



KCR

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BASIC NEEDS RESOURCE GUIDE

This publication is updated every six months. To request a current copy, please contact Community Services at KCR, 250.763.8008 ext 24, or email informkelowna@kcr.ca.

Inclusion of an organization and information about its programs and services in this publication does not imply endorsement by Kelowna Community Resources, nor does exclusion indicate lack of endorsement.

Winter 2013 Edition

TABLE OF CONTENTS

BASIC NEEDS	1
FOOD	1
EMERGENCY FOOD.....	1
MEALS AND MEAL DELIVERY.....	3
HOUSING	5
HOUSING SEARCH ASSISTANCE.....	5
LOW INCOME / SUBSIDIZED RENTAL HOUSING.....	5
SHELTERS.....	12
SUPPORTIVE HOUSING.....	14
TRANSITIONAL HOUSING.....	15
MATERIAL GOODS AND CLOTHING	15
THRIFT SHOPS.....	15
TRANSPORTATION	18
LOCAL TRANSPORTATION.....	18
MEDICAL TRANSPORTATION AND MERCY FLIGHTS.....	19
TRANSPORTATION EXPENSE ASSISTANCE.....	20
COMMUNITY AND INTERNATIONAL SERVICES	21
COMMUNITY SERVICES	21
COMMUNITY SERVICE AGENCIES.....	21
EMERGENCY AND DISASTER SERVICES	23
CONSUMER SERVICES	23
MONEY MANAGEMENT	23
CREDIT COUNSELLING AND DEBT MANAGEMENT.....	23
RECORDS, LICENCES AND PERMITS	23
DRIVER LICENCES.....	23
IDENTIFICATION CARDS.....	24
PASSPORTS.....	24
SOCIAL INSURANCE NUMBER CARDS.....	24
VITAL STATISTICS.....	24
CHILD TAX BENEFITS.....	25
FEDERAL INCOME TAX INFORMATION.....	25
HEALTH CARE	25
ADVOCATE AND LIAISON OFFICES	25
HEALTH FACILITIES	25
OUTPATIENT HEALTH FACILITIES AND CLINICS.....	25
INCOME SUPPORT AND EMPLOYMENT	26
EMPLOYMENT	26
EMPLOYMENT PREPARATION.....	26
TRAINING AND EMPLOYMENT ASSISTANCE.....	28
YOUTH EMPLOYMENT PROGRAMS.....	29
INCOME ASSISTANCE PROGRAMS	30
CHILD CARE SUBSIDIES.....	30
SENIORS PROGRAMS.....	30
INDIVIDUAL AND FAMILY LIFE SERVICES	31
COMMUNITY SERVICES	31
INFORMATION SERVICES.....	31
DISABILITY RELATED SUPPORT SERVICES	31
FAMILY SUPPORT SERVICES	32
ABORIGINAL SUPPORT AND PRESERVATION PROGRAMS.....	32
YOUTH SUPPORT SERVICES.....	32
OUTREACH PROGRAMS.....	33
INDIVIDUAL SUPPORT SERVICES	33
WOMEN'S SUPPORT SERVICES.....	33

TABLE OF CONTENTS

OUTREACH PROGRAMS.....	34
LEGAL SERVICES & CRIMINAL JUSTICE	36
CRIMINAL CORRECTIONAL SYSTEM.....	36
<i>ALTERNATIVE DISPUTE RESOLUTION.....</i>	<i>36</i>
<i>EX-OFFENDER HALFWAY HOUSES AND REENTRY PROGRAMS.....</i>	<i>37</i>
<i>PAROLE OFFICES.....</i>	<i>38</i>
LEGAL ASSISTANCE.....	38
<i>ADVOCACY.....</i>	<i>40</i>
LEGAL SERVICES.....	41
<i>LANDLORD/TENANT ASSISTANCE.....</i>	<i>41</i>
MENTAL HEALTH, SUBSTANCE ABUSE AND ADDICTIONS.....	42
EDUCATIONAL PROGRAMS	42
OUTREACH PROGRAMS.....	42
MENTAL HEALTH SUPPORTIVE SERVICES.....	42
<i>ADVOCACY.....</i>	<i>42</i>
<i>EDUCATIONAL PROGRAMS.....</i>	<i>43</i>
RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT	43
TELEPHONE ASSISTANCE AND INTERVENTION	47
<i>DISTRESS LINES</i>	<i>47</i>

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 (located inside Superstore) **	250.862.4996	2280 Baron Rd
Orchard Medical Centre **	250.861.3235	104-1990 Cooper Rd
Spall Medical Centre & Walk-In **	250.860.9909	150-1940 Harvey Ave
GLENMORE/ CLIFTON / DILWORTH		
Glenvalley Medical Centre **	250.860.5811	107-437 Glenmore Rd
MISSION		
Lakeshore Medical Centre **	250.764.8878	3970 Lakeshore Rd
Mission Medical Centre **	250.868.8222	102-3320 Richter
RUTLAND		
Rutland Walk-in Clinic	250-862-5915	25-590 Hwy 33 W
WESTSIDE		
Towne Centre Medical Clinic	250.768.8315	18-2475 Dobbin Rd
Westridge Medical Clinic **	250.768.6985	406-2330 Hwy 97
LAKE COUNTRY		
Lake Country Family Practice **	250.766.3938	9966 Pollard Rd
PEACHLAND		
Beach Avenue Medical Clinic	250.767.3432	5848D Beach Ave
<p><u>Services:</u> Walk-in clinics offer primary medical care on a 'no appointment' basis; with available services including physicals, treatment of minor injuries and lacerations, allergy shots. Open weekdays, evenings, Sundays and holidays.</p> <p><u>Please Note:</u> The listing of a Clinic does not indicate endorsement and the exclusion of a Clinic does not imply any disapproval by KCR.</p> <p style="text-align: center;">**Open Saturdays and / or Sundays & holidays. Please call for current information.</p>		

St. Michael & All Angels Cathedral, Emergency Food Assistance

P: 250.762.3321

608 Sutherland Ave
Kelowna, BC V1Y 5X1

* E: ccsmaa@telus.net

* W: www.stmichaelscathedral.ca

✿ Aids with food distribution on Friday mornings ONLY between 10am - 11am

* Fridays, 10am - 11am ONLY

St. Vincent de Paul, Society of

✿ Supplies emergency food and help for families with social and economic problems, disaster crisis, * offers home visitations to shut-ins

Please call the number closest to the area in which you live:

St. Theresa, Rutland * serves area of Rutland * 250.765.0800

Immaculate Conception * serves downtown area from Bernard Ave to KLO Rd * 250.861.7801

St. Charles Garnier * serves lower Mission area south of KLO Rd & East Kelowna * 250.860.2536

St. Pius X * serves area from Bernard Ave north to Glenmore area * 250.762.2577

Our Lady of Lourdes Conference * serves area of West Kelowna * 250.801.5905

The Salvation Army, Emergency Food, Clothing and Furniture Program

P: 250.765.3450

200 Rutland Rd S
Kelowna, BC V1X 2Z5

* E: clc@kelsa.ca

* W: kelownasalvationarmy.ca

✿ Provides emergency food, clothing and furniture to eligible individuals

* Families and singles who are low-income or in emergency situations

* Call for an appointment

* Mon, Wed 9am - 4pm * Tue-Thurs, 1pm - 4pm Friday 9am - 3pm * Closed 12pm - 1pm everyday

Bette's Single Family & Seniors Food Bank

P: 250.768.8320

3455 Elliott Rd
West Kelowna, BC V4T 1N9

* Cell: 250.808.5942

✿ Provides perishable food every second Tuesday to single families and seniors over 55 years of age that qualify to be part of the program

* Interviews are conducted with each family and senior that applies

* Mon-Thu, 9am -12pm, 7pm - 8:30pm

Kelowna Christian Center, Rutland Community Food Centre

P: 250.762.9559

905 Badke Rd
Kelowna, BC V1X 5Z5

* E: kcc@kcc.net

* W: www.kcc.net

✿ Provides food hampers to those in need

* Must provide proper ID and proof of residency * Tuesdays, 6pm - 8pm

Kelowna Community Food Bank, KCFB

1265 Ellis St
Kelowna, BC V1Y 1Z7

P: 250.763.7161

- * E: info@kcfb.ca
- * W: www.kelownafoodbank.com

✿ Assists local individuals and families who are in temporary financial difficulty and are in need of food * offers various programs such as Tiny Bundles for pregnant mothers and infants and the Special Needs dietary program

- * Ages: 16 year(s) and up
- * Proof of address, ID for all members of the family and proof of income
- * To receive food: Mon-Thu, 9:30am - 11am for families with children * 11am - 1pm for everyone * Fridays 8:30am - 11am Tiny Bundles only.

To volunteer or donate: Mon-Fri, 8am - 4pm

Kelowna Community Food Bank, Special Needs Hampers

1265 Ellis St
Kelowna, BC V1Y 1Z7

P: 250.763.7161

- * E: info@kcfb.ca
- * W: www.kelownafoodbank.com

✿ Provides added nutritional support to clients with specific dietary needs, including those with diabetes, HIV/AIDS, eating disorders and food allergies * participants receive milk, eggs, fresh fruits and vegetables, a regular monthly hamper, as well as a supplement bag customized for diets low in sugar and fats; high in calories protein; high in calories and protein, with low acidity, as well as gluten-free diets

- * Proof of residency, ID for all members of family and proof of income
- * To receive food:
 - For families with children under 16, Mon-Thu, 9:30am - 11am
 - For people without children, 11am - 1pm

To volunteer or donate: Mon-Fri, 8am - 4pm

Kelowna Community Food Bank, Tiny Bundles

1265 Ellis St
Kelowna, BC V1Y 1Z7

P: 250.763.7161

- * E: info@kcfb.ca
- * W: www.kelownafoodbank.com

✿ Provides weekly nutritional support including milk and eggs for pregnant and/or nursing mothers * offers fresh fruits and vegetables as well as other nutritional supplements and baby supplies including diapers, baby cereal, baby formula (when needed) and baby food * mothers also receive a one-time layette, containing new baby items, when the baby is born

- * Pregnant mothers and families with children under the age of one
- * Proof of address, ID for all members of family and proof of income
- * Monthly Hampers: Mon-Thu, 9:30am -11am * Weekly Hampers: Fridays, 8:30am -11am

Kelowna Community Food Bank, Vitality Program

1265 Ellis St
Kelowna, BC V1Y 1Z7

P: 250.763.7161

- * E: info@kcfb.ca
- * W: www.kelownafoodbank.com

✿ Ensures that the essential nutrients (as outlined in the Canada Food Guide) are provided to seniors (55+) and to families with children under the age of 16

- * Proof of address, ID for all members of family & proof of income
- * To receive food:
 - For families with children under 16, Mon-Thu, 9:30am - 11am
 - For people without children, 11am - 1pm

To volunteer or donate: Mon-Fri, 8am - 4pm

Lake Country Food Assistance Society

3130 Berry Rd
Lake Country, BC

Crisis: 250.766.3038
(Phyllis MacPherson)
P: 250.766.0125

✿ Assists local individuals and families in temporary financial difficulty who are in need of food * also offers a Thrift Store

* Must provide ID for each person in family and proof of address

* Foodbank hours: Wednesdays, 9am - 3pm

Peachland Food Bank

6490 Keyes Ave
Peachland, BC V0H 1X0

P: 250.767.3312

✿ Assists local individuals and families in temporary financial difficulty who are in need of food

* Food bank hours: 2nd Saturday each month, 10am-11:30am

**Westside Community Food Bank Society,
Westside Community Food Bank**

2545 Churchill Rd
West Kelowna, BC V4T 2B4

P: 250.768.1559

* E: wcfbca@yahoo.ca

* W: www.westsidefoodbank.ca

✿ Assists local individuals and families who are in temporary financial difficulty and are in need of food

* Please bring proof of ID (MSP cards) for each family member, proof of income and household expenses

* Wednesdays, 5:30pm - 7:30pm * Thursdays, 9:30am - 11:15am

Meals and Meal Delivery

Better Meals

5742 Beresford St
Burnaby, BC V5J 1J1

P: 1.888.838.1888

* E: sam@bettermeals.ca

* W: www.bettermeals.ca

✿ Provides seniors with well-prepared meals and home delivery

* Mon-Fri, 8:30am - 4pm, Kelowna Deliveries: every Thursday

**Canadian Mental Health Association Kelowna & District Branch,
Meals Matter**

504 Sutherland Ave
Kelowna, BC V1Y 5X1

P: 250.861.3644 ext 122

* E: mealsmatter@cmha.bc.ca

* W: kelowna.cmha.bc.ca/meals-matter

✿ Offers a range of interesting, balanced and nutritious meals to supplement and enhance the diets of individuals * meals available for purchase * monthly menu is included on the newsletter available on the website

* Individuals 19 years and up having difficulty with food preparation or cooking for various reasons

* Office Hours: Mon-Fri, 9am - 4pm

Meal pick-up by appointment: Mon-Thu, 9am - 3 pm

Drop-in pick-up: Fri, 1:30pm - 3pm

Meals on Wheels and Dinners @ Home

2009A Enterprise Way
Kelowna, BC V1Y 8G6

P: 250.763.2424

* W: www.mow-online.com

- ✿ Provides reasonably priced, hot, nutritious meals which are delivered to the home over the lunch hour by volunteers * meals include soup, dessert and a hot entrée

Dinners @ Home program provides nutritious frozen meals that are picked up/delivered that can be stored in a freezer
* all meals accommodate special nutritional needs * a small delivery charge applies

* Meals on Wheels are available to Seniors and/or home bound individuals with physical or mental disabilities of all ages * Dinners @ Home are available to anyone

* Meal delivery: Kelowna area: Mon, Wed, Fri * Rutland and Westside: Tue, Thu, Sat * Office hours: Mon-Fri, 9am -12pm or by appointment

Okanagan Meal Services, May Bennet Take Out Meal Program

135 Davie Rd
Kelowna, BC

P: 250.860.3378

* E: monasali@shaw.ca

* W: www.okmeals.ca

- ✿ Provides a four-course hot meal for pick-up * meal includes a hot main entree, soup, salad and dessert

* Ages: 55 year(s) and up

* Registration for pick-up meal: call by 10am each day

Pick-up time: 11:45am

Okanagan Meal Services, Meal Delivery Service

135 Davie Rd
Kelowna, BC V1X 3Y5

P: 250.860.3378

* E: monasali@shaw.ca

* W: www.okmeals.ca

- ✿ Kelowna: provides hot, nutritious 3 course meals delivered to your home during the noon hour
West Kelowna: offers one hot, nutritious 3 course meal and an alternate "chilled" 3 course meal (cooked daily and chilled to refrigerator temperature)

* Seniors, 55 years and up, or persons with physical disabilities or have been recently discharged from the hospital and unable to cook

* Kelowna Meal Deliveries: Mon-Fri, 11am - 1:30pm * West Kelowna Meal Deliveries: Mon, Wed, Fri, 11am - 1:30pm

Peachland Wellness Centre, Meals Programs

4426 5th St
Peachland, BC V0H 1X6

P: 250.767.0141

* E: WellnessCentre@Shaw.ca

* W: www.peachlandwellnesscentre.ca

- ✿ Purchases, warehouses dinners prepared and flash frozen by the Penticton hospital * part of the Interior Health Authority's Meals program * meals available for pickup at the Peachland Wellness Centre

* Please call to place your order. Payment when picked up.

* Mon-Fri, 9am - 3pm

Smart Start Meals KelownaP: 250.869.7678
TF: 1.877.286.3257* E: info@smartstartmeals.ca
* W: www.smartstartmeals.ca

- * Provides ready-to-cook meal delivery * dinner, breakfast, lunch, appetizers and side dishes for active seniors, people and families * delivery available for Kelowna and most surrounding areas * some areas may require delivery charge

* Mon-Fri, 8:30am - 4:30pm

**St. George's Anglican Church of Canada,
Westside Neighbourhood Meal Program**

P: 250.860.3378

3690 Brown Rd
West Kelowna, BC V4T 1Z1* E: office@stgeorgeswestbank.org
* W: www.stgeorgeswestbank.org

- * Provides opportunity to meet and greet your neighbours and enjoy a nutritious meal prepared by Okanagan Meal Service

* 11:30am - 1pm

HOUSING

Housing Search Assistance

Seniors Outreach & Resource Centre, Seniors Housing Outreach

P: 250.861.6180

2055 Benvoulin Crt, Unit 102
Kelowna, BC V1W 2C7* E: senior@telus.net
* W: www.seniorsoutreach.ca

- * Provides outreach support and case management for housing and related issues * offers comprehensive information, practical and emotional support * provides needs assessments and referrals to other service providers * assists with landlord/tenant issues * exploring housing options * choosing appropriate housing * completing forms * applying for benefits * coordinating services and understanding options

* Ages: 55 year(s) and up

Low Income / Subsidized Rental Housing

Central Okanagan Cooperative Housing Association

P: 250.768.3060

2421 Last Rd, Ste 13
West Kelowna, BC V4T 2J1

- * Housing association that provides quality housing for seniors 55+ as shareholders

* Ages: 55 year(s) and up

Columbian Centennial Housing Society, Columbus Gardens

P: 250.862.3206

2175 Burtch Rd
Kelowna, BC V1Y 4B5* E: info@cchs-housing.ca
* W: www.cchs-housing.ca/

- * Provides affordable housing for families

* Phone office. Applications available at Columbian Centennial Housing Society.

Columbian Centennial Housing Society, Columbus Manor 1349 Bertram St Kelowna, BC V1Y 2E8	P: 250.862.3206
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- * E: info@cchs-housing.ca
- * W: www.cchs-housing.ca/

✳ Provides affordable housing for older adults and adults with disabilities

* Phone office. Applications available at Columbian Centennial Housing Society.

Columbian Centennial Housing Society, Columbus Place 1898 Parkview Cres Kelowna, BC V1X 7G6	P: 250.862.3206
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- * E: info@cchs-housing.ca
- * W: www.cchs-housing.ca/

✳ Provides affordable housing for families

* Phone office. Applications available at Columbian Centennial Housing Society.

Columbian Centennial Housing Society, Columbus Terrace 1065 Highway 33 W Kelowna, BC V1X 2Z3	P: 250.862.3206
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- * E: info@cchs-housing.ca
- * W: www.cchs-housing.ca/

✳ Provides affordable housing for families

* Phone office. Applications available at Columbian Centennial Housing Society.

Columbian Centennial Housing Society, Columbus Villa 1920 Richter St Kelowna, BC V1Y 2N2	P: 250.862.3206
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- * E: info@cchs-housing.ca
- * W: www.cchs-housing.ca/

✳ Provides affordable housing for older adults and adults with disabilities

* Phone office. Applications available at Columbian Centennial Housing Society.

Columbian Centennial Housing Society, Columbus Village 252 Shepherd Rd Kelowna, BC V1X 3H5	P: 250.862.3206
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- * E: info@cchs-housing.ca
- * W: www.cchs-housing.ca/

✳ Provides affordable housing for families

* Phone office. Applications available at Columbian Centennial Housing Society.

Columbian Centennial Housing Society 1920 Richter St, Ste 2 Kelowna, BC V1Y 2N2	P: 250.862.3206
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- * E: cchlaurie@shaw.ca
- * W: www.cchs-housing.ca/

✳ Provides and maintains high quality, subsidized rental housing for low income individuals and families in the Kelowna area

- * Ages: 19 year(s) and up
- * Office Hours: 9am - 12pm

Evangel Family Rental Housing Society, Evangel Family Manor 969 Harvey Ave Kelowna, BC V1Y 8M8	P: 250.762.6225
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* E: parkhousing@shaw.ca

✿ Provides affordable housing for older adults and adults with disabilities

Evangel Senior Apartments 1439 Bertram St Kelowna, BC V1Y 8R9	P: 250.762.6225
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✿ Provides affordable housing for older adults 55+

* Ages: 55 year(s) and up

Father Delestre Housing Society 799 Houghton Rd, 123 Kelowna, BC V1X 7J9	P: 250.860.1128
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* E: fdhs@shawcable.com

✿ Provides subsidized housing units for low-income families, seniors and persons with disabilities * 78 units dedicated to seniors * 56 units subsidized of which 13 units are dedicated to those requiring wheelchair access * 24 units are rented at market value

* 55 years and up * must be raising dependent children for family application

* Mon-Fri, 8:30am - 4:30pm

Father Delestre Senior Citizens Housing Society, Alexander Place 799 Houghton Rd Kelowna, BC V1X 7J7	P: 250.860.1128
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✿ Provides affordable housing for families

* Call office

New Opportunities for Women (NOW) Canada, NOW Place Apartments 2970 Tutt St Kelowna, BC V1Y 8Z5	Crisis: Emergency pager: 250.979.8360 P: 250.763.3876
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* E: info@nowcanada.ca

* W: www.nowcanada.ca


✿ Provides independent, affordable, second stage accommodation to women, with and without children, who demonstrate a financial need * offers 1 and 2 bed apartments with 24 hour security system and 24 hour emergency assistance

* Ages: 15 year(s) - 40 year(s)

If potential tenants have experienced addictions, they must be clean from drug and/or alcohol misuse for 10 to 12 months

<p>New Opportunities for Women (NOW) Canada, Tutt Street Place 2970 Tutt St Kelowna, BC V1Y 2H5</p>	<p>Crisis: Emergency pager: 250.979.8360 P: 250.763.3876</p>
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- * E: info@nowcanada.ca
- * W: www.nowcanada.ca


 Provides independent, affordable, second stage accommodation to women, with and without children, who demonstrate a financial need * 1, 2 and 3 bed apartments, disabled suites, 24 hour security system, drug and alcohol free living, laundry facilities, 24 hour emergency assistance, Tenant Support Worker, Access to NOW Canada's programs and services

- * Ages: 15 year(s) - 40 year(s)

If potential tenants have experienced addictions, they must be clean from drug and/or alcohol misuse for 10 to 12 months

<p>Okanagan Métis & Aboriginal Housing Society 1855 Kirschner Rd, Ste. 240 Kelowna, BC V1Y 4N7</p>	<p>P: 250.763.7747</p>
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- * E: omahs@shaw.ca

 BC Housing program that provides affordable housing to meet the needs of moderate and low-income families of Aboriginal ancestry

- * Aboriginal families with children under the age of 19

<p>Orchard Valley Senior Housing Society, The Burtches 1620 Burtch Rd Kelowna, BC V1Y 9A9</p>	<p>P: 250.861.5221</p>
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- * W: www.burtches.ca

 Provides affordable housing for older adults and adults with disabilities

- * Ages: 55 year(s) and up
- * Application form available online to be waitlisted

<p>Parkdale Place Housing Society, Angus Place 9302 Angus St, Ste 100 Summerland, BC V0H 1Z5</p>	<p>P: 250.494.1161</p>
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- * E: parkdaleinfo@shaw.ca
- * W: www.parkdaleplace.ca/

 Provides affordable housing for older adults and adults with disabilities

- * Ages: 55 year(s) and up
- * Phone office

Parkdale Place Housing Society, Parkdale Lodge 9302 Angus St, Ste 100 Summerland, BC V0H 1Z5	P: 250.494.1161
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- * E: parkdaleinfo@shaw.ca
- * W: www.parkdaleplace.ca

* Offers affordable, independent and supportive living for low-income seniors and adults with disabilities * food, housekeeping, activity program, bus, emergency response, onsite staff

- * Ages: 55 year(s) and up
- * Phone the office or email
- * Mon-Fri, 9am -1pm

Parkdale Place Housing Society, Parkdale Manor 11811 Sinclair Rd Summerland, BC V0H 1Z8	P: 250.494.1161
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- * E: parkdaleinfo@shaw.ca
- * W: www.parkdaleplace.ca/

* Provides affordable housing for older adults and adults with disabilities

- * Phone office

Peachland Senior Citizens Housing Society, Alexandria Court 4551 5th St Peachland, BC V0H 1X0	P: 250.767.0183
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* Provides affordable housing for older adults and adults with disabilities

- * Ages: 55 year(s) and up
- * Phone office

Pleasantvale Homes Society, Pleasantvale Homes 622 Central Ave Kelowna, BC V1Y 7M1	Crisis: 250.215.2817 P: 250.448.8828 Aft Hrs: 250.469.1969
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- * E: pleasantvale_1956@yahoo.ca

* Provides affordable housing for low income for adults age 60 and over * not wheel chair accessible * small pets allowed

- * Ages: 60 year(s) and up
- * Call or email to request an application
- * Office hours: Tuesday and Thursday, 9am - 5pm

Seventh Day Adventist Church and BC Housing, Okanagan Manor 845 Jones St Kelowna, BC V1Y 2S6	P: 250.862.9518
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* Low cost rental apartments for seniors living on a fixed income

- * Ages: 60 year(s) and up

Society of Hope, Apple Valley 2055 Benvoulin Crt Kelowna, BC V1W 2C7	P: 250.862.8233
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- * W: www.societyofhope.org

* Provides affordable housing for seniors


- * Ages: 55 year(s) and up
- * Applications are available at our office or may be downloaded from our website * applications must be mailed in or dropped off at the office * faxed applications will not be accepted

Society of Hope, Birch Manor

530 Franklyn Rd
Kelowna, BC V1X 6G5

P: 250.862.8233

* W: www.societyofhope.org

 Provides affordable housing for seniors

* Ages: 55 year(s) and up


* Applications are available at our office or may be downloaded from our website * applications must be mailed in or dropped off at the office * faxed applications will not be accepted

Society of Hope, Providence Court

124 Verna Crt
Kelowna, BC V1V 2J7

P: 250.862.8233

* W: www.societyofhope.org

 Provides affordable housing for families

* Minimum of 2 persons * must include at least 1 dependent child under age 19

* Applications are available at our office or may be downloaded from our website * applications must be mailed in or dropped off at the office * faxed applications will not be accepted

Society of Hope, Providence Landing

333 Whitman Rd
Kelowna, BC V1V 2L8

P: 250.862.8233

* W: www.societyofhope.org/housing/family-housing

 Provides affordable housing for families, seniors and adults with disabilities

* Applications are available at our office or may be downloaded from our website * applications must be mailed in or dropped off at the office * faxed applications will not be accepted

Society of Hope, Providence Meadows

3250 Woodsdale Rd
Kelowna, BC V4V 2L6

P: 250.862.8233

* W: www.societyofhope.org/housing/family-housing

 Provides affordable housing for families

* Minimum of 2 persons and must include at least 1 dependent child (under 19 years of age)

* Applications are available at our office or may be downloaded from our website * applications must be mailed in or dropped off at the office * faxed applications will not be accepted

Society of Hope, Providence Pines

5550 Clements Cres
Peachland, BC V0H 1X5

P: 250.862.8233

* W: www.societyofhope.org/housing/family-housing


 Provides affordable housing for families

* Minimum of 2 persons and must include at least 1 dependent child (under 19 years of age)

* Applications are available at our office or may be downloaded from our website * applications must be mailed in or dropped off at the office * faxed applications will not be accepted

Society of Hope, Providence Ridge 440 Yates Rd Kelowna, BC V1V 2P1	P: 250.862.8233
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* W: www.societyofhope.org/housing/family-housing

 Provides affordable housing for families, seniors and adults with disabilities

* Applications are available at our office or may be downloaded from our website * applications must be mailed in or dropped off at the office * faxed applications will not be accepted

Society of Hope, Providence Vista 3737 Gellatly Rd West Kelowna, BC V4T 2W8	P: 250.862.8233
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* W: www.societyofhope.org


 Provides affordable housing for families * wheelchair accessible suites available

* Minimum of 2 persons and must include at least 1 dependent child (under 19 years of age)

* Applications are available at our office or may be downloaded from our website * applications must be mailed in or dropped off at the office * faxed applications will not be accepted

Society of Hope 2055 Benvoulin Crt, Ste 101 Kelowna, BC V1W 2C7	P: 250.862.8233
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* W: www.societyofhope.org

 Operates, constructs, manages and maintains affordable rental housing for single parent families, two parent families, senior citizens * operates short term housing for women and women with children for one month to one year

* Applications are available at our office or may be downloaded from our website * applications must be mailed in or dropped off at the office * faxed applications will not be accepted

* Mon-Fri, 9am - 1pm


Southgate Manor Co-operative Association 1961 Dunn St Kelowna, BC V1Y 4C4	
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 Provides 3 building, 2 level complex family housing for those who qualify * initial share cost for co-op accommodation

* Send a self-addressed, stamped envelope and they will mail an application form to you

* Fill out and mail back the application form and include as much as you can about your household, your income, and your skills which helps the co-op to know whether you are suitable for the available unit

Summerland Kiwanis Senior Citizens Housing Society, Kiwanis Lodge 10912 Quinpool Rd Summerland, BC V0H 1Z5	P: 280.494.0883
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 Provides affordable housing for older adults and adults with disabilities

* Ages: 55 year(s) and up

* Phone office

Summerland Senior Citizens Housing Society, Legion Village

13609 Dickson Rd, Box 1742
Summerland, BC V0H 1Z0

P: 280.494.3462

✿ Provides affordable housing for older adults and adults with disabilities

* Please call for additional information

Westbank Lions Seniors' Housing Society

3715 Gellatly Rd, 209
West Kelowna, BC V4T 1W8

P: 250.768.9590, ext.102

✿ 40 units of subsidized independent living housing for seniors with low income

- * Ages: 65 year(s) and up
- * Please send self addressed envelope to obtain an application.
- * Monday, Tuesday and Thursday, 9am - 2pm

BC Housing, Rental Assistance Program

P: 1.800.257.7756

* W: www.bchousing.org/Options/Rental_market/RAP

✿ Provides eligible low-income, working families with cash assistance to help with their monthly rent payments

* Families must have a gross household income of \$35,000 or less, have at least one dependent child, and have been employed at some point over the last year

BC Housing, Shelter Aid for Elderly Renters, SAFER

P: 604.433.2218
TF: 1.800.257.7756

* W: www.bchousing.org/programs/SAFER

✿ Provides monthly cash payments to subsidize rents for eligible BC residents who are age 60 or over and who pay rent for their homes

- * Ages: 60 year(s) and up
- * Applications forms available through the BC Housing office or available online at www.bchousing.org/programs/SAFER

Shelters

Inn from the Cold - Kelowna

1187 Sutherland Ave
Kelowna, BC V1Y 5Y2

P: * Office: 250.448.6403
* Shelter: 250.448.5153
* Inn Home Support: 250.859.6411
* Outreach Cell: 250.300.0567

- * E: info@innfromthecoldkelowna.org
- * W: www.innfromthecoldkelowna.org

✿ Responds to those experiencing homelessness in a compassionate, mutually respectful, non-judgmental, encouraging and welcoming manner where guests are people first * provides a minimal-barrier emergency shelter yearly from November to April * provides hot meals, access to storage, showers and laundry facilities * provides support services to people experiencing homelessness * volunteer advocates provide one-to-one Inn Home Support year round to persons once they are housed * outreach workers provide year round case management and outreach services * volunteer opportunities available

- * Ages: 19 year(s) and up
- * Office Hours: Mon-Thu, 8:30am - 4:30pm * Fri, 1pm - 5pm
Shelter Hours: (Nov-Apr) 7pm - 7am * Intake Hours: 7pm - 8pm

Kelowna Women's Shelter, Transition House

P: 250.763.1040

- * E: community@coess.ca
- * W: www.kelownawomensshelter.ca

✿ Emergency housing, including food and other necessities at a confidential location for 16 residents * a woman's stay can be up to 30 days

- * All programs offered are self-referral and free of charge
- * Mon-Sun, 24 hours

Kelowna's Gospel Mission, Men's Hostel

251 Leon Ave
Kelowna, BC V1Y 6J1

P: Shelter: 250.763.3737
Dental: 1.800.789.0680
Aft Hrs: 250.862.3733

- * E: contact@kelownagospelmission.ca
- * W: kelownagospelmission.ca

✿ Feeds the hungry, shelters the homeless, and helps the hurting by meeting basic practical needs * shares hope, faith and love through the Gospel of Jesus Christ * ministers to the whole person: spirit, soul, and body * seeks to end the cycle of loneliness, destitution and despair, and replace all that with fellowship, prosperity, and hope * leads people from homelessness into wholeness * provides short-term accommodations, 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 * thrift store

- * Ages: 19 year(s) and up
- * In person at 251 Leon Ave
- * Staffed 24/7

Kelowna's Gospel Mission, Women's Emergency Shelter

251 Leon Ave
Kelowna, BC V1Y 6J1

P: 250.862.3733

- * W: kelownagospelmission.ca

✿ Short-term/emergency accommodation for women * comfortable beds * clean bedding * sleepwear * showers * laundry * hygiene items * breakfast * lunch * supper * coffee breaks * secured storage for clothing and personal items

- * Ages: 19 year(s) and up
- * Please register with NOW Canada, 250.763.2262
- * Registration begins at 7pm

New Opportunities for Women (NOW) Canada, Alexandra Gardner Women & Children Safe Centre

2609 Richter St
Kelowna, BC V1Y 2R3

P: 250.763.2262

- * E: safecentre@nowcanada.ca
- * W: www.nowcanada.ca

✿ Provides a 20 bed, low barrier, emergency shelter for women and children * offers free services to those who are homeless and assists clients to work on their next steps to help them plan for a safe future * offers 3 meals and 24 hour on-site support * offers extra accommodation by providing mats during the winter months as necessary

- * Shelter Hours: 24 hours a day, 7 days a week

**Okanagan Boys and Girls Clubs,
Richter Street Overnight Program, Emergency Youth Shelter**
1633 Richter St
Kelowna, BC V1Y 9T7

P: 250.868.8541 ext 9
Aft Hrs: 250.869.4433 or
250.870.7231 * 8am - 8pm

* E: shelter@boysandgirlsclubs.ca
* W: www.boysandgirlsclubs.ca

✿ Voluntary resource for youth that are homeless (absolute or relative) or at risk of homelessness and have no safe alternative * first come first served basis * 10 youth per evening * males and females house separately * overflow will be referred to other community resources including MCFD after hours Social Workers

* Ages: 13 year(s) - 18 year(s)
* Intakes conducted until 11pm
* Winter Hours for Nov-Mar: Mon-Fri, 5pm - 8am * Sat-Sun, 24 hours

**John Howard Society of the Central and South Okanagan,
New Gate Apartments**
189 Rutland Rd N
Kelowna, BC V1X 3B1

P: 778.753.6035

* E: amanda.barrett@jhscso.bc.ca
* W: www.jhscso.bc.ca

✿ Provides 49 units of subsidized housing for adult men and women who are at risk of homelessness and require minimal support to maintain their housing * provides the support services required to maintain independent living on an individualized basis with outreach as the main method of service delivery

* Ages: 19 year(s) and up

Men and women 19 years of age and older * priority is given to Kelowna residents

* Referral available from our website * complete and fax to Residential Manager
* Office Hours: 8am - 4pm

Supportive Housing

Society of Hope (Short-Term Rental Housing)
2055 Benvoulin Crt, 101
Kelowna, BC V1W 2C7

P: 250.862.8233

* W: www.societyofhope.org

✿ Offers 2 central locations that provide eighteen short-term homes for women and women with children * offers short term housing for a period of one month to one year * residents receive many additional services from the Society during their residency including food, clothing, encouragement and support

* Ages: 19 year(s) and up

Women must be drug and alcohol addictions free for 6 months and willing to work on self-directed goals set out from interview * male children must be 11 years or under

* Applications are available at our office or may be downloaded from our website * applications must be mailed in or dropped off at the office * faxed applications will not be accepted

* Main Office: Mon-Fri, 9am - 1pm

**New Opportunities for Women (NOW) Canada,
Residential Safe Home Program**
2970 Tutt St
Kelowna, BC V1Y 2H5

Crisis: Emergency pager:
250.979.8360
P: 250.763.3876

- * E: info@nowcanada.ca
- * W: www.nowcanada.ca

✿ Offers 3 supportive transitional homes - two for single participants and one for young women with children and/or are pregnant * provides continuing care to sexually exploited female youth * provides assistance with the development of basic life skills * provides a supportive environment for women to keep their children with them or have visits with children that may not be in their custody
Participants in the Residential Program must attend a full time day program

- * Ages: 15 year(s) - 40 year(s)
- * See website for application or email support@nowcanada.ca

**Okanagan Boys and Girls Clubs,
Penny Lane Transition House**

P: 250.861.5593

- * E: pennylane@boysandgirlsclubs.ca
- * W: www.boysandgirlsclubs.ca

✿ Provides programs and support services to children, youth and their families * transition house and safe shelter for at risk youth who are homeless * assists and supports the transition to stable, affordable accommodation and/or reconciliation with their families

- * Ages: 13 year(s) - 18 year(s)
- * 24 hours

MATERIAL GOODS AND CLOTHING

Thrift Shops

Adventist Community Services, Thrift Store
130 Gerstmar Rd
Kelowna, BC V1X 4A7

P: 250.860.5096 ext 3

- * W: www.rutlandchurch.ca

✿ Gives clothing, bedding, furniture and household necessities to those in need * division of Adventist Developments & Relief Agency (A.D.R.A.) Oshawa, Ontario (www.adra.ca)

- * Visit the center and register on the computer, showing your medical card and cards for your children, rent receipt and employment insurance pay receipt
- * Tue and Wed, 10am - 12pm * donations accepted Mon, 10am - 12pm

Bibles for Missions, Thrift Store
1889 Springfield Rd
Kelowna, BC V1Y 5V5

P: 250.860.4791

✿ Sells and accepts donations of clothing, household items, books, furniture * purchases bibles for China with the funds generated * donations accepted at the back door during hours that the store is open (please buzz for service)

- * Mon-Fri, 9:30am - 5pm * Sat, 10am - 4pm

First United Church, Thrift Shop

721 Bernard Ave
Kelowna, BC V1Y 6P6

P: 250.762.3311

- * E: firstunited@telus.net
- * W: firstunitedkelowna.ca

✿ Sells clothing, shoes, draperies and small household items * accepts donations * proceeds go to funding the "Bridging the Gap" outreach programs of the First United Church

* Wed-Fri, 10am - 3pm, September to May

Imperial Order of Daughters of the Empire (IODE), Thrift Shop

1425 Ellis St
Kelowna, BC V1Y 2A3

P: 778.478.9939

- * E: jimandsal@shaw.ca

✿ Sells clothing, shoes, household items and small appliances

* Mon-Fri, 10am - 4pm * Sat, 11am - 3pm

Kelowna & District S.H.A.R.E. Society

581 Gaston Ave
Kelowna, BC V1Y 7E6

P: 250.763.8117

- * E: sharesociety@shaw.ca

✿ Operates a Thrift Store that provides household necessities to people at a low cost or volunteer work hours in exchange for goods * provides pick up and delivery of larger items in the community on a weekly basis * provides basic goods to individuals when requested by Social Services or community organizations * also operates the Work Exchange program and the Christmas Hamper program

* Mon-Sat, 9:30am - 4:30pm

Kelowna Right to Life Society, Pro Life Thrift Shop

1159 Sutherland Ave
Kelowna, BC V1Y 5Y2

P: 250.762.9266
Aft Hrs: 250.762.4370

- * E: kelownarighttolife@telus.net
- * W: www.prolifekelowna.com

✿ Offers used clothing and household items to the public * donations welcome

* Wed-Sat, 10am - 4pm

Kelowna Women's Shelter, Thrift Store

527 Lawrence Ave
Kelowna, BC V1Y 6L7

P: 250.762.8561

- * E: admin@coess.ca
- * W: www.kelownawomensshelter.ca

✿ Supports existing Shelter programs * operates off site to ensure confidentiality and safety * clients can access free donated goods

* Mon-Sat, 10am - 4:30pm

Kelowna's Gospel Mission, Helping Hands Thrift Store

259A Leon Ave
Kelowna, BC V1Y 6J1

P: Thrift Store: 250.862.2404 * Pick up and delivery: 250.763.3737

- * E: contact@kelownagospelmission.ca
- * W: kelownagospelmission.ca

* Provides clothing, basic household items, appliances, furniture and more * all proceeds go to support programs and services provided by Kelowna's Gospel Mission

* Mon-Sat, 10am - 5pm

Lake Country Food Assistance Society, Thrift Store

3130 Berry Rd
Lake Country, BC V4V 1Z7

Crisis: 250.766.3038
P: 250.766.0125

- * E: pmacpher@shaw.ca

* Sells items including clothing, bedding, housewares at a reduced cost * proceeds from sales go to the Lake Country Food Assistance Society

* Call Phyllis to arrange time of donation delivery

* Mon & Thu, 9am -12 pm * Wed, 9am -3 pm

Mennonite Central Committee (MCC), Thrift Store

125 Roxby Rd
Kelowna, BC V1X 8A4

P: 250.765.7838

* Sells clothing items, furniture, appliances, household goods and miscellaneous * proceeds go to funding Worldwide relief and development * please call first before bringing in donated appliances and furniture

* Mon-Sat, 9:30am - 5pm

Peachland United Church, Bargain Bin Thift Shop

4421 4th St
Peachland, BC V0H 1X0

P: 250.767.2206

* Sells clothing, shoes, and small household items * donations accepted

* Thu-Sat, 9:30am - 3pm

Rutland Hospital Auxiliary, Thrift Shop

140 Dougall Rd N
Kelowna, BC V1X 3K5

P: 250.765.2859

* Sells clothing, household goods and miscellaneous items * all proceeds go to Kelowna General Hospital

* Mon-Sat, 9am - 4pm

The Salvation Army, Thrift Store, Kelowna

200 Rutland Rd S
Kelowna, BC V1X 2Z5

P: 250.765.3450

- * E: thriftstore@kelsa.ca
- * W: www.kelownathriftstore.ca/

* Generates funds to support Community programs by offering quality items for sale * items include women's, men's & children's clothing * vintage collectibles * shoes & accessories * books * media & electronics * furniture * housewares & kitchenware * toys, games & puzzles * sewing and knitting supplies * your purchases help recycle goods to recycle lives * visit our website for more info on our community programs

* - Retail Hours: Mon-Wed, 8am - 6pm, Thu-Fri, 8am - 8pm, Saturday, 9am - 5pm

- Donations drop off: Mon-Sat, 9am - 5pm * clean and gently used items accepted * to help prevent theft and damage, please do NOT leave items at other times

- Large Furniture

The Salvation Army, Thrift Store, West Kelowna

2405 Main St
West Kelowna, BC V4T 2H9

P: 250.768.1850

✿ Offers sale of used clothing, small housewares, furniture, bedding and other items * free pick-up of good used furniture items * generates funds to support The Salvation Army Community Life Centre Emergency Assistance Programs

* - Store Hours: Mon-Sat, 9am - 5pm

- Donations Drop Off Hours: Mon-Sat from 9am - 5pm * To help avoid theft and damage please do not leave any items outside of these hours

- Large Furniture Donations: To arrange a pick-up, call 250.765.3450 (press optio

Westbank United Church, Thrift Shop

3672 Brown Rd
West Kelowna, BC V4T 1P7

P: 250.768.3363

* E: wuc@westbankunitedchurch.ca

* W: www.westbankunitedchurch.ca

✿ Offers the sale of quality clothing, toys, books and household items

* Mon-Fri, 9am -3 pm

Winfield United Church, Thrift Shop

3751 Woodsdale Rd
Lake Country, BC V4V 1X2

P: 250.766.3387

* E: winfieldunitedchurch@shaw.ca

* W: www.winfieldunitedchurch.ca

✿ Offers reasonably priced and good condition used children's and adult clothing and footwear; children's toys; household items; books; sewing items; craft items; and collectables, and supports many local charities * drop-off items while Thrift Shop is open; please note: we cannot accept large items such as furniture or electronics

* Tue-Sat, 10am - 2pm

TRANSPORTATION

Local Transportation

City of Kelowna, Regional Services Department

1435 Water St
Kelowna, BC V1Y 1J4

P: 250.860.8121

* E: tranmgmt@kelowna.ca

* W: www.bctransit.com/regions/kel

✿ Provides transit service within the Central Okanagan communities of Lake Country, Kelowna, West Kelowna, West Bank First Nations and Peachland

HandyDART

1494 Hardy St
Kelowna, BC V1Y 8H2

P: 250.762.3278

* Cancellation line: 250.762.3274

* W: www.bctransit.com/regions/kel/accessible/handydart.cfm

- ✿ Transportation service for persons who have a disability that is sufficiently severe that the person is unable to use conventional transit service without assistance to and from accessible building entrances

Taxi Saver Program provides registered handyDART clients with greater convenience for spontaneous travel when handyDART cannot accommodate travel needs * a handyPASS application must be filled out in order to purchase Taxi Saver Coupons which can be purchased at Farwest Transit or City Hall at 1435 Water St

* handyPASS eligibility is based on type of disability and how it prevents you from using conventional public transit

* Call to pre-register for handyDART or download registration form from the website

* Bookings with handyDART by phone: Mon-Fri, 8am - 4:30pm

handyDART hours of operation: Mon-Fri, 7am - 6pm, Sat, 9am - 5pm

Kelowna Regional Transit System, BC Transit

4941 Hardy St
Kelowna, BC V1Y 8H2

P: 250.860.8121

* E: tranmgmt@kelowna.ca

* W: www.bctransit.com/regions/kel

- ✿ - Provides regular transit service within the Kelowna, West Kelowna, Westbank First Nations and Lake Country areas * fully accessible buses * fixed schedules * buses do not deviate from routes
- Provides community bus service to residents of Peachland, Mc

Medical Transportation and Mercy Flights

**Canadian Cancer Society,
Freemason Volunteer Driver Program**

2251 Abbott St
Kelowna, BC V1Y 1E2

P: 250.712.1101

TF: Volunteer Driver Program: 1.800.299.0188

Cancer Information Service: 1.888.939.3333

* W: www.cancer.ca/

- ✿ Provides a complimentary service to transport patients to and from treatment centers by Canadian Cancer Society and Grand Lodge of Freemasons of BC and the Yukon volunteers * offered to patients with no other means of transportation * clients must be able to get in and out of a car without assistance as the volunteer drivers do not have access to specially equipped vehicles * clients must be willing to share rides * two days advance notice is required, as well as flexibility in pick up and departure times

* Passengers must be able to get in and out of a car without assistance

* Please call to register * two days advanced notice is required

* Mon-Fri, 8am - 3pm * Van travels daily from Penticton, Kamloops, Vernon and Kelowna

Hope Air

124 Merton St, Ste 207
Toronto, ON M4S 2Z2

P: 416.222.6335

TF: 1.877.346.4673

* E: mail@hopeair.org

* W: www.hopeair.org

- ✿ Arrange free flights to Canadians who cannot afford the cost of an airline ticket to get to specialized medical care outside their local communities

* Please call or visit our website

* Flight Requests: Mon-Fri, 9am - 4:30pm EST or visit website

Ministry of Health, Travel Assistance Program

1515 Blanshard St
Victoria, BC V8W 3C8

TF: 1.800.465.4911

- * E: HLTH.TAPBC@gov.bc.ca
- * W: www.health.gov.bc.ca/tapbc/index.html

✿ Helps alleviate some of the transportation costs for eligible BC residents who must travel within the province for physician referred non-emergency medical specialist services not available in their own community * program is a corporate sponsorship between the Ministry of Health and private transportation carriers * coordinated by the Ministry of Health Services and the transportation partners who agree to waive or discount their regular fees

- * Please refer to the website for information regarding patient and escort eligibility
- * Visit our website for information on the application process

Shriners Care Cruiser Program

TF: 1.800.661.5437 (KIDS)

- * E: shrinekids@shawcable.com
- * W: www.shriners.bc.ca/bus/index.shtml

✿ Provides transportation services for BC children and their parents, or caregivers who are receiving treatment at any Shriners Hospitals for Children, BC Children's Hospital, BC Women's Hospital and Sunny Hill Hospital * all other travel requests must be pre-approved

- * Pre-booking mandatory
- * Office: Mon-Fri, 8am - 4pm

Transportation Expense Assistance

HandyPASS, Taxi Saver Program

1494 Hardy St
Kelowna, BC V1Y 8H2

P: 250.762.3278

- * W: www.bctransit.com/regions/kel/accessible/handydart.cfm

✿ Transportation service for persons who have a disability that is sufficiently severe that the person is unable to use conventional transit service without assistance to and from accessible building entrances

Taxi Saver Program provides registered handyDART clients with greater convenience for spontaneous travel when handyDART cannot accommodate travel needs * a handyPASS application must be filled out in order to purchase Taxi Saver Coupons which can be purchased at Farwest Transit or City Hall at 1435 Water St

- * handyPASS eligibility is based on type of disability and how it prevents you from using conventional public transit
- * Call to pre-register for handyDART or download registration form from the website

Ministry of Social Development, Bus Pass Program

TF: 1.866.866.0800
(Choose option 4, then option 3)

- * W: www.busonline.ca/regions/vic/fares/bcbuspass.cfm

✿ An annual pass for public transit systems is available to assist eligible individuals to participate more fully in their communities * applicants must apply each year * annual bus passes may be purchased by people:

- * who are receiving the federal Old Age Security (OAS), and either the Guaranteed Income Supplement (GIS) or Spouse's Allowance;
- * who are Immigrants to Canada, who would otherwise qualify for the federal Old Age Security (OAS), and either the Guaranteed Income Supplement (GIS) or Spouse's Allowance and are only ineligible for those benefits because they have not resided in Canada for 10 years; or
- * who are age 60 to 64 and receiving BC Employment and Assistance; or
- * who are receiving disability assistance under BC Employment and Assistance for Persons with Disabilities
- * Ages: 18 year(s) and up
- * Please have your Social Insurance Number ready and you will be advised immediately if you qualify

The Salvation Army, Community Life Centre

200 Rutland Rd
Kelowna, BC V1X 2Z5

P: 250.765.3450

* E: clc@kelsa.ca
* W: kelownasalvationarmy.ca

✿ Emergency Assistance (includes food, clothing, housewares, and furniture) * Emergency Disaster Services * Christmas Assistance (food & toys) * Family Tracing * Dental Referrals * Advocacy and Pro Bono Legal Service * Income Tax Service

* Please call for additional information or to book an appointment
* Mon, Wed, 9am - 4pm, Tue, Thur, 1pm- 4pm, Fri, 9am -3 pm, closed 12pm-1pm every day

Kelowna's Gospel Mission

259B Leon Ave
Kelowna, BC V1Y 6J1

P: 250.763.3737
Aft Hrs: 250.862.3733

* E: sonja@kelownagospelmission.ca
* W: www.kelownagospelmission.ca

✿ Provides food, shelter, recovery and care for those in need * provides meals (breakfast, lunch, dinner and snacks) * men's and women's emergency shelter * comprehensive case management * thrift store * free clothing bank (work clothes and boots may be available) * dental clinic * two women's recovery houses * street level services * outreach workers * haircuts * showers and laundry facilities available * kennels available for client dogs * secure area available for client belongings, ie shopping carts or bicycles

* In person for hostel
* Office hours: Mon-Fri, 9am - 4pm * shelter staff on site 24/7

John Howard Society of the Central and South Okanagan

1440 St. Paul St
Kelowna, BC V1Y 2E6

P: 250.763.1331

* E: info@jhscso.bc.ca
* W: www.jhscso.bc.ca

✿ Provides programs and services focused on crime prevention, rehabilitation, reintegration and social justice * provides effective, just and humane responses to the causes and consequences of crime * offers information, referrals, crisis intervention, relapse prevention planning and immediate support to offenders/ex-offenders, families of those in conflict with the law and the general public * employs advocacy and liaison services when appropriate * programs and services include: Adult Restorative Resolutions, Supportive and Recovery Houses, Community Reintegration Services, Forensic Outreach, Gateway Mentoring Program, Prostitution Offender Program of BC and the Men's Shoplifting Prevention Program, Residential Energy and Efficiency Works, One Cup at a Time Employment Training Program, BladeRunners, REnEW Crew

* See individual Program records for specifics

**Westside Health Network Society,
Seniors Information and Referral Service**

2300 Carrington Rd, Ste 266
West Kelowna, BC V4T 2N6

P: 250.768.3305

* E: whns@telus.net

* W: www.westsidehealthnetwork.com

- * Enhances senior wellness through volunteerism, education, referral and social programs * provides trained volunteers who visit lonely or isolated seniors * offers a transportation program for those unable to use the public transit system * coordinates the Medwatch program which provides a venue to have a complete record of current medical information available * computer training * offers a Senior Peer Network Support group for vulnerable seniors who may be dealing with complex situations * Move it & Mingle program which offers physical and social activities

* Mon-Fri, 8am - 2pm

PFLAG Canada - Kelowna BC

TF: 1.888.530.6777 (English)
1.888.530.6483 (French)
1.888.822.9494 (English) Gender Identity Support Line

* W: www.pflagcanada.ca

- * Provides support, information, education and resources to anyone with questions or concerns about sexual orientation and/or gender identity issues * provides local support with toll-free access nationwide and a comprehensive resource library online

Seniors Outreach & Resource Centre

2055 Benvoulin Crt, Unit 102
Kelowna, BC V1W 2C7

P: 250.861.6180

* E: senior@telus.net

* W: www.seniorsoutreach.ca

- * Enhances the quality of life for seniors in the community by providing various programs and services
 - Information and Referral Services: Provides information about community services and resources for seniors
 - Seniors Regional Housing Program: Housing Outreach Social Worker provides support and assistance to eligible seniors by assisting individuals to locate or maintain stable and affordable housing.
 - Friendly Visitors: Meets with lonely, isolated seniors in their own home or in the community to share common interests such as chatting, playing board/card games, going on outings together * may visit solely by telephone if the senior prefers this
 - Seniors Coffee Break Groups: Provides drop-in social opportunities * please call before attending so the Coffee Break Host of the nearest group can contact you to provide location, date and time details
 - Eldernet Program: Provides one-on-one computer mentoring/training in a senior's own home for those who cannot attend community courses due to mobility issues
 - Community Volunteer Income Tax Program: Prepares income tax forms for low-income seniors
 - Handyperson Program: Provides one-time help with a simple home maintenance task

* Ages: 55 year(s) and up

Eligibility criteria differs by program so please call for details

* Office Hours: Mon-Fri, 9am - 4pm * Volunteer information sessions most Wednesdays, 10am - 10:30am * please call to register

EMERGENCY AND DISASTER SERVICES

Central Okanagan Emergency Operations

2255 Enterprise Way
Kelowna, BC V1Y 8B8

P: 250.469.8490
TF: 1.877.569.8490

* W: www.cordemergency.ca

- ❄ Delivers official information to the public and media during emergency situations in the Central Okanagan * provides updates as they become available during emergencies and also provides guidelines for recovery operations after an emergency or disaster ends

In a major emergency situation, the Central Okanagan Emergency Operations Centre (EOC) will be activated, and is where coordination and management decisions will be facilitated, and all official communications regarding the emergency will originate * the EOC located at the City of Kelowna Main Fire Hall, will be coordinated by the City of Kelowna Fire Department with officials from: Regional District of Central Okanagan * Westbank First Nation * RCMP * local Fire Departments * BC Ambulance * Interior Health Authority * School District 23 * Public Works * Transportation * Communications * Emergency Social Services Volunteers

* All numbers operate 24 hours a day, seven days a week.

CONSUMER SERVICES

MONEY MANAGEMENT

Credit Counselling and Debt Management

Credit Counselling Society

1855 Kirschner Rd, Ste 230
Kelowna, BC V1Y 4N7

P: 1.888.527.8999 *
250.860.3000

* E: info@nomoredebts.org
* W: www.nomoredebts.org

- ❄ Provides consumers with confidential and free credit counselling services, credit education and debt management programs * educates Canadians in personal money management and the wise use of credit * helps individuals and families find solutions for their financial matters through unbiased counselling and debt repayment alternatives

* By appointment only * please call either the toll-free or local number

* Appointment bookings: Mon-Thu, 6:30am - 8pm, Fri, 6:30 am - 4:30pm, Saturday 8:30am - 4pm

RECORDS, LICENCES AND PERMITS

Driver Licences

Insurance Corporation of BC, Driver Services & Claim Centre

1720 Springfield Rd
Kelowna, BC V1Y 7W2

P: 1.800.950.1498
Driver Testing Appointment Line: 1.888.715.7775
Dial-A-Claim: 1.800.910.4222
Witness/TIPS: 1.800.661.6844
Enhanced Driver's License Customer Line: 1.866.972.6888

* W: www.icbc.com

- ❄ Provides universal auto insurance to BC motorists and is responsible for driver licensing, claims, and vehicle registration * offers Claims and Licensing services at the Springfield Rd office * vehicle registration and insurance services are provided by Autoplan Brokers

* Mon-Tue, 7am - 5:30pm, Wed-Thu, 7am - 5:30pm, Fridays, 7am - 4:30pm

Identification Cards

Insurance Corporation of BC, BC Identification Card (BCID)

1720 Springfield Rd
Kelowna, BC V1Y 7W2

TF: 1.800.950.1498

* W: www.icbc.com/driver-licensing/BCID



Provides BCID cards for non-drivers which are typically used as identification in any situation where a driver's license would be used

* Anyone who is 12 or older can apply for a BC identification card, but parental consent is required for those under 19 years of age

* Bring 2 pieces of required ID to the driver licensing office to process the application

* Mon-Tue, 7am - 5:30pm, Wed-Thu, 7am - 5:30pm, Fridays, 7am - 4:30pm

RECORDS, LICENCES AND PERMITS

Passports

Passport Canada Kelowna Office

1835 Gordon Dr, Ste 110
Kelowna, BC V1Y 3H4

TF: 1.800.567.6868

TDD: 1.866.255.7655

* W: www.passportcanada.gc.ca



Issues Canadian passports

* Forms available on-line or from the Passport Office

* Mon-Fri, 8am - 5pm

Social Insurance Number Cards

Service Canada, Social Insurance Number Card (SIN)

Applications and Replacements

471 Queensway Ave
Kelowna, BC V1Y 6S5

P: 250.762.3018

TF: 1.800.206.7218, selection option "3"

TDD: 1.800.926.9105

* W: www.servicecanada.gc.ca/eng/sc/sin



Provides Social Insurance Number Card * a SIN card is a nine-digit number that is necessary to work in Canada or to have access to government programs and benefits * face-to-face service at the Service Canada Kelowna office

* Forms available in person or on-line * submit completed form to Kelowna Service Centre or by mail

* Mon-Fri, 8:30am - 4pm

Vital Statistics

Vital Statistics Agency

1475 Ellis St, 101
Kelowna, BC V1Y 2A3

P: 250.712.7562

* W: www.vs.gov.bc.ca




Provides registration and certificates for vital events, such as a death or marriage * registers a child's birth, orders a birth certificate and applies for the child's Social Insurance Number, Canada Child Benefits and MSP Services * provides genealogical certificates * registers and searches the wills registry * provides certificates for legal name change * manages the Adoption Registry for British Columbia * provides commemorative birth certificates for individuals born in BC

* Mon-Fri, 8:30am - 4:30pm

Canada Revenue Agency, Canada Child Tax Credit

P: 1.800.387.1193
* Applications: 1.800.959.2221

* W: www.cra-arc.gc.ca/benefits


 Provides a tax-free monthly payment to eligible families to assist with the cost of raising children under age 18 * may include the National Child Benefit Supplement (NCBS) and/or Child Disability Benefit (CDB)

* <http://www.cra-arc.gc.ca/E/pbg/tf/rc66/rc66-09e.pdf>

Canada Revenue Agency, Surrey Tax Centre

P: 1.800.959.8281 (General Public)
1.800.959.5525 (Business Inquiries and to book appointments)
TDD: 1.800.665.0354

* W: www.cra-arc.gc.ca

 Administers tax laws for the Government of Canada and for most provinces and territories and various social and economic benefit and incentive programs delivered through the tax system

* Mon-Fri, 8:15am - 5pm * extended hours February to April


Ki-Low-Na Friendship Society, Community Aboriginal Navigator

442 Leon Ave
Kelowna, BC V1Y 6J3

P: 250.763.4905
Aft Hrs: 250.859.5520

* E: navigator@kfs.bc.ca

* W: www.kfs.bc.ca

 Assists clients in utilizing the Ki-Low-Na Friendship Society services and teams, as well as other community agencies and service providers * assists in provision of culturally sensitive healthcare services * advocates respectfully for individuals and families engaged with the health care system * provides support, advocacy and assistance for the urban Aboriginal community in accessing health care services within Kelowna and area

* Urban Aboriginal families


* Mon-Fri, 8:30am - 4:30pm

Interior Health Authority, Outreach Urban Health Centre

455 Leon Ave
Kelowna, BC V1Y 6J4

P: 250.868.2230

* W: www.interiorhealth.ca

 Services include: physician services * psychiatry services * street nurse services including wound care, HIV/AIDS & Hepatitis prevention and education * harm reduction supplies (condoms, needle exchange) * mental health and addiction support * social work support * Tuberculosis nursing and outreach and pharmacy support

* Clinic Hours: Mon-Fri, 10am - 4pm

KCR, Grey Power - Job Options Urban Older Workers Program

1735 Dolphin Ave, Ste 120
Kelowna, BC V1Y 8A6

P: 250.763.8008

* E: greypower@kcr.ca

* W: www.kcr.ca



Provides employment assistance for individuals 55 years of age and over * participants must be unemployed, seeking employment and not EI eligible * 6 weeks classroom training and 6 weeks subsidized work experience * training allowance * follow-up support

* Ages: 55 year(s) and up

* Office Hours: Mon-Fri, 8:30am - 12pm * 1pm - 4:30pm

Training Hours: Varies, please call or email for schedule

**New Opportunities for Women (NOW) Canada,
Follow Care and Healthy Living Programs, ASK Learning Centre**

2970 Tutt St
Kelowna, BC V1Y 2H5

**Crisis: Emergency pager:
250.979.8360**

P: 250.763.3876

* E: info@nowcanada.ca

* W: www.nowcanada.ca



Offers 3 months of lifeskills training and employability assistance to help sexually exploited females, primarily youth reintegrate back into the community as healthy, caring individuals * resume preparation, interview and team working skills * anger management * ability to gain Food Safe and First Aid certificates * trauma therapy * group Equine therapy and Yoga therapy

After graduation, participants are able to access:

Follow Care Program which provides additional support and assistance from Peer Mentors * Healthy Living Program which provides temporary emergency funding and financial assistance on an as-needed basis

* Ages: 15 year(s) - 40 year(s)

Must be a NOW Canada Society participant

WorkBC - Kelowna

1460 Pandosy St, Ste 102
Kelowna, BC V1Y 1P3

P: 778.478.8390

* E: info@maximusworkbc.ca

* W: mc-es.ca/



Provides access to employment supports and services for unemployed British Columbians * offers job boards, computers and internet access, prepare resume/cover letters, career workshops, assessments, labour market information, links to training, self-employment resources, and outreach services * individual assisted services include employment counseling, job coaching, referrals to community services, on-going follow-up * provides support to clients by identifying strengths and barriers, determining needed supports, develops plans to assist in reaching employment goals, provides on-going support at new job, eSupport

* Mon - Fri, 8am - 4:30pm * closed on Statutory Holidays

WorkBC - Rutland

285 Aurora Cres
Kelowna, BC V1X 7N6

P: 778.753.6045

* E: info@maximusworkbc.ca
* W: mc-es.ca/

✿ Provides access to employment supports and services for unemployed British Columbians * offers job boards, computers and internet access, prepare resume/cover letters, career workshops, assessments, labour market information, links to training, self-employment resources, and outreach services * individual assisted services include employment counseling, job coaching, referrals to community services, on-going follow-up * provides support to clients by identifying strengths and barriers, determining needed supports, develops plans to assist in reaching employment goals, provides on-going support at new job, eSupport

* Mon - Fri, 8am - 4:30pm * closed on Statutory Holidays

WorkBC - West Kelowna

2448 Main St, Ste 1
West Kelowna, BC V4T 2S7

P: 778.754.5890

* E: info@maximusworkbc.ca
* W: mc-es.ca/

✿ Provides access to employment supports and services for unemployed British Columbians * offers job boards, computers and internet access, prepare resume/cover letters, career workshops, assessments, labour market information, links to training, self-employment resources, and outreach services * individual assisted services include employment counseling, job coaching, referrals to community services, on-going follow-up * provides support to clients by identifying strengths and barriers, determining needed supports, develops plans to assist in reaching employment goals, provides on-going support at new job, eSupport

* Mon - Fri, 8am - 4:30pm * closed on Statutory Holidays

Constructive Solutions Okanagan

466 Leon Ave
Kelowna, BC V1Y 6J3

P: 250.717.0020

* E: okanagan@constructivesolutions.ca
* W: www.constructivesolutions.ca

✿ Finds workers for construction sites, warehouses, landscaping companies, moving companies and various other industries * provides on-demand labour, staffing solutions, skilled trades, and payroll services

* Ages: 18 year(s) and up
* Please call the office
* Mon-Sun, 6am - 6pm

KCR, Employment Program, Immigrant Services

1735 Dolphin Ave, Ste 120
Kelowna, BC V1Y 6L2

P: 250.763.8008

* W: www.kcr.ca

✿ Provides employment services for immigrants and newcomers * resume writing services and cover letters * Canadian Workplace Culture and Employment Standards * assists with the application process for Foreign Credential Recognition * connects and links to specialized services in the community

* Newcomers * Naturalized Citizen * Landed Immigrants * Permanent Resident * Refugee * Provincial Nominee
* Mon- Fri, 8:30am - 12pm, 1pm - 4:30pm

Ki-Low-Na Friendship Society, Employment Services Division

442 Leon Ave
Kelowna, BC V1Y 6J3

P: 250.763.4905

- * E: employment@kfs.bc.ca
- * W: www.kfs.bc.ca

✿ Offers employment counselling, career assessment and planning, essential skills and resume services * assistance/funding provided for aboriginal and referral for non-aboriginal clientele * information on returning to school and upgrading skills * full service computer lab complete with internet, word processing, spreadsheet and other software available for job search and resume completion

- * Ages: 19 year(s) - 65 year(s)
- * Mon-Fri, 8:30am - 4:30pm

Labour Unlimited, Employment Services

1787 Harvey Ave
Kelowna, BC V1Y 6G4

P: 250.717.0502
TF: 1.866.717.0502

- * E: kelowna@labourunlimited.com
- * W: www.labourunlimited.com

✿ Provides temporary and permanent employment opportunities

* Social Insurance Number and photo identification preferred * permanent Kelowna address is not necessary * work boots are available if client does not have their own

Okanagan Mental Health Services Society, Therapeutic Work Program

2303 Leckie Rd, 112
Kelowna, BC V1X 6Y5

P: 250.717.3007

- * E: omhss@telus.net
- * W: www.okanaganmentalhealth.com

✿ Provides a variety of vocational, employment rehabilitation and employment opportunities for individuals diagnosed with a persistent mental illness * assists and supports in preparing and obtaining long term gainful employment * provides employment training, pre-vocational assessment, transition and supported employment, peer support and job shadowing

- * Ages: 18 year(s) and up
- * Referral through Interior Health Authority Mental Health
- * Mon-Fri, 8:30am - 4:30pm

Partners In Resources Inc. (PIERS)

1460 Pandosy St, Ste 202
Kelowna, BC V1Y 1P3

P: 250.762.3494
TF: 1.866.488.8696

- * E: info@pierspartners.ca
- * W: www.pierspartners.ca

✿ Provides career planning, job search resources, counselling, advocacy, housing assistance * supports individuals in their quest for self-reliance and personal development * develops goals to move towards enhancing quality of life * one-on-one counselling * vocational skills assessments * life skills coaching * volunteer placements; provides employment services through Work BC

- * Ages: 19 year(s) and up

**T.R.A.D.E.S. Plus,
Trade Referral Assessment Direct Employment Strategy**
1652 Pandosy St
Kelowna, BC V1Y 1P7

P: 250.712.0003
TF: 1.877.712.0003

* E: tradesplus1@gmail.com

✿ 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 * also offers no fee services to employers seeking job ready workers

* Ages: 18 year(s) - 65 year(s) * Referral required

Westbank First Nation, Employment Services
1900 Quail Lane
Westbank, BC

P: 250.768.0227

* W: www.wfn.ca

✿ Offers employment counselling, career planning and assessment, essential skills training, computer lab access, resume services and job search assistance

* Status and non-status * on and off reserve

Youth Employment Programs

**Okanagan Boys and Girls Clubs,
Youth Employment Services (YES)**

P: 250.868.8541 ext 1

* E: bgale@boysandgirlsclubs.ca

* W: www.boysandgirlsclubs.ca

✿ Provides youth and young adults with mentoring services * resume-writing support * career planning * job search resources * skill-building * transportation for job search and bus passes * job search clothing * assistance with maintaining employment

Offered at Westside Youth Centre and Jaycee's Downtown Centre

* Ages: 15 year(s) - 30 year(s)

* Appointments preferred

* Mon-Fri, 8am - 4pm

**Project Literacy Kelowna Society,
Esteem Program for Youth**
1456 St. Paul St, Ste 204
Kelowna, BC V1Y 2E6

P: 250.762.2123

* E: esteem1@shaw.ca

* W: www.projectliteracykelowna.org

✿ Assists participants in their efforts to develop marketable skills to find a job * assists with completing and upgrading education * job skills training * earn an income while continuing academic studies

* Ages: 16 year(s) - 29 year(s)

Youth.gc.ca

* W: www.Youth.gc.ca

✿ Offers online resources to assist high school, college and university students looking for summer jobs

* Ages: 15 year(s) - 30 year(s)

**Ministry of Children and Family Development,
Child Care Subsidy**

P: 1.888.338.6622

* W: www.mcf.gov.bc.ca/childcare/application.htm

- ✿ Provides a monthly payment to assist eligible British Columbia families with the cost of child care * payments vary depending on the family's circumstances * can receive full or partial subsidy based on family's circumstances

Eligible child care arrangements: Licensed child care settings * Licence-not-required child care settings * Registered licence-not-required child care settings * In the Child's Own Home settings

Licensed child care settings include: Group centres * Family child care providers * Out of school facilities * Preschool

* <http://www.mcf.gov.bc.ca/childcare/eligibility.htm>

* Please call 1.888.338.6622

* Mon-Fri, 7am - 6pm

Service Canada, Services for Seniors471 Queensway Ave
Kelowna, BC V1Y 6S5

TF: 1.800.277.9914

* W: www1.servicecanada.gc.ca

- ✿ Allowance for the Survivor Program * Allowance Program * Canada Pension Plan Retirement Pension * Canadian Government Annuities * Guaranteed Income Supplement * Home Adaptations for Seniors' Independence * Old Age Security Identification Card * Old Age Security Pension

**Ministry of Social Development,
Employment and Income Assistance Program**

P: 1.866.866.0800

* W: www.hsd.gov.bc.ca/bcea.htm

- ✿ Assists British Columbians by helping them move from income assistance to sustainable employment, and by providing income assistance to those who are unable to fully participate in the workforce * applicants are expected to take advantage of all other sources of income and assets before qualifying

Ages: 19 year(s) and up

- * Out of work or earning very little
- * Awaiting other income
- * Unable to work or
- * In immediate need of food, shelter or urgent medical attention

He or she may be able to receive income assistance or be referred to employment opportunities. Eligibility and monthly assistance rates depend on income and asset levels and the number of people in the family unit. If it is determined that an applicant has an immediate need, eligibility will be determined on an urgent basis. Hardship assistance may be issued in some situations when an individual is not eligible for income assistance

* Go to the Self Service Assessment at www.iaselfserve.gov.bc.ca/HomePage.aspx
or

MINISTRY OF SOCIAL DEVELOPMENT, EMPLOYMENT AND INCOME ASSISTANCE, CONT.

- * Call toll free 1-866-866-0800; or
- * Visit your nearest Employment and Income Assistance Office to set up an appointment for an eligibility interview. Interviews are typically scheduled three weeks after your initial enquiry;
- * Obtain a copy of the Work Search Guidelines and the Work Search Activities Record;
- * Prior to the eligibility interview, you are expected to conduct a three-week work search (unless exempt) and have an orientation;
- * Attend interview with an Employment and Assistance Worker to determine your eligibility.

Kelowna Employment and Assistance Centre (For: Kelowna, Vernon, Salmon Arm, Penticton, Oliver, Westbank, Nelson, Grand Forks, Trail, Princeton, Nakusp)

Monday to Friday, Walk-in: 9am - 4pm; closed during lunch break from noon -1pm; Phone: 9am - 4pm

Cheque issue day and the day following: 8:30am - 4:30pm

#130-1640 Dilworth Drive

Phone: 1.866.866.0800

Westbank Employment and Assistance Centre

Monday to Friday, Walk-in only: 9am - 4pm; closed during lunch break from noon -1pm;

Cheque issue day and the day following: 8:30am - 4:30pm

3685 Hoskins Road

Phone: 1.866.866.0800

Fax: 250.768.3083

* Office Hours: Mon-Fri, 9am - 4pm * telephone services available during lunch period * closed statutory holidays

INDIVIDUAL AND FAMILY LIFE SERVICES

COMMUNITY SERVICES

Information Services

Gay Okanagan Network

P: 250.860.4083

* E: solutions@gayokanagan.net

* W: www.gayokanagan.net



Provides an unbiased, trustworthy, source of news, events, and information for the entire LGBT community in the Thompson Okanagan

DISABILITY RELATED SUPPORT SERVICES

Okanagan Ability Centre

2040 Springfield Rd, Ste 102

Kelowna, BC V1X 9N7

P: 250.762.7790

* E: abilitycentre@telus.net

* W: www.okanaganabilitycentre.com/index.html



Provides assessment and diagnosis of children and youth with presenting problems such as developmental delays, learning and cognitive/intellectual disabilities, attention deficit hyperactivity disorder, autism spectrum disorders, fetal alcohol spectrum disorders, as well as social-emotional and behavioural difficulties * offers specialized assessment and diagnosis of adults with presenting problems including learning and cognitive/intellectual disabilities, attention deficit hyperactivity disorder, and autism spectrum disorder * psychologists are doctoral level clinical psychologist trained and registered with the College of Psychologists of British Columbia

* Mon-Fri, 8:30am - 4:30pm

Aboriginal Support and Preservation Programs

Okanagan Nation Alliance

3500 Carrington Rd, Ste 106
West Kelowna, BC V4T 3C1

P: 250.707.0095
TF: 1.866.662.9609

* W: www.syilx.org/

- ✿ Works collectively to advance and assert Okanagan nation title and rights over the Okanagan Nation Territory * protects, preserves and enhances the peoples, lands and resources of the member bands of the Okanagan Nation * promotes enhancement and preservation of the Okanagan Native history, language and culture * promotes and creates a public awareness of the Okanagan Nation Alliance concerns, position and accomplishments in the areas of political, social, economic and cultural development * protects, enhances and preserves the environment, fish and wildlife resources located within the traditional territories of the Okanagan Nation

Westbank First Nation

515 Hwy 97 S, Ste 201
West Kelowna, BC V1Z 3J2

P: 250.769.4999

* E: mail@wfn.ca

* W: www.wfn.ca

- ✿ Offers social development, health, education, wellness, youth, membership, and administrative services and to the Westbank First Nation, other Aboriginal persons and community members both on and off reserve * operates the Sensisijusten school

Youth Support Services

Ki-Low-Na Friendship Society, Connecting The Dots Project

442 Leon Ave
Kelowna, BC V1Y 6J3

P: 250.763.4905
Aft Hrs: 250.859.5028

* E: slewis@kfs.bc.ca

* W: www.kfs.bc.ca

- ✿ Promotes the mental health of young aboriginal families through a partnership with Canadian Mental Health Association (CMHA) and a provincial partnership between the BC Association of Aboriginal Friendship Centers (BCAAFC) * uses a process model called Communities that Care (CTC) that engages all areas of the community in promoting healthy outcomes for young people * identifies and trains community members, measures risk and protective factors, helps guide the selection of priorities and provides a 'library' of proven strategies for evaluation * focuses on adapting the CTC model for urban aboriginal youth and families and building capacity for mental health promotion throughout the community * involved in Cultural Safety Training for non-Aboriginal service providers, surveying youth at the Aboriginal Youth Career Fair, and building community partnerships with key local agencies

* Contact program coordinator for additional information

* Mon-Fri, 8:30am - 4:30pm

Outreach Programs

Inn Home Support, Inn from the Cold - Kelowna

1187 Sutherland Ave
Kelowna, BC V1Y 5Y2

P: * Inn Home Support: 250.859.6411
* Office: 250.448.6403
* Shelter: 250.448.5153
* Outreach Cell: 250.300.0567

* E: info@innfromthecoldkelowna.org

* W: www.innfromthecoldkelowna.org

✿ Inn Home Support volunteers work one-to-one in partnership with a client to provide companionship and support to the client * volunteers and clients meet once or twice per month for activities of mutual interest, such as going for a coffee together, a walk in the park, or a trip to the food bank * volunteer opportunities available

* Ages: 19 year(s) and up

* Please call or visit our website for more information and application forms

**Ki-Low-Na Friendship Society,
Aboriginal Homelessness Outreach Program**

442 Leon Ave
Kelowna, BC V1Y 6J3

P: 250.763.4905
Aft Hrs: Outreach Phones: 250.859.1031 *
250.859.4929 * 250.859.1032 * 250.859.6400
* 778.477.5567

* E: outreach@kfs.bc.ca

* W: www.kfs.bc.ca

✿ Provides a variety of services for homeless and at risk clients * places individuals in stable permanent housing if possible, and supports them to maintain that housing * finds emergency and transitional shelter for clients * connects with clients on the street or in our office * manages cases with partner agencies through Partners in Community Collaboration (PICC) * meets often complex client needs that may involve a range of health, addictions, and other poverty-related issues * assists with referrals to medical services, provides transportation, hygiene packs and clothing * assists with Income Assistance and Disability applications * provides breakfast each Saturday morning at 8:30am (volunteers needed for the breakfast program) * focuses on the needs of the urban Aboriginal community, but about half our clients are non-Aboriginal * works closely with other KFS programs and community partners like Outreach Urban Health, the Kelowna Gospel Mission, CMHA and NOW Canada

* Office Hours: Mon-Fri, 8:30am - 4:30pm * Saturday Breakfast: 8:30am-10am

INDIVIDUAL SUPPORT SERVICES

Women's Support Services

Elizabeth Fry Society, Outreach Services for Women

347 Leon Ave, Ste 104
Kelowna, BC V1Y 8C7

P: 250.763.4613 ext 105

* E: suezan@EmpoweringChange.net

* W: www.empoweringchange.net

✿ Provides intake and assessment; brief, supportive counseling, and education and information to individuals or groups of women, children and teens affected by sexual abuse or other forms of power-based violence * provides legal and resource materials, crisis intervention, support and accompaniment to lawyers, MCFD, income assistance, medical appointments and Family Court


* Ages: 19 year(s) and up

* Office: Mon-Fri, 8:30am - 12pm * 1pm - 4:30pm

Kelowna Women's Shelter

Crisis: 250.763.1040
P: 250.763.1040

- * E: info@coess.ca
- * W: www.kelownawomensshelter.ca

 Provides sanctuary, advocacy, support and self development opportunities for women and children during and after crisis from physical, emotional and sexual abuse* Transition House:

- 24-hr emergency accommodation for women and children seeking a safe haven away from relationship abuse
- * 2nd Stage House: A home for women without children who require a longer period of support following their stay at the Shelter
- * Supportive Women's Programs: Individual and group counselling sessions, life skills programs
- * Children Who Witness Abuse Program: Group and individual counselling for children who have experienced abuse in the family
- * Inside/Out Program: Offers a violence prevention program for female and male children and youth that operates in schools and other community settings

Operates a Thrift Store at 527 Lawrence Avenue * donations needed: grocery gift cards, non-perishable food items, new socks and undergarments * pajamas, robes and slippers * movie passes and gift certificates * swimsuits, sunhats and sunscreen * office supplies * arts and crafts supplies * personal deodorant and razors * fresh produce * journals, good condition * linens and towels * gifts and food items during annual holiday celebrations


- * All programs are self-referral
- * Mon-Sun, 24 hours

New Opportunities for Women, (NOW) Canada

2970 Tutt St
Kelowna, BC V1Y 2H5

Crisis: Emergency pager:
250.979.8360
P: 250.763.3876

- * E: info@nowcanada.ca
- * W: www.nowcanada.ca

 Provides programs, services and ongoing support to women who have been victims of sexual exploitation, have addictions and/or mental health challenges * provides emergency shelter as well as transitional housing and affordable, independent living to women, with and without children, who have a proven financial need * Alexandra Gardner Women and Children Safe Centre * Residential Safe Home Program * ASK Learning Centre * Client Support Program * NOW Place Apartments * Tutt Street Place * Follow Care Program * Healthy Living Program * Therapy programs


OUTREACH PROGRAMS

Dare to Care Okanagan Society

530 Franklyn Rd, 306
Kelowna, BC V1X 6G5

P: 250.762.9664
Aft Hrs: After 8 pm: 250.863.5827

- * E: daretocaredu@hotmail.com
- * W: dare2care.ca

 Provides a night-time contact center for individuals who are homeless or at risk of being homeless * offers help to those running from abuse or stranded on the street * offers referrals to daytime outreach services or anyone waiting to get into Detox, a Treatment Center or a Recovery House

- * Ages: 18 year(s) and up
- * Mon-Sun, 8 pm-6 am

First United Church, Outreach Services

721 Bernard
Kelowna, BC V1Y 6P6

P: 250.762.3311

- * E: firstunited@telus.net
- * W: firstunitedkelowna.ca



Making Connections: A parent-and-preschooler program, Friday mornings, 9:15am -11am offers programs for preschoolers, childcare for babies & toddlers, and a program for adults that includes guest speakers and discussions

Tuesday/Thursday Drop-in for coffee & sandwich from 10am - 11am to meet and get to know neighbours and church members

Dinner and a Movie Night: Second Friday of each month, September to April * provides opportunities for young families to gather for a social time over dinner and a family-friendly movie

Gone Fishin': a midweek program for Grades 4-6, Tuesdays, 4:30pm - 6pm * offers social activities, service projects, and learning in a fun setting * activities include games, snack, crafts, discussion and activities such as swimming, bowling and mini-golf

New Year's Day Community Dinner: Provides an annual New Year's Day Dinner, for neighbours in need as well as congregation members

H.O.P.E. Outreach

P: 250.864.0399 * 24 hours

- * E: hopeoutreach@live.ca



Provides volunteer-operated services to street-entrenched women in downtown Kelowna, including service information, personal care supplies and bad date reports

- * Ages: 18 year(s) and up
- * Call or email for volunteer application information.
- * Street Outreach 7 nights per week

**Interior Health Authority,
Youth Urban Outreach Substance Use Program**

1340 Ellis St, 2nd Flr
Kelowna, BC V1Y 9N1

P: 250.868.7788

- * E: virginia.nickoli@interiorhealth.ca
- * W: www.interiorhealth.ca



Provides accessible, low barrier service to Kelowna's street youth * Outreach team meets with youth to discuss substance use and its effects and develop a plan to meet the youth's needs and make referrals to detox and residential programs

- * Ages: 12 year(s) - 24 year(s)
- * Mon-Fri, 8am - 5pm

Metro Community

1470 Water St
Kelowna, BC V1Y 1J6

P: 778.478.9727

- * E: info@metrocommunity.ca
- * W: www.metrocommunity.ca



Offers various ministries including Sunday Morning Gatherings, Metro Central (coffee bar, lunches, art studio, computers, free clothing store, music studio), Wednesday Night BBQs, Metro Kids, Metro Up Financial Literacy, Metro Moving Crew, Community Initiatives, and Metro Laundry * offers various groups including Community Shepherds, Metro Men, Metro Women, and Prayer

- * Metro Central Hours: Tue & Thu, 8:30am - 4pm * Wed, 4:30pm - 9pm

**Okanagan Boys and Girls Clubs,
Reconnect Program**
1633 Richter St
Kelowna, BC V1Y 9T7

P: Kelowna: 250.868.8541 ext 4
West Kelowna: 250.859.2524

* W: www.boysandgirlsclubs.ca

✿ Provides outreach, support, advocacy, referrals and mediation for at risk youth or youth that are homeless or experiencing conflict in the home

* Ages: 13 year(s) - 18 year(s)

* Mon-Fri, flexible hours between 8am - 8pm

Willow Park Church, The Hope Centre
439 Hwy 33 W
Kelowna, BC V1X 1Y2

P: 250.765.6622

* E: hope@willowparkchurch.com

* W: www.willowparkchurch.com/hope

✿ Offers a safe place for a free cup of coffee, a muffin and a listening ear for people who need guidance and hope * provides a place for conversation and prayer * offers free internet / wi-fi access * provides information about other community resources * offers personal development and training, and over time will offer free courses in response to needs in the community * provides diapers and formula through Baby Basket program

* Tue, Wed, Thu, 10am - 2pm

LEGAL SERVICES & CRIMINAL JUSTICE

CRIMINAL CORRECTIONAL SYSTEM

Alternative Dispute Resolution

**John Howard Society of the Central and South Okanagan,
Adult Restorative Justice, Restorative Resolutions**
1440 St. Paul St
Kelowna, BC V1Y 2E6

P: 250.763.1331
TF: Accept collect calls

* E: info@jhscso.bc.ca

* W: www.jhscso.bc.ca

✿ Provides a dispute resolution process that is effective and efficient in resolving conflict and repairing harm across a range of settings/issues, both criminal and non-criminal * benefits all parties involved and affected by an incident by providing an effective and meaningful response to crime and conflict * accountability, repairing the harm caused, and addressing the underlying issues that led to the harmful actions are all important elements of the program

* Available to persons who caused harm (18+) and the individuals affected by their actions * Referral Sources: RCMP, ICBC, UBC-O, Loss Preventions, Courts and Community Corrections

* Mon-Fri, 8:30am - 4:30pm

**Okanagan Boys and Girls Clubs,
Youth Restorative Justice Program**
1633 Richter St
Kelowna, BC V1Y 9T7

P: 250.868.8541 ext 5

* E: restorativejustice@boysandgirlsclubs.ca

* W: www.boysandgirlsclubs.ca

✿ Provides a non-court alternative for youth who commit minor offences * youth participate in a process where they acknowledge responsibility, learn how others are affected and take steps to repair the harm done

* Ages: 12 year(s) - 17 year(s) * RCMP referral

* Mon-Fri, 9am - 4pm, conferences scheduled day and evening to accommodate as many participants as possible

**ARC Programs Ltd.,
Choices, Intensive Support and Supervision Program**
513 Bernard Ave
Kelowna, BC V1Y 6N9

P: 250.763.2977

- * E: arcprograms@arcprograms.com
- * W: www.arcprograms.com

✿ Provides an alternative custody sentencing option for youth in conflict with the law or community intervention service * assists youth to address factors leading to their illegal behaviours and improve their functioning in the community * provides support and monitoring to youth in complying with the conditions of their probation order and assists the Kelowna MCFD Youth Probation team in providing supervision to high-risk young offenders in the community

- * Ages: 13 year(s) - 18 year(s)
- * Must be referred by the Youth Probation Team
- * Office: Mon-Fri, 8:30am - 5pm

Ex-Offender Halfway Houses and Reentry Programs

Bridges To New Life Society
1197 Sutherland Ave
Kelowna, BC V1Y 5Y2

P: 250.448.6975
TF: 1.888.448.6975
Aft Hrs: 250.548.9242

- * E: hope@bridgestnl.org
- * W: www.bridgestnl.org

✿ Mobilizing the church to find practical ways to assist individuals whose lives have been impacted by crime to become whole and productive members of the community * offers social, emotional and spiritual support and counselling to adult offenders and their families, during incarceration, pre and post-release * offers prison visits, chapel services & penpal correspondance * weekly drop in offering computer & telephone use, help getting ID, free store, recreational activities, 12 step programs and safe housing * provides referrals to other community agencies for employment, transitional housing and basic needs

- * Ages: 16 year(s) and up
- * Must be involved with the criminal justice system at time of registering.
- * Mon-Fri, 9am - 5pm

**John Howard Society of the Central and South Okanagan,
Community Reintegration Services**
1440 St. Paul St
Kelowna, BC V1Y 2E6

P: 250.763.1331

- * W: www.jhscso.bc.ca

✿ Supports and assists adult offenders on parole to reintegrate into the community by providing them pro-social opportunities and experiences * utilizes volunteers (diverse members of the community) to work with those needing assistance including access to healthy leisure and recreational activities, developing practical daily living skills such as budgeting, accessing medical services, accessing tax information, support with substance abuse issues, grocery shopping, education options, and a wide variety of other reintegration needs * program of Correctional Services of Canada

- * Ages: 19 year(s) and up

On Conditional Release in the community or conditional release in the past * current incarceration on federal sentence * referrals are received through Correctional Services of Canada

- * Contact the Community Reintegration Services Coordinator * offenders currently incarcerated may write a letter or have their IPO contact the Coordinator
- * Main Office: Mon-Fri, 8:30am - 4:30pm

Ex-Offender Halfway Houses and Reentry Programs

Okanagan Halfway House Society

1353 Bernard Ave
Kelowna, BC V1Y 6E4

P: Kelowna/Robinson House: 250.862.8363
or 250.860.5820
Bernard Residence: 250.717.5613

* Operates three transitional halfway houses to assist male offenders on parole with community re-integration

* Ages: 19 year(s) and up

Only accept clients referred by Correctional Service Canada, no self referrals.

* Through Correctional Service Canada

* Facilities are staffed 24 hours per day

Parole Offices

Correctional Service Canada, Parole Office and Community Correctional Centre

1863 Bredin Rd
Kelowna, BC V1Y 7S9

P: 250.470.5166

* Provides parole services under the Criminal Records Act and the Criminal Code of Canada, for Kelowna and area

The Parole Board of Canada, Pacific Regional Office

1925 McCallum Rd
Abbotsford, BC V2S 3N2

P: 1.604.870.2468
TF: Pardons and Clemency
Info Line: 1.800.874.2652

* E: info@npb-cnlc.gc.ca

* W: www.npb-cnlc.gc.ca

* Grants, denies, cancels, terminates or revokes day parole and full parole * makes decisions to grant, deny and revoke pardons under the Criminal Records Act and the Criminal Code of Canada * pardon applicants do not need a lawyer or representative to apply for a pardon

* Call or visit website for application form

LEGAL ASSISTANCE

Canadian Bar Association, BC Branch, The, Lawyer Referral Service

P: 604.687.3221
TF: 1.800.663.1919

* E: lawyerreferral@bccba.org

* W: www.cba.org/bc

* Enables the public to access the right lawyer for their situation * provides the opportunity to consult with a lawyer for up to 30 minutes for a fee of \$25 plus taxes

* Operates by telephone service * once the type of law is determined the operator provides the contact information for a lawyer in the area

* Mon-Fri, 8:30am - 4:30pm

Community Legal Assistance Society

1140 West Pender St, Ste 300
Vancouver, BC V6E 4G1

TF: 1.888.685.6222

* W: www.clasbc.net

* Offers legal assistance on a case-by-case basis in the areas of Human Rights and Mental Health law * provides essential legal advice and representation to those who have been involuntarily detained pursuant to the BC Mental Health Act or to those who have custody or conditional discharge orders pursuant to the mental disorder provisions of the Criminal Code of Canada * available to Kelowna residents

* Provides legal advice and assistance to people who are physically, mentally, socially, economically or otherwise disadvantaged, or whose human rights need protection.

* Mon-Fri, 9am - 5pm * closed statutory holidays

Courthouse Libraries BC, Clicklaw

* W: www.clicklaw.bc.ca

- * Provides a website that features legal information and education designed for the public * provides a HelpMap that assists with finding specific legal help and programs within British Columbia

Dial-A-Law, The Canadian Bar Association, BC Branch

845 Cambie St, 10th Flr
Vancouver, BC V6B 5T3

P: 604.687.4680
TF: 1.800.565.5297

* W: www.dialalaw.org

- * Offers a library of scripts prepared by lawyers to provide general information only on a variety of topics on law in BC, but not legal advice * transcripts are accessible by telephone and online and available in English, Chinese and Punjabi (web only)

* Mon-Sun, 24 hours

Legal Services Society of BC, Legal Aid

347 Leon Ave, Ste 210
Kelowna, BC V1Y 8C7

P: 250.763.8613
TF: Call Centre: 1.866.577.2525

* W: legalaidsociety.bc.ca

- * Assists with legal services to qualifying low income clients * criminal charges * mental health and prison issues * serious family problems * child protection matters * immigration * also available at the Kelowna Law Courts, 1-1355 Water Street

* Apply in person to the Legal Aid Office in Kelowna or phone the Call Centre

* 210-347 Leon Ave Office: Mon-Fri, 9am -11am and 1pm- 3:30pm

Kelowna Law Courts, 251-1355 Water St: Mon-Thu, 9am -11am and 1pm- 3:30pm

MultiLingoLegal

1720 Grant St
Vancouver, BC V5L 2Y7

P: 604.254.9626

* W: www.multilingolegal.ca

- * Online resource that provides community workers as well as newcomers to BC whose first language is not English, with access to comprehensive legal information and other resources * translated articles, brochures and pamphlets can be submitted

The Salvation Army, Pro-Bono Program

200 Rutland Rd S
Kelowna, BC V1X 2Z5

P: 250.765.3450

* E: clc@kelsa.ca

* W: kelownasalvationarmy.ca

- * Volunteer lawyers offer free legal advice for clients twice per month

* Adults who are low income, unemployed, on EI, disability, or receiving Social Assistance including seniors

* Must call the Community Life Centre for an appointment

Elizabeth Fry Society, Community Justice Program

347 Leon Ave, Ste 104
Kelowna, BC V1Y 8C7

P: 250.763.4613

* E: efry@shawbiz.ca* W: www.empoweringchange.net

- * 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

* Ages: 19 year(s) and up

* Office: Mon-Fri, 8:30am - 12pm, 1pm - 4:30pm

Ki-Low-Na Friendship Society, Legal Advocacy Services

442 Leon Ave
Kelowna, BC V1Y 6J3

P: 250.763.4905

* W: www.kfs.bc.ca

- * Offers a range of legal advocacy assistance, including Aboriginal Status applications, independent assessment processes, persons with disabilities applications and appeals, income assistance appeals, residential tenancy issues, human rights complaints, referrals and case management services, Residential School payments, family law info and referrals * offers letters of support and other social service information * do not provide services for criminal cases, but will offer referral to the Native Courtworker or Criminal Duty Counsel

* Please contact the Legal Advocate assistant to arrange an appointment

* Mon-Fri, 8:30am - 4:30pm

Families Change, Guide To Separation and Divorce* W: www.familieschange.ca

- * Provides information on separation and divorce for children, teens, parents and professionals * offers Guides and Workbooks to help families and youth better cope with divorce or separation

Kelowna Family Justice Services

565 Bernard Ave, 119, 2nd Floor
Kelowna, BC V1Y 8R4

P: 250.712.3636

TF: 1.888.227.7734

* W: www.ag.gov.bc.ca/family-justice/index.htm

- * Provides information, referral and mediation services for parents and other family members involved in a separation or divorce * custody, guardianship and access * short-term counselling * information about Parenting After Separation sessions and Child Support Guidelines

* Mon-Fri, 8:30am - 12pm * 1pm - 4:30pm

**Legal Services Society of BC,
Family Duty Counsel**

1355 Water St
Kelowna, BC V1Y 8N3

P: 250.470.6900

* W: www.legalaid.bc.ca

- * Drop-in service that assists people with lower incomes with family law issues * provides advice and speaks on your behalf in court on simple matters * will not take on your whole case and will not provide trial representation

* Financial eligibility not essential

* Drop-in only

* Mon and Tue: 9am - 2pm, Wed and Fri: 9am - 12pm

**Legal Services Society of BC,
Family Law in BC**

* W: www.familylaw.lss.bc.ca

- * Provides on-line information to help families understand how to use the law * separation * divorce * child and spousal support * custody * access * guardianship * child protection/removal * division of family assets and adoption

**Ministry of Attorney General,
BC Family Maintenance Enforcement Program**

P: 250.434.6020

TF: 1.800.663.3933

* Info-line: 1.800.668.3637, Mon-Sun, 24 hours

* W: www.fmep.gov.bc.ca

- * Third party that monitors and enforces maintenance orders and agreements for either child support or spousal support * collects payments made voluntarily or initiates enforcement action if necessary

* Anyone with a maintenance order or agreement who lives in BC

* Enrollment forms available from: the website * the Kelowna Courthouse * Kelowna Service BC Centre * Kelowna Employment and Income Assistance Office

Mail completed package and copy of maintenance order to:

Enrollment Office, Box 5100, Victoria, BC V8R 6N3

Access ProBono Society of British Columbia

873 Beatty St, 106
Vancouver, BC V6B 2M6

P: 604.878.7400 * 604.482.3195

TF: 1.877.762.6664

* E: help@accessprobono.ca

* W: www.accessprobono.ca

- * Provides free legal advice for civil and family law cases * accessible to low income individuals and those that cannot afford legal assistance * promotes access to justice in British Columbia by providing and fostering quality probono legal services for people and non-profit organizations of limited means

* By appointment only

LEGAL SERVICES

Landlord/Tenant Assistance

**Ministry of Energy and Mines and the
Minister Responsible for Housing,
Residential Tenancy Branch**

478 Bernard Ave, Ste 305
Kelowna, BC V1Y 6N7

TF: To speak to an Information Officer and for recorded information (available Mon-Sun, 24 hours): 1.800.665.8779

* E: HSRTO@gov.bc.ca

* W: www.rto.gov.bc.ca

- * Provides impartial information to landlords and tenants about their rights and responsibilities and accepts completed Applications for Dispute Resolution

* Office: Mon-Fri, 9am - 4pm

Tenant Resource & Advisory Centre

TF: Tenant Infoline: 1.800.665.1185

* E: info@tenants.bc.ca

* W: www.tenants.bc.ca

- * Provides information about residential tenancy law in BC through a website, multilingual publications and Tenant Infoline * offers public legal educational workshops

MENTAL HEALTH, SUBSTANCE ABUSE AND ADDICTIONS


EDUCATIONAL PROGRAMS

Crisis Intervention and Suicide Prevention Centre of BC, Suicide Awareness Training

763 East Broadway
Vancouver, BC V5T 1X8

P: 604.872.1811
TDD: 1.866.872.0113

- * E: info@crisiscentre.bc.ca
- * W: www.crisiscentre.bc.ca

 Provides practical tools for identifying and responding to crisis * promotes suicide awareness in our communities * applies a holistic approach to suicide prevention


OUTREACH PROGRAMS

Okanagan Boys and Girls Clubs, Outreach Mental Health Services

1633 Richter St
Kelowna, BC V1Y 9H2

P: 250.869.5093

- * W: www.boysandgirlsclubs.ca

 Provides mental health services to high risk youth with psychiatric issues who are not willing or not able to access mainstream mental health services * short-term program * ongoing monitoring and evaluation of treatment plans * crisis intervention * referrals to other resources as necessary

- * Ages: 12 year(s) - 18 year(s)
- * Referral required
- * Mon-Fri with flexible hours

MENTAL HEALTH SUPPORTIVE SERVICES


Advocacy

Okanagan Advocacy and Resource Society

1455 Ellis St, Ste 104
Kelowna, BC V1Y 2A3

P: 250.979.0201


- * E: oars@telus.net

 Operates the Community Mental Health Advocacy Program for individuals with chronic mental illnesses and their families * provides assistance with Income and Employment Assistance, Persons with Disabilities, tenancy, other income security issues like Canada Pension Plan Disability and other legal information and referral for community supports

- * Ages: 19 year(s) - 65 year(s)
- * Mon-Fri

<p>Ki-Low-Na Friendship Society, Family Assessment Services 442 Leon Ave Kelowna, BC V1Y 6J3</p>	<p>P: 250.763.4905 Aft Hrs: 250.859.1055</p>
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- * E: mbrewer@kfs.bc.ca
- * W: www.kfs.bc.ca


 Presents workshops throughout the year such as: "Relationships - The Good The Bad and The Ugly", Anger Management and "Holding Hands", a women's group that focuses on support, cultural learning and education * provides one-to-one counselling for individuals seeking assistance for depression, anxiety and bi-polar, but we refer clients for clinical and psychiatric services

- * Ages: 12 year(s) and up * Available to families or individuals of all ages
- * Contact the mental health worker
- * Mon-Fri, 8:30am - 4:30pm

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT

<p>Canadian Mental Health Association, Rosemead Apartments 540 Rosemead Ave Kelowna, BC V1Y 5Z8</p>	<p>P: 250.861.3644</p>
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- * E: kelowna@cmha.bc.ca
- * W: www.kelowna.cmha.bc.ca

 Provides low-cost, one-bedroom apartments for people with mental health issues living on limited incomes, who are able to live independently over the long term

- * Ages: 19 year(s) and up
- * Please phone or visit our website to download an application form

<p>Canadian Mental Health Association Kelowna & District Branch, Willowbridge Transitional Housing 330 Boyce Cres Kelowna, BC V1Y 5Z6</p>	<p>P: 778.478.0244</p>
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- * E: willowbridge@cmha.bc.ca
- * W: www.kelowna.cmha.bc.ca/willowbridge

 Provides supported, transitional housing for homeless or at-risk of homelessness individuals and supports development of necessary skills to address mental health, substance use, and income related issues, brain injury, physical health problems * provides a welcoming environment that facilitates community and peer support * connects participants with community services, assists with goal-setting and life-skills development, and encourages development of healthy interpersonal relationships * participants will be better equipped to secure stable and permanent housing, and develop and strengthen skills and connections to facilitate ongoing success

- * Ages: 19 year(s) and up
- * Visit our website to download the referral form or contact the Operations Manager

<p>Freedom's Door Recovery House 1279 Centennial Cres Kelowna, BC V1Y 6K3</p>	<p>P: 250.717.0472 Aft Hrs: 250.717.0435</p>
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- * E: freedomsdoor@shaw.ca
- * W: www.freedomsdoorkelowna.com/


 Residential facility for men recovering from alcohol and /or drug addiction * four locations with room for a total of 40 clients

- * Ages: 19 year(s) - 75 year(s)
- * Call the Administration office for a telephone interview

**John Howard Society of the Central and South Okanagan,
Bedford Place**
1043 Harvey Ave
Kelowna, BC V1Y 6E4

P: 250.717.0702

- * E: bedfordplace@jhscso.bc.ca
- * W: www.jhscso.bc.ca


 Provides a supportive recovery home for men recovering from substance abuse and substance abuse related issues * residents are in second stage recovery and are motivated for change

- * Ages: 19 year(s) and up
- * Referrals are available for download from the website * once completed, fax to 778.436.9477
- * Office Hours:
Monday and Tuesday: 9am - 5pm
Wednesday: 4pm - 12am
Thursday and Friday: 12pm - 12am
Saturday: 4pm - 12am
Sunday: 3pm - 9pm

**John Howard Society of the Central and South Okanagan,
Central Okanagan Mental Health and Addictions,
Cardington Apartments**
1436 St. Paul St, Ste 100
Kelowna, BC V1Y 2E6

P: 778.436.9476

- * E: amanda.barrett@jhscso.bc.ca
- * W: www.jhscso.bc.ca


 Operates two-year supportive transitional housing under a harm reduction model * provides support services to assist individuals in working toward managing their issues of substance misuse and mental health, and develop important life skills * offers fully self contained studio units * services are based on a harm reduction model and integrated tenant-based treatment/support approach * assistance in attaining individual daily living skills and goals that have been challenged by substance misuse and/or mental health issues * building is staffed and monitored 24 hours, 7 days per-week

- * Ages: 19 year(s) and up
- Men or women who are homeless or at risk of being homeless and are working towards managing mental health and/or substance misuse issues * priority is given to Kelowna residents
- * Referral available from our website* fax referral to Residential Manager
- * Office Hours: 8am - 4pm

Karis Support Society, Bernard House

P: 250.762.7175

- * E: plees@karis-society.org
- * W: www.karis-society.org

 Provides a recovery home for women struggling with mental illness and/or addiction and have difficulty managing to live on their own * there is no time limit on the length of their stay * encourages residents to attend programs available at the house and those within the community, which deal with issues such as anger, self-esteem, and relapse prevention.

- * Ages: 35 year(s) and up
- * Referral required

Karis Support Society, Esther Place Recovery House

3609 Gordon Rd
Kelowna, BC V1W 4M8

P: 250.860.9507

* W: karis-society.org/

✿ 5 bed recovery house that provides one year of first-stage recovery for women * prospective residents must detox for ten days prior to admittance and must have had treatment within the last two years

* Referral only from a local agency * self-referrals will not be accepted

Karis Support Society, Fuller & Davies House

P: 250.762.7175

* E: info@karis-society.org

* W: www.karis-society.org

✿ Provides homes for women with mental health and/or addiction who are looking to make life changes and will work towards constructive changes in their lives * offers both in-house programs and programs with other community agencies such as Women and Anger, Mind over Mood, Self-esteem * helps women to develop Life and Communication skills * assists residents to move on independently or helps them find a place to live * offers continued support for seven years

Fuller & Davies houses are a partnership between Adult Integrated Mental Health Support Society and the Karis Support Society

Karis Support Society, Karis Village

960 Graham Rd
Kelowna, BC V1X 1J4

P: 778.478.2239

* E: info@karis-society.org

* W: www.karis-society.org

✿ Provides a house for women who are pregnant and might be experiencing high-risk pregnancies due to life circumstances and situations * provides a safe environment where recovery from addictions and attention to personal needs will provide the woman with an opportunity for a healthier pregnancies and a chance to parent her child in a supported environment

* Expectant mothers

Karis Support Society, Sutherland House

1893 Ethel St
Kelowna, BC V1Y 2Z3

P: 250.860.9507

* E: plees@karis-society.org

* W: karis-society.org

✿ Recovery house available to women * incorporates a combination of in-house and community-based programming

Karis Support Society, Wallace House

P: 250.448.6788

* E: info@karis-society.org

* W: karis-society.org

✿ Provides safe, affordable, supportive long term housing for single moms or dads with children, who have struggled with addiction and are in recovery and wanting to make life changes * length of stay would be 2 years during which time parenting skills, counselling and many other programs, which will aid them in their parenting and recovery are available * assists residents to become more independent and able to move into low-income housing where support from the Karis Support Society would continue for up to 7 years

Karis Support Society

P: 250.860.9507

* E: plees@karis-society.org

* W: www.karis-society.org

- ✿ Provides safe housing, support, life skills, and training for people caught in life altering addiction and mental health* operates the Bernard House, Esther House, Fuller & Davies Houses, Karis Village, Sutherland House, Tomat House and Wallace House

* Referral required

Kelowna's Gospel Mission, Harmony House Ministries

P: 250.763.6544

* E: nancy@kelownagospelmission.ca

* W: www.kelownagospelmission.ca

- ✿ Provides a faith-based, long-term, supportive post-treatment recovery program for women who have identified and are learning how to manage the issues that caused their addictive behavior * provides a safe, secure, non-judgmental, empowering and structured environment that supports each woman's potential for recovery from addictions * assists women in establishing independence so they can eventually transition to full independent living

* Ages: 19 year(s) and up

* Please see 'Additional Info' link above

**Society of St. Vincent De Paul of Central Okanagan,
Ozanam House**

P: 250.762.4673

2629 Richter St
Kelowna, BC V1Y 2R3

* E: hope1@ozanamhouse.com

* W: www.ozanamhouse.com

- ✿ Provides a supportive, second stage recovery home for men experiencing addictions and related mental health issues * offers a private bedroom in a safe home for those who are homeless or are at risk of being homeless and have gone through counselling to achieve abstinence from drugs or alcohol * also provides 2 transition beds for those coming from detox and on a wait list for treatment * fully licensed and staffed Mon-Sun, 24 hours

* Ages: 25 year(s) and up

For second stage recovery must be a minimum 1 month substance free and completed a treatment program within last two years together with a strong desire to make positive, needed changes in all areas of your life

* Please phone to request an application form or ask your service provider for one

Ki-Low-Na Friendship Society, Addictions Program

P: 250.763.4905

442 Leon Ave
Kelowna, BC V1Y 6J3

Aft Hrs: 250.859.1025

* E: addictions@kfs.bc.ca

* W: www.kfs.bc.ca

- ✿ Provides assessment, counselling, prevention, support groups, education and referrals to appropriate services for people with addictions * includes one-to-one counseling and family violence education to families and support in addressing anger and grief issues * makes referrals to treatment centres * offers aftercare support to individuals who have completed treatment * uses the Medicine Wheel concept and the AA Twelve Step Program with a co-ed, women's and men's Wellbriety group and other group programs * links to other community partners through the PICC Committee - Partners in Community Collaboration to help clients access community services * attends case management meetings with MCFD to assist mutual clients with family and other presenting problems * works closely with the other services and teams at the Ki-Low-Na Friendship Society

* Ages: 16 year(s) - 70 year(s)

Please note: There is no couples counselling or children counselling at this time.

* Mon-Fri, 8:30am - 4:30pm

Crisis Intervention and Suicide Prevention Centre of BC, YouthInBC.com

TF: 1.866.661.3311

- * E: youthinbc@crisiscentre.bc.ca
- * W: www.youthinbc.com

✿ Provides a safe, respectful place for youth to access information about different issues and provides help and support to deal with them * live one-on-one chat available 12pm-1am every day * 24 hour distress line * email support * also provides topic-specific information and resources about various youth-related issues

Crisis Intervention and Suicide Prevention Centre of BC, Distress Phone Services

763 East Broadway
Vancouver, BC V5T 1X8

Crisis: 1.800.784.2433 (1.800.SUICIDE)

P: 604.872.1811
TDD: 1.866.872.0113

- * E: info@crisiscentre.bc.ca
- * W: www.crisiscentre.bc.ca

✿ Provides free, confidential, non-judgmental, emotional support to youth, adults, and seniors

* 24 hours per day, 7 days per week

Distress Line Network

TF: 310.6789

- * W: www.heretohelp.bc.ca

✿ Community resource and referral service for mental health and addiction issues * provides a supportive listening ear for people in emotional distress * referral to emergency mental health and addiction services when needed

* Mon-Sun, 24 hours

Helpline for Children, 310-1234**Crisis: 310.1234**

P: 250.712.7586 MCFD in Kelowna

TDD: 1.866.660.0505

Aft Hrs: 310.1234 or 1.800.663.9122

- * W: www.safekidsbc.ca

✿ Provides help for children and families experiencing or suspected of experiencing physical, emotional or sexual abuse * abandonment * desertion * neglect * ill-treatment * failure to meet the physical, emotional needs or medical needs of a child

* A child who is being abused can call for help * parents who are afraid they might hurt their child and community members who know a family where a child is being abused

* Ministry of Children and Family Development Kelowna; 250.712.7586, Monday to Friday 8:30am - 4:30 pm

KCR, Crisis Line**Crisis: 1.888.353.2273 (1.888.353.CARE)**

P: Admin only: 250.763.8058 ext 233

- * E: crisisline@kcr.ca
- * W: www.kcr.ca

✿ Offers phone-line staffed by trained volunteers who provide emotional support, resources, referrals and crisis intervention

Kids Help Phone

1200 West 73rd Ave, Ste 1100
Vancouver, BC V6P 6G5

Crisis: 1.800.668.6868

P: 604.267.7057
TF: 1.800.668.6868

- * E: bc@kidshelpphone.ca
- * W: www.kidshelpphone.ca



Offers confidential and anonymous phone and online professional counselling, referral and information services for children and youth * helps kids, teens and young adults manage overwhelming emotions, and build skills and abilities to support their mental health and well-being * no matter the question, no matter the problem, Kids Help Phone can help

- * Ages: 5 year(s) - 20 year(s)
- * 24 hours per day, 7 days per week, 365 days per year

VictimLink BC

TF: 1.800.563.0808

TDD: 1.604.875.0885 (collect calls accepted) * Text Message: 1.604.836.6381

- * W: www.victimlinkbc.ca



Provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence

- * Mon-Sun, 24 hours

Youth Against Violence Line

TF: 1.800.680.4264

TDD: 604.875.0885 (collect calls accepted)

* Text Message: 604.836.6381

- * E: info@youthagainstviolenceline.com
- * W: www.youthagainstviolenceline.com



Offers a safe, confidential and anonymous way for youth to report crime or violent incidents, or to talk through problems such as bullying, gangs, sexual exploitation, dating violence, substance misuse, hate crimes and discrimination with a supportive person * offers non judgmental support * parents, teachers, caregivers, service providers and others can also call for information about youth-related resources

- * Mon-Sun, 24 hours



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 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. Office: Mon- Fri, 10am - noon and 1pm - 4pm Phone: 250.763.4905</p> <p>Metro Central Church 1420 Water St Call for details on availability. Hours: Tue & 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 West Phone: 250.765.6622 Mon, Tue, Wed, 9am - 3pm</p> <p>Lake Country Library #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 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 people waiting in line-up. Phone: 250.491.9622</p>	<p>Westbank First Nation, Health and Wellness Building 1900 Quail Lane, 2nd floor Westbank, BC Phone: 250.768.0227 Mon-Fri, 8:30am - 4:30pm</p> <p>Westbank Library Westridge Mall, Main St & 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 #4 - 2375 Pamela Rd West Kelowna, BC Phone: 250.768.3378</p> <p>Peachland Chamber of Commerce, Tourist Info Centre 5812 Beach Ave Peachland, BC Phone: 1.250.767.2455</p> <p>Peachland Library Peachland Centre Mall Peachland, BC Phone: 1.250.767.9111</p> <p>Summerland Library 9525 Wharton St Summerland, BC Residents require Library card with PIN #; visitors are given day pass. Phone: 1.250.494.5591</p>

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