



KCR

COMMUNITY RESOURCES

BOARD OF DIRECTORS

- Laura Thurnheer, President
- David Brown, Vice President
- Bill Thompson, Treasurer/Secretary
- Rob Peter, Past President
- Michelle Rogers, Director
- Peter Boyd, Director
- Beth Flynn, Director
- Gillianne Richards, Director

EXECUTIVE DIRECTOR

Ellen Boelcke

ENHANCING LIVES, CONNECTING COMMUNITIES

EMPLOYMENT SERVICES

IMMIGRANT SERVICES

COMMUNITY SERVICES

FAMILY & ADOPTION SERVICES

"2020 was a year that stretched everyone personally and professionally. Non-profit organizations faced tremendous challenges to achieve their missions and I would like to acknowledge all of the volunteer Board of Directors in the Central Okanagan who really stepped up this past year to provide governance support and leadership for their organizations.

Thank you to my dedicated Board colleagues at KCR who continued to show up for their volunteer work even as they navigated the pandemic in their work and home lives also. We learned a new way to meet and guide over Zoom and we were present to make tough decisions and to provide support to the KCR team. 2021 will continue to bring new challenges but I am confident that our team and organization is in a good position to manage these as they arise."

Laura Thurnheer, President

"In reflecting on the past year, I am so heartened to know that KCR, from our Board to our staff team, really stayed true to our core values. First and foremost, we prioritized the health and safety of our participants, our staff team and our volunteers, while also ensuring that we stayed open to meet the increasing needs of our participants and communities. In navigating the COVID storm, we innovated, we shifted and we strategized to ensure our Mission was met. We worked hard, we sought new collaborations and partnerships and we created new programs to meet the needs of the community.

Our core values gave us focus, guiding us to do the right thing and they gave us strength to achieve the impact we are sharing in this report. Thank you to the Board for their commitment, to our funders, partners and donors for their continued support and to our participants and community for their belief in us, in a year that challenged the whole world."

Ellen Boelcke, Executive Director

We acknowledge that KCR works within the ancestral, traditional, and unceded territory of the Syilx Peoples.

We are grateful for the opportunity to be here.

Connect with us:

Phone: 250-763-8008 Web: www.kcr.ca

Social: @KCRCommunity

Volunteers generously share their time, talents and hearts. From Board Roles to Employment and Settlement Mentors to Crisis Line Responders to Family Friends and everything in between, the totals for 2020-2021 are:

352 Volunteers
12,000+ hours



11,083

calls answered by
Crisis Line Responders.

61%

increase, offering an
invisible safety net to the
whole community.

Leadership ensures
safety and health of
staff, volunteers and
participants.

All **programs continue**,
our **doors always open**
by implementing **Crisis**
Management Plans.

Truth and Reconciliation
through **action**.

Commitment to learning and
Collaborating.

Acknowledging Truths.

Advocating for change.

Stand with Indigenous people
across Canada and especially
Okanagan Syilx people.

Children at the centre
of **Family Services**.

377%

increase in referral needs.
Collaborate with agencies
to provide services through
the **Family Hub** and
Outreach Services.

RESPECT -
VALUE EVERYONE

CORE VALUES

INTEGRITY -
DO THE RIGHT THING

Focus on participant
need. **Accessed** new
funding, partnerships and
opportunities to provide
digital connections,
(computers, internet
access, volunteer
mentors etc).

Collaborating for food
security through a new
Community Care Garden
created with Project Literacy.
Partnerships with Food for
Thought, Central Okanagan
Food Bank and Helen's Acres
to distribute food to families
and individuals in need.

Address isolation,
lack of **transportation**
options and **difficulties**
accessing food and life
essentials → meet
families where they are at.
Mobility through KCR van
to reach families.



Leadership, Resources
and Information at
6 Non-Profit
Town Halls
connecting community to
to non-profit organizations
and how they could
meet needs.



1,550

Newcomers accessed settlement and integration services, connecting them to the community



138

Sponsor-a-Families

310

individually packaged Christmas dinners delivered to

90

families

7

Employment Programs

678

vulnerable participants under-represented in work force

85%

of participants meaningful, secure work.

EMPOWERING -
STRENGTHEN LIVES

CORE VALUES

INCLUSIVENESS -
EMBRACE &
CELEBRATE
DIVERSITY

Actively anti-racism media strategy + United Against Discrimination reporting portal = support, resources and learning. KCR stands with marginalized people to fight all discrimination.

46

successful Settlement & Employment Mentor Matches



91

children found their forever homes



2800

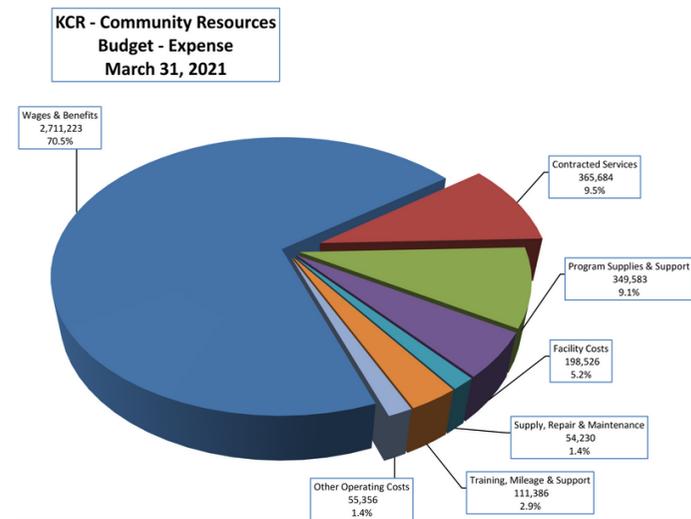
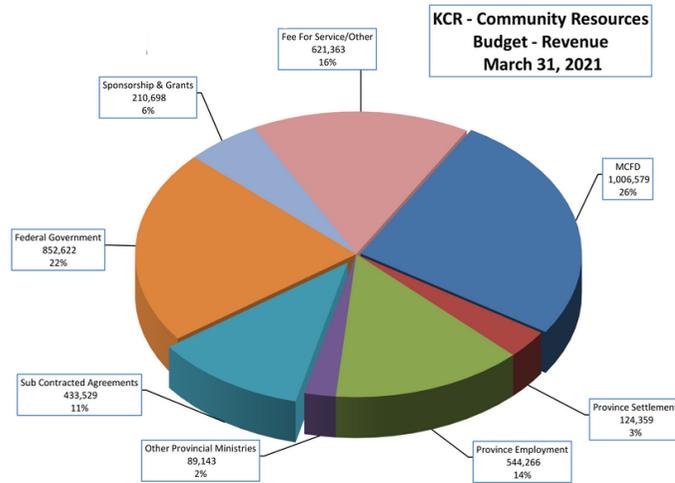
migrant workers were connected, with

604

multi-barriered workers receiving one-on-one outreach

Created and delivered Diversity, Equity and Inclusion curriculum. Ongoing commitment to engage community in changing systemic racism and discrimination.





WHAT THE PARTICIPANTS SAY:

"Thank you so much to the government for saving us from the hard life we had in our home country and the country of refuge, and bringing us to a safe country, Canada. Thank you KCR settlement workers for your help. We hope to have a better life and future here for our daughters." - Government Assisted Refugee Family

*"I need to tell you how lucky and blessed I feel. Your statement of gratitude and honour towards us has touched me. **Completing the personality and career dimension questions has been a real eye-opener and has affected me profoundly.**"*
- Employment Services participant

*"I want to thank you for the Wellness Series at the Hub. I enjoyed them so much. I feel that I am finally connecting to others who have the same experience as I do. We moved to Peachland two weeks before we had our son and I don't know anyone here and I don't know one mother and baby. I am trying to adjust to motherhood ... and I have completely neglected myself. **I finally feel that I am not alone!** Thank you so much for this!"* - A Family Hub mother

This was a great workshop. It has affirmed what I have already been striving to integrate into my life or awakened new thoughts and ways to increase my sensitivity and awareness of diversity in my life, among my friends, colleagues, and clients, and in my community. Thank you for creating and hosting this opportunity to learn. - a Diversity, Equity & Inclusion workshop participant

I volunteer because I want to do something for my community that is focused on mental health and community-based supports. I want to contribute in a place where everyone has an opportunity to feel heard and valued, especially in times of crisis, when we are all at our most vulnerable. There is nothing like the feeling of knowing you have helped a caller stay safe, valued and supported. The impact on my life has been huge. I listen to people with so much more empathy and patience. I have learned to be aware of when someone is giving me cues to check in on and how to recognize it in myself. It also makes me appreciate how hard people work in our community to support people. - a volunteer Crisis Line Responder