Public Works
Submitted by Hilary Hettinga, Manager of Engineering, Planning & Public Works

Property Management

The Property Management Department oversees the day-to-day operations, leasing, and maintenance of all Westbank First Nation real estate assets which include commercial, residential, recreation facilities and beach lot properties. Projects completed this past year include:
- Multi-Purpose Facility Kitchen Upgrade
- Sensisyusten School Renovations
- Grouse House Renovations
- Lindley Building Landscape Improvements
- Fox Road Playground Replacement
- Haymen Road Building Demolition
- Fire Hall Demolition

Non-Profit Housing Department

In 2009 the numbers in non-profit housing remained the same with 48 units in all. All annual inspections were completed in 2009 and many have been done this year. In 2009 we were successful in securing grant monies for renovations to 16 homes through the Canada Economic Action Plan. Renovations varied from windows and flooring to appliances and decks with the total amount of funding at $192,000.

Application has been made for grant monies again this year from the Canada Economic Action Plan with attic venting, flooring and decks being the focus for repairs this year. First stage approval has been given for $109,900 and work is anticipated to begin by the end of summer. Renovations will be to housing that is still under CMHC mortgages in non-profit housing.

Public Works Maintenance & Garage

The Public Works Maintenance Department is responsible for the routine maintenance of roads, sidewalks and public areas on Westbank First Nation lands. The department serves the community in a number of areas including protecting access to WFN lands, maintenance of parks and recreation areas, mowing, sanding and snow removal for WFN roads and also elders’ driveways. The Maintenance Department also assists with activities such as office relocation, site preparation, landscaping, yard maintenance, fencing installations and carpentry services.

Public Works and Utilities

Public Works and Utilities provide the following services:
- Drainage
- Water Supply and Quality
- Sanitary Sewer Collection
- Roads and Sidewalks Maintenance
- Road Construction and Upgrade
- Parks and Beaches
- Street Lighting
- Cemetery
Utilities
Once again it has been a very busy year for WFN Public Works Utilities. Projects currently underway over the last year include:

- The ongoing installation of water meters and the development of metered water rates
- Westside Road Interchange Utilities related Upgrades

Infrastructure Upgrades
WFN Public Works Utility staff assists engineering and planning with development reviews, development servicing and construction supervision for multiple projects.

Working in conjunction with developers, the following infrastructure projects were completed and/or are underway;

- Upgrade to the Bayview Booster Station. This upgrade includes larger pumps and an emergency backup power supply.
- New Pressure Reducing Station and supply main for Lower Boucherie to improve chlorine contact time

Water Quality Monitoring Program
Water samples are collected weekly throughout the two water distribution systems. Chlorine residuals are measured and samples are also tested for bacteriological quality. Water quality consistently meets or exceeds Health parameters. You will sometimes see utility staff flushing hydrants in area neighborhoods to ensure consistently good water quality is maintained.

WFN water supply sources also have online water quality monitoring equipment and a SCADA systems that track and measure water quality parameters such as chlorine residual, turbidity, temperature and pH.

Certified Utility System Operators
WFN currently has one certified Level 3 Operator and two certified Level 2 Operators on staff. Two new Operators-in-training were hired in April 2010 to complement the staff. Staff training is kept up to date to gain and maintain operator certification.

Fire Hydrant Maintenance
Staff has been busy with hydrant maintenance for over 300 fire hydrants and also offers this service to private developments if needed. Hydrants are continually added to the water distribution as part of new development infrastructure upgrades.

Cross Connection Control Program
Staff ensures that acceptable testable backflow devices are installed in all commercial developments and are tested annually.

Westside Joint Water Committee
WFN works closely with the WJWC on common water related issues such as water restriction brochures, an information website: www.wjwc.ca
Engineering

All additions to WFN servicing infrastructure require engineered designs. WFN Engineering, Planning and Public Works staff review the designs and when appropriate make recommendations for approval to WFN council. In addition to the projects funded by developers, WFN is also involved every year in planning or construction of servicing infrastructure for community projects. In 2009 this work included:

- Continued work on the revision of the Subdivision and Development Law and Design Guidelines
- Continued work on the master drainage plan for I.R. #9
- Design and construction of curb, gutter, sidewalk and street lighting on both Elk Road and Butt Road. Further plans are underway for 2010 and 2011 projects.
- Coordinating the design and construction of a traffic light at the corner of Butt Road and Old Okanagan Highway.
- Review of McDougall Creek Sewer design
- Assisted with the design reviews and project coordination of the first phase of the Westside road interchange
- Participated with the District of West Kelowna and Regional District of Central Okanagan on various transportation, utility and waste management initiatives.

Planning and Development

WFN issued building permits totaling more than $32 million in 2009. This was in addition to the $44 million of WFN issued building permits in 2008, $69 million in 2007 and $53 million in 2006.

WFN Engineering and Planning staff are currently working on the development review, servicing and construction supervision for 20 projects. Some of the projects have multiple phases. Full build-out of existing residential projects will result in more than 2,000 new housing units.

The following residential applications are currently either under review by WFN staff or already under phased construction:

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Number of Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sage Creek</td>
<td>200+ single family residential units</td>
</tr>
<tr>
<td>Sierra's Westside</td>
<td>72 single family residential units</td>
</tr>
<tr>
<td>Sonoma Pines</td>
<td>400+ single family residential units</td>
</tr>
<tr>
<td>Orchard Beach Resort</td>
<td>400+ apartments</td>
</tr>
<tr>
<td>OK Sunrise Elk Road</td>
<td>94 single family residential units</td>
</tr>
<tr>
<td>Tuscany Villa</td>
<td>80 apartment units</td>
</tr>
<tr>
<td>Cougar Ridge</td>
<td>80 townhomes</td>
</tr>
<tr>
<td>West Harbour</td>
<td>300 single family residential units</td>
</tr>
<tr>
<td>CopperSky</td>
<td>530 apartment units</td>
</tr>
<tr>
<td>Elkridge</td>
<td>16 townhomes &amp; 70 single family res. units</td>
</tr>
</tbody>
</table>
WFN staff were in discussions with developers throughout 2009 regarding commercial developments either underway or still on the ‘drawing board’. These included Estates Square on Old Okanagan Highway, Westside Centre Properties at the corner of Bering Road and Old Okanagan Highway, the Anthem/WFN joint venture on Carrington Road, the new Superstore project on Butt Road, the McDougall Place Auto Centre and the Re/Max development on Louie Drive. Engineering and Planning staff continued to work on planning for new sidewalks, streetlights, improved roads and servicing infrastructure for WFN lands.

**Community Planning**
WFN staff and community members continued work on the development of a Comprehensive Community Plan (CCP) throughout 2009. This plan is the result of several years of community consultation and once complete will provide certainty to Members, non-member residents, businesses and investors. Some of the milestones were as follows:

- Quarterly community planning meetings continued through 2009
- WFN rehired the Community Planning Coordinator for the summer of 2009
- Draft CCP was rewritten and expanded
- Additional interviews were conducted and further research completed
- The CCP document was Formatted
- More source documents added
- August 2009, Council went through the plan in detail and made a number of recommendations
- August 2009, the plan was presented to the Membership at a Special Membership Meeting
- September 2009-Present, the plan has been undergoing a series of edits, revisions, and additions including a thorough review of all the polices to ensure accuracy, and consistency.
Intergovernmental Affairs/Title & Rights
Submitted by Raf DeGuevara, Manager of Intergovernmental Affairs and Title & Rights

The Westbank First Nation Intergovernmental Affairs/Title & Rights Department is responsible for managing Treaty Negotiations, Land Referrals, Self-Government Implementation, Archaeology, Communications and Culture/Language. Administrative support is provided to council and other internal departments on negotiations, policy development, legal strategy, political accords, law-making and land acquisitions. The IGA department also assists in the coordination of the Westbank First Nation and the Advisory Council annual general meetings. It is the liaison with all levels of government and other First Nations and is involved with First Nation political organizations both regionally and nationally. This past fiscal year, the IGA office coordinated visits for delegations from Musqueam, Sechelt, Colville and Chippewas of the Thames.

Title and Rights

Treaty Negotiations
Westbank First Nation entered into treaty negotiations in 1993. The intent was to negotiate a modern treaty to settle the ‘land question’ with Canada and BC under the BC Treaty Making process.

One chief negotiators’ meeting took place in July 2009. At this meeting, Westbank tabled a report that set out a description and the interests of those lands within the Governance Area that Westbank requests be protected under Section 16 of the Land Act. BC undertook to review and respond to the concept. A subsequent Lands Technical Working Group meeting was held in September 2009 whereby issues that needed further clarification were discussed. This matter is still under consideration.

BC Recognition and Reconciliation Act
In cooperation with other First Nations and their respective legal counsels, WFN took an active role in reviewing, researching, and drafting material related to the proposed provincial Recognition Legislation during the spring and summer 2009. Many issues and concerns were raised by First Nations and the province has acknowledged that the proposed Act will not be tabled until such time that these issues are resolved.

Westbank suspended negotiations in November 2009 due to the significant distance between the parties on key issues and after having exhausted all avenues for changing the governments’ mandates on those key issues. In 2009, much of Westbank’s time in the treaty process was put toward participating at ‘Common Table’ meetings which was the collective voice for negotiating First Nations in BC. In August 2009, one year after submission of the Common Table report, BC and Canada finally responded. The responses were weak, incomplete, and with little or no movement on the fundamental areas of impasse in treaty negotiations. In view of the governments’ lack of willingness to consider substantive mandate changes and with WFN not prepared to jeopardize the progress made through the implementation of self-government, Chief and Council formally suspended treaty negotiations. Other avenues to advance title and rights will be pursued. Treaty negotiations are suspended rather than terminated to allow WFN to resume negotiations should a future change in government mandates occur that will permit the negotiation of fair treaties.
Overlaps/Shared Territories
WFN has been engaged in discussions with the Okanagan Nation Alliance (ONA) regarding recognition and mapping of community caretaker (administrative) areas and principles for entering into accommodation and impact benefit agreements and the internal process within the ONA for member communities and the nation to address title and rights matters through a land referral process. Westbank representatives form part of an ONA technical working group to draft a Cooperative Syilx Protocol.

Land Referrals
A key responsibility of the Title & Rights department is responding to land referrals. These referrals are received from outside government on behalf of third parties for Westbank’s consideration where resource extraction, harvesting permits, or other projects are being proposed on Crown lands within the WFN governance area. Impact Benefit Agreements or Memorandums of Understanding are often the result of significant land referrals. This fiscal year 217 referrals were received and responded to. Bi-weekly referrals reports are tabled at Council.

Impact Benefit Agreements/ Memorandums of Understanding
- Bitterroot Resources – MOU finalized – May 2009 (proposed mineral exploration activity within the WFN Governance Area)
- Tolko – Service Agreement finalized – October 2009 (proposed logging activity within WFN Governance Area)
- Burnco – IBA finalized – November 2009 (proposed gravel extraction activity within the WFN Governance Area)
- Crystal Mountain Ski Resort – MOU pending (proposed expansion of existing ski resort within WFN Governance Area)
- Ponderosa Golf and Country Club – Joint Venture Agreement pending (proposed expansion to existing golf course within WFN Governance Area)
- District of West Kelowna – MOU pending (joint management of water and land tenure)
- Wind Power Projects (several proposed projects under discussion)
Archaeology
Archaeology field work, including site assessments, analyses, and reporting continues in response to third party activities within WFN’s governance area. These reports assist in the overall mapping of the territory and serve to manage, preserve and protect archaeological resources. Archaeological documentation is an added tool that supports traditional use and culture. The Archaeology Supervisor coordinates a team to perform the field work on a seasonal basis. Westbank implemented an Archaeology Policy in November 2009.

Elders Oral History Project
Twenty living testimonies of our elders were documented through the first phase of a video recording project. Elders spoke about family lineages, childhood memories, significant local historical events, cultural practices, hunting, fishing and gathering sites, and place names.

Self-Government Implementation
Law Development
- Community Protection Law – enacted June 2009
- Residential Premises and Subdivision, Development and Servicing Laws – currently under amendment
- Expropriation, Road Dedication, Safe Premises, and Community Plan Laws – under development

Financial Transfer Agreement
The current five year Financial Transfer Agreement (FTA) between Canada and WFN expired on March 31, 2010. Westbank received a one year extension on the agreement and is currently in negotiations for a new agreement.

Land Acquisitions
The WFN Constitution stipulates that any lands alienated from the reserve must be replaced by lands “of greater or equivalent size or value” and that any Land Exchange is subject to the approval of the WFN Membership via referendum. In June 2009, the membership voted to approve a land exchange between WFN and the Ministry of Transportation (MoT). As part of an agreement reached between the two parties in 2005, WFN agreed to provide 4.15 acres of reserve land from IR #10 to the MoT for the construction of the Campbell Road Interchange. The MoT compensated WFN in the amount of $2,000,000 to find, secure, and purchase replacement lands. As a result, 19.76 acres were identified and purchased at Devon Road. These lands are currently in the Agricultural Land Reserve and the process has been initiated to have this designation removed and have the lands added to Westbank Reserve Lands.
Culture, Heritage, Exhibitions and Public Programming

Culture, Heritage, Exhibitions and Public Programming operates under the guidance of Raf DeGuevara, Manager, Intergovernmental Affair/Title and Rights. It has been a very busy and productive year with many wonderful accomplishments

- Negotiations and planning is underway for a new WFN exhibition space at the Kelowna International Airport. All costs associated with the project will be covered by the airport.
- A new qʷc'iʔ (pit house) next to Community Services and Whispering Plants Garden is under construction and will serve as an educational gathering space and a venue for tours.
- Collaboration with the Okanagan Heritage Society has resulted in WFN having future input into interpretation, signage and exhibits at the Pandosy Mission - the Cultural Advisor and Research Curator continue research and sit on a sculpture committee to oversee and have input into a proposed work representing Father Pandosy.
- The two award winning films on WFN women were produced and have been purchased and catalogued provincially by the Okanagan Regional Library.
- WFN and Kelowna Museums are collaborating in heritage capacity building - the Kelowna Museums will be training three WFN staff in collections management.
- Translation of the WFN constitution into Nsyilxen is ongoing, as well as signage for the garden and future didactics for the qʷc'iʔ pit house.
- WFN applied for status as a provincial repository and this was granted in September 2009. There were several requirements including a professional space, storage and security, an area for researchers and a qualified curator to oversee and manage the repository. Work continues on the WFN Heritage Repository and plans are underway to increase the space for access, research and exhibitions. We can now collect, examine and interpret, restore and exhibit our own artifacts and collections. We can also begin the processes of repatriation and accept artifacts from other museums, institutions, and the private sector.
WFN 2010 finances solidly in the black once again.
Again this year, WFN final consolidated financial results have come in solidly in the black. Total combined revenues (including Local Government, Pine Acres and band owned businesses such as Heartland) came in at just over $34 million (compared to $38.3 million last year). Total expenses came in at $28.3 million ($29.5 million last year) creating a surplus of $5.75 million this year. This compares with a surplus (restated for new mandatory accounting standards) of $8.8 million last year. Revenues from Property taxes, First Nations taxes and Development cost charges were up while revenues from the Ministry of Transport were down from the previous year. (The Ministry of Transport revenues do not affect the bottom line as they simply flow through as project expenses)

New financial reporting standards were a challenge
2010 was the first year in which the new Public Sector accounting standards were applied to WFN financial statements. These new standards were mandatory this year and required restatement of last year’s comparative financial statements. This was a challenging project for the financial staff requiring extensive analysis and extra work from consulting engineers, auditors, and WFN staff. Now that this initial work is done, the challenge is to continue with proper infrastructure and asset management systems as well as find resources over time to fund the roughly $1.4 million amortization expense that will now be charged annually to the statement of operations.

A strong Balance Sheet gets stronger
- The WFN Balance sheet and cash positions also improved in 2010. Net financial assets improved $5.1 million dollars to $32.8 million while cash balances increased $3.6 million to $40.6 million.
- Most of the surplus amounts have been placed in discretionary reserves for uses to be approved and authorized by council to fund future community requirements or cover possible revenue shortfalls. Total reserves now total over $28 million with $19 million in local government reserves and $9 million in WFN operational reserves.
- Long term debt including treaty debt declined slightly from $6.8 million to $6.5 million dollars. (This number does not include the $1 million debt still outstanding from Grizzly Wood Products which is being paid down systematically from the rent of the Grizzly building).
- WFN assets and infrastructure are now carried at $43 million net of depreciation.

WFN Corporations also contributed
The WFN businesses also contributed to the positive results by adding $234,000 of profit to the consolidated bottom line. This contribution was primarily due to the profitable performance of Heartland Economics Limited. Harvesting the community forest lands produced a net income of $227,000 – excellent results in a very challenging economy.
New systems have been put in place to improve efficiency

- Major systems improvements and innovations were made this past year at WFN:
- Capital budgeting was formalized, and a comprehensive capital projects plan was established.
- The GIS system was initiated and is gradually being linked to the other financial and administration systems.
- High speed data connections were put in place to join the main office, utilities and community services so that each may access and use the servers, GIS and financial data in the other offices.
- Tangible capital assets (infrastructure assets such as water, sewer and roads) were evaluated and recorded in an extensive data base to serve managers going forward.

Thank you

This year was a crunch year for many reasons but in particular the implementation of the new accounting standards. At times, I did not think we would make our audit deadlines. However the great Financial Services team dug deep: All deadlines were met while the accounting was switched over to the new standards and reporting stayed on track. In addition, virtually no financial control problems were noted in the management letter from the Auditor to the Council. Our team continues to improve individually while supporting the community by doing things better. My sincere thanks go to the financial service team, as well as to the professionals at BDO Dunwoody for enabling WFN to come in once again on time and better than budget.

Respectfully submitted,

Brian Conner, CMA
Director of Finance
The charts and graphs below are summaries of the audited financial information prepared by BDO Dunwoody and approved by WFN Chief and Council. They show the big picture of WFN finances. Should you wish more detail or wish to see the audited statements, please contact our office.

### Consolidated Statement of Cash Position

<table>
<thead>
<tr>
<th>For the year ended March 31</th>
<th>2010</th>
<th>(restated) 2009</th>
<th>2008</th>
<th>2007</th>
<th>2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consolidated Cash as at March 31</td>
<td>$40,643,000</td>
<td>$36,996,000</td>
<td>$27,410,000</td>
<td>$17,093,000</td>
<td>$15,860,000</td>
</tr>
<tr>
<td>Less: internally restricted (through reserves)</td>
<td>17,681,000</td>
<td>15,250,000</td>
<td>15,019,000</td>
<td>11,220,000</td>
<td>9,420,000</td>
</tr>
<tr>
<td>Net Cash</td>
<td>22,962,000</td>
<td>21,746,000</td>
<td>12,391,000</td>
<td>5,873,000</td>
<td>6,440,000</td>
</tr>
</tbody>
</table>

**Allocated as follows:**

- **WFN Operating**
  - 2010: $13,550,000
  - 2009: $9,024,000
  - 2008: $2,893,000
  - 2007: $1,899,000
  - 2006: $1,951,000
- **Taxation**
  - 2010: $840,000
  - 2009: $805,000
  - 2008: $1,608,000
  - 2007: $869,000
  - 2006: $580,000
- **Treaty Negotiations**
  - 2010: $18,000
  - 2009: $38,000
  - 2008: $4,500
  - 2007: $86,000
  - 2006: $329,000
- **Non-Profit Housing**
  - 2010: $15,000
  - 2009: $18,000
  - 2008: $500
  - 2007: $36,000
  - 2006: $19,000
- **Local Government Services**
  - 2010: $8,314,000
  - 2009: $11,498,000
  - 2008: $7,420,000
  - 2007: $2,359,000
  - 2006: $2,607,000
- **Pine Acres Home**
  - 2010: $225,000
  - 2009: $363,000
  - 2008: $465,000
  - 2007: $624,000
  - 2006: $954,000

### Consolidated Statement of Long Term Debt

<table>
<thead>
<tr>
<th>For the year ended March 31</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
<th>2007</th>
<th>2006</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General - Community Investment</strong></td>
<td>$10,144</td>
<td>$109,585</td>
<td>$18,046</td>
<td>-</td>
<td>$253,781</td>
</tr>
<tr>
<td><strong>Capital</strong></td>
<td>2,134,417</td>
<td>2,202,596</td>
<td>1,830,647</td>
<td>1,879,249</td>
<td>405,458</td>
</tr>
<tr>
<td><strong>Treaty Negotiations</strong></td>
<td>2,325,026</td>
<td>2,325,026</td>
<td>2,325,026</td>
<td>2,325,026</td>
<td>2,141,906</td>
</tr>
<tr>
<td><strong>Pine Acres Home</strong></td>
<td>-</td>
<td>-</td>
<td>46,466</td>
<td>123,573</td>
<td>437,680</td>
</tr>
<tr>
<td><strong>Non-Profit Housing</strong></td>
<td>2,058,678</td>
<td>2,186,812</td>
<td>2,551,903</td>
<td>2,661,881</td>
<td>2,200,310</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$6,528,265</td>
<td>$6,824,019</td>
<td>$6,772,088</td>
<td>$6,989,729</td>
<td>$5,439,135</td>
</tr>
</tbody>
</table>
### Consolidated Expenses by Object

<table>
<thead>
<tr>
<th>Budget</th>
<th>2010</th>
<th>(restated) 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to lands and resources</td>
<td>$130,500</td>
<td>$118,548</td>
</tr>
<tr>
<td>Amortization</td>
<td>-</td>
<td>$1,499,618</td>
</tr>
<tr>
<td>Appeals and BC Assessment Authority</td>
<td>$128,677</td>
<td>$133,236</td>
</tr>
<tr>
<td>Appropriation to replacement reserve</td>
<td>$44,464</td>
<td>$46,142</td>
</tr>
<tr>
<td>Bad debts (recovery)</td>
<td>$25,500</td>
<td>($78,495)</td>
</tr>
<tr>
<td>Band school instruction</td>
<td>$660,585</td>
<td>$660,585</td>
</tr>
<tr>
<td>Basic needs and adult in home care</td>
<td>$515,613</td>
<td>$511,826</td>
</tr>
<tr>
<td>Consulting</td>
<td>$140,612</td>
<td>$178,819</td>
</tr>
<tr>
<td>Community services and recreation</td>
<td>$686,548</td>
<td>$689,481</td>
</tr>
<tr>
<td>Family services and programs</td>
<td>$5,699</td>
<td>$5,501</td>
</tr>
<tr>
<td>Fire protection agreement</td>
<td>$913,126</td>
<td>$834,377</td>
</tr>
<tr>
<td>Insurance</td>
<td>$115,185</td>
<td>$146,112</td>
</tr>
<tr>
<td>Interest and bank charges</td>
<td>$16,000</td>
<td>$23,040</td>
</tr>
<tr>
<td>Interest on long term debt</td>
<td>$259,225</td>
<td>$198,146</td>
</tr>
<tr>
<td>Local education agreement</td>
<td>$715,000</td>
<td>$623,018</td>
</tr>
<tr>
<td>Loss on disposal of tangible capital assets</td>
<td>-</td>
<td>$13,222</td>
</tr>
<tr>
<td>Materials, supplies and resources</td>
<td>$1,309,229</td>
<td>$762,981</td>
</tr>
<tr>
<td>Ministry of Transportation</td>
<td>-</td>
<td>$4,621,338</td>
</tr>
<tr>
<td>Office and administration</td>
<td>$1,382,021</td>
<td>$1,601,244</td>
</tr>
<tr>
<td>Professional fees</td>
<td>$1,588,780</td>
<td>$1,588,772</td>
</tr>
<tr>
<td>Recreation</td>
<td>-</td>
<td>$163,146</td>
</tr>
<tr>
<td>Regional District of Central Okanagan</td>
<td>$894,240</td>
<td>$894,457</td>
</tr>
<tr>
<td>Repairs and maintenance</td>
<td>$1,462,913</td>
<td>$2,071,448</td>
</tr>
<tr>
<td>Student allowances and tuition</td>
<td>$522,475</td>
<td>$741,214</td>
</tr>
<tr>
<td>Telephone and utilities</td>
<td>$506,161</td>
<td>$515,921</td>
</tr>
<tr>
<td>Training</td>
<td>$310,601</td>
<td>$174,631</td>
</tr>
<tr>
<td>Travel and promotion</td>
<td>$580,537</td>
<td>$548,411</td>
</tr>
<tr>
<td>Wages and benefits</td>
<td>$9,304,797</td>
<td>$9,029,437</td>
</tr>
</tbody>
</table>

Total Expenses: $22,218,488 $28,316,176 $29,530,396
## Consolidated Revenue by Object

For the year ended March 31  

<table>
<thead>
<tr>
<th>Revenue</th>
<th>(unaudited)</th>
<th>(restated)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Budget 2010</td>
<td>2010</td>
</tr>
<tr>
<td>Revenue</td>
<td>$6,036,698</td>
<td>$5,847,288</td>
</tr>
<tr>
<td>Department of Indian Affairs</td>
<td>6,240,400</td>
<td>2,092,324</td>
</tr>
<tr>
<td>Ottawa Trust Funds</td>
<td>-</td>
<td>1,727</td>
</tr>
<tr>
<td>Administration and advisory services</td>
<td>11,309</td>
<td>13,476</td>
</tr>
<tr>
<td>BC Ministry of Health</td>
<td>2,097,299</td>
<td>177,083</td>
</tr>
<tr>
<td>CMHC subsidy and additional financial contribution</td>
<td>171,727</td>
<td>143,653</td>
</tr>
<tr>
<td>Commercial rent</td>
<td>664,370</td>
<td>773,985</td>
</tr>
<tr>
<td>Contribution from developers</td>
<td>-</td>
<td>1,878,105</td>
</tr>
<tr>
<td>Daycare centre and education services</td>
<td>150,000</td>
<td>136,450</td>
</tr>
<tr>
<td>First Nation sales tax</td>
<td>1,100,000</td>
<td>1,230,498</td>
</tr>
<tr>
<td>Health Canada</td>
<td>40,223</td>
<td>699,639</td>
</tr>
<tr>
<td>Interest and penalties</td>
<td>485,400</td>
<td>1,521,859</td>
</tr>
<tr>
<td>Land registration fees</td>
<td>105,000</td>
<td>135,673</td>
</tr>
<tr>
<td>Ministry of Transportation</td>
<td>5,400,022</td>
<td>13,340,342</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>3,738,309</td>
<td>1,986,869</td>
</tr>
<tr>
<td>Other government grants</td>
<td>420,245</td>
<td>539,284</td>
</tr>
<tr>
<td>Property taxation, net of homeowners grants</td>
<td>8,157,178</td>
<td>6,849,444</td>
</tr>
<tr>
<td>Operations, maintenance, parks and public works</td>
<td>2,355,063</td>
<td>1,048,818</td>
</tr>
<tr>
<td>Residents - long term care facility maintenance</td>
<td>633,549</td>
<td>929,864</td>
</tr>
<tr>
<td>Social housing rent</td>
<td>273,000</td>
<td>278,075</td>
</tr>
<tr>
<td>Water, sewer, development charges, and permits</td>
<td>772,964</td>
<td>586,396</td>
</tr>
<tr>
<td>Equity from business enterprises</td>
<td>-</td>
<td>284,547</td>
</tr>
</tbody>
</table>

| Total | $26,384,687 | $34,067,258 |

### Diagrams

#### 2009

- Department of Indian Affairs (18%, 2009 - 15%)
- Ottawa Trust Funds (0%, 2009 - 0%)
- Administration and advisory services (0%, 2009 - 0%)
- BC Ministry of Health (6%, 2009 - 5%)
- CMHC subsidy and additional financial contribution (0%, 2009 - 0%)
- Commercial rent (2%, 2009 - 2%)
- Contribution from developers (0%, 2009 - 5%)
- Daycare centre and education services (0%, 2009 - 0%)
- First Nation sales tax (4%, 2009 - 3%)
- Health Canada (2%, 2009 - 2%)
- Interest and penalties (3%, 2009 - 4%)
- Land registration fees (0%, 2009 - 0%)
- Ministry of Transportation (16%, 2009 - 10%)
- Miscellaneous (8%, 2009 - 5%)
- Other government grants (1%, 2009 - 1%)
- Property taxation, net of homeowners grants (24%, 2009 - 18%)
- Operations, maintenance, parks and public works (7%, 2009 - 3%)
- Residents - long term care facility maintenance (3%, 2009 - 2%)
- Social housing rent (1%, 2009 - 1%)
- Water, sewer, development charges, and permits (2%, 2009 - 2%)
- Equity from business enterprises (1%, 2009 - 1%)

#### 2010

- Department of Indian Affairs (18%, 2009 - 15%)
- Ottawa Trust Funds (0%, 2009 - 0%)
- Administration and advisory services (0%, 2009 - 0%)
- BC Ministry of Health (6%, 2009 - 5%)
- CMHC subsidy and additional financial contribution (0%, 2009 - 0%)
- Commercial rent (2%, 2009 - 2%)
- Contribution from developers (0%, 2009 - 5%)
- Daycare centre and education services (0%, 2009 - 0%)
- First Nation sales tax (4%, 2009 - 3%)
- Health Canada (2%, 2009 - 2%)
- Interest and penalties (3%, 2009 - 4%)
- Land registration fees (0%, 2009 - 0%)
- Ministry of Transportation (16%, 2009 - 10%)
- Miscellaneous (8%, 2009 - 5%)
- Other government grants (1%, 2009 - 1%)
- Property taxation, net of homeowners grants (24%, 2009 - 18%)
- Operations, maintenance, parks and public works (7%, 2009 - 3%)
- Residents - long term care facility maintenance (3%, 2009 - 2%)
- Social housing rent (1%, 2009 - 1%)
- Water, sewer, development charges, and permits (2%, 2009 - 2%)
- Equity from business enterprises (1%, 2009 - 1%)
We have had a busy year once again at Pine Acres Home!

Much of the past year has been spent working together to ensure that we were ready for our second accreditation survey. The process was very different this year using the Qumentum program. We are very pleased to have been successful in attaining a full three accreditation. This report recognizes all of the outstanding work our staff does each and every day. We achieved this report with a very high degree of the criteria being met, one of the best in Canada. Thank you to all of the staff for the great work that they do!

Pine Acres also received a Prism Award which is given in recognition of supporting staff using coaching tools.

We received a successful report from Interior Health as part of their annual review of all the Long Term Care Facilities they are affiliated with. We are proud to say that many of our innovations were commented on and may be used at other facilities in the region.

In partnership with Resident Plus Pharmacy, our nurses are now using an electronic medication administration system. This is a web based software program and has decreased the amount of time each medication pass is taking by up to 30 minutes.

A fall prevention program was initiated where each of our residents are assessed for their risk of falls on admission and after a fall. We will be monitoring these ongoing and will be able to report if we have been successful.

The Government of British Columbia has started a registry for all health care workers. In the future all new graduates of a health care worker program will have to be registered. Our current staff has applied and are now registered.

The PAH Food Service Department had a busy and successful 2009! During the spring and fall we hosted several special resident and staff brunches and during the summer months we celebrated the season with a variety of BBQs. These events are fun for the residents and their guests and also allowed staff to sit, socialize and eat with the residents.

We also introduced a series of Nutritional Food Service Audits that we conduct on a regular basis. These audits have enabled us to assess all facets of our operation and have been an excellent tool for quality improvement processes.

Thank you to the many staff who were involved in making our bather rooms more spa like. On a very small budget, the staff were able to make these rooms much more comfortable and inviting for our residents.