



**CENTRAL OKANAGAN  
FOOD BANK**

**NOURISH COMMUNITY. FEED HOPE.**

**2025**

**Impact Report**



## Our Purpose

# Provide nourishment and support to individuals facing financial and food insecurity

We provide vital support for individuals and families from across the Central Okanagan. Our clients are food-insecure people who come from all walks of life. There is no single demographic that relies on the food bank; we assist people across the social spectrum.

COFB is committed to more than just alleviating hunger; we take an upstream approach to poverty, addressing the whole individual and the root causes. By promoting wellness, offering education, and advocating for systemic change, we provide community members with the resources and support they need to improve their circumstances. Through inclusivity and compassion, we strive to create a community where everyone has the opportunity to thrive. Either through educational offerings or partner agencies, we provide others with the support to change their circumstances.

## Our Vision

# Equitable access to food for all community members

We strive for a future where everyone in our community has equitable access to the food they need. We envision a world where everyone is treated with dignity and respect, regardless of their circumstances. A world where everyone in the community has access to nourishing food and the basics of life, so that they can thrive.

Empowering people requires a community. It takes many community members, involved at every stage of the process, to ensure everyone has equitable access to nutrition. We stand in the gap and deliver for those who cannot find support elsewhere, because everyone deserves an equal chance at a decent life.

# Our Values

## Respect and Dignity for All

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Everyone is worthy and deserving of respect, regardless of their circumstances. We see clients as people, and we honour their dignity and the unique circumstances that brought them to our door. Everyone is welcome here, and there is no shame in seeking help.

## Trust & Accountability

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We hold sacred the trust that people place in us. We have high standards for our own conduct and hold ourselves accountable to those standards.

## Community & Collective Problem Solving

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We're stronger together than alone. We value our community partners and other stakeholders, and we solve problems collaboratively as a community.

## Equitable Nutrition

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Everyone should have equitable access to nutritious food, regardless of their circumstances. We work toward a community where this access to healthy food is a reality for all.



2025 was a year of momentum, resilience, and bold progress at COFB. As demand continued to rise, we sharpened our focus on efficiency, strengthened our programs, and advanced long-term solutions to address food insecurity across our region. This year challenged us to evolve, and we did.

When visitors tour our facility, they often share how surprised they are by the breadth and impact of COFB's work. We nourish thousands of students in School District 23 through our Food for Thought program. We rescue and redistribute millions of pounds of food that would otherwise go to waste through our Food Rescue Program. We partner directly with local farmers to respond to crop challenges and strengthen our regional food system. We offer Food Safe certifications, cooking workshops, and skills-building through the More Than Food program. These initiatives and more extend our work far beyond providing immediate food support.

In 2025, we laid the groundwork for our Food Rescue Transformation Centre, a major initiative set to launch in 2026. This centre represents a shift from reactive food aid to proactive systems change. Expanding our ability to recover, store, prepare, and redistribute food at scale, while reducing waste and strengthening regional food resilience for years to come.

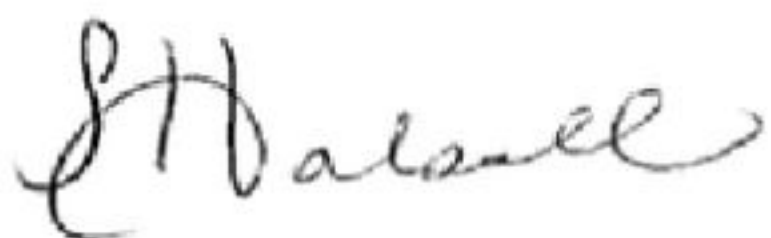
Our growing diversity of programs and the planning and infrastructure development required for the Transformation Centre demanded innovation, adaptability, and thoughtful refinement of our systems throughout 2025. We are proud of the strength we've built and the foundation we've established to meet both current needs and future challenges.

As the cost-of-living crisis continues to impact households across our community, our work has become both more urgent and more complex. Rising food costs, increased demand, and constrained resources have required us to think creatively, act decisively, and plan boldly. This year reinforced a critical truth: addressing food insecurity requires long-term solutions, expanded capacity, and the courage to grow.

We enter 2026 grounded in gratitude and energized by what's ahead. Thanks to the unwavering support of our community partners, donors, and corporate sponsors, we can show up as a stable, compassionate, and innovative resource for those who need us most. Their generosity, alongside the dedication of our volunteers, board, and staff, fuels our purpose to nourish community and feed hope.

Together, we are building a stronger, more resilient food system in the Central Okanagan.

To 2026!



Tanja Halsall, Board Chair



Trevor Moss, CEO

# Our reach



**16,047**  
unique  
individuals  
served  
in 2025

**14,447**

direct  
clients  
served  
annually

**1,600**

students served  
across 42 schools  
in SD23 monthly



**CENTRAL OKANAGAN  
FOOD BANK**

**10,152 adults**

**5,895 children**



**+ 6,636**

estimated  
additional individuals  
served across partner  
agency network

**3,600**

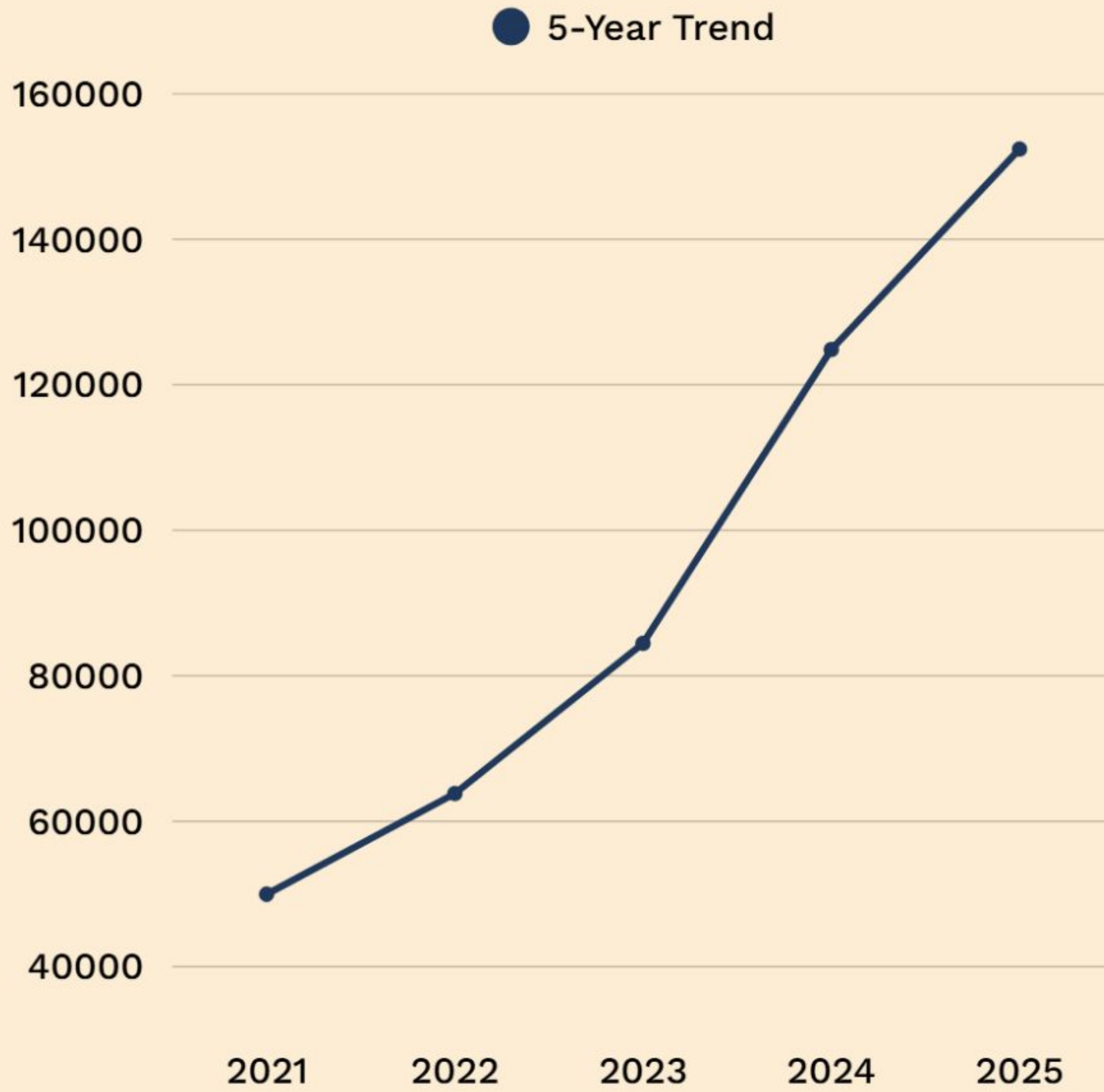
new direct  
COFB clients  
in 2025

**11,905**

individuals  
served monthly  
on average in 2025

# Cost of living crisis

## Client Visits Over Time



This year, we supported **3,600 new clients**, reflecting the growing need for assistance in our community. **These new clients represent 26% of the total individuals we served this year**, highlighting the critical role COFB plays in addressing food insecurity for families and individuals facing new challenges.

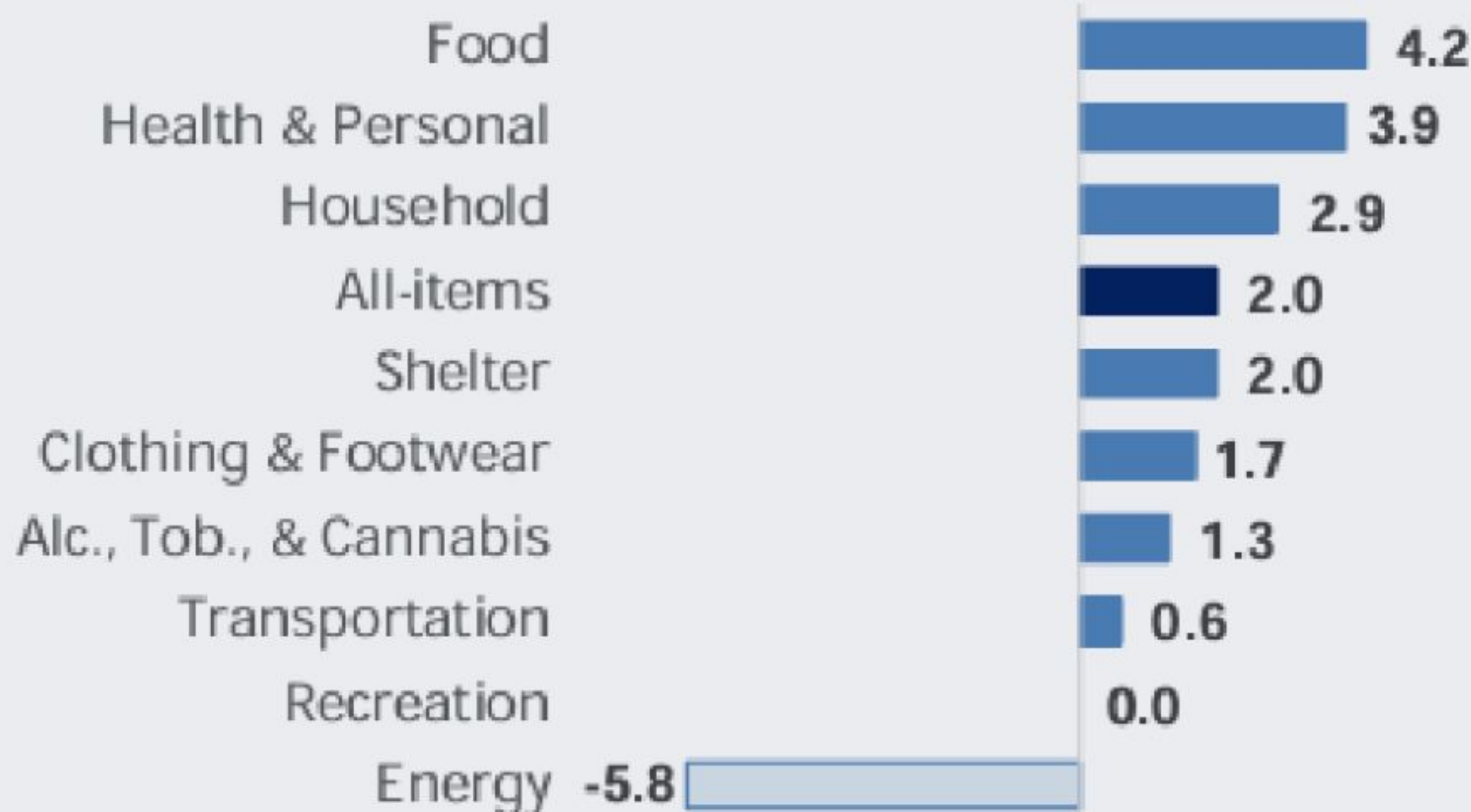
**57% of COFB clients rely on our support due to cost-of-living increases like groceries, medicine, gas, rent, and clothing**

## December 2025

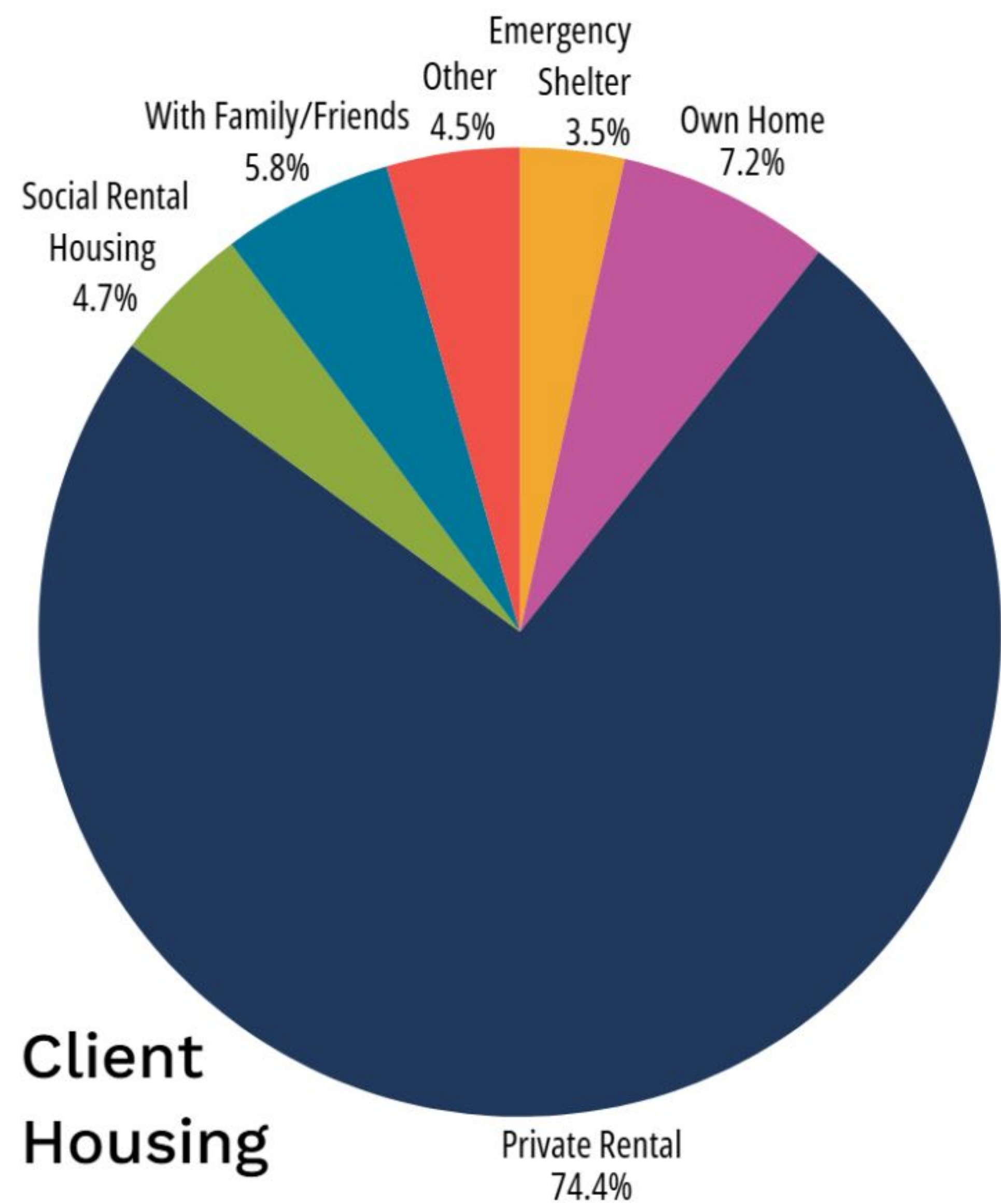
### BC Consumer Price Index Inflation Rates

#### Inflation by Category<sup>1</sup>

% change, same month previous year



Graph and statistics from BCStats\*



## Client Housing

\*[https://catalogue.data.gov.bc.ca/dataset/2c75c627-3eb6-41ee-bb54-7b089eade484/resource/a831b23c-eabf-410b-bbc2-9326ea6cae3c/download/cpi\\_highlights.pdf](https://catalogue.data.gov.bc.ca/dataset/2c75c627-3eb6-41ee-bb54-7b089eade484/resource/a831b23c-eabf-410b-bbc2-9326ea6cae3c/download/cpi_highlights.pdf)

# At a glance

**44%**  
**children and  
youth**

**14%**  
**seniors**

**19%**  
**single parent  
households**

**43%**  
**single person  
households**

**22%**  
**overall increase  
2024-2025  
across all COFB  
programs**

**26%**  
**of clients served  
were new to COFB  
this year**



**“The food bank  
isn’t just  
feeding people.  
It’s feeding  
families.”**

Colleen never expected that becoming a mother would also mean facing one of the most financially challenging periods of her life. She and her husband Kyle, both working stable and well-earning remote tech jobs, had prepared carefully for their first child. They saved diligently to cover the reduced income that they knew would come with parental leave and built up their emergency fund. But by the time their daughter arrived, the rising cost of living had outpaced their plans.

Halfway through her maternity leave, as the couple was already finding they were stretching their funds, Kyle was suddenly laid off. The last stability they had vanished overnight. “We thought we had prepared, but there was so much I didn’t know,” Colleen reflects. “I didn’t know I would be so much hungrier while I was breastfeeding or that the costs of so many things would feel double what we planned for.” Colleen and Kyle felt like they were failing.

Colleen found herself signing up for COFB’s Tiny Bundles program after being recommended by a pediatric nurse. Instead of feeling relief at discovering this resource where her family could receive weekly food, diapers, and formula, Colleen felt like she was failing more than ever. She held a deep sense of shame around coming to the food bank and sat in her car wondering what needing help said about her character. But when Colleen finally visited the food bank to pick up her hamper, those fears faded. “Everyone was so accepting,” Colleen says. “No one made me feel anything but normal. The volunteers and staff truly changed how I allowed myself to feel about needing help.”

Knowing she could depend on a weekly Tiny Bundles hamper brought a sense of security during a time when little else felt certain. Her family’s experience transformed how Colleen thinks about food banks. She realized how many people turn to COFB during completely ordinary but financially difficult seasons of life. “People judge without knowing the whole story,” she explains. “The food bank isn’t just feeding people. It’s feeding families.”

Today, Kyle is back in a solid, well-paying job and she too is back to work. Their family no longer needs support. But the impact stays with her. “COFB helped us not drown,” she says. “They made surviving possible, so that someday we could thrive.” When their finances allow, Colleen and her husband plan to give back to COFB because they know firsthand just how vital that support can be.

# Nutrition Improvement Program: our hampers

## Tailored Nutrition

Clients with dietary needs due to medical conditions, food allergies, or religious or ethical reasons receive tailored foods to support their health. We provide a range of immune-boosting, gluten-free, low-fat, low-salt, and sugar-free options, along with fresh produce, dairy, and protein, to the best of our abilities.

**This program supports about 25% of our clients.**

## Vitality

Our Vitality program ensures families with children under 15 and senior clients over 55 receive balanced, essential nutrients. Clients are provided with dairy, seasonal produce, and high-protein items like meat, eggs, beans, lentils, legumes, and whole grains such as pasta and rice, promoting health and vitality for all ages.

**This program supports 2,979 households per month.**

## Emergency Response

COFB ensures aid reaches shelter points and frontline responders within 24 hours of a declared emergency. Our robust infrastructure ensures we are capable of procuring, storing, and mobilizing resources swiftly to respond to situations in which the food supply chain is disrupted.

**At least 500 emergency hampers are prepared at all times.**

## Holidays

Hampers are thoughtfully organized with all necessary items to prepare a special holiday meal for families, including our standard hamper items, plus turkey or ham, fresh seasonal produce, dairy, cranberry sauce, stuffing, jams, and desserts. There is a need for 30% more hampers this December compared to last year.

**This year, 4,155 holiday hampers were distributed.**



**Children &  
youth  
make up  
44%  
of our  
client base**

## **Tiny Bundles**

The Tiny Bundles program supports pregnant families and those with infants up to 12 months. Clients receive their regular monthly hampers as well as additional weekly supplements with fresh produce, milk, eggs, meat, bread, yogurt, and cheese.

After birth, families are provided with diapers, wipes, baby food, and formula.

**Tiny Bundles supports 150 families per week, meaning about 450 Tiny Bundles hampers are distributed monthly.**

## **Snack Packs**

Snack packs are for all children aged 1-15, providing a one-week supply of ready-to-go, healthy snacks perfect for preschool, daycare, or school.

Each pack is filled with nutritious items like yogurt, cheese, fresh fruits, granola bars, Cheerios, instant oatmeal, and juice.

**On average, 2,362 snack packs are distributed monthly, supplying over 28,340 snack packs each year.**

Our children's programs are made primarily of purchased items to provide program consistency—ensuring kids have the energy they need to thrive.

**\$27 of purchased items to make one tiny bundles hamper with infant formula**

**\$15 of purchased items to make one snack pack**

# FOOD THOUGHT

 A PROGRAM OF COFB

The Food for Thought Program provides nutritional support to children in School District 23 who would otherwise spend their school days hungry.

545 weekly  
take home  
food  
backpacks

Over 5,500  
meals  
weekly

42  
schools

supporting  
over 1,600  
children  
weekly

Having a nutritious breakfast or lunch helps children focus on their studies, engage in activities, and thrive in their learning environments. There are families depending on school breakfast and snack programs to meet their children's nutritional needs.

We are ensuring all students have reliable access to nutritious food in a safe and supportive space. Because every child is unique, each school prepares meals tailored to the specific requirements of its students.



**\$30**  
to fill a backpack

Food for Thought backpacks provide food for children to take home and share with their families.

Outside of school, children in food-insecure households often don't eat properly- or at all. Well-nourished kids have an equal chance to learn and succeed. This program ensures students are fed through the weekend so they can return to school on Monday with full stomachs.

**\$2**  
per breakfast or lunch  
served



# Donations: the journey of our food



**3,577,396 lbs.**  
total  
donated  
incoming  
food



**252,903 lbs.**  
NFSS

**2,361,107 lbs.**  
food  
rescue

**349,002 lbs.**  
farms

**614,384 lbs.**  
community  
donations



**3,577,396 lbs.**  
total  
outgoing  
food

**252,903 lbs.**  
NFSS

**163,253 lbs.**  
partner  
agencies

**190,276 lbs.**  
delivery  
programs  
&  
schools

**2,970,964 lbs.**  
direct to  
our  
clients

# Food rescue

There is a surplus of food that ends up wasted across our community.

Our Food Rescue Program aims to prevent food waste before it happens.

Foods that exist in surplus or look 'imperfect' are often considered unsellable and often get sent to the landfill.

We collect both fresh and non-perishable food from local retailers and producers across Kelowna and West Kelowna daily.

Our goal is to retrieve as much viable yet unsellable food as possible from the community to work toward a more equitable and sustainable allocation of this existing food within our community.

After acquiring these foods, we sort and redistribute them to our clients, local partner agencies, and our designated hub region of Food Bank BC's associate locations.

**69%**  
**of the food we  
distribute is  
fresh thanks  
to local farmers  
& our  
Food Rescue  
Program**

**Food is sorted by  
staff and  
volunteers**

**Fresh items are  
added to  
hampers each day**

**Food is collected 364  
days a year across our  
communities**

**Bulk items head  
into community  
agencies**



## **Day's Century Growers: A transformational food rescue story**

When a large pear producer in our region ended up with 120 bins worth of pears that the farm couldn't sell due to mild cosmetic issues, they were stuck. The fruit was left on the trees, and the farm was preparing to lose the sale of a major portion of their crop- no small matter for a farm.

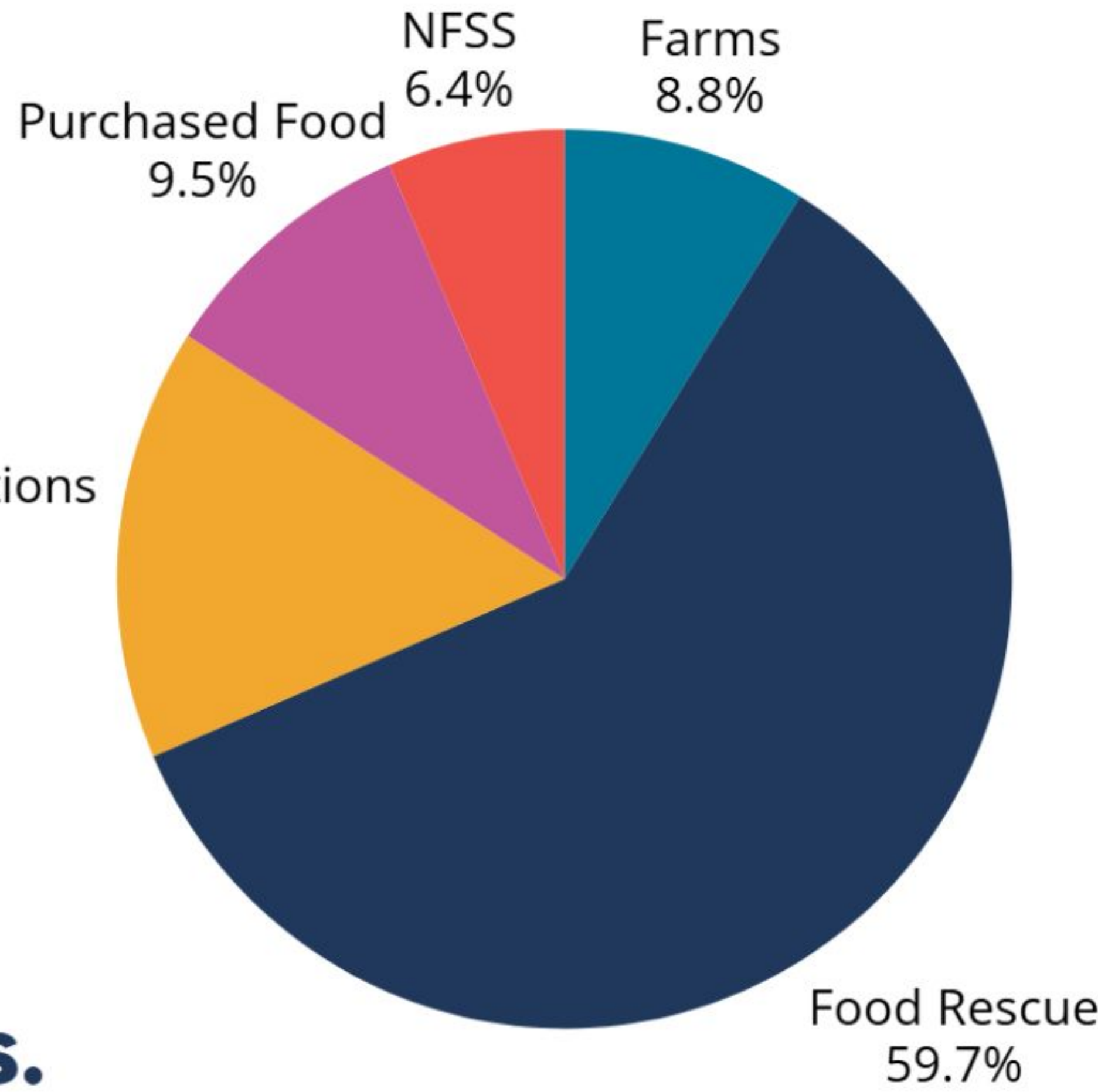
COFB stepped in before the crop could become waste- rescuing the pears by purchasing at  $\frac{1}{4}$  their cost to cover labour of harvest. This allowed the farm to happily break even on the product, and provides local, high quality pears to COFB for direct distribution to our clients.

We now have these pears through the end of March 2026, with the fruit being used for our Food for Thought program, snack packs, and in regular hampers.

**Food rescue is a solution for all.**

# Food rescue

## Where does our food come from?



**2,361,107 lbs.**  
rescued in 2025



## Reasons Food is Rescued

- Outdated Packaging (Not Out of Date)
- Not Selling Fast Enough
- Excess Supply
- Slight Bruising
- "Wrong" Size or Shape
- Bumper Crop

## Where can surplus food come from?

- Restaurants & Hospitality
- Producers
- Community
- Manufacturers
- Grocery Retailers
- Government Commodities

# Supporting and supported by local farms

Our region produces some of the finest fruits and vegetables around. We're grateful to have a bounty of producers who support us to feed community.

Okanagan grown,  
Okanagan fed.

**349,002 lbs.  
of fresh food  
was donated  
from local  
farmers this  
year.**

**That's the  
equivalent of  
\$1,269,647.40!**



The BC Farmers' Food Donation Tax Credit is a non-refundable income tax credit to encourage farmers and farming corporations to donate certain agricultural products to registered charities.

The credit is available to those with registered farm businesses (or their spouses/common-law partners) who make a gift of agricultural products.

# Ugly Potato Day: A community-based food rescue story



Ugly Potato Day is a community event celebrating rescued and imperfect produce that is still nutritious- supporting food security and reducing food waste.

Featuring “ugly” potatoes, carrots, and more, this event shares food donated from BC farms with the community at no cost. Heppell’s Potatoes (located in the Lower Mainland) donated the majority of produce for this event, supported by produce from our local Okanagan farms, including Helen’s Acres, Zelaney Farms, and Little Schack Farm.

Ugly Potato Day was created by Ten Servings and sponsored by Odd Bunch, who generously provided funding for the trucks to get the food to Kelowna. This year was the first Ugly Potato Day in the Okanagan, thanks to the advocacy and efforts of Helen’s Acres bringing the event to Kelowna. We are grateful to have been a part of this initiative.

This event shines a light on how “imperfect” produce can make a perfect impact.

# MORE THAN FOOD

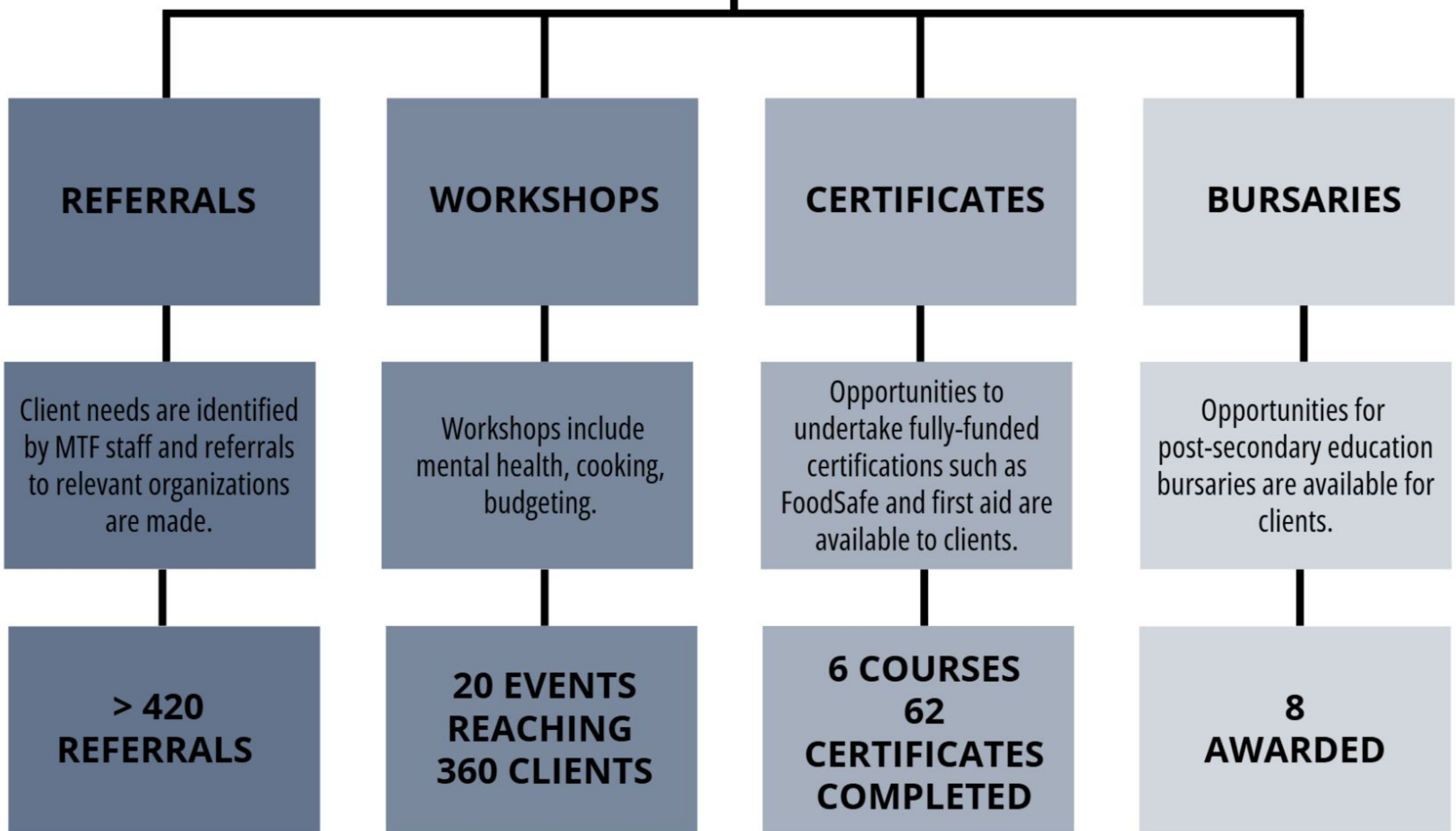
A PROGRAM OF COFB

The More Than Food Program empowers clients in finding stability amidst experiences of food and financial insecurity.

Focusing on case management & peer navigators, the MTF program places emphasis on lived-experience focused services. Offering emotional, social, and mental health supports, we follow through with the full story of our MTF clients instead of stopping at solving the first immediate issue at play.



## MTF CLIENT INTAKE



# MORE THAN FOOD

■■■■■■■■■■ A PROGRAM OF COFB



Eric and his family immigrated to Canada three years ago, landing in Kelowna without knowing anyone, having work lined up, or speaking any English. In their home country in Asia, Eric had a successful career with a respected engineering firm, holding Masters degrees in Engineering and Economics. His wife is an academic and worked as a professor while raising their two daughters, who are now 14 and 9. Neither Eric nor his wife pictured starting over in a foreign country in midlife, but their eldest daughter has cerebral palsy and could not get an education in their home country. "We wanted her to have a future," Eric says simply.

Once in Canada, so much of the family's lives had to begin again. First, Eric's wife focused on studying English while Eric worked as a construction labourer. When her language skills improved, and she found work in education, it was Eric's turn to study English and care for their daughters.

Though they prepared for their move and worked as much as they could, food prices were rising sharply, and the family's already tight budget became an issue. After talking with a new friend about the stress of paying their bills, Eric's friend brought him to the Central Okanagan Food Bank to get signed up for food assistance. Monthly food hampers eased the pressure, and the children especially loved the Snack Packs. It was a small relief for Eric and his wife.

But the support that meant the most to Eric was through COFB's More Than Food Program, which awarded him a bursary for his studies, allowing him to continue learning English without sacrificing his family's basic needs. Eric sums it up in one sentence: "The food hampers solve a short-term problem for us, but the bursary program solves a long-term problem."

Eric wants people to know that many families like his are working hard to build a better life. "We won't need the food bank forever," he says. "We need it now so we can improve our situation for our children." When life calms down for their family, Eric wants to volunteer at the food bank and set a positive example for his daughters.

## Food Retailers

More than 25 local food retailers across Kelowna and West Kelowna graciously provide us their surplus perishable and non-perishable foods. Our partnerships ensure that once good foods leave store shelves, they go to those who need it most.

Save-On Foods · 6 locations | Superstore · 2 locations | Walmart · 2 locations | FreshCo | Costco | Safeway  
Nester's Market · 2 locations | IGA · 2 locations | SunRype | Peter's Independent Grocer | No Frills | Choices Urban Fare | Specialty Bakery  
Okanagan Grocer | Cob's Bread | SunShine Market | Ellis Street Market

## Local Agencies

We work with over forty partner agencies, helping to support individuals who may also be food insecure in our community. To ensure equitable access to food, our partner agencies receive bulk foods and, in turn, provide food support to the people they serve each month- which means our reach in the community goes far beyond our registered clients.

We're grateful to work with each of these important organizations to support our communities, together.

All Are Family Outreach · BGC Okanagan · Childhood Connections · Canadian Mental Health Association · Elevation Outdoors · Freedom's Door · HOPE Outreach · Karis Society · Kelowna Community Resources · Kelowna Gospel Mission · Kelowna Women's Shelter · Ki-Low-Na Friendship Society · Mamas for Mamas · Meals on Wheels · Métis Community Services BC · Metro Community & The Welcome Inn · NOW Canada · Okanagan College · Okanagan Nation Alliance · Okanagan Valley Pregnancy Centre · Pathways Abilities Society · Society of Hope · Salvation Army West Kelowna · Senior's Outreach · Teen Challenge · Turning Points · Westbank First Nation



## NFSS Hub

As a Food Banks Canada National Food Sharing Service Hub, we are part of a team of four distribution centres in BC that services regional catchments of outlying food banks.

Large case lot shipments of food are provided to the Central Okanagan Food Bank, which are broken down into more usable lots for smaller communities. These items are then shipped and shared out to 32 food banks across our region each month.

COFB's National Food Sharing Service catchment area includes:

Armstrong, Castlegar, Cawston, Cherryville, Creston, Cranbrook, Enderby, Fernie, Golden, Grand Forks, Invermere, Kaslo, Kelowna, Kimberley, Lake Country, Lumby, Nakusp, Nelson, Oliver, Osooyos, Peachland, Penticton, Revelstoke, Salmo, Salmon Arm, Sicamous, Slocan, Sorrento, Sparwood, Summerland, Trail, and Vernon

**252,903 lbs.**  
distributed  
in 2025  
through NFSS

# Community is everything

Volunteers are the heartbeat of our organization. We could not provide the essential services we do without the dedicated, tireless work and support of our volunteer team.

We are in appreciation every single day for our volunteers and supporters, who are a part of everything from sorting food to packing school meals to representing COFB at events to hosting food drives- and beyond.



**1,033+** volunteers  
across locations  
and programs  
throughout 2025



**34,360 hours**  
donated



**\$1,195,384.40**  
of time value\*

\*based on University of Maryland's Do Good Institute, which values volunteer time at \$34.79/hr, April 2025



# Corporate spotlight

Our corporate groups come to support their community with great enthusiasm and teamwork- we love hosting these amazing volunteer teams!



# Scenes of COFB

We are lucky to be a part of many valuable community and partner events, and so grateful to be supported by countless third-party events that care. Here's a snapshot of just a few fun moments of 2025!



The Gopal Foundation's  
7th Annual Bollywood Gala



COFB 4th Annual  
Golf Tournament



8th Annual  
Holiday Food Drive



17th Annual  
BC Thanksgiving Food Drive



Kelowna Pride



COFB Kelowna Open House



Volunteer Appreciation Week



9th Annual Hungry Hungry Half  
Marathon



Immaculata High School  
Turkey Drive

# A move in West Kelowna



This May, our West Kelowna location moved into a new, larger location. While this is still a temporary space for us, we celebrated the grand opening of a building that allows us to better meet the needs of our community, offering food aid and programming to get families through challenging times.

West Kelowna piloted a partial-choice distribution model since moving locations, empowering clients to select part of their hamper based on personal and dietary preferences, prioritizing dignity through every step.



## Food Transformation Centre

In 2026, we are launching a new physical space with logistics and programming set to benefit and transform local food pathways in the region.

The Food Transformation Centre is designed to rescue, store, and process surplus fresh food from regional farms, create meals and shelf-stable foods from the product, and deliver hundreds of thousands of pounds of nourishment to those facing food insecurity.

## Partial Choice Model

We will begin operating a partial choice model across all main COFB locations in 2026. This will create a more dignified experience for clients with dietary restrictions, increase opportunities for social connection, and reduce food waste.

## More Than Food

We aim to deepen the impact of our More Than Food Program by increasing the number of classes, workshops, and educational opportunities as well as making it easier to connect with program coordinators for referral services.

## Community Kitchen

Our community kitchen is opening in 2026. Cooking and nutrition classes, pre-made freezer meals for clients, and available community space will roll out throughout the year.





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