

40 Years of Community Impact: Past, Present & Future

Together, we've built a stronger, more connected community.



Message from Leadership

Land Acknowledgement

We acknowledge that the work of KCR Community Resources takes place on the unceded and traditional lands of Indigenous peoples across British Columbia. We are grateful to live, work, and serve on the lands of the Syilx people of the Okanagan Nation and the Westbank First Nation, and we recognize the nations of the stó:lō, səliwətaʔ, scəwaθən məsteyəxʷ, qayqayt, qičəy, qʷa:ɬləh, máthxwi and se'mya'me peoples in the South Fraser. We remain committed to learning with humility and working towards justice and reconciliation.

David Brown

Board of Directors, President

This past year has been a remarkable chapter in KCR Community Resources' story, one filled with reflection, celebration, and meaningful transition.

Celebrating 40 years of impact gave us the opportunity to honour the people and partnerships that have built this organization from the ground up. It was a beautiful reminder that community isn't just something we serve, it's something we are.

We also marked a significant leadership change. With heartfelt appreciation, we said goodbye to Ellen Boelcke, our dedicated Executive Director, whose vision and compassion guided KCR through some of its most transformative years. Ellen's legacy is one of quiet strength and deep care, and we are grateful for the foundation she has helped shape.

At the same time, we are excited to welcome Katelin Mitchell into the role of Executive Director. Katelin has long been a part of the KCR family and brings with her a wealth of experience, a thoughtful approach, and a genuine passion for our mission. We know the organization is in very good hands.

As a Volunteer Board, we see our role as supporting and uplifting those closest to the work, listening closely, encouraging growth, and helping clear the path so others can lead. It's a privilege to stand behind an organization like KCR, where the commitment to people is always front and centre.

Thank you for walking alongside us in this journey. Whether you've been here for 40 years or just found your way to us, you are part of the impact we make, together.

With appreciation,

David Brown

President, Board of Directors



Katelin Mitchell

Executive Director

I'm honoured to share my first message as Executive Director of KCR Community Resources. Stepping into this role after Ellen Boelcke's retirement is both humbling and inspiring. Her leadership shaped KCR in profound ways, and I'm grateful for the strong foundation she leaves behind.

This year, we celebrated 40 years of impact, a chance to reflect on our growth and the many individuals who've helped shape our story. From grassroots beginnings to today, KCR has remained rooted in connection, compassion, and community.

Having been part of KCR for 12 years and as Director of Services for 7 years, I've seen firsthand the heart our team brings to every program. Whether it's supporting newcomers to settle in their new home, helping families access food and resources, or walking alongside individuals seeking employment or navigating community systems, the commitment is strong and consistent.

As we move forward, our focus remains clear: to meet people where they are, adapt to changing needs, and continue building a community where everyone belongs.

Thank you for your belief in KCR. I'm excited for what we'll continue to achieve, together.

With gratitude,

Katelin Mitchell

Executive Director



We are grateful to our Board of Directors for their guidance, passion, and commitment to KCR's vision of a community where individuals and families are supported in leading healthy, productive, and fulfilling lives.

Board of Directors (2024-2025)

David Brown, President
Bill Thompson, Vice President
Laura Thurnheer, Past President
and Interim Treasurer/Secretary
Michele Rebiere, Treasurer/Secretary

Peter Boyd, Director
Karen Graham, Director
Eric Li, Director
Jasmine Somal, Director
JoAnne Adamson, Director
Jamie Needham, Director



Our Vision

A community where individuals and families are supported in leading healthy, productive and fulfilling lives.



Our Mission

KCR is a not for profit agency fostering diversity, collaboration and resourcefulness by tailoring services to meet community, family and individual needs.

Family & Adoption Services

Strengthening Families from the Start

Through compassionate, family-centred support, our Family and Adoption Services helped thousands of parents and children access critical resources, from essentials and referrals to parenting programs and adoption services. Every moment of connection at the HUB, every life changed through adoption, reflects our mission to nurture strong, healthy families.



ADOPTION SERVICES

8

CHILDREN
FROM B.C.'s FOSTER
CARE SYSTEM FOUND
PERMANENCY

OF BIRTH PARENTS ASSISTED 35

4

OF CHILDREN ADOPTED VIA THE INTERCOUNTRY PROGRAM

6

OF CHILDREN ADOPTED FROM BC

FAMILY SERVICES

FAMILY FRIEND

SUPPORTED 31
SINGLE-PARENT FAMILIES
WITH YOUNG CHILDREN
THROUGH ONE-TO-ONE
MENTORSHIP & FRIENDSHIP

THE FAMILY HUB SERVED

6593 ADULTS 8922 CHILDREN



963 **REFERRALS MADE TO FAMILIES TO CONNECT THEM WITH COMMUNITY SUPPORT & SERVICES**

394

SESSIONS OF DROP-IN PLAYTIME

GROUP PROGRAMMING 283
SESSIONS OFFERED

1408
FOOD HAMPER PROVIDED TO FAMILIES

1060
LIFE AND/OR BABY ESSENTIALS PROVIDED

KIDS COUNT

SUPPORTED 50
VULNERABLE FIRST-TIME FAMILIES
THROUGH EARLY
PARENTING SUPPORT

CRISIS LINE

ICLN AND PROVINCIAL NETWORK LINE CALLS

5806

TOTAL 988

CALLS 2063

TOTAL 988

TEXTS 5326

TOTAL CRISIS INTERACTIONS 13,195



Connection to Community is Key

Sara came to Kelowna from Mexico with three children in July 2021, wanting to reunite the family with her husband who had arrived a year earlier to work on a construction contract.

Initially it was difficult. She was very lonely with her husband at work all day. She felt that she had lost her life. In February 2022, she learned about the Family Hub and now she loves it so much that she is on a mission to tell everyone about it.

"This place is the best for me. It is a great opportunity for all people with different situations. For me, my daughter can learn to play with other kids and practice English. I can talk with other moms, which is very important, and I also get connected to the community and other resources."

"The Food Support program is a great help for me because only my husband has a job and I look after our three kids. The Hub is a great opportunity for everyone. In my case, I can practice my English and I can connect to the community – this is the best for me. The Hub is for all people. Don't worry about your situation – the most important thing is when you are here, you can find different options."



"My Husband & I cannot speak highly enough of the Adoption Centre of British Columbia. All the staff were so personable and helpful in our adoption journey. They were always able to answer questions and be of great support, through what can be a challenging and special process. Ultimately leading to our adoption of a beautiful baby girl. Thanks so much again."

—Adoptive parent



"I was at an overwhelmed place in my life. I reached out and found a few support systems but one support system found me. That was the Family Friend program. Fast forward to today, I'm stronger and in a better place."

—Participant

Immigrant Services

Welcoming Newcomers, Building Belonging

This year, we supported over 4381 immigrants and refugees as they built their lives in Canada. From emergency wildfire responses to long-term settlement and employment supports, our culturally responsive services help newcomers feel seen, safe, and supported as they navigate their journey to belonging.



Valeriia, at nine months pregnant, arrived in Kelowna on New Year's Eve in 2022 with her 2-year old daughter Jannat and gave birth only 6 days later to her daughter Ayat. She fled Ukraine with her

husband and daughter to a refugee camp in Germany where the family applied for a visa. In December, Valeriia and Jannat received their visas and the family made the difficult decision to come to Canada without Valeriia's husband.

"We had just a miracle story. Some things in your life you feel like are pre-arranged. My host family – although I wish we could meet under different circumstances than a war – we perfectly match. We feel like we are family."

"I came without money. We were not able to work while in the refugee camp. I came with two suitcases and my one daughter – and the one in my tummy – and that's it." —Participant



Translation and interpretations received by individuals and service providers
1,115 participants

Connection and outreach provided to migrant workers
2754 participants

Settlement Services provided to immigrant participants (IRCC & BC funding)
1,414 participants

Refugee Assistance Program provided to
213 participants

Drop in quick service provided to
567 participants

Refugee Assistance Program (RAP) served participants who came as government assisted refugees from the following Countries:

Syria, Sudan, South Sudan, Somalia, Palestine, Colombia, Venezuela, Afghanistan, Congo, Iraq, Ethiopia, Nicaragua, Yemen, Cuba, Burundi, Pakistan and Eritrea.

Warm Gifts, Warmer Hearts

For newcomers to Canada, winter can be a time of hardship, especially when arriving with little and facing an unfamiliar place alone. The Warm Hearts of Kelowna brought warmth, dignity, and joy to individuals and families beginning new lives in our community.

From Syria, Sudan, and Ukraine to Afghanistan, Iran, and the Philippines, recipients shared heartfelt gratitude, many calling the support a miracle during a time of real need.

"We came with almost nothing. The gift card allowed us to buy essential household items. It gave us a bit of peace."

—Refugee claimant family from Turkey

"It felt like a Christmas miracle. I could finally buy warm clothes for myself."

—Matie from the Philippines

"Receiving this gift helped preserve our dignity and let us share little joys with our grandchildren."

—Elder participants from Sudan

"Your kindness means the world to me. Knowing that you care is the best gift of all."

—Daria & Sergiy, Ukrainian newcomers

Employment Services

Unlocking Potential Through Meaningful Work

With over 188 job and training outcomes, our Employment Services team walked alongside hundreds of individuals seeking purpose and opportunity. Whether newcomers, youth, older adults, or people living with diverse abilities—our programs helped job seekers step into new chapters of independence and self-worth.

The
Employment
Services Department
served

260
participants and
188
met career goals

YESS Program

Participants Served 38
Outcomes 23

Gateway

Participants Served 30
Outcomes 20

Diverse Abilities

Participants Served 28
Outcomes 16

Career Paths

Participants Served 70
Outcomes 42

International Credential Recognition

Participants Served 20
Outcomes 20

STEPS

Participants Served 45
Outcomes 38

PEERS Program

Participants Served 29
Outcomes 29



Janelle: A Grateful Mother's Story

After struggling through university, job loss, and a diagnosis of autism and ADHD, my son became withdrawn and deeply depressed. As a mother and life skills coach, it was heartbreaking to watch him give up.

When I discovered KCR's Jobs4All program, I initially thought it could help the clients I support at work, but I soon realized it could help my own family too. I connected both my son and my brother to the program.

The transformation was incredible. My son started smiling again, sharing his goals, and standing tall with confidence. Today, he's working full-time and saving for a house. I'm so grateful to KCR, not only for helping him, but for giving me peace of mind as a mother.

"Our program helps participants find meaning, direction, and confidence. I always say, 'Who you are makes a difference,' and I love seeing people discover this light inside of themselves." —Suzie, Employment Specialist



"I owe the beginning of my dream career to Career Paths."
—Ruchi Sharma, Participant



"I appreciate the YESS program the most for the incredible support and guidance I received from my case manager. Her genuine care, attentiveness, and high level of expertise in all employment-related matters made the experience invaluable. Her dedication helped me navigate the process with confidence, and her ongoing support ensured that I had everything I needed to succeed." —K

Community Services

Engaging Volunteers, Empowering Communities

At the heart of a thriving community are those who give back. This year, our Community Services team mobilized over 15,753 volunteer hours, hosted transformative workshops, and deepened our diversity, equity, and inclusion initiatives. Together, we're helping non-profits and volunteers make lasting change.



Kicking down barriers, one game at a time! Our Inclusive Soccer program, part of KCR's United Against Discrimination initiative and supported by Canadian Heritage, created a safe and welcoming space for newcomers of all skill levels to connect, grow, and thrive through sport. With the incredible support of volunteer coaches from the UBCO Heat soccer teams, participants built both soccer and social skills in a fun, inclusive environment that celebrated community and belonging.

TOTAL KCR
VOLUNTEER
HOURS
15,753

442
VOLUNTEERS

26
WORKSHOPS
DELIVERED TO
340+
PARTICIPANTS

700
COMMUNITY
MEMBERS
65
ORGANIZATIONS

18
VOLUNTEERS
MANAGED & FILED
700+
TAX RETURNS



Volunteer Okanagan connected people with meaningful opportunities to give back, strengthened community organizations, and fostered a culture of volunteerism that enriches the entire Central Okanagan region.

Volunteer Okanagan continued to grow our Volunteer Connector platform, our Volunteer4All program and the annual Volunteer Fair. Our network consists of 700 community members and 65 different organizations.

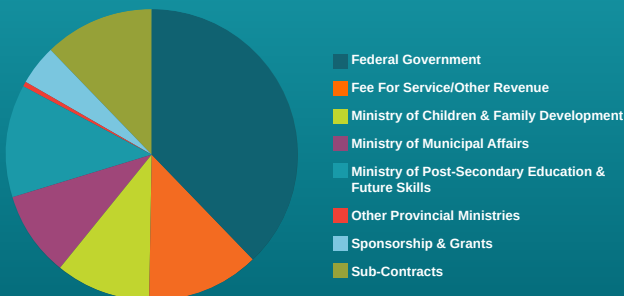
KCR provided valuable information and resources through the online community database and publications, including: the critical Street Survival Guide, the popular Get Involved Magazine, and the Youth Mental Health Services Guide.

Workshops

Board Boot Camp 101 & 102
Disruptive Leadership
Diversity, Equity & Inclusion
Grant Writing Essentials
Nourishing Volunteer Managers

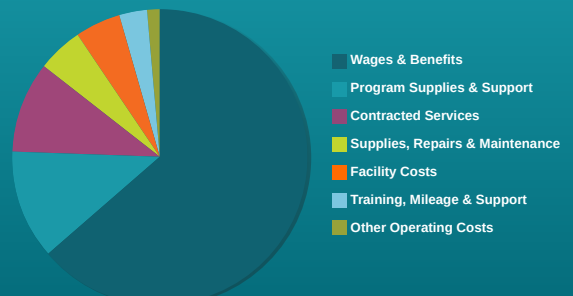
2024 Financial Snapshot

Transparent stewardship in every dollar spent



Budget - Revenue

TOTAL:
\$10,180,832.00



Budget - Expenses

TOTAL:
\$10,079,959.00

Celebrating 40 Years of KCR



Since 1983, KCR Community Resources has grown into a trusted organization dedicated to fostering inclusion, supporting individuals and families, and strengthening community well-being. Our 40th Anniversary was a chance to reflect on the lives transformed, the partnerships built, and the people who made it all possible.

We shared “full-circle stories” that showed the lasting impact of inclusive, people-first service. On **October 25, 2024, officially proclaimed KCR Community Resources Day**, we gathered at A Night of Community & Giving to celebrate, honour our journey, and raise funds for the future.

This milestone was more than a celebration, it was a recommitment to compassion, equity, and resilience. Let's keep building a stronger community, together.

“These are our full-circle stories. These are the stories of community.” kcr.ca/40years/stories



“Volunteering really makes a difference. It helps others—and it opens doors for your own future.”

– Deanna Notte

A Full Circle Journey: Deanna Notte's 30+ Years with KCR

Deanna began her KCR journey in 1986 as a high school volunteer on the Youth Crisis Line. After returning as a Social Work practicum student in 1994, she was hired in 1995 and has never looked back. Over 30+ years, she's held key roles including Crisis Line Coordinator, Manager of Employment Services, and Manager of Family Services. Today, she serves as an Adoption Social Worker with the Adoption Centre of B.C.

“KCR has been my work family through every stage of life,” says Deanna. Her journey reflects the impact of volunteering, mentorship, and meaningful connection, core to KCR's 40-year legacy.

1983 — Incorporation

- Officially established as CR3 - Central Registry of Community Resources and Crisis Referral Society on October 25.

1989 — Kelowna Community Resource & Crisis Centre Society, August 7.

1990s — Expanding Reach

- Growth of the Volunteer Centre
- Adoption Services began, supporting domestic and intercountry adoptions

2003 — Settlement Services introduced for newcomers

2010 — Innovation in Support

- Launched Family Friend Program
- Recognized for community engagement innovation

2016 — Family Hub Opens

- Central Okanagan Family Hub opened at Pearson Road Elementary

Refugee Assistance Program

- RAP services launched under federal support

2022 — Food Security Focus

- Food Market Program expanded to meet rising costs and needs

2024 — Recognition & Celebration

- October 25 declared “KCR Community Resources Day”
- Hosted inaugural Celebrating Community & Giving Gala

1983

1980's — Laying the Foundation

- Launched info & referral, community development, and volunteer programs
- Created one of BC's first community directories
- Crisis Line began 24/7 volunteer-based phone support

1993

2000 — Kelowna Community Resource Society, May 24

2000s — Building Capacity

- Employment Services introduced
- Became a leading centre for nonprofit training and collaboration

2003

2013

2013 — 30th Anniversary

- Celebrated 30 years of service in the Central Okanagan

2020 — Pandemic Response

- Virtual supports, food security
- Surge in community needs addressed rapidly

2023

2023 — 40th Anniversary

- Reflected on decades of impact; launched equity-focused initiatives

2025 & Beyond — Future-Focused

- Integrated services continue in: Newcomer & Refugee Support, Family & Early Years, Community & Volunteer Engagement, Employment
- Commitment to equity, reconciliation, and systemic change deepens

Thank you for Building 40 Years of Impact

To Our Donors, Funders, Partners and Volunteers — Thank you.

Because of you, children have safe spaces to learn and grow.

Because of you, newcomers find belonging.

Because of you, families feel supported.

Because of you, our community continues to thrive.

Because of you, individuals gained meaningful employment.

Your support fuels every program, every connection, and every success we share in these pages.
You are part of the story—and the legacy—of KCR Community Resources.



Let's Keep Moving Forward – Together

Whether you're a long-time supporter or just learning about our work, your involvement makes all the difference.



Donate Today

Help us meet urgent needs and expand programs.



Volunteer or Get Involved

Discover opportunities to make a local impact.



Share Your KCR Story

We'd love to hear how KCR has impacted you.



Stay Connected

Website: www.kcr.ca | Phone: 250-763-8008 | Email: info@kcr.ca

Follow Us: [@kcrcommunity](#) on Facebook | [Instagram](#) | [LinkedIn](#)



Here's to the next 40 years of connection, compassion, and community.



KCR
COMMUNITY RESOURCES

Enhancing Lives - Connecting Communities