

TURNING POINTS COLLABORATIVE SOCIETY

2024-2025
**Annual
Impact
Report**



Solutions in Action

CREATING PATHWAYS TO HOUSING
STABILITY, HEALTH, AND BELONGING.

Leadership Message

This year has underscored the ongoing crises of housing, homelessness, and addiction in our communities. At Turning Points, we confront these realities with determination, compassion, and a steadfast commitment to dignity.

Our frontline staff demonstrate extraordinary resilience and care, walking alongside clients through some of life's most difficult challenges. I am deeply grateful for their dedication, and for the courage of our clients who continue to take steps forward. I also wish to thank our funders, community supporters, and partners whose trust and collaboration make this work possible.

Finally, I want to acknowledge the Board of Directors for their steady guidance and leadership, which ensure we remain strong and focused. Together, we are not only responding to crisis—we are creating solutions.



Randene Wejr
CEO

As a social worker, small business owner, and long-standing member of the Okanagan Valley, I've seen firsthand how trauma, poverty, and mental health challenges intersect—and how vital it is to meet those complexities with compassion and clarity. That's exactly what Turning Points does. What sets this organization apart is its refusal to stay siloed.



Megan Desimone
Board President

"Solutions in Action" is more than a report title—it's a reflection of our commitment to practical, collaborative, and courageous responses in the face of urgent human need. This year's report tells a story of resilience—of lives changed not by chance, but through intentional, wraparound care that honours the dignity of every person served. I'm proud to stand alongside a leadership team, staff, community, and clients who make these solutions real. They are the reason this work matters—and the reason our communities continue to move forward with hope.

What We Do

Turning Points Collaborative Society addresses the urgent needs of people experiencing, or at risk of, homelessness in the Okanagan. We provide a continuum of care through outreach, shelter, housing solutions, employment programs, and addictions recovery. Guided by deep respect for the dignity and expertise of those we serve, we meet people where they are at, and work to create pathways to stability, health, and belonging.

Why We Do It

"We believe that everyone deserves a place to call home. This core belief guides us to create space and opportunity for people to rebuild their lives."

Randene Wejr, CEO

We do this work because we believe that housing is a basic human right. We know that every person carries a story, and that every story deserves to be met with compassion and respect.



BRIAN, Affordable Housing Client

"I'm 69 years old and I don't do drugs. I broke my neck 13 years ago, couldn't work, and that started the downhill slide to poor health and poverty. I was living in a mosh pit (shelter.) Turning Points found me this place. I never thought I'd have a place this nice at this age in my life. This is heaven sent."



CANDY, Scattered Sites Housing Client

"This is a big first step for me to get where I want to be. You can't be living on the street and get treatment. To have support and to have a spot you can just come back to and know that you're going to be safe and warm and that there are people there that are willing to help you."

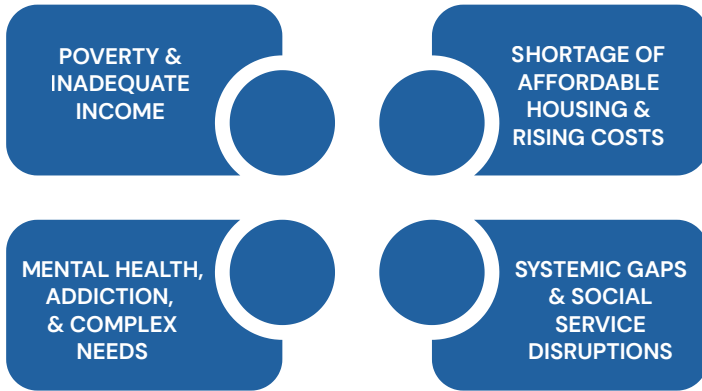


STEPHEN, Former Shelter & Outreach Client

Having a home to me is everything. Because I've lived on the streets for a long time, and it's not the way to be. The reason why I was homeless was a series of unfortunate events and I was in a very deep depression. Turning Points gave me a chance for housing, work, and health. They gave me peace."

Key Factors

CONTRIBUTING TO HOMELESSNESS



The number of people experiencing homelessness in our region from 2017-2023 has increased by

City of Vernon Housing Needs Report Nov 2024

66%

How we Work

OUR CONTINUUM OF CARE

Trailside Transitional Housing opened in May 2024

- ✓ OUTREACH - 6 programs
- ✓ EMERGENCY SHELTER - 4 sites, 172 spaces
- ✓ HOUSING - 15 sites, 402 homes
- ✓ ADDICTION SERVICES - 3 sites, 30 spaces
- ✓ EMPLOYMENT SERVICES - 144 clients
- ✓ FOOD SERVICES - 1000 meals per day



Impact and Outcomes

400+

Homes provide safe and secure housing to individuals, families, and seniors.

1050+

People were supported in our **Emergency Shelter** sites in Vernon, Kelowna, and West Kelowna.

11,500+

Instances of **Outreach** support including housing loss prevention, health care, meals, benefits access, and transitional housing.

190+

People transitioned into **long-term stable housing**.

32

People completed our **Addictions Recovery** program and are reconnecting with their community.

365,000+

Meals provided in our sites and through our various Outreach programs



One of 59 private rooms at Trailside



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OUTREACH

Turning Points' Outreach programs are often the first point of connection for people facing homelessness, housing instability, or urgent health and income needs. Our outreach solutions seek to prevent homelessness, relieving pressure on emergency services and shelters.

In Vernon, Kelowna, and West Kelowna, our teams meet people where they are – providing immediate support, reconnecting individuals to home supports, securing access to benefits and rent supplements, and connecting to resources such as mental health and addiction services, and housing options.

Shelter Hub - 1239 incidences of support

Rapidly diverts individuals from homelessness by helping to stabilize vulnerable individuals and link clients to services and supports. This coordinated approach contributes to a compassionate response.

Housing Outreach & Loss Prevention - 277 clients

Temporary rent supplements help people remain housed during sudden income loss, unexpected expenses, or other crises – promoting long-term well-being and community stability.

Access to Benefits - 62 clients *launched October 2024*

Helps clients navigate and access essential government and financial resources i.e. securing ID, accessing income assistance, CPP, OAS, GIS, disability benefits, and filing taxes.

West Kelowna Outreach - 2180 meals served

Serves individuals with no other local options for meals or support.

Scattered Sites & Winter Response - 57 clients

This is a transitional housing program which provides short-term hotel rooms for individuals facing homelessness who are not suited to traditional shelters. Of the 57 people supported - 48 moved into market housing.

Cammy LaFleur Street Clinic - 7900 client interactions

Offers harm reduction, health care, testing, and a welcoming, inclusive space.

100+

Successful diversions of individuals seeking shelter - to stable housing or home supports through the Shelter Hub.

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SHELTER SERVICES

Turning Points operates shelter services across Vernon, Kelowna, and West Kelowna, offering safe, temporary housing and wraparound supports for individuals experiencing homelessness. Staff aim to provide health care access, harm reduction services, housing navigation, life skills support, and community connections.

Our shelters focus on immediate safety while creating clear pathways toward stability, recovery, and permanent housing.

Vernon Shelter - 60 spaces

Served 360 clients this year, offering on-site health care, WorkBC services, housing outreach, and regular community-building activities. Helped clients transition into treatment, supportive housing, market rentals, and long-term care, despite turning away individuals 1,892 times due to capacity.

Bartley Court Shelter West Kelowna - 38 spaces

Supported 286 unique clients this year. Provides clinical health care, harm reduction services, and strong community engagement through clean-ups and education initiatives. Bartley Court piloted a Holistic Harm Reduction (HHR) approach which saw dramatic improvement in client stabilization, leading to permanent housing for 49 individuals.

Richter Shelter Kelowna - 48 spaces

Served 407 clients, with 57 successful housing transitions. Introduced HHR approach, expanded health partnerships, and created a Client Support Worker role to help individuals transition from outdoor sheltering to indoor stability. Renovations improved accessibility, safety, and client wellness. Significant reduction in critical incidents and overdoses since fall 2024.

Our Place Vernon - 26 spaces

Served approximately 100 clients this year, connecting them to treatment, supportive and affordable housing, market rentals, and long-term care. Regular visits from addictions services and housing outreach strengthen connections to community supports.

150+

**People transitioned from shelter
into stable, permanent housing.**

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TRANSITIONAL HOUSING

Trailside – Kelowna (59 units)

Opened in May 2024, Trailside served 96 clients in less than a year, helping at least 20 of those move into market housing, affordable housing, assisted living, or reunite with family. The program prioritizes seniors and individuals with disabilities, offering intensive supports to reduce time spent homeless.



Alfred stands in front of the mural he painted on site at Trailside

Services include health-focused case management, life skills training, daily living support from licensed care staff, and strong community integration through regular outings, peer work opportunities, and community clean-ups.

Alfred is making the most of the wraparound supports available to him here. After decades of precarious housing, he has stabilized his health and well-being at Trailside and even found joy in being able to paint again.

AFFORDABLE HOUSING

VERNON

Blair Apartments (39 units)

Pivot Houses (41 units over 6 sites)

ENDERBY

Cedar Park (10 units)

Hillside Apartments (19 units)

Pioneer Place (24 units)

WEST KELOWNA/KELOWNA

Lions Manor (30 units)

The Village (40 units)

200+

People on Affordable Housing Wait Lists

"We've housed women and children who are fleeing domestic abuse and seniors sleeping in their RV. Many folks we house are in long-term recovery, or unable to work due to permanent injury or limiting mental health."

TPCS Team

TPCS' affordable housing provides permanent, safe, and low-cost homes for hundreds of residents, many of whom are seniors, families, or individuals in long-term recovery. Demand remains extremely high, with up to 200 people on waiting lists in some areas. Sites also offer eviction prevention strategies, life skills programs, and community-building activities like BBQs, gardening, information sessions, and cultural celebrations. Affordable housing ensures people who might otherwise face homelessness have a stable home for as long as they need it.

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SUPPORTIVE HOUSING

The Crossings – Vernon (52 units)

My Place – Vernon (52 units)

The Polson – Vernon (29 units)

Supportive housing combines permanent accommodation with on-site support to help residents maintain stability.

By offering structured group programming, community meals, access to internal and community services, and life skills development, residents at all sites are building healthier routines, reducing isolation, and working toward personal goals.

Waitlists remain long with 200 applicants in Vernon alone. A new 52 unit supportive housing complex called The Willows broke ground in Vernon in January of 2025, with completion expected by December.



The Willows takes shape on the grounds of the old Howard House on 43rd Avenue in Vernon

Story of Success

When Jody (*pseudonym*), a single parent with a new baby, came to us she was without stable housing and new in her recovery. Despite many barriers, she showed fierce advocacy for herself and clear determination to build a healthy future for her and her child.

Through our outreach team and community partners, she was welcomed into a freshly renovated unit at **The Village - our affordable family housing** site in Kelowna. On move-in day, our team filled the home with essentials, furniture, and household items - making sure every detail respected her dignity and independence. Sitting on her new couch, tears of relief on her face, Jody shared that she hadn't had a stable home since childhood. This wasn't just a move-in, it was a restoration of dignity and belonging.

“

We don't always know where our clients' journeys will lead, but what a privilege to have days where we get to stand beside them.

TPCS Team

”

Solutions in Action

ADDICTIONS RECOVERY

Bill's Place – 19 spaces

Haven Place – 8 spaces

AWARE Program - 38 attendees

32

Program
Completions

Our Addictions Recovery program is a safe, therapeutic place where people struggling with addiction can step onto a new pathway toward health and stability. This year, 54 people began the journey with us, and 32 completed the program. Residents are rebuilding their lives, reconnecting with family, and finding purpose through work and community.

To meet growing demand, we're expanding—with plans to add 30 new spaces across primary care, second-stage recovery, and family programs, including a dedicated home for our AWARE Family Program.

Story of Success

Kim (*pseudonym*) arrived at **Bill's Place** from years on the street, surrounded by violence, substance use, and loss. In just over a year, she has rebuilt relationships with her children, reconnected with her mother, celebrated one year of sobriety, and completed her Human Service Worker program. Today, she has moved into independent living and works with us as a Peer Support Worker, offering the same hope and guidance that once helped her take her first steps forward.

EMPLOYMENT SERVICES

Served - 144 clients

Wait List - 80 people

Employment Services is a partnership with Community Futures of North Okanagan, which helps individuals facing barriers to employment take meaningful steps toward stable employment and personal growth. The program offers employment readiness workshops, training, skills assessments, job coaching, personal counselling, assistive technology services, unpaid work experience, and essential work clothing and tools.

144

Clients Served

80

People on
Wait List



Solutions in Action

FOOD SERVICES

Turning Points' Food Services team ensures that residents and participants across our supportive housing sites, transitional housing site, shelters, and outreach teams receive healthy, delicious meals every day. Led by our food services manager, coordinator, and on-site cooks, the program serves roughly 1,000 meals daily.

Through strong community partnerships – particularly with the Lake Country Food Bank and the Salvation Army - we reclaim about 1,000 pounds of food each week, turning donations like a recent 200-pound batch of peaches into nutritious dishes. We also ensure any leftover meals are diverted to unsheltered people through our outreach teams. This efficient and cost-effective approach allows us to increase meal quality and reach, while staying under budget at every location.

This year, we also supported the **Adopt a Senior Program**, a highly successful pilot project in partnership with Nexus B.C., bringing nourishment, connection, and hope to isolated seniors in our community.



1000 lbs
of food reclaimed weekly

Story of Success

After losing her husband, Gail's (*pseudonym*) days felt empty and isolating. Grief stricken and without family support or a driver's license, she couldn't get groceries, attend appointments, or sort out her finances. With her stove broken, even cooking was impossible, and she was quickly heading into poverty.

A delivery from the **Adopt a Senior Program**—meals she could heat in the microwave—was the first step in breaking through her grief. That simple act opened the door to conversations about transportation, home repairs, and other supports. What began as a food delivery became the start of rebuilding Gail's stability, comfort, and hope.

Spotlight on Innovation

HOLISTIC HARM REDUCTION

Traditional harm reduction focuses on minimizing the risks and harmful effects of substance use—such as preventing overdoses, reducing disease transmission, and ensuring people have access to safer use supplies. Holistic Harm Reduction (HHR) builds on this foundation by taking a “whole human” approach, addressing not just physical safety, but also emotional, social, and spiritual well-being. This means creating healthy environments, routines, and support systems that help people thrive beyond immediate survival.

“Our hypothesis was simple: if people are no longer isolated in environments where substance use is a social activity, and instead have access to substance-free spaces and healthy connections, the frequency of use will decrease naturally.”

HHR Training Staff

This year we launched the HHR pilot program at Bartley Road Shelter. The results have been remarkable. Clients report improved health, stronger routines, and a renewed sense of dignity. Staff have seen a rise in housing placements, more transitions to other supports, and stronger engagement with treatment programs.

This approach doesn’t replace traditional harm reduction—it enhances it by fostering environments where healthier choices can thrive. The overwhelmingly positive feedback from clients makes one thing clear: this model works, and it’s ready to be rolled out organization wide.

By the Numbers - 2023 vs. 2024

Incidences of
RCMP
Involvement
DOWN

11 to 4



Individuals
Housed
INCREASED
from

7 to 45



Referrals to
Treatment or
Detox
INCREASED

7 to 13



Strategic Plan

This year marked the completion of our four year strategic plan, which has guided our work in addressing the diverse and growing housing needs in our community. Through collaboration with partners, funders, and donors, **we have successfully met our goals**, creating lasting impact and stronger pathways to housing stability, health, and belonging.

2024-2025 HIGHLIGHTS

Support Community Housing Strategies

- Transitional Housing Kelowna (Trailside) – 59 units opened May 2024
- Supportive Housing Vernon (Willows) – 52 units opening late 2025
- Affordable Housing Summerland – 60 homes opening 2027
- Affordable Housing Kelowna – RFP awarded, construction to begin mid-2026
- Supportive Housing Vernon (Polson) – Construction to begin mid-2026

Expand Community Education & Awareness

- Ongoing advocacy at all government levels
- Participation in numerous community events
- Multiple awareness videos created and shared widely
- Leadership expertise provided for HSABC online learning portals
- Community presentations for new housing projects

Diversify Revenue Stream

Awarded grants include:

- CMHA BC Bed Based Treatment & Recovery Services (Bill's Place)
- Central Okanagan Foundation (West Kelowna Outreach Program)
- United Way Cold Weather Preparedness (outreach supplies)
- Community Foundation North Okanagan (wellbriety events)
- Okanagan Prosperity Fund (staff training)
- Red Cross Recovery & Resilience-Building (staff training)

Growth Management

- Mentorship and cross-training for key staff
- Holistic Harm Reduction training developed and delivered
- Participation in the Rural Northern Immigration Pilot (RNIP) Program
- Strengthened workplace culture with leadership pathways
- Staff training in IT and CRA to improve systems and client tax filing

Enhance Continuum of Care

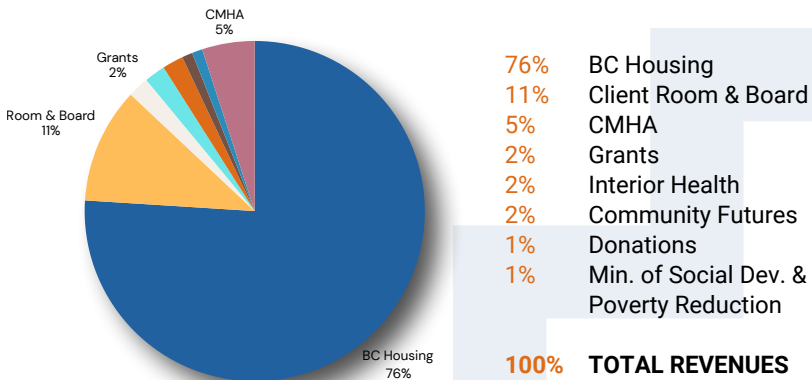
- Renovated and expanded kitchens in Vernon, Richter, and Bartley Court shelters
- Expanded pre-treatment services with Adapted Therapeutic Community in supportive housing
- Advocated for standardized services and increased rates for assisted living (increase awarded June 2024)

finances

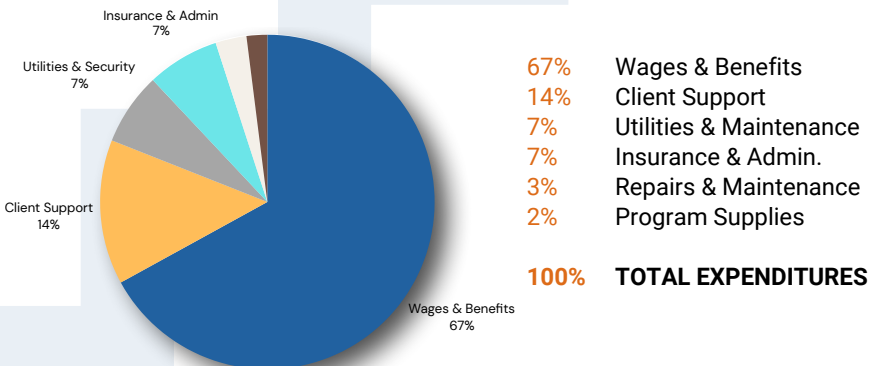
Turning Points Collaborative Society continued to experience growth in 2024/25 with revenues increasing 14% over the prior fiscal year. This was due to a full year of operation for The Lions, a senior's affordable housing building in West Kelowna, and Trailside, a transitional housing complex in Kelowna. There was also a 37% increase in rent supplements for the region we serve. We also partnered with CMHA, and received a significant increase in funding for our sober living facility and programming.

The society received funds from several different sources and allocated them per the graphs below.

REVENUES



EXPENDITURES



Committees

Boards:

Downtown Vernon Association
Provincial BC Addiction Recovery Association
Social Planning Council of North Okanagan
Greater Vernon Chamber of Commerce

Provincial Committees:

Nonprofit Service Providers Coalition

Vernon:

Adaptive Therapeutic Community Committee
Emergency Food Action Network
IH/TPCS Collaborative Meeting
IH/Shelter Providers Coalition
HART
Not for Profit Housing Action Team
Partners in Action
Regional Advisory Committee – Okanagan College
Sexual Assault Services Committee
COOL Team
Domestic Violence in Relationships
Hospital Discharge Team
Kalamalka Rotary
Nexus Roundtable for Seniors Services Supports
Pacific Aids Network
Vernon Coordinated Access & Assessment

Kelowna/West Kelowna:

IH/Shelter Providers Coalition
Social Services Imminent Response Task Force
Hospital Discharge Team
Kelowna Coordinated Access & Assessment
Coordinated Outreach Circle
Westside Focus Group – PIT count and case management for people outside
Shelter Flow Committee
Shelter CAA
WK Ending Homelessness

Enderby:

Inter-Agency Group



Our Mission

To achieve safe and sustainable housing in our communities by providing a continuum of housing, promoting health, and offering community outreach, employment and addiction services.



www.turningpoints.ngo

TURNING POINTS

COLLABORATIVE

Building Community; Strengthening People.



*You arrived here at Bill's with
your shame and your guilt
To heal and tear down
the walls that you built
I remember the day you wanted to run
But you stayed and that's when the healing began
And so as it goes with recovery
Unfolding self-discovery
Incredible strengths were revealed
And you faced the pain rising to be healed
Feelings are feelings, not right and not wrong
Feeling is easier when you feel you belong
by Hawk Woman*

*Segment of a poem written in 2025 for
a Bill's Place resident's completion ceremony*