

Compiled by Community Services, a program of Kelowna Community Resources,  
this publication is updated regularly.  
This Guide is NOT a full list of all services available.

For the current version, please visit:  
[www.kcr.ca](http://www.kcr.ca) | **Community Services** | **Publications**

KCR Community Services  
120 - 1735 Dolphin Avenue  
Phone: 250.763.8008 ext.125  
Email: [info@kcr.ca](mailto:info@kcr.ca)

Please phone the organizations listed in the Guide for dates, times, & additional information before visiting the location.

# Adult Services Guide 2016



# COFFEE, SNACK AND MEAL CALENDAR

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
7am	<b>Breakfast:</b> Kelowna's Gospel Mission, 251 Leon Ave						
8:30am-9:30am						<b>Breakfast:</b> Ki-Low-Na Friendship Society 442 Leon Ave	
9am							<b>Breakfast:</b> Hosted by Metro Central, at the French Cultural Centre 702 Bernard Ave
10am-11:30am		<b>Coffee &amp; Sandwich:</b> First United Church 721 Bernard Ave		<b>Coffee &amp; Sandwich:</b> First United Church 721 Bernard Ave			
10am-2pm		<b>Coffee &amp; muffin:</b> Hope Centre, Willow Park Church, 439 Hwy 33		<b>Coffee &amp; muffin:</b> Hope Centre, Willow Park Church, 439 Hwy 33			
11am-2pm							<b>Lunch</b> Sikh Temple 1111 Rutland Rd N
11:30am	<b>Lunch</b> Cedar's Restaurant 130 Rutland Rd S	<b>Hot Lunch</b> Hope Centre, Willow Park Church, 439 Hwy 33		<b>Hot Lunch</b> Hope Centre, Willow Park Church, 439 Hwy 33			
12 noon		<b>Lunch * LADIES ONLY *</b> Ladies Haven Coffee House Church of the Nazarene 1305 Hwy 33 W					
12 noon	<b>Lunch:</b> Kelowna's Gospel Mission, 251 Leon Ave						
12 noon		<b>Lunch:</b> Metro Central, 1470 Water St		<b>Lunch:</b> Metro Central, 1470 Water St			
12 noon		<b>Lunch * CMHA MEMBERS ONLY *</b> 504 Sutherland Ave					
5pm	<b>Dinner:</b> Kelowna's Gospel Mission, 251 Leon Ave						
5pm-9pm			<b>Hot Dogs:</b> Metro Central, 1470 Water St				

# WALK-IN MEDICAL CLINICS

## CENTRAL CITY

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	Ste 104-1990 Cooper Rd
Spall Medical Centre & Walk-in	250.860.9909	Ste 150-1940 Harvey Ave

## GLENMORE / CLIFTON / DILWORTH

Glenvalley Medical Centre	250.860.5811	Ste 207-437 Glenmore Rd
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## MISSION

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

## RUTLAND

Rutland Walk-in Clinic	250.862.5915	25-590 Hwy 33 W
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## WESTSIDE

Highroads Medical Clinic (formerly Oasis)	250.768.7656	2145 Louie Dr
MD Medical Centre Walk-In & Family Practice ( located inside Superstore)	250. 768.9959	3020 Louie Dr
Towne Centre Medical Clinic	250.768.8315	18-2475 Dobbin Rd
West Kelowna Medical Centre (Walk-In, Family Practice, & Pediatrics)	250.768.6985	105-2231 Louie Dr

## LAKE COUNTRY

Winfield-Lake Country Family Practice	250.766.3938	1-9966 Pollard Rd
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## PEACHLAND

Beach Avenue Medical Clinic	250.767.3432	5848-D Beach Ave
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## WHERE CAN I GET MEDICAL ATTENTION?

Dental Clinic, Kelowna's Gospel Mission	Provides restorative dental care to homeless, at risk of being homeless and those with low-income * expect to be on wait-list * assessment and proof of income required	<b>1.800.789.0680</b> 259B Leon Ave
Kelowna General Hospital, Interior Health	Provides high-level, specialty medical care	<b>250.862.4000</b> 2268 Pandosy St
Living Positive Resource Centre	Provides support services and assistance navigating government systems, referrals to community program and housing, help with forms and applications * provides harm reduction supplies	<b>778.753.5830</b> 168 Asher
On-call Dental Emergency Service	For dental health emergencies * regular dental fees apply * call for details	<b>250.861.6066</b>
Options for Sexual Health	Provides confidential, nonjudgmental, youth-friendly, pro-choice, and sex-positive sexual and reproductive health services for all genders, all orientations and all ages * services include low-cost contraception, STI care, Pap screening, pregnancy testing and pregnancy options counselling * to make appointments, please call <b>1.800.739.7367</b> , Mon-Fri, 9am - 4:30pm	<b>250.868.7700</b> 1340 Ellis St
Outreach Urban Health Interior Health	Clinic Open: Mon-Fri, 10am - 4pm * Provides primary health care services that include medical care, wound care and blood borne infection care, podiatry, harm reduction, addiction support, social work support, MSD support, and dental, psychiatric, and addiction referrals * Clinicians include: Physicians, Nurse Practitioners, RN's, Addiction Counselors, and Social Workers	<b>250.868.2230</b> 455 Leon Ave
Psychiatric Services, Interior Health	Psychiatric assessment, treatment, stabilization and care services	<b>250.862.4478</b> 2268 Pandosy St

## CRISIS / ABUSE / MENTAL HEALTH

<b>CRISIS LINE</b>	<b>Offers emotional support, resources, referrals and crisis intervention</b>	<b>1.888.353.2273</b>
Canadian Mental Health Association	Mental health resources and support services	<b>250.861.3644</b> 504 Sutherland Ave
Aboriginal Homelessness Outreach Ki-Low-Na Friendship Society	Provides a variety of services for homeless and at risk clients, meeting often complex client needs that may involve a range of health, addictions, and other poverty-related issues	<b>250.763.4905</b> 442 Leon Ave
Anger Management Building Health Families Society	Provides adults with a supportive, non-judgmental group setting to assist them in addressing anger and its affect on their lives	<b>250.861.4933</b> 1390 KLO Rd
Downtown On Call	Assists with personal safety related issues * provides information, direction and emergency assistance. Mon-Thu, 7:30am - 9:30pm * Fri and Sat, 7:30am - 11pm * Sun, 10am - 5pm	<b>Patroller: 250.470.9058</b> 287 Bernard Ave, Ste 200
Elizabeth Fry Society	Offers support services to those affected by sexual abuse, exploitation or violence in relationships	<b>250.763.4613</b> 1855 Kirschner Rd, Ste 280
Okanagan Valley Pregnancy Care Centre	Offers support and free, confidential services to women facing an unplanned or distressing pregnancy	<b>250.763.2112</b> 2622 Pandosy St, Ste 201
Outreach Urban Health Centre, Interior Health	Clinic Open: Mon-Fri, 10am - 4pm * Provides psychiatric and addiction referrals	<b>250.868.2230</b> 455 Leon Ave
RCMP Victim Services	Provides emotional support, practical assistance, and services to victims of crime or tragedy who may or may not have reported the crime	<b>250.470.6242</b> 350 Doyle Ave
Seniors Mental health Program, Interior Health	Provides mental health services to seniors with mental disorders or behavioural and psychological symptoms that compromise their ability to function independently, seriously affect their feelings of wellbeing, or adversely affect their relationships with others	<b>250.870.5777</b> 100-540 Groves Ave
Surviving our Loved One's Suicide - Online Support Group	Offers private, member's only group on Facebook where individuals can come together with no shame, and help each other heal the wounds of the untimely deaths of loved ones * an individual wishing to join the group must have or create a Facebook account	<b>www.facebook.com/groups/ solosokanagan</b>
VictimLink BC	24/7 confidential, multilingual information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence	<b>1.800.563.0808</b> www.victimlinkbc.ca

## EMERGENCY FOOD / FOOD BANKS

Central Okanagan Food Bank - Kelowna	Assists local individuals and families who are in temporary financial difficulty and are in need of food * please call for registration details, days and times	<b>250.763.7161</b> 1265 Ellis St
Central Okanagan Food Bank - West Kelowna	Assists local individuals and families who are in temporary financial difficulty and are in need of food * Wed, 5:30pm - 7:30pm * Thu, 9:30am - 11:15am	<b>250.768.1559</b> 2545 Churchill Rd
Community Life Centre, The Salvation Army	Call the Community Life Centre, Mon-Fri, about receiving emergency food	<b>250.765.3450</b> 200 Rutland Rd S
Free Store, Evangel Church	Provides food, clothing or a listening ear for those in need * Thu, 1pm - 3pm	<b>250.762.0682</b> 3261 Gordon Dr
First United Church, Outreach Program	Coffee, Tue and Thu, 10am-11:30am * please ask for outreach such as emergency food or clothing from the Thrift, etc., if needed	<b>250.762.3311</b> 721 Bernard Ave
Lake Country Food Assistance Society	Assists local individuals & families in temporary financial difficulty who need of food	<b>250.766.0125</b> 9830 Bottom Wood Lake Rd
Meals Matter (CMHA) Canadian Mental Health Association	Sells balanced and nutritious meals available to supplement and enhance the diets of individuals who have difficulty with food preparation or cooking	<b>250.861.3644</b> 504 Sutherland Ave
Rutland Community Food Centre, Kelowna Christian Center	Provides food hampers to those in need * please call for details on eligibility	<b>250.762.9559</b> 905 Badke Rd
Society of St. Vincent De Paul of Central Okanagan	Supplies emergency food and help for families. Lower Mission: <b>250.860.2536</b> * Rutland: <b>250.765.0800</b> * Downtown: <b>250.826.5562</b> * Glenmore: <b>250.762.2577</b> * West Kelowna from the bridge to Peachland * <b>250.801.5905</b>	
St Michael & All Angels Cathedral, Emergency Food Assistance	Aids with food distribution on <b>Friday mornings ONLY between 10am - 11am</b>	<b>250.762.3321</b> 608 Sutherland Ave

## EMERGENCY SHELTERS AND TRANSITIONAL HOUSING

Alexandra Gardner Women & Children Safe Centre, (NOW) Canada	Provides 24/7 low-barrier emergency shelter for homeless women, youth and children * offers free services including: a 30 day stay for those who are homeless, a warm, clean and safe non-judgmental environment, three nutritious meals a day, 24 hour on-site support * offers extra accommodation by providing mats during the winter months as necessary	<b>250.763.2262</b> 2609 Richter St
Family Den, Ki-Low-Na Friendship Society	Short term, transitional housing assistance for Aboriginal families in crisis who are currently involved or at risk of being involved with Ministry of Children and Family Development * one-to-one support from Home Support Workers in a culturally supportive environment	<b>250.763.4905</b> 442 Leon Ave
Inn from the Cold - Kelowna	Provides emergency, overnight winter shelter, during the coldest winter months between Nov - Apr * 1157 Sutherland Ave * for men and women 19 years of age and up * shelter intake hours: 7pm - 8pm * 1157 Sutherland Ave <b>* Inn Home Support: 250.859.6411 * Outreach: 250.300.0567</b>	<b>Office: 250.448.6403</b> <b>Shelter: 250.448.5153</b> 1187 Sutherland Ave
Kelowna Women's Shelter	Provides sanctuary, advocacy, support and self development opportunities for women and children during and after crisis from physical, emotional and sexual abuse	<b>250.763.1040</b>
Men's Hostel, Kelowna's Gospel Mission	For age 19 years and up * 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, chiropractors, secured storage for clothing, personal items, bikes, shopping carts and pets * caseworkers * outreach worker * thrift store	<b>250.763.3737</b> 251 Leon Ave
NOW Place Apartments, (NOW) Canada	Provides independent, affordable, second stage accommodation to women, with and without children, who demonstrate a financial need * NOW Canada offers 1, 2, and 3 bed units (some handicapped suites)	<b>250.763.3876</b> 1720 Ethel St
Residential Safe Home Program, (NOW) Canada	Offers safe and supportive transitional housing for women and youth wishing to make positive lifestyle changes * participants can access this continuous-intake abstinence program with just 5 days 'clean time' from their addiction and start to embark on the road to recovery	<b>250.763.3876</b> 2970 Tutt St
Tutt Street Place, (NOW) Canada	Provides independent, affordable, second stage accommodation to women, with and without children, who demonstrate a financial need * NOW Canada offers 1, 2, and 3 bed units (some handicapped suites)	<b>250.763.3876</b> 2970 Tutt St
Women's Emergency Shelter, Kelowna's Gospel Mission	Offers warm, safe, secure emergency shelter beds for women 365 days a year * provides basic care including emergency short term accommodation, hot nutritious meals, showers, laundry and hygiene items * breakfast, lunch, supper, and coffee are also provided * secured storage for clothing and personal items * come to the shelter at 251 Leon Ave to register	<b>250.862.3733</b> 251 Leon Ave

## PERSONAL NEEDS

Kelowna's Gospel Mission	Showers: Men, women and families: 10am -11:45am and 3:30am - 4:45pm * first come, first served Laundry: Please come to the Mission and make an appointment Drop-in Barber: During weekdays from 10am * 12noon * (when volunteer barber is available) * please phone for the barber's hours	<b>250.763.3737</b> 251 Leon Ave
Laundry and Women's Showers Metro Community	Laundry: Tue-Fri, 8:30am - 11:30am * Women's Shower: Tue-Fri, 9:30am - 11:30am	<b>778.478.9727</b> 1470 Water St

## EDUCATION AND EMPLOYMENT CONNECTIONS

Apprenticeship Grant Programs, Government of Canada	Offers federal Apprenticeship Incentive Grants and Apprenticeship Completion Grants to apprentices registered with their provincial authority in a designated Red Seal trade * offers the Apprenticeship Incentive Grant and the Apprenticeship Completion Grant	<b>1.866.742.3644</b> 471 Queensway Ave
Breakthrough Employment Program, The Salvation Army	Offers a program for women needing support to overcome obstacles their life * uses key strategies in a combination of classroom learning, mentoring and a supportive community to create opportunity for change and growth	<b>250.860.2329</b> 1480 Sutherland Ave
Central Programs and Services, School District No. 23	Offers alternate education programs for adult students	<b>250.870.5120</b> 1825 Richter St
Constructive Solutions Okanagan	Offers job-seekers temporary day-labour employment	<b>250.717.0020</b> 466 Leon Ave
Employment and Training Services, Westbank First Nation	Provides employment and training services to WFN Members to help them gain employment with priority given to those on WFN Social Assistance and enrolled in the Active Measures Program	<b>250.768.0227</b> 1900 Quail Lane
Employment Program, Immigrant Services, Kelowna Community Resources	Provides employment services for immigrants and newcomers * offers resume and cover letter writing assistance* connections and links to specialized services in the community	<b>250.763.8008</b> 1735 Dolphin Ave, Ste 120
Employment Services, Ki-Low-Na Friendship Society	Employment counselling, career assessment, skills and resume services, assistance/ funding for aboriginal, referral for non-aboriginal clientele	<b>250.763.4905</b> 442 Leon Ave
Employment Services, Labour Unlimited	Provides temporary and permanent employment	<b>250.717.0502</b> 1787 Harvey Ave
Kelowna Service Centre, Service Canada	Provides access to the JobBank of Canada through on-site computers * accepts EI applications * local contact centre for other Federal services	<b>250.762.3018</b> 106-471 Queensway Ave
Okanagan College	Offers career, continuing education, degree, developmental, trades and technologies, university transfer and vocational programs	<b>250.762.5445</b> 1000 KLO Rd
Project Literacy Kelowna Society	Offers free individualized literacy instruction to adults facing literacy challenges	<b>250.762.2163</b> 1635 Bertram St
REnEW Employment Training Program, John Howard Society	Innovative energy efficiency/basic construction/retrofitting training program for those with little/no work experience struggling with employment barriers	<b>250.763.1331</b> 1440 St. Paul St
StudentAidBC, Ministry of Advanced Education	Helps BC residents overcome financial barriers to post secondary education by supplementing their own financial resources	<b>1.604.660.2610</b>
Teaching, Independence, Employment and Responsibility, TIER Support Services Ltd.	Offers employment preparation and work/volunteer experience to individuals who have developmental disabilities and employment barriers	<b>250.765.2040</b> 165 Rutland Rd N
WorkBC	Provides employment services & supports to unemployed in BC * KELOWNA: 778.478.8390, 1460 Pandosy St, Ste 102 * RUTLAND: 778.753.6045, 285 Aurora Cres * WEST KELOWNA: 778.754.5890, 2448 Main St, Ste 1	<b>778.478.8390</b> 1460 Pandosy St, Ste 102
Youth Works, YMCA of Okanagan	Offers a career-focused, three-week employment program to eligible youth, age 29 and under * call for full program eligibility requirements	<b>250.861.5627</b> 103-565 Bernard Ave, 2nd Flr

More resources



[www.kcr.ca](http://www.kcr.ca)



Services,  
Programs  
& Organizations

# LGBTIQ2SA RESOURCES

Gay Okanagan Network	Provides an unbiased, trustworthy source of news, events and information for the entire LGBT community in the Thompson Okanagan	250.860.4083 <a href="http://www.gayokanagan.net">www.gayokanagan.net</a>
Gay Kelowna LGBTI Resources, Okanagan Pride Society	Creates a supportive environment for the community by providing LGBTQ resources and hosting events for the LGBTIQ2SA community * organizes the annual Gay Pride festival * operates the Etcetera Youth Program for LGBTQI youth	250.860.8555 <a href="http://www.okanaganpride.com/">www.okanaganpride.com/</a>
PFLAG Canada - Kelowna BC	Helps all Canadians with issues of sexual orientation, gender identity and gender expression * supports, educates and provides resources to all individuals with questions or concerns, 24 hours a day, 7 days a week <b>English: 1.888.530.6777 * English Gender Identity Support Line: 1.888.822.9494 French: 1.888.530.6483</b>	<a href="http://www.pflagcanada.ca">www.pflagcanada.ca</a>
QMUNITY, BC's Queer Resource Centre	Provides queer resources for lesbian, gay, trans, bi and queer BC residents * Mon-Fri, 10am - 6pm	1.604.684.5307 <a href="http://www.qmunity.ca">www.qmunity.ca</a>
Rainbow Women's Group Lesbian, Bisexual, Questioning, Women's Group	Provides opportunities for lesbians and bi's to connect to other like minded women in the Thompson Okanagan who can respect the purpose of the group, the diversity of it's individuals, the privacy of each, and have respect for each individual's degree of outness	<a href="mailto:rainbows@gayokanagan.net">rainbows@gayokanagan.net</a>
Senior Gay Men in Kelowna	Offers opportunities for senior gay men (and their allies) to meet others in a safe, supportive, respectful environment to their expand social lives with those who enjoy similar interests	1.800.562.1067 <a href="http://www.SeniorGayMenInKelowna.tk">www.SeniorGayMenInKelowna.tk</a>
UBC Okanagan, UBCSUO Pride Centre	Provides a positive space for gay, lesbian, bisexual, transgender, two-spirited, intersex and queer students on campus	3333 University Way, UNC 132A <a href="mailto:prc@ubcsuo.ca">prc@ubcsuo.ca</a>

## PUBLIC WASHROOMS/TOILETS/PORTA POTTIES & NEEDLE DROP BOX LOCATIONS

Ben Lee Skate Park 900 Houghton Rd <i>[Mar 15-Oct 31]</i>	T	McDonald Restaurant ( <i>behind on path</i> ) 251 Harvey Ave	N	Recreation Ave Park ( <i>by Curling Club</i> ) 552 Gaston Ave	N
Central Green ( <i>adjacent to Boston Pizza</i> ) 545 Harvey Ave	N	Martin Avenue Park 1434 Graham St <i>[Apr 15-Sep 30]</i>	T	Richmond Park 1625 Richmond St	N
City Hall 1435 Water St	T	Memorial Arena 1425 Ellis St	N	Rowcliffe Dog Park 536 Rowcliffe Ave	T
City Park Rose Garden 1600 Abbott St	N	Millbridge Park ( <i>under wooden bridge</i> ) 1900 Gordon Dr	N	Rutland Lion's Park 205 Gray Rd <i>[Apr 15-Oct 31]</i>	T / N
Cold Sands/Hot Sands Pavillions 1600 Abbott St	T / N	Mohawk Gas Station 1575 Harvey Ave <i>[Apr 15-Sep 30]</i>	N	Rutland Recreation Park 645 Dodd Rd	T
Enterprise Dog Park 2500 Enterprise Way	T	Outreach Urban Health ( <i>in alley</i> ) 455 Leon Ave	N	Strathcona Park 2290 Abbott St	T
Gerstmar Park 955 Gerstmar Rd	T / N	Parkinson Rec Centre ( <i>Tennis courts/Angel Way</i> ) <i>[Mar 15-Nov 15]</i>	T / N	Stuart Park ( <i>across from City Hall</i> ) 1430 Water St	T / N
Hartman Dog Park 1250 Hartman Rd	T	Parkinson Rec Centre ( <i>Mill Creek and Overpass area</i> )	N	The Salvation Army ( <i>next to Mill Creek</i> ) 1480 Sutherland Ave <i>[Apr 15-Sep 30]</i>	T
Kasugai Garden Park 1435 Water St	T	Parkinson Rec Centre ( <i>by Cricket Club</i> ) Harvey Ave <i>[Apr 15-Oct 31]</i>	T	Waterfront Park 1200 Water St <i>[Oct 15-Mar 31]</i>	T / N
Living Positive Resources 168 Asher Rd	N	Rails with Trails ( <i>along Clement Ave</i> ) High Rd Location	T	<b>LEGEND</b> Porta-potty/public washrooms/toilets . . . . T Needle drop box locations . . . . . N	
Lombardy Park ( <i>by playground</i> ) 1320 Wilson Ave <i>[Apr 1-Oct 31]</i>	N	Rails with Trails ( <i>end of Leckie Pl by tracks</i> ) Leckie Pl Location	T		



Do you know  
of a program or  
service that would be  
an appropriate  
resource for this  
Guide?

Please let us know:  
[info@kcr.ca](mailto:info@kcr.ca)  
250.763.8008 ext.125



## CULTURAL CONNECTIONS

Centre Culturel Francophone de l'Okanagan (French Cultural Centre)	Provides social support and awareness of the French language and culture * organizes French artistic and cultural events and offers French classes	<b>250.860.4074</b> 702 Bernard Ave
German Canadian Harmonie Club	Provides a place for members to meet and share in their German heritage, history and culture, as well as a variety of events and functions for all to enjoy	<b>250.712.0354</b> 1696 Cary Rd
Global Citizen Kelowna, with The Intercultural Society of the Central Okanagan	Hosts annual Global Citizen events * communicates the role that we all share through music, photography, film and artisans * brings awareness to the 8 United Nations' Millennium Development Goals (MDGs)	<a href="mailto:info@globalcitizenkelowna.org">info@globalcitizenkelowna.org</a> <a href="http://www.globalcitizenkelowna.org/">www.globalcitizenkelowna.org/</a>
Intercultural Society of the Central Okanagan	Ensures access to language training, settlement and any other training or services to assist immigrants to participate fully in Canadian society, supports ethnic groups, organizes cultural programs and events, promotes tolerance of other cultures and ethnic groups by all, helps newcomers to Canada such as Citizenship Ceremonies, Global Citizen Week, Multiculturalism Day Events, and English Conversation Classes * for the full list of programs and events, please visit our website	<a href="mailto:info@interculturalkelowna.com">info@interculturalkelowna.com</a> <a href="http://www.interculturalkelowna.com">www.interculturalkelowna.com</a>
Immigrant Services Kelowna Community Resources	Provides integration and settlement services, diversity training, translation services, and referrals to English as a Second Language (ESL) classes	<b>250.763.8008</b> 1735 Dolphin Ave, Ste 120
Kelowna Polish Cultural Society	Upholds Polish tradition, language and culture * offers Polish Eagles dance group for ages 3 and up * teaches Polish classes to ages 4-11+ years	<a href="mailto:info@kpcs.ca">info@kpcs.ca</a> <b>250.764.4219</b>
Ki-Low-Na Friendship Society	Provides support for the mental, emotional, physical and spiritual well-being of all peoples * shares and promotes Aboriginal cultural distinctiveness	<b>250.763.4905</b> 442 Leon Ave
Lake Country Native Association	Facilitates cultural, self-development, and recreational activities for off-reserve and Duck Lake Reserve Aboriginal families * works to continue to develop essential programs to help meet the needs of the local Aboriginal population * operates under a contract with the Ministry for Children and Family Development	250.548.3723 14350 Oyama Rd
Métis Community Services Society of BC	Provides integrated, holistic, family centered, wrap-around services to all those who need assistance with special emphasis on Aboriginal populations, specifically Métis populations	<b>250.868.0351</b> 2949 Pandosy St, Ste 201
Okanagan Filipino Canadians	Preserves the culture and traditions of the Philippines and assists Filipino-Canadians in the Okanagan	<a href="mailto:okanaganfilipinocanadians@shaw.ca">okanaganfilipinocanadians@shaw.ca</a>
Okanagan Korean Culture and Knowledge Society	Provides an opportunity to connect with Koreans/Korean Canadians in the Okanagan * offers various skill-based volunteer opportunities, Korean Language School, Korean Social Club, Tae Kwon Do Classes, and performance teams	<b>250.864.0820</b>
Okanagan Nation Alliance	Works collectively to advance and assert title and rights over the Okanagan Nation Territory * protects, preserves and enhances the peoples, lands and resources of the member bands	<b>250.707.0095</b> 3500 Carrington Rd, Ste 106
Okanagan Sikh Temple and Cultural Society	Offers a Punjabi school and a seniors centre	<b>250.765.7477</b> 1111 Rutland Rd S
Translation Services, Kelowna Community Resources	Provides translation services for many languages	<b>250.763.8008 ext 130 or 139</b> 1735 Dolphin Ave, Ste 120
Westbank First Nation	Provides 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 Sensisiyusten school	<b>250.769.4999</b> 515 Hwy 97 S, Ste 201

**Do you know of a Cultural Group that you'd like to see in this list?  
Please email the details to:**

[info@kcr.ca](mailto:info@kcr.ca)



## LEGAL SERVICES

BC Services Card, Insurance Corporation of BC	Offers three different versions of the BC Services Card: BC Driver's License and Services, Photo BC Services, and Non-Photo BC Services Card, that are designed to make it easier for BC residents to access provincial government services * Mon-Thu, 8am - 5:30pm * Fri, 8am - 4:30pm	<b>1.800.950.1498</b> 1720 Springfield Rd
Citizenship and Immigration Canada	Facilitates the arrival of immigrants, provides protection to refugees, and offers programming to help newcomers settle in Canada * grants citizenship, issues travel documents (such as passports) to Canadians, and promotes multiculturalism	<b>1.888.242.2100</b>
Clicklaw, Courthouse Libraries BC	Website designed for the public that features legal information and education	<b>www.clicklaw.bc.ca</b>
Community Justice Program, Elizabeth Fry Society	Offers pre-charge to post incarceration support, advocacy, counselling, and group work for women at risk of criminalization * runs 3 times per year, with 10 participants per group	<b>250.763.4613</b> 1855 Kirschner Rd, Ste 280
Driver Services & Claim Centre, Insurance Corporation of BC	Provides universal auto insurance to BC motorists * responsible for driver licensing, claims, and vehicle registration * offers claims and licensing services at the Springfield Rd office * Mon-Thu, 8am - 5:30pm * Fri, 8am - 4:30pm	<b>1.800.950.1498</b> 1720 Springfield Rd
Employment Standards Branch, Ministry of Jobs, Tourism and Skills Training	Provides answers to questions about wages and working conditions to those working in a non-union workplace	<b>Local Office: 250.861.7404</b> 1690 Powick Rd, Ste 102
Kelowna Parole Office, Correctional Service of Canada	Provides parole services under the Criminal Records Act and the Criminal Code of Canada, for the Kelowna area, as well as the South Okanagan	<b>250.470.5166</b> 1863 Bredin Rd
John Howard Society of the Central and South Okanagan	Supports and assists adult offenders on parole reintegrate into the community	<b>250.763.1331</b> 1440 St. Paul St
Lawyer Referral Service, The Canadian Bar Association, BC Branch	Provides the opportunity to consult with a lawyer for up to 30 minutes for \$25 plus tax	<b>1.800.663.1919</b>
Legal Advocacy Services, Ki-Low-Na Friendship Society	Offers a range of legal advocacy assistance: 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	<b>250.763.4905</b> 442 Leon Ave
Passport Canada Kelowna Office	Accepts applications for new Canadian passports and requests for renewals * Mon-Fri, 8am - 5pm	<b>1.800.567.6868</b> 1835 Gordon Dr, Ste 110
ServiceBC - Kelowna Office Ministry of Citizen's Services and Open Government	Provides access to various provincial government services through face-to-face, online and phone delivery * please call or visit the website for service details at <a href="http://www.servicebc.gov.bc.ca">www.servicebc.gov.bc.ca</a>	<b>250.861.7500</b> 478 Bernard Ave, Ste 305
Services to Adults, Public Guardian and Trustee of BC	Provides a range of services to adults who may need help managing their affairs as well as to their families, legal representatives, the courts and the general public	<b>250.712.7576</b> 1345 St. Paul St
Specialized Victim Assistance Program, Elizabeth Fry Society	Provides crisis response, risk assessment, safety planning, court support/accompaniment, practical and emotional support to adult and child victims of family and sexual violence	<b>250.763.4613</b> 1855 Kirschner Rd, Ste 280

More resources



[www.kcr.ca](http://www.kcr.ca)



Services,  
Programs  
& Organizations



## ALCOHOL / DRUGS

1033 Harvey House, John Howard Society	Provides five units (shared accommodation) of low cost housing for adult men (19+) who are able to maintain independent living	<b>778.436.9476</b> 1033 Harvey Ave
1043 Harvey House John Howard Society	Provides a third stage recovery home for adult men (19+) recovering from substance misuse and substance misuse related issues * <b>Referrals:</b> 778.436.9476	<b>250.717.0702</b> 1043 Harvey Ave
Addictions and Counselling Services, Westbank First Nation	Provides NNADP Counselling Services, Youth Counselling Services, and Family and Individual Counselling	<b>250.768.0227</b> 1900 Quail Lane
Addictions Services, The Bridge Youth & Family Services	Offers withdrawal management services for individuals requiring medical support and supervision to safely withdraw from substances * provides intensive residential treatment services for individuals requiring a residential experience to manage severe substance addiction issues	<b>250.763.0456</b> 760 Hwy 33 W
Alcoholics Anonymous	Provides support and information for individuals with alcohol related problems * call or visit <a href="http://www.bcyukonaa.org">www.bcyukonaa.org</a> for meeting times and locations	<b>250.763.5555</b>
BC Teen Challenge	Offers a faith-based, 12-18 month residential program for those who are experiencing life controlling addictions * ages 19 and up * <b>Intake:</b> 1.604.575.3930 ext.402	<b>1.877.575.3930 ext.4</b> 4550 Glenmore Rd
Cardington Apts Central Okanagan Mental Health Addictions and John Howard Society	For ages 19 year and up, operates self-contained, low-income bachelor units of housing for men and women ages 19+ who are at risk of homelessness and working towards managing mental health and substance misuse issues	<b>778.436.9476</b> 1436 St. Paul St, Ste 100
Freedom's Door Recovery House	Offers a faith-based, 12-step residential program for men recovering from alcohol and/or drug addiction * operates five homes that can house up to 50 participants	<b>250.717.0472</b> 1279 Centennial Cres
Harmony and Shiloh House Ministries, Kelowna's Gospel Mission	Provides a faith-based, 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 provide for their family and eventually integrate into community life as a functioning member * 19 years and up	<b>250.763.6544</b>
Kalano Club Community Centre	Provides a safe, social, alcohol and drug free environment for its members and prospective members alike * offers meeting rooms for AA, AI-Anon, N/A and G/A meetings * on-site cafe sells breakfast, lunch (all day), coffee and soft drinks * provides a computer and library area for members only	<b>250.762.4999</b> 2108 Vasile Rd
Karis Support Society	Provides safe housing at several locations for those with addictions and mental health issues, offering support, life skills and training	<b>250.860.9507</b>
Kelowna Alcohol and Drug Services, Interior Health	Provides community-based alcohol and drug treatment and prevention services for youth and adults from prevention to intensive treatment * provides harm reduction and abstinence based counselling services * counselling for concurrent disorders, both mental health and substance use * individual and group services available * referrals to residential treatment * offers support to family members affected by substance use * Office Hours: Mon-Fri, 8am - 4:30pm * Intake Hours: Mon-Fri, 9am - 12pm	<b>250.868.7788</b> 1340 Ellis St, 2nd Flr
Kelowna Secular Sobriety Group	Non-religious peer support group. Tue, 7pm * CNIB Office, 101-1456 St Paul St, Kelowna	<b>250.859.4300</b>
Narcotics Anonymous	Offers a recovery process combined with peer support that is available to all drug addicts * call or visit <a href="http://www.bcnra.ca">www.bcnra.ca</a> for a meeting nearest you	<b>1.877.604.7613</b>
Ozanam House, Society of St. Vincent De Paul	Provides a supportive, recovery home for adult men who are experiencing addictions and related mental health issues * fully licensed and staffed Mon-Sun, 24 hours/day	<b>250.762.4673</b> 2629 Richter St
Overcomers' 12 Step, Bridges to New Life Society	Offers 15 week biblical approach to restoration and healing to help with a wide range of issues * Wed, Evangel Church, 3261 Gordon Dr, Kelowna	<b>250.448.6975</b> 3261 Gordon Dr
The Crossing Point Addiction Services	Offers addictions treatment based on a wellness model and provides the support and tools required to step into recovery * call for admission requirements and fee schedule	<b>250.878.5806</b> 7841 Hwy 97 N, Ste 116

# CENTRAL OKANAGAN PUBLIC ACCESS COMPUTER LOCATIONS

Kelowna	Seniors Outreach & Resource Centre	West Kelowna
<p><b>Inn from the Cold - Office</b> 1829 Chandler St Phone: 250.448.6403 Mon, Tue, and Wed, 9am - 12pm * general public access * 1 terminal</p> <p><b>Kelowna Community Food Bank</b> 1265 Ellis St Phone: 250.763.7161 Mon-Thu, 9:30am - 1pm * available to those currently looking for work or resources * 2 terminals</p> <p><b>Kelowna Community Resources (KCR)</b> 120 - 1735 Dolphin Ave Phone: 250.763.8008 Mon-Fri, 8:30am - 12pm and 1pm - 4:30pm * general public access * 30 min max * 1 terminal</p> <p><b>Kelowna Library</b> 1380 Ellis St Phone: 250.762.2800 Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&amp;W printing * residents require Library Card with PIN# * visitors must have picture ID * 16 terminals</p> <p><b>Ki-Low-Na Friendship Society</b> 442 Leon Ave Phone: 250.763.4905 Mon-Fri, 10am - 12pm and 1pm - 3:30pm * currently looking for work or resources * call for details on availability * 4 terminals</p> <p><b>Metro Central Church</b> 1420 Water St Phone: 778.478.9727 Tue-Fri, 8:30am - 1:30pm * general public access * 2 terminals</p> <p><b>Ministry of Employment &amp; Income Assistance</b> 130-1640 Dilworth Dr 1.866.866.0800 Mon-Fri, 9am - 4pm * general public access * 3 terminals</p> <p><b>Mission Library</b> 4105 Gordon Dr Phone: 250.764.2254 Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&amp;W printing * residents require Library Card with PIN# * visitors must have picture ID * 8 terminals</p>	<p>102-2055 Benvoulin Crt Phone: 250.861.6180 Mon-Fri, 9am - 4pm * must be 55+ years old * computer, tablet and smart phone assistance available * 2 terminals</p> <p><b>Work BC - Kelowna</b> 1460 Pandosy St Phone: 778.478.8390 Mon-Fri, 8:30am - 4:30pm * available to those currently looking for work * 8 terminals</p>	<p><b>Westbank First Nation</b> Health &amp; Wellness Building 1900 Quail Lane, 2nd Floor, Westbank Phone: 250.768.0227 Mon-Fri, 8:30am - 4:30pm * general public access * 10 terminals</p> <p><b>Westbank Library - Westridge Mall</b> Main St and Hwy 97, West Kelowna Phone: 250.768.4369 Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&amp;W printing * residents require Library Card with PIN# * visitors must have picture ID * 9 terminals</p> <p><b>Work BC – West Kelowna</b> 1-2448 Main St Phone: 778.753.5890 Mon-Fri, 8:30am – 4:30pm * available to those currently looking for work</p>
<b>Rutland and Lake Country</b>		
<p><b>Lake Country Library</b> 2 – 10150 Bottom Wood Lake Rd Phone: 250.766.3141 Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&amp;W printing * residents require Library Card with PIN# * visitors must have picture ID * 4 terminals</p> <p><b>Oyama Library</b> 15718 Oyama Rd Phone: 250.548.3377 Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&amp;W printing * residents require Library Card with PIN# * visitors must have picture ID</p> <p><b>Rutland Library</b> 32 – 301 Hwy 33 W Phone: 250.765.8165 Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&amp;W printing * residents require Library Card with PIN# * visitors must have picture ID * 12 terminals</p> <p><b>Work BC - Rutland</b> 285 Aurora Cres Phone: 778.753.6045 Mon-Fri, 8:30am - 4:30pm * available to those currently looking for work * 5 terminals</p>		
<b>Peachland and Summerland</b>		
<p><b>Peachland Tourist Information Centre / Chamber of Commerce</b> 5684 Beach Ave, Peachland Phone: 250.767.2455 Winter: Mon-Fri, 10am - 4pm * Summer: Mon-Fri, 9am - 5pm * general public access * 1 terminal</p> <p><b>Peachland Library</b> Peachland Centre Mall, Peachland Phone: 250.767.2455 Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&amp;W printing * residents require Library Card with PIN# * visitors must have picture ID * 3 terminals</p> <p><b>Summerland Library</b> 9525 Wharton St, Summerland Phone: 250.494.5591 Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&amp;W printing * residents require Library Card with PIN# * visitors must have picture ID * 3 terminals</p>		

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