

# CENTRAL OKANAGAN FAMILY HUB

## MEMORANDUM OF UNDERSTANDING

This memorandum represents an understanding between The Central Okanagan Family Hub and community partner agencies:

<b>Vision</b>	Families are resilient, healthy and well connected within our community.
<b>Mission</b>	The Central Okanagan Family Hub is a collaborative network that supports, informs and connects all families to the community.
<b>Guiding Principles</b>	<ul style="list-style-type: none"> <li>• Create a family-centred respectful environment that reflects a culture of caring</li> <li>• Provide a single point of access through supports information and referrals</li> <li>• Build capacity to access programs and services through information and linking to services</li> <li>• Increase connections and sense of belonging for all families</li> <li>• Ensure Aboriginal cultural safety</li> <li>• Collaborate with the community - integrated service delivery model</li> <li>• Continue to respond to community need</li> <li>• Steered by a leadership committee comprised of sector representatives</li> <li>• Our approach is holistic, inclusive and culturally sensitive</li> </ul>
<b>Background</b>	<p>Initiated by CATCH (Community Action Towards Children’s Health) in 2014, over 20 agencies in the Central Okanagan have participated and influenced the design of this model. It is designed to be a joint initiative led by a committee composed of sector representatives and consumers in our community.</p> <p>Through the commitment of a diverse dedicated group from different sectors to a common agenda of solving the social problem of isolation - the need for connection through service awareness and access.</p> <p>The Hub is designed to be family-centered, centralized within an under-served community. Initial services and supports are open to all and immediate regardless of the presenting need. The Hub is guided by those served and those serving the participants.</p>
<b>Purpose</b>	<p>The Family Hub is a collaborative partnership between local community and government agencies, who contribute resources including time, money, expertise, staff, volunteers and space. The collaborative builds on existing strengths and services for children and families in the Central Okanagan by working together to enhance the collective effort for positive impact. The Hub is a ‘single door’ family-centred Joint Service Delivery model that merges human resources, space and materials to offer new opportunities based on existing resources and expertise under a joint governing structure that makes policy and operations decisions.</p> <p>The Hub is sensitive to diverse cultural needs, and will work with Aboriginal, Newcomers and other groups to create a culturally safe and welcoming environment for all families. It is a convenient one-stop access to information, supports and services that will help children learn, grow and thrive.</p>
<b>Commitment</b>	<p>Community partner agencies acknowledge that collectively we can have a stronger impact on addressing social issues of young children and families in our community through working together through the Hub.</p> <p>The ideal long term impact will be resilient, healthy and well connected families in our community.</p>

<b>Funding</b>	Fund development and maintenance is the task of the Leadership Committee and KCR Community Resources. The COFH does not receive core annual funding and must raise money annually to cover operational costs. Through a partnership with Central Okanagan Public Schools, space is provided at Pearson Elementary to host the Family Hub.
<b>Insurance</b>	<p>By signing this document, the community partner agency agrees to obtain and maintain Commercial General Liability insurance providing for death, bodily injury, property loss and damage, with a minimum limit of \$2,000,000 per occurrence and in the aggregate, throughout the term of this agreement. Said insurance will include Kelowna Community Resources Society as an Additional Insured, with respect to claims arising out of the operations of the Named Insured the policy shall:</p> <ul style="list-style-type: none"> <li>• Include that Kelowna Community Resources Society is protected from any act, neglect or misrepresentation by the community agency</li> <li>• Be insured by an insurance company entitled to carry on the business of insurance under the laws of British Columbia</li> <li>• Be primary and non-contributing with respect to any policies by Kelowna Community Resources Society and that any coverage carried by the Kelowna Community Resources Society is excess coverage</li> <li>• Include a cross-liability clause</li> </ul> <p>The community agency agrees to provide Kelowna Community Resources Society with a copy of insurance upon request at anytime during the term of this agreement.</p> <p>The community agency agrees to indemnify and hold harmless Kelowna Community Resources Society, its directors, officers, employees and volunteers, from any and all liabilities, damages (including property damages), costs, claims, suits, or actions directly or indirectly arising out of the use of the shared premises including all costs and legal fees and disbursements incurred, in connection with any act or omissions of the community agency, or any injury to any invitee, agent or employee of the community agency, or any person for whom the community agency is in law responsible. The indemnity in this section will survive the termination of this agreement.</p>
<b>Duration</b>	<p>This MOU shall become effective upon authorized signatures and will remain in effect until:</p> <ul style="list-style-type: none"> <li>• modified or terminated by any one of the partners by mutual consent; or,</li> <li>• expiry/renewal date of one year from date below</li> </ul>

<b>Agency</b>	<b>Signature (Agency Signing Authority)</b>	<b>Date</b>
(Community Partner Agency)		
Central Okanagan Family Hub – KCR Community Resources	Host - KCR Signing Authority	

**Office Use**

- Insurance Commercial General Liability confirmed
- Name of Broker, Agent and Contact Number: \_\_\_\_\_  
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