

December 6, 2021

The role of the Bylaw Community Support Officer at the City of West Kelowna is very important to us at the Central Okanagan Food Bank, West Kelowna location as we have a number of issues with a percentage of our West Kelowna population. Up until the spring, our location was a definite hangout location for many but a large portion were those facing or at risk for homelessness and addictions. I run the West Kelowna food bank with volunteers who are mostly senior women. These women were scared to go to the back of our building to put something in the recycle or garbage or to answer the door to a percentage of those knocking. For security reasons, we do keep our doors locked with a bell for service. Since the city had created this role, our issues have been reduced drastically.

Danica Floto has done an amazing job in the role. She is prompt when I call or text to report an issue at my location. She is there within minutes and handles it with an impressive level of professionalism, authority, respect and empathy. She interacts well with those that are causing issues and is able to get them to move along. She has gone above and beyond in some circumstances which is a reflection of her value system and her work ethic. She is a great fit for what is needed in this role.

In closing, I want to stress how important it is to find the funding to continue this role and to keep Danica Floto in the role.

Thank you for the opportunity to send supporting comments about the continuation of the role.

Regards,

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*Creating a healthy, hunger-free community.*