

Updated every six months. For the current version, see
www.kcr.ca | **Community Services** | **Publications**
or contact:

KCR Community Services
120—1735 Dolphin Avenue
Phone: 250.763.8008 ext. 24 or 25
Email: informkelowna@kcr.ca

Please phone the organizations listed in the Guide for dates, times, and additional information before visiting the location.
This Guide is NOT a full list of all services available.

*Compiled by Community Services a program of KCR.
The listing of a service in this Guide is not an endorsement by KCR and the exclusion of a service does not imply lack of approval.*

YOUTH SERVICES GUIDE

WINTER 2013



KCR

START HERE

MEALS, GROCERIES AND COFFEE

Club 180, Okanagan Boys and Girls Clubs	Mon-Fri, 8am - 5pm * snacks and a hot drink, 12:30pm - 1pm	250.868.8541 ext.3 1633 Richter St
Kelowna Community Food Bank	Call for requirements, and additional details about receiving emergency food	250.763.7161 1265 Ellis St
Coffee and Saturday Breakfast, Ki-Low-Na Friendship Society	Coffee, Mon-Fri, 9:30am - 12:30pm * Breakfast, Sat, 8:30am	250.763.4905 442 Leon Ave
Warm Meals and Coffee, Kelowna's Gospel Mission	Men, women and families welcome * Breakfast, 6am-7:45am * Lunch, Noon-12:45pm * Dinner, 4pm-5pm * Coffee and Snacks, 10am and 3pm	250.763.3737 251 Leon Ave
Metro Community	Hot lunches, 12noon, Tue and Thu * free tea and apple cider * coffee for sale at social enterprise cafe	778.478.9727 1470 Water St
First United Church	Coffee, Tue and Thurs, 10am-11am * ask for outreach if needed	250.762.3311 721 Bernard Ave
Community Life Centre, The Salvation Army	Call Mon-Fri for details about receiving emergency food	250.765.3450 200 Rutland Rd
The Hope Centre, Willow Park Church	Offers a free cup of coffee and a muffin	250.765.6622 439 Hwy 33 W
Westside Community Food Bank	Assists local individuals and families in temporary financial difficulty and in need of food * Wed, 5:30pm - 7:30pm * Thu, 9:30am - 11:15am	250.768.1559 2545 Churchill Rd

AT A GLANCE

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
7am	Breakfast: Kelowna's Gospel Mission, 251 Leon Ave (Mon-Fri and Sun)						
8am	Club 180, Okanagan Boys & Girls Clubs: Snacks & Hot drink at 12:30pm, 1633 Richter St						
8:30am						Breakfast: Ki-Low-Na Friendship Society 442 Leon Ave	
9am-4pm		Free tea & Cider: Metro Community 1470 Water St		Free tea & Cider: Metro Community 1470 Water St			
9:30am	Coffee, Ki-Low-Na Friendship Society: 442 Leon Ave (Mon-Fri)						
10am	Friendship with coffee and snacks: Kelowna's Gospel Mission, 251 Leon Ave (Mon-Sun)						
12 noon	Lunch: Kelowna's Gospel Mission, 251 Leon Ave						
3pm	Friendship with coffee and snacks: Kelowna's Gospel Mission, 251 Leon Ave (Mon-Sun)						
4:30pm	Dinner: Kelowna's Gospel Mission, 251 Leon Ave (Mon-Sun)						

For more, please visit www.kcr.ca and click on Community Calendar where many low-cost and FREE Central Okanagan events and activities are listed.

WALK-IN MEDICAL CLINICS

Central City

Capri Medical Centre	250.717.3211	132-1835 Gordon Dr
Lakeland Medical Clinic	778.478.0277	1715 Ellis St
Medi-Kel Family Practice & Walk-in Clinic, in Superstore	250.862.4996	2280 Baron Rd
Orchard Medical Centre	250.861.3235	Ste 104-1990 Cooper Rd
Spall Medical Centre & Walk-in	250.860.9909	Ste 150-1940 Harvey Ave

Glenmore / Clifton / Dilworth

Glenvalley Medical Centre	250.860.5811	Ste 107-437 Glenmore Rd
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Mission

Lakeshore Medical Clinic	250.764.8878	3970 Lakeshore Rd
Mission Medical Centre	250.868.8222	Ste 102-3320 Richter St

Rutland

Rutland Walk-in Clinic	250.862.5915	590 Hwy 33 W
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Westside

Towne Centre Medical Clinic	250.768.8315	Ste 18-2475 Dobbin Rd
Westridge Medical Clinic	250.768.6985	Ste 406-2330 Hwy 97

Services: Walk-in Clinics offer primary medical care on a 'no appointment' basis, with available services including: physicals, treatment of minor injuries and lacerations and allergy shots. **Please call the Clinic of your choice for current days/hours of operation.**

Please Note: The listing of a Clinic does not indicate endorsement and the exclusion of a Clinic does not imply disapproval by KCR.



For additional community resources on these & other subjects, please visit: <http://kelowna.cioc.ca/>, or call 250.763.8008 ext.25.

EDUCATION AND EMPLOYMENT CONNECTIONS

Esteem Program for Youth, Project Literacy Kelowna Society	Assists participants ages 16-25 years to develop marketable skills to find a job, or to complete or upgrade their education	250.762.2123 1456 St. Paul St, Ste 204
Empowerment Through Employment, Okanagan Boys and Girls Clubs	Provides help for troubled teens experiencing family conflict, criminal behaviour, negative peers, school suspensions, low self-esteem, suicidal thoughts, drug/alcohol abuse and other significant behavioural challenges * offers residential treatment programs, crisis response, behaviour assessment, alcohol and drug assessment, and detox	250.868.8541 ext 1
JobOptions BC, YMCA of Okanagan	Offers an eight-week employment program to unemployed, non-EI eligible adults (18+) who have limited work experience, the job skill training needed to gain rewarding employment in a two-phase program which provides career assessments and counseling * basic computer skills * life, employability and interpersonal skills * job search training and assistance * a resume, cover letter and business card * work placement * participants receive First Aid, WorldHost, Food Safe, WHMIS and Serving It Right certifications * training allowance available to eligible participants during classroom phase	250.861.5627 565 Bernard Ave, 2nd Flr, Unit 103
Employment Program, Immigrant Services, KCR	Provides employment services for immigrants and newcomers, connections and links to specialized services in the community	250.763.8008 1735 Dolphin Ave, Ste 120
Central Programs and Services	Offers alternate education programs for elementary school age students through to Grade 12 students * locations in Kelowna, West Kelowna and Rutland	250.868.1135 1825 Richter St
Okanagan College	Offers career, continuing education, degree, developmental, trades and technologies, university transfer and vocational programs	250.762.5445 1000 KLO Rd
Apprenticeship Grant Programs	Provides taxable, cash grants to apprentices registered in one of the designated Red Seal trades	471 Queensway Ave
StudentAidBC, Ministry of Science and Universities	Helps BC residents overcome financial barriers to post secondary education by supplementing their own financial resources	604.660.2610
Kelowna Service Centre, Service Canada	Provides access to the JobBank of Canada through on-site computers * accepts EI applications * provides a local contact centre for many other government programs and services	250.762.3018 471 Queensway Ave, Ste 106
Employment Services, Labour Unlimited	Provides temporary and permanent employment	250.717.0502 1787 Harvey Ave
Constructive Solutions Okanagan	Finds workers for construction sites, warehouses, landscaping companies, moving companies and various other industries * age 18 and up	250.717.0020 466 Leon Ave
T.R.A.D.E.S. Plus	Offers no fee employment assistance services and workshops to unemployed adults and youth * identifies, assesses and explores employment needs, abilities and goals * offers workshops to attain sustainable, meaningful employment and/or apprenticeship training * age 18 and up	250.712.0003 1652 Pandosy St

LGBTTIQQ2SA RESOURCES

Okanagan Pride, Gay Okanagan - Okanagan Rainbow Coalition	Creates a supportive environment for the community by providing LGBTQ resources and hosting events such as youth nights, volleyball, transgender support, games nights, Saturday socials (16+), and gay and lesbian dance parties for the LGBTTIQQ2SA community as a whole * organizes the annual Gay Pride festival in August	250.860.8555 1476 Water St
Lesbian, Bisexual, Questioning, Rainbow Women's Group	Offers community information, peer support, and social events for lesbian, bisexual, and questioning women ages 16 and up who meet for social events including a meal, coffee, camping, bbq, dances and potlucks	250.860.4083
UBC Okanagan, UBCSUO Pride Centre	Provides a space for gay, lesbian, bisexual, transgender, two-spirited, intersex and queer students on the UBCO campus * creates a sense of community, provides peer support, eliminates marginalization and exclusion, supports human rights and equality of all people * lending library of reference material, books, pamphlets, DVDs, magazines and other resources * provides information and access to services	3333 University Way, UNC 133
Gay Okanagan Network	Provides an unbiased, trustworthy source of news, events and information for the entire LGBT community in the Thompson Okanagan	250.860.4083
QMUNITY, PrideLine	Provides peer support, information on social and community events, tourist information, information about QMUNITY's services including free counselling and coming out groups * referrals for social service agencies, support groups, queer-friendly doctors and therapists * Mon-Fri, 7pm - 10pm, depending on volunteer availability	604.684.5307 1170 Bute St
PFLAG Canada - Kelowna BC	Provides support, information, education and resources to anyone with questions or concerns about sexual orientation and/or gender identity; also provides a comprehensive online resource library	

CULTURAL CONNECTIONS

Ki-Low-Na Friendship Society	Provides support for the mental, emotional, physical and spiritual well-being of all peoples, through the development of community based services, while encouraging the community to preserve, share and promote Aboriginal cultural distinctiveness	250.763.4905 442 Leon Ave
Cultural Connections, Métis Community Services Society of BC	Provides holistic services to ensure the health and well being of the Métis Community	250.868.0351 2949 Pandosy St, Ste 201
Translation Services, KCR	Provides immigration and settlement services * translation services for many languages	250.763.8008 ext 30 or 39 1735 Dolphin Ave, Ste 120
French Cultural Centre	Provides social support and awareness of the French language and culture * organizes French artistic and cultural events and offers French classes	250.860.4074 702 Bernard Ave

ALCOHOL / DRUGS

LiveFreeBC.ca	Addresses issues such as stereotypes, discrimination, sexuality, depression, body image, disease, drug use & addiction, abuse & violence * offers a list of resources available in the Central Okanagan and a list of internet resources on each topic	250.862.2437
Overcomers' 12 Step, Bridges to New Life Society	Offers 16 week biblical approach to restoration and healing to help with a wide range of issues * 16 years and up	250.448.6975 3261 Gordon Dr
Inside/Out Violence Prevention Program for Youth Community Program, Kelowna Women's Shelter	Offers a program for children and youth that promotes critical thinking about healthy relationships and abuse * topics include alcohol and drugs, identity, self-care, self-harm, dating, bullying, depression and suicide	250.763.1040
Changes Alcohol and Drug Treatment Services, ARC Programs	Provides a range of alcohol and drug services, including primary prevention services, school-based early intervention services and outpatient treatment services	250.763.2977 513 Bernard Ave
Al-Anon / Alateen	Provides a twelve-step program of recovery for friends and family members of alcoholics * Al-Anon is for adults and Alateen is for youth ages 12 to 20	250.763.5555
Youth Urban Outreach Substance Use Program, Interior Health Authority	Provides accessible, low barrier service to street youth * outreach team meets with youth to discuss substance use and develop a plan to meet the youth's needs	250.868.7788 1340 Ellis St, 2nd Flr
Kelowna Alcohol and Drug Services, Interior Health Authority	Provides community-based alcohol and drug treatment and prevention services for adults and youth * provides harm reduction and abstinence based counselling services * counselling for concurrent disorders, both mental health and substance use * offers support to family members affected by substance use * Office Hours: Mon-Fri, 8am - 4:30pm * Intake Hours: Mon-Fri, 10am - 2pm	250.868.7788 1340 Ellis St, 2nd Flr
Drug and Alcohol Counsellors, Westbank First Nation	Provides culturally oriented drug and alcohol services including: prevention, one-to-one counselling, referrals, assessment, community development and education * status and non-status, on and off reserve	250.768.8281 1900 Quail Lane
Karis Support Society	Provides safe housing at several houses for those with addictions and mental health issues, offering support, life skills and training	250.860.9507
Venture Academy	Residential treatment programs, outreach counselling, crisis response, respite, behaviour assessment, alcohol & drug assessment, detox * ages 13-18 years	250.491.4593

KELOWNA PUBLIC WASHROOM LOCATIONS

City Hall	Mon-Fri, 8am - 4pm	1435 Water St
Chamber of Commerce	Mon-Fri, 9am - 5pm Sat-Sun and holidays 10am - 3pm	544 Harvey Ave
Chapman Parkade	Mon-Fri, 6am - 6pm	345 Lawrence Ave
Hot Sands Beach - City Park & Cold Sands Beach - City Park	Apr 1-Jun 14 and Sep 3-Oct 13: 8am - 8pm Jun 15-Sep 3: 8am - 10pm	1600 Abbott St

Okanagan Military Museum Kelowna Memorial Arena	Tue-Sat, 9am - 4pm	1425 Ellis St
Stuart Park Across from City Hall	Sun-Sat, 8am - 10pm	1414 Water St
Tugboat Bay Pavillion	Apr 1-Jun 14 and Sep 3-Oct 13: 8am - 8pm Jun 15-Sep 3: 8am - 10pm	1200 Water St

HEALTH CARE RESOURCES

Dental Clinic, Kelowna's Gospel Mission	By referral * provides necessary dental care to low income families, seniors, homeless/at risk, and income assistance clients experiencing dental pain/infection who can't afford private clinic treatment *appointment necessary	1.800.789.0680 259B Leon Ave
Options for Sexual Health Kelowna Clinic	Confidential, nonjudgmental support about sex, sexuality, safer sex supplies * counselling * women's health screening including PAP, pregnancy, STI testing, and emergency contraception * birth control at reduced rates * 1.800.739.7637 (1.800.sex.sense) www.optionsforsexualhealth.org www.wontgetweird.com	250.868.7700 * 250.712.6400 1340 Ellis St
Options for Sexual Health West Kelowna	Kelowna Clinic: Mon and Thu, 6pm - 9pm West Kelowna Clinic: Tue, 6pm - 8pm	250.712.6400 2300 Carrington Rd, Ste 160
On-call Dental Emergency Service	For dental emergencies * regular dental fees apply * call for details	250.861.6006
UBC Okanagan, Options for Sexual Health	Offers confidential, nonjudgmental support about sex, sexuality, and relationships * offers safer sex supplies, pregnancy and sexually transmitted infection (STI) testing, emergency contraception, and birth control at reduced rates Tue, 1pm - 3:30pm	250.712.6400 3333 University Way, Rm 337
Kelowna General Hospital, Interior Health Authority	Provides high-level, specialty medical care	250.862.4000 2268 Pandosy St
Outreach Mental Health Services, Okanagan Boys and Girls Clubs	Provides mental health services to high-risk youth with psychiatric issues aged 12-18 who are not willing or able to access mainstream mental health services * Mon-Fri, hours flexible	250.869.5093 1633 Richter St
Child and Youth Mental Health, Ministry of Children and Family Development	Provides services to children, youth and their families on a voluntary basis * Mon-Fri, 8:30am-4:30pm * ages 19 and under	250.861.7301 260 Harvey Ave, Ste 204
Kelowna Eating Disorders Outpatient Program, Interior Health Authority	Provides specialized outpatient treatment services to youth (ages 12-18) and adults diagnosed with anorexia or bulimia nervosa * Mon-Fri, 8:30am - 4:30pm	250.870.5777 540 Groves Ave, Suite 100
Living Positive Resource Centre	Provides support and advocacy services and harm reduction supplies for safer sex and substance abuse	778.753.5830 168 Asher Rd
Psychiatric Services, Interior Health Authority	Psychiatric assessment treatment, stabilization and care services	250.862.4478 2268 Pandosy St
Outreach Urban Health Centre, Interior Health Authority	Physician and psychiatry services, wound care, HIV/AIDS/Hepatitis prevention and education, harm reduction supplies, mental health, addiction, social work, and pharmacy support, aboriginal patient navigation, TB nursing and outreach. Clinic Open: Mon-Fri	250.868.2230 455 Leon Ave

LEGAL SERVICES

Legal Advocacy Services, Ki-Low-Na Friendship Society	Offers legal advocacy assistance: Aboriginal Status applications * independent assessment processes * persons with disabilities applications & appeals * income assistance appeals * residential tenancy issues * human rights complaints * referrals & case management services * Residential School payments * family law info & referrals	250.763.4905 442 Leon Ave
Community Justice Program, Elizabeth Fry Society	Offers advocacy and support for women and youth who are in conflict with the law at the Kelowna Law Courts by a volunteer court-worker * assists individuals and families needing information such as explanation of court procedures, terminology and available legal resources * for more info contact the office Mon-Fri, 8:30am - 12pm * 1pm - 4:30pm	250.763.4613 347 Leon Ave, Ste 104
Child and Youth Services, Public Guardian and Trustee of BC	Protects legal and financial interests of minors and acts in the roles of Trustee, Guardian of Estate and Litigation Guardian * works on behalf of and directly with children and youth as well as with their parents or guardians, ensuring that the interests * Guardianship Services and Trust Management: 604.775.3480	Legal Intake: 604.660.3040 808 West Hastings St, Ste 700
Youth Restorative Justice Program, Okanagan Boys and Girls Clubs	Provides a non-court alternative for youth aged 12-17 who commit minor offences	250.868.8541 ext 5 1633 Richter St
Choices, Intensive Support and Supervision Program, ARC Programs	Provides an alternative custody sentencing option for youth ages 13-18 in conflict with the law or community intervention service * must be referred by the Youth Probation Team * Mon-Fri, 8:30am - 5pm	250.763.2977 513 Bernard Ave
Employment Standards Branch, Ministry of Labour	Provides answers to questions about wages and working conditions to those working in a non-union workplace	250.861.7404 1690 Powick Rd, Ste 102
BC Identification Card (BCID), Insurance Corporation of BC	Provides identification cards for ages 12 and up * youth living independently will need a Letter of Support * for full details, contact ICBC * Mon-Tue, 7am - 5:30pm * Wed-Thu, 7am - 5:30pm * Fridays, 7am - 4:30pm	1.800.950.1498 1720 Springfield Rd
Lawyer Referral Service	Provides the opportunity to consult with a lawyer for up to 30 minutes for \$25 plus tax	604.687.3221
Clicklaw, Courthouse Libraries BC	Website designed for the public that features legal information and education	www.clicklaw.bc.ca

COMMUNITY SUPPORTS

Family Counselling, The Bridge Youth & Family Services	Individual and family counselling both in-home and office based * youth to age 19 * referrals through MCFD * also offers individual and family counselling by self-referral on a fee for service basis	250.763.0456 1829 Chandler St
Reach Out Youth Counselling & Family Services Society	One-to-one on-site counselling services to homeless and at risk youth and their families	250.763.7892 1868 Ambrosi Rd
Building Healthy Families Society	Provides a variety of family programs and services * Mon-Fri, 8am - 4:30pm	250.861.4933 1390 KLO Rd
Kelowna Family Centre	Provides confidential counselling services for children, youth, women, men and families	250.860.3181 347 Leon Ave, Ste 204
Métis Community Services Society of BC	Provides holistic services to ensure the health and well-being of the Métis community	250.868.0351 2949 Pandosy St, Ste 201
Kelowna Youth & Family Services	Provides preventive counselling service for parents, children and youth * offers assistance to parents experiencing difficulties with child behaviour in family, community or involvement with the law	250.763.2405 260 Harvey Ave, Ste 100
Ki-Low-Na Friendship Society	Provides programs for youth ages 13-24 that include: social centre * access to services such as tutoring * computer lab * career exploration * workshops including anger management * other life skills programs	250.763.4905 442 Leon Ave

CLOTHING AND HOUSEHOLD GOODS

Adventist Community Services Thrift Store	Gives clothing, bedding, furniture and household necessities to those in need * Tue and Wed, 10am - 12pm	250.860.5096 ext 3 130 Gerstmar Rd
Big Deals Used Furniture, Big Brothers Big Sisters of the Okanagan	Offers good quality, used furniture for sale * no item more than \$20 * no taxes * discount Sundays on selected days, please call for details	250.765.2661 151 Commercial Dr, Ste 102
The Salvation Army Kelowna Thrift Store	Offers quality items for sale including * Mon-Wed, 8am - 6pm, Thu-Fri, 8am - 8pm, Saturday, 9am - 5pm	250.765.3450 200 Rutland Rd S
Winfield United Church Thrift Store	Offers reasonably priced and good condition used items * Tue-Sat, 10am - 2pm	250.766.3387 3751 Woodsdale Rd
The Salvation Army West Kelowna Thrift Store	Offers sale of used clothing, small housewares, furniture, bedding and other items * Mon-Sat, 9am - 5pm	250.768.1850 2405 Main St
Westbank United Church Thrift Store	Offers the sale of quality clothing, toys, books and household items * Mon-Fri, 9am - 3pm	250.768.3363 3672 Brown Rd
Pro Life Thrift Shop	Offers used clothing and household items to the public * Wed-Sat, 10am - 4pm	250.762.9266 1159 Sutherland Ave
S.H.A.R.E. Society Thrift Store	Provides household necessities to people at a low cost or in exchange for volunteer work hours * Mon-Sat, 9:30am - 4:30pm	250.763.8117 581 Gaston Ave
Bibles for Missions Thrift Store	Sells and accepts donations of clothing, household items, books, furniture * Mon-Fri, 9:30am - 5pm * Sat, 10am - 4pm	250.860.4791 1889 Springfield Rd
Mennonite Central Committee (MCC) Thrift Store	Sells clothing items, furniture, appliances, household goods and miscellaneous * Mon-Sat, 9:30am - 5pm	250.765.7838 125 Roxby Rd
Rutland Hospital Auxiliary Thrift Store	Sells clothing, household goods and miscellaneous items * Mon-Sat, 9am - 4pm	250.765.2859 140 Dougall Rd N
Kelowna Women's Shelter Thrift Store	Sells clothing, shoes & household items* Mon-Sat, 10am - 4:30pm	250.762.8561 527 Lawrence Ave
Helping Hands Thrift Store, Kelowna's Gospel Mission	Sells clothing, shoes and household items * Mon-Sat, 10am - 5pm * free clothing bank: call 250.862.3733 for details	250.862.2404 259A Leon Ave
Imperial Order of Daughters of the Empire (IODE) Thrift Store	Sells clothing, shoes, household items and small appliances * Mon-Fri, 10am - 4pm * Sat, 11am - 3 pm	778.478.9939 1425 Ellis St
Lake Country Food Assistance Thrift Store	Sells items including clothing, bedding, housewares at a reduced cost 8 Mon and Thu, 9am - 12pm * Wed, 9am - 3pm	250.766.0125 3130 Berry Rd
First United Church Thrift Store	September to May Sells clothing, shoes, draperies and small household items * Wed-Fri, 10am - 3pm	250.762.3311 721 Bernard Ave



For additional community resources on these & other subjects, please visit:
<http://kelowna.cioc.ca/>, or call 250.763.8008 ext.25

EMERGENCY SHELTERS AND TRANSITIONAL HOUSING

Richter Street Overnight Program - Kelowna Youth Shelter, Okanagan Boys and Girls Clubs	Nov-Mar: Mon-Fri, 5pm - 8am * Sun-Sat, 24 Hours * for homeless and at risk of homelessness youth ages 13-18	250.868.8541 ext 9 1633 Richter St
Penny Lane Transition House, Okanagan Boys and Girls Clubs	Transition house/safe shelter for at risk homeless youth ages 13-18	250.861.5593
Men's Hostel, Kelowna's Gospel Mission	For age 19 years and up * provides short-term accommodation * comfortable, clean beds and sleepwear for men and women * offers showers, hygiene items, access to a barber and laundry facilities * provides breakfast, lunch, supper, and coffee breaks * offers free clothing, access to free dental clinic, secured storage for clothing, personal items, bikes, shopping carts and pets * caseworkers * outreach worker	250.763.3737 251 Leon Ave
Women's Emergency Shelter, Kelowna's Gospel Mission	Short-term/emergency accommodation for women AGED 19 AND UP * comfortable beds * clean bedding * sleepwear * showers * laundry * hygiene items * breakfast * lunch * supper * coffee breaks * secured storage for clothing and personal items * must register with NOW Canada at 250.763.2262	250.862.3733 251 Leon Ave
Inn from the Cold - Kelowna	Provides a minimal-barrier emergency shelter yearly from Nov-Apr * provides hot meals, access to storage, showers and laundry facilities * for men and women 19 years of age and up	250.448.5153
Alexandra Gardner Women 's Safe Centre, (NOW) Canada	Low barrier shelter for women and their children * offers free services regardless of age, race, or circumstances	250.763.2262 2609 Richter St
NOW Place Apartments, (NOW) Canada	Independent, affordable, second stage accommodation to women, with/without children, who demonstrate a financial need * offers 1 and 2 bed apartments with 24 hour security system and 24 hour emergency assistance * must be clean from drug and/or alcohol mi	250.763.3876 2970 Tutt St
Residential Safe Home Program, (NOW) Canada	Offers supportive transitional homes for single participants and young women with children and/or are pregnant * provides continuing care to sexually exploited female youth * provides assistance with development of basic life skills * provides supportive	250.763.3876 2970 Tutt St
Tutt Street Place, (NOW) Canada	Independent, affordable, second stage accommodation for women, with/without children, who demonstrate a financial need * 1, 2 and 3 bed apartments * disabled suites * must be clean from drug and/or alcohol misuse for 10 to 12 months	250.763.3876 2970 Tutt St
Venture Academy	Provides help for troubled teens experiencing family conflict, criminal behaviour, negative peers, school suspensions, low self-esteem, suicidal thoughts, drug/alcohol abuse and other significant behavioural challenges * offers residential treatment programs, crisis response, behaviour assessment, alcohol and drug assessment, and detox	250.491.4593

PERSONAL NEEDS

Metro Community	Laundry: Tuesday and Thursday, 9am - 4pm	778.478.9727 1470 Water St
Kelowna's Gospel Mission	Showers: Men, women and families: 7 days/week, 10am - 11:30am * 3pm - 4pm Laundry Appointments: 6am,7am,10am,11am,3pm,4pm,7pm,8pm Haircuts: Mon-Fri * please call first	250.763.3737 251 Leon Ave

CRISIS / ABUSE / MENTAL HEALTH

VictimLink BC	24/7 immediate crisis support to victims of family and sexual violence, all crimes	www.victimlinkbc.ca
Kids Help Phone	Helps kids, teens and young adults manage overwhelming emotions, and build skills and abilities to support mental health and well-being * no matter the question, no matter the problem * 24/7 service	604.267.7057 1200 West 73rd Ave, Ste 1100
Canadian Mental Health Association	Mental health resources and support services	250.861.3644 504 Sutherland Ave
Youth Against Violence Line	Offers a safe, confidential and anonymous way for youth to report crime or violent incidents, or talk through problems * 24/7 service * 604.875.0885 (collect calls accepted) * Text Message: 604.836.6381	1.800.680.4264
KCR Crisis Line	Offers emotional support, resources, referrals and crisis intervention	1.888.353.2273
RCMP Victim Services	Offers support and services to victims of crime or tragedy	250.470.6242 350 Doyle Ave
Community Aboriginal Navigator, Ki-Low-Na Friendship Society	Outreach workers	250.763.4905 442 Leon Ave
Downtown On Call	Patrol, safety related issues, emergency services	Patroller's Cell: 250.470.9058
Helpline for Children	Provides help for children and families experiencing or suspected of experiencing physical, emotional or sexual abuse, Mon-Fri, 8:30am - 4:30pm	310-1234
Reconnect Program, Okanagan Boys and Girls Clubs	Provides outreach, support, advocacy, referrals and mediation for homeless, at risk, or youth who are experiencing conflict in the home * Mon-Fri, 8am - 8pm * ages 13-18	Kelowna: 250.868.8541 ext. 4 West Kelowna: 250.859.2524 1633 Richter St
Crisis Intervention and Suicide Prevention Centre of BC	Provides safe, respectful place for youth to access information, help and support * live one-to-one chat, 12pm-1am every day * 24 hour distress line * email support * also provides topic-specific information and resources about various youth-related issue	YouthInBC.com 1.866.661.3311 youthinbc@crisiscentre.bc.ca
Elizabeth Fry Society	Relationship abuse and sexual assault services	250.763.4613 347 Leon Ave, Ste 104

KELOWNA AND RUTLAND DROP-BOX SITES

City Park Pavilion	Open during winter * male bathroom and female bathroom	1600 Abbott St
Hot Sands Beach	Open during summer * male bathroom and female bathroom	1600 Abbott St
Living Positive Resource Centre	Drop off available: Mon-Fri, 8:30am - 4:30pm; Phone: 778.753.5830	168 Asher Rd, Rutland
Memorial Arena	Rear South Wall	1424 Ellis St
Outreach Urban Health	Sunday-Saturday 8am -10pm, by back entrance Phone: 250.868.2230	455 Leon Ave
Stuart Park	Across from City Hall	1414 Water St

PUBLIC ACCESS COMPUTER LOCATIONS

Kelowna	Rutland and Lake Country	West Kelowna, Peachland, and Summerland
<p>Kelowna Community Food Bank 1265 Ellis St Hours: Mon-Thu, 8:30am - 1pm Phone: 250.763.7161</p> <p>KCR Ste 120 - 1735 Dolphin Ave Hours: Mon-Fri, 8:30am -12noon, 1pm - 4:30pm Phone: 250.763.8008</p> <p>Kelowna Library 1380 Ellis St Residents require Library card with PIN; visitors must have picture ID. 1 hour per day. Phone: 250.762.2800</p> <p>Ki-Low-Na Friendship Society 442 Leon Ave Call for details on availability. Mon-Fri, 10am – 12pm * 1pm - 4pm Phone: 250.763.4905</p> <p>Metro Central Church 1420 Water St Call for details on availability. Hours: Tue and Thu, 8:30am - 4:30pm Phone: 778.478.9727</p> <p>Mission Library 4105 Gordon Dr Residents require Library card with PIN ; visitors must have picture ID. Phone: 250.764.2254</p>	<p>Hope Centre Willow Park Church 439 Hwy 33 W Phone: 250.765.6622 Mon, Tue, Wed, 9am - 3pm</p> <p>Lake Country Library Ste 2 - 10150 Bottom Wood Lake Rd Residents require Library card with PIN; visitors must have picture ID. Phone: 1.250.766.3141</p> <p>Rutland Library Ste 32 - 301 West Hwy 33 Residents require Library card with PIN; visitors must have picture ID. Phone: 250.765.8165</p> <p>YMCA-YWCA (Athens Pool) 375 Hartman Rd Time monitored; usage dependant on line-up. Phone: 250.491.9622</p>	<p>Westbank First Nation, Health and Wellness Building 1900 Quail Lane, 2nd floor, Westbank Phone: 250.768.0227 Mon-Fri, 8:30am - 4:30pm</p> <p>Westbank Library Westridge Mall, Main St and Hwy 97, West Kelowna Residents require Library card with PIN; visitors must have picture ID. Phone: 250.768.4369</p> <p>West Kelowna Chamber of Commerce Ste 4 - 2375 Pamela Rd, West Kelowna Phone: 250.768.3378</p> <p>Peachland Chamber of Commerce, Tourist Info Centre 5812 Beach Ave, Peachland Phone: 1.250.767.2455</p> <p>Peachland Library Peachland Centre Mall, Peachland Phone: 1.250.767.9111</p> <p>Summerland Library 9525 Wharton St, Summerland Residents require Library card with PIN; visitors are given day pass. Phone: 1.250.494.5591</p>