

Hope begins with a smile from a stranger when you need it most.

Hope begins when you decide not to give up today.

Hope begins with someone saying, "I'm here for you."

Hope begins with believing tomorrow can be better than today



Hope begins when someone truly listens.

Hope begins when love breaks through the fear.

Hope begins with truth.

Hope begins when you realize you're not alone.

Hope begins with whispered, "You've got this."

TRANSFORMING HOPE INTO IMPACT

2023/24 **IMPACT REPORT**



**KELOWNA'S
GOSPEL
MISSION**

LEADING TOGETHER: A YEAR OF HOPE, GROWTH, AND IMPACT

A MESSAGE FROM
CARMEN & WENDY



In this Impact Report, we celebrate what happens when people like you choose to step up and be a part of the solution. The incredible strides we made together this year allowed us to fulfill our mandate to feed, care for, and shelter people experiencing homelessness—all while sharing the love of Jesus.

By journeying with people, we've strengthened our commitment to conscientious care—addressing urgent needs, transforming lives, and creating a gateway for lasting change. As you explore these pages, you'll notice a natural progression—starting with essentials like food, shelter, and dental care, then moving toward connection, community, and deeper needs like purpose and hope. Because when basic needs are met, people can heal, grow, and rebuild from the inside out.

Through dedicated **Case Management**, our services are more than just “a bed and

a sandwich”—they empower individuals to fulfill their goals and take steps toward wholeness.

Our **Food Services Team** made remarkable progress this year, rescuing food and improving the nutritional quality of the meals we serve. By investing in food preservation equipment, such as canning, pickling, and freezing tools, we maximized every donation we received. This innovative stewardship of resources not only feeds those in need but also heals from the inside out, offering nourishment that is truly healing.

Our **Advocacy Committee** has championed *neighbourliness* and encouraged *common civility*, bridging relationships between the social profit and business communities in Kelowna. Their efforts are helping to foster a city that values inclusion and compassion, bringing us all closer together.

We also celebrate the transformational power of our **Spiritual/Psychosocial programming**, which offers those in despair a space to grieve, process their emotions, and connect with hope. This year, we saw countless individuals rebuild their sense of self and community, finding healing in relationships and renewed purpose for their lives.

With hearts full of gratitude, we look ahead with anticipation, knowing there is more work to be done. Thank you for your support and partnership.

May the love and light of Christ guide us all as we step into another year of service and impact.

For the love of all,

Carmen Rempel & Wendy Thiessen
Executive Director & Board Chair,
Kelowna's Gospel Mission

OUTREACH & MEALS

THE GATEWAY TO HEALING

Every meal shared, and every connection made through our Outreach Team, has the power to be transformative. At Kelowna's Gospel Mission, these moments form the foundation of hope for a brighter tomorrow. Each time we connect with someone, we help open the door to belonging, dignity and possibility.

For many, a warm meal or cup of coffee is the first step in their journey with us. It's a simple but profound act of care, meeting people in their hardest moments and reminding them they are not alone. These interactions often lead to deeper relationships, guiding individuals toward shelter, recovery, and services that help them move forward.

Outreach is about more than providing essentials—it's about building trust. Through compassionate care, we connect individuals to resources like detox programs, housing, mental health services, and employment opportunities. These relationships foster a sense of belonging and create pathways to stability and independence.

This work wouldn't be possible without the generous support of donors. Together, we are creating a community where no one has to face hardship alone. Your gifts have provided meals, outreach, and the gateway to brighter futures. Thank you for being part of this life-changing work.

“

“EVERYBODY NEEDS HOPE. PEOPLE ARE MAKING DO AS BEST THEY CAN, BUT IF IT WASN'T FOR THE OUTREACH TEAM GOING OUT, ESPECIALLY DURING THE WINTER OR EXTREME HEAT, THE CONSEQUENCES COULD BE DIRE. YOUR GIFTS MAKE A SIGNIFICANT IMPACT.”

Matthew, past KGM shelter & dental clinic client, full-time KGM Kitchen employee and Outreach team volunteer

270

Health related connections (eg: referrals for substance use disorder treatment and physical and mental health service referrals)

215

Individuals connected with permanent and temporary housing

128

People assisted in accessing essential services they needed (eg: VATS completed and assistance with identification support and retrieval)

57,826

OUTREACH CONNECTIONS WITH CLIENTS

116,800

CONNECTIONS MADE OVER COFFEE

192,900

MEALS SHARED NOURISHING BODY & SOUL

SHELTER & CONNECTION

THE GATEWAY TO WRAP-AROUND CARE

Your support transforms our shelter facilities into spaces of healing and rebuilding. Beyond providing a safe place to sleep, each shelter offers wraparound care, including casework management, to connect individuals with resources and help them take meaningful steps toward their goals.

With a trauma-informed approach, KGM caseworkers support clients in transitioning to housing, finding employment, and regaining stability. These personalized efforts ensure that each person feels empowered and cared for on their journey forward.

Your generosity also restores dignity and fosters belonging. From haircuts to movie nights and seasonal celebrations, you help create opportunities for connection and hope. For those with pets, our pet-friendly accommodations ensure no one has to choose between safety and companionship.

Every moment—a warm bed, a fresh haircut, or shared laughter—builds a community where everyone feels seen and supported. Thank you for making this life-changing work possible.

1400

Total Number of Pet Days at the Shelter

5000+

clients and staff joined for connection and community events, like movie nights, seasonal festivities and more

1542

haircuts, restoring dignity and building confidence

SAFE SLEEPS LEADS TO WHOLENESS

8

SUSTAINABLE JOBS SECURED

45

CLIENTS ATTAINED HOUSING

42,419

NIGHTS OF SAFE SLEEP



DENTAL CLINIC

THE GATEWAY TO RELIEF, RECOVERY & RENEWAL



Good oral health goes far beyond a bright smile—it can be life-changing. The pain of a toothache or the self-consciousness of missing teeth can hold people back from reaching their full potential. At our Dental Clinic, we provide compassionate care to those who might otherwise go without, restoring dignity and giving people the confidence to move forward in their lives.

Last year, nearly 2,000 patients came through our doors, many in severe pain or facing health challenges. Thanks to your support, we welcome everyone, regardless of their ability to pay, offering services on a sliding scale to ensure no one is turned away.

For Frankie, this care was transformative. After years of trauma and addiction, she came to Kelowna’s Gospel Mission and began rebuilding her life. She found faith, community, and support in our Women’s Community and deepened her spiritual journey through baptism. However, the loss of her teeth due

to past abuse shattered her confidence and made eating difficult.

Our dental team provided gentle, compassionate care, and even helped her connect with a denturist. Today, Frankie has safe housing, is pursuing college to become a human services worker, and is smiling again.

Frankie’s story reminds us of the power of compassion, dignity, and second chances.

DENTAL CARE GOES BEYOND TEETH—IT RESTORES DIGNITY AND REBUILDS CONFIDENCE.

457

EMERGENCY DENTAL PROCEDURES

807

HYGIENE APPOINTMENTS AT THE PREVENTIVE DENTAL CLINIC

2,799

TOTAL PATIENTS ASSISTED IN THE DENTAL CLINIC

WOMEN'S COMMUNITY

THE GATEWAY TO SAFETY AND SECURITY

At a time when housing is out of reach for many, the Women's Community continues its vital work of providing sanctuary and support for women in crisis. Formerly known as Harmony Ministries, this new name brings a renewed commitment to creating safe, empowering spaces where women can heal, grow, and build a brighter future.

Through four unique facilities—Harmony House, Shiloh, and Selah 1 & 2—women are offered both transitional and long-term housing options tailored to their needs. These homes are more than just houses; they are communities of care where women can find stability and strength alongside others facing similar challenges.

Thanks to you, program fees are fixed at an affordable rate and includes utilities, cable, and high-speed internet. Program participants share a kitchen and a common living space, partaking in the daily tasks of life together, fostering a true sense of home.

It's not just a roof and four walls; it's a safe space that encourages healing and hope for vulnerable people, giving them the tools, resources, and support to reclaim their lives. Thank you for helping women in need find a place to call home, so they can rebuild their lives.



91

LIFE SKILLS SESSIONS

669

SPIRITUAL DISCIPLESHIP SESSIONS

9490

NIGHTS OF SAFE SLEEP

KITCHEN & FOOD TRUCK

THE GATEWAY TO SKILLS & SUSTAINABILITY

Thanks to your support, our Community Eats food truck, under Chef Jeremy Luypen, is now providing employment for shelter residents and generating sustainable income serving everything from construction sites to private events. All profits are reinvested into training programs that help residents build skills and transition into permanent employment.

But the impact of serving meals to the community doesn't stop there.

This year, we've also introduced new preservation techniques—like drying and pickling—to rescue more food from landfills and make the most of your generous food donations. This initiative is more than a sustainability effort.

It's about feeding people today while planning for tomorrow, ensuring we can improve nutrition and stretch every donation even further.

With your help, we hope to grow this effort over the next year, by establishing a fund to hire a full-time food preservation manager. Whether you support our food truck or our kitchen, you're creating even more opportunities to provide our community with dignity, nourishment, and hope. Thank you!

WORKING SMARTER, NOT HARDER, BECAUSE OUR WORK IS TOO IMPORTANT TO DO POORLY.



\$11,974

WAS RAISED BY THE FOOD TRUCK TO HELP SUSTAIN AND GROW OUR PROGRAMS

2000+

LBS OF PRODUCE DIVERTED FROM LANDFILL & LIFE EXTENDED BY PRESERVING

300

HOURS OF WORK IN OUR FOOD TRUCK OFFERED CLIENTS A CHANCE TO ENGAGE IN MEANINGFUL EMPLOYMENT THIS YEAR

OUR EVENTS IN THE COMMUNITY!

THE GATEWAY TO STRONGER CONNECTIONS

Transformation starts with community. This year, we hosted a range of events—from an Art for Impact evening to top local chefs competing in our inaugural Ultimate Takeout Challenge—celebrating creativity, connection, and the generosity of those who make our work possible. These events are more than fundraisers; they're opportunities to bring people together, reminding us that everyone has a role to play in building a stronger, more compassionate community.

In partnership with the City of Kelowna and the Uptown Rutland Business Association, we also launched our Community Coaching Workshops. Equipping local businesses to respond to homelessness with empathy and practical solutions, so everyone is treated with respect while businesses feel safe and supported.

By fostering understanding and compassion, we're breaking down barriers and creating a city where everyone can thrive. The fewer people experiencing homelessness, the better it is for all of us. Community-driven change is powerful, together we're elevating everyone and creating a brighter future for Kelowna.

We're so grateful to the sixteen local chefs that participated in The Ultimate Take Out Challenge to help us raise money to extend our dinner service from 5 to 7 days a week!

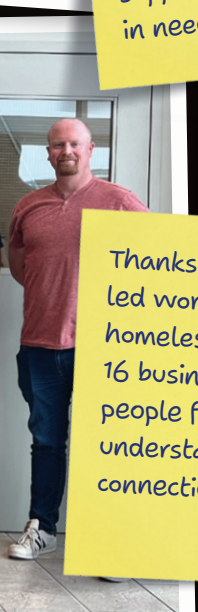


16

WORKSHOPS WITH LOCAL BUSINESSES

120

PARTICIPANTS FROM BUSINESSES JOINED THE COMMUNITY WORKSHOPS



VOLUNTEERING

THE GATEWAY TO COMMUNITY INVOLVEMENT

Carol's acts of service is a beautiful reminder that compassion has no limits. Whether young or old, every volunteer brings something invaluable to Kelowna's Gospel Mission—a willingness to serve others with kindness and dignity.

Our volunteers are at the heart of everything we do. They serve meals, sort donations, provide haircuts, help with special events, and so much more. Most importantly, they help build a community where everyone feels seen, valued, and cared for.

We're deeply grateful to each volunteer for their time, energy, and unwavering support. Your generosity makes Kelowna a better place for all—and it wouldn't be possible without you. Your kindness reminds us that change is possible when we come together. With each volunteer hour given, you help turn hardship into hope and build a community where everyone has a chance to thrive.



In September, our community came out in droves, hitting the greens and playing for a purpose. Thank you for helping us raise funds to support our neighbours in need in Kelowna!

Thanks to you, we led workshops on homelessness, helping 16 businesses and 120+ people foster empathy, understanding, and connection.

“

I'VE VOLUNTEERED FOR FIVE YEARS AND LOVE THE COFFEE CART-IT LETS ME CONNECT WITH CLIENTS AND HEAR THEIR STORIES. THEY'RE ALWAYS KIND AND RESPECTFUL. KGM IS OFTEN A LAST RESORT FOR PEOPLE-I'VE HEARD STORIES OF PEOPLE NEARLY FREEZING. EVERY FAMILY HAS STRUGGLES, AND WE'RE NOT HERE TO JUDGE. SOMETIMES, I PRAY WITH THEM, BUT I ALWAYS PRAY FOR THEM.”

— Carol, KGM Volunteer

136

TOTAL VOLUNTEERS

17,734

VOLUNTEER HOURS

GROUNDING IN GRACE!

THE GATEWAY TO SPIRITUAL WELLNESS

We often say that Kelowna's Gospel Mission is more than a bed and a sandwich. But what does that truly mean? How do we measure the unseen—the moments of connection, healing, and transformation? These are questions we don't shy away from. We hold fast to the belief that every person is sacred and worthy of dignity and respect, and if that is true, then holding ourselves accountable to a high standard of care is essential.

Our Spiritual Care program reflects this belief. It's about more than meeting immediate needs—it's about creating space for renewal, hope, and healing. Our Indigenous Advocate conducted a report examining how well we were meeting the needs of our Indigenous and Métis residents. This report was informed by interviews and interactions with 81 shelter-seeking clients, 22 community partners, and six members of our staff and leadership team. The findings and recommendations were invaluable, shaping the goals of our Spiritual Care Department for 2024–2025.

The work we do together is a living testament to the belief that light can enter even the darkest places. In a world that often feels weighed down by despair, we find hope in the simple, powerful acts of care and connection.

Your support makes this possible. Thank you for shining your light—for treating every person with grace, mercy, and compassion. May we all continue to walk in the light of love, renewing both our own spirits and the lives of those we serve. Thank you for helping our community be remade whole.



14

partnerships strengthened with local churches

160+

connections with shelter residents in **363 meetings** (listening, prayer, games, coffee)

448

internal meetings with staff (critical incident debriefings, counseling, etc.)

INDIGENOUS ADVOCATE REPORT:

6

STAFF/DIRECTORS ENGAGED

22

COMMUNITY PARTNERS

81

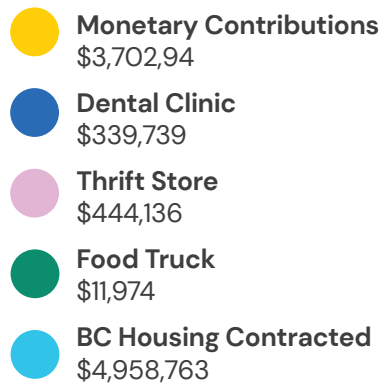
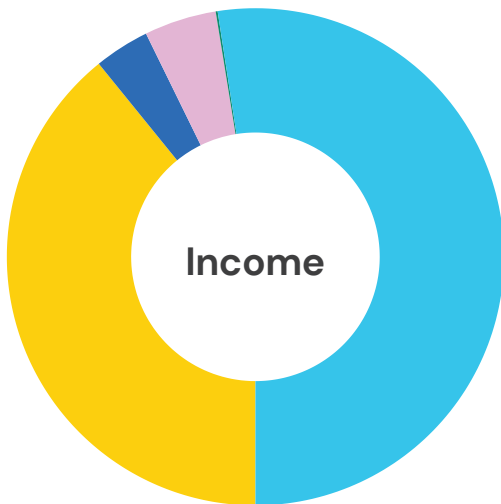
SHELTER CLIENTS

FINANCIALS

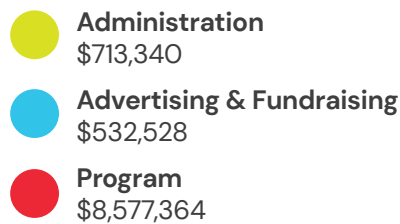
At Kelowna's Gospel Mission, every dollar entrusted to us is a commitment to care, compassion, and change. Your generosity fuels our mission—providing meals, shelter, outreach, and vital services that transform lives.

We prioritize transparency, sustainability, and love to show you how you're making a direct impact in the community. Through careful management of our resources and your contribution, we're ensuring that your support goes where it's needed most, meeting immediate needs while investing in long-term solutions.

Together, we're proud to be building a community where everyone has the chance to thrive. Here's a quick look at our 2023 - 2024 numbers, so you can see just how your support made a difference over the past year.



Total Income:
\$9,457,560



Total Expenses:
\$9,823,232

Change happens step by step. When basic needs like food and shelter are met, people can focus on stability. With stability, they can find employment, build financial security, and secure permanent housing. As they experience belonging and connection, deeper healing—both psychological and spiritual—becomes possible. This is the bridge to lasting transformation. Each step supports the next, ensuring people have the support and resources they need to experience wholeness in every area of their lives.

HOPE BEGINS WITH YOU!

OUTREACH & MEALS (PAGE 3)

SAFE SLEEP & CONNECTION (PAGE 4)

Hunger makes everything harder—that's why meeting physical needs comes first.

When survival is no longer a struggle, people can think about their future.

KITCHEN & FOOD TRUCK (PAGE 7)

WOMEN'S COMMUNITY (PAGE 6)

DENTAL CLINIC (PAGE 5)

Work builds confidence & stability. Training programs provide income, experience, and skills for a secure future.

Stability allows for growth. In a safe home, women heal, gain financial security, and plan ahead.

Health impacts everything. A healthy smile restores confidence, so people can reengage in life again.

EVENTS IN THE COMMUNITY (PAGE 8)

VOLUNTEERING (PAGE 9)

GROUNDING IN GRACE (PAGE 10)

Everyone has a role. Events and partnerships unite people, fostering understanding, action, and a stronger Kelowna.

Helping others helps us, too. Volunteering fosters purpose, belonging, and strengthens our community with every act.

Thriving means healing inside and out. Spiritual care offers guidance, connection, and strength for the journey.