



Spring 2015 Edition

BASIC NEEDS RESOURCE GUIDE

TABLE OF CONTENTS

BASIC NEEDS	1
Food	1
Emergency Food.....	1
Food Banks	1
Meals and Meal Delivery.....	4
HOUSING	6
Housing Search Assistance	6
Low Income / Subsidized Rental Housing	6
Rent Payment Assistance	14
Shelters	14
Supportive Housing	16
Transitional Housing	17
MATERIAL GOODS AND CLOTHING	18
Thrift Shops.....	18
TRANSPORTATION	21
Local Transportation	21
Transportation Expense Assistance	22
COMMUNITY AND INTERNATIONAL SERVICES.....	23
COMMUNITY SERVICES	23
Community Service Agencies	23
Information Services	24
EMERGENCY AND DISASTER SERVICES	24
CONSUMER SERVICES.....	25
MONEY MANAGEMENT	25
Credit Counselling and Debt Management.....	25
PROVINCIAL GOVERNMENT SERVICES.....	25
RECORDS, LICENCES AND PERMITS	26
Driver Licences	26
Identification Cards	26
Passports	27
Social Insurance Number Cards	27
TAX SERVICES AND INFORMATION.....	27
Child Tax Benefits	27
Federal Income Tax Information	28
EDUCATION.....	28
PUBLIC SCHOOLS	28
HEALTH CARE	29
TRANSPORTATION	29
Medical Transportation and Mercy Flights.....	29
INCOME SUPPORT AND EMPLOYMENT	30
EMPLOYMENT	30
Employment Preparation.....	30
Training and Employment Assistance.....	31
Youth Employment Programs	33
INCOME ASSISTANCE PROGRAMS	34
Child Care Subsidies.....	34
Seniors Programs	34
INDIVIDUAL AND FAMILY LIFE SERVICES.....	35
DISABILITY RELATED SUPPORT SERVICES	35
FAMILY SUPPORT SERVICES	36
Aboriginal Support and Preservation Programs	36
HOUSING	36
Outreach Programs.....	36
INDIVIDUAL SUPPORT SERVICES	37
LGBT Community.....	37
Support Groups and Drop-In.....	37
Women's Support Services	38
OUTREACH PROGRAMS	39
LEGAL SERVICES & CRIMINAL JUSTICE.....	40
CRIMINAL CORRECTIONAL SYSTEM.....	40
Alternative Dispute Resolution	40

TABLE OF CONTENTS

Alternative Sentencing/Supervision	41
Ex-Offender Halfway Houses and Reentry Programs	41
Parole Offices.....	42
LEGAL ASSISTANCE	42
Advocacy.....	42
Family Law	43
LEGAL SERVICES.....	45
Landlord/Tenant Assistance	45
MENTAL HEALTH, SUBSTANCE ABUSE AND ADDICTIONS.....	46
EDUCATIONAL PROGRAMS.....	46
MENTAL HEALTH	46
Information Services	46
Outreach Programs.....	46
MENTAL HEALTH SUPPORTIVE SERVICES.....	47
Educational Programs.....	47
Support Groups and Drop-In.....	47
RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT	47
SUBSTANCE ABUSE SUPPORTIVE SERVICES	51
TELEPHONE ASSISTANCE AND INTERVENTION	52
Distress Lines.....	52

This publication is produced from KCR's online database of community resources,
www.kcr.ca | Community Information Search Central Okanagan, which is sponsored by:



United Way
Central & South
Okanagan Similkameen
Change starts here.



KCR

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	104-1990 Cooper Rd
Spall Medical Centre & Walk-In **	250.860.9909	150-1940 Harvey Ave

GLENMORE/ CLIFTON / DILWORTH

Glenvalley Health Centre **	250.860.5811	207-437 Glenmore Rd
-----------------------------	--------------	---------------------

MISSION

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

RUTLAND

Rutland Medical Clinic	250.862.5915	25-590 Hwy 33 W
------------------------	--------------	-----------------

WESTSIDE

Highroads Medical Clinic	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 **	250.768.6985	105-2231 Louie Dr

LAKE COUNTRY

Winfield-Lake Country Family Practice **	250.766.3938	1-9966 Pollard Rd
--	--------------	-------------------

PEACHLAND

Beach Avenue Medical Clinic	250.767.3432	5848-D Beach Ave
-----------------------------	--------------	------------------

Services: 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.

****May be open Saturdays and / or Sundays & holidays. Please call for current information.**

BASIC NEEDS

FOOD

Emergency Food

Society of St. Vincent De Paul of Central Okanagan

Flower icon: 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** * 250.826.5562

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 the area of **West Kelowna from the bridge to Peachland** * 250.801.5905

St. Michael & All Angels Anglican Cathedral, Emergency Food Assistance

608 Sutherland Ave
Kelowna, BC V1Y 5X1

P: 250.762.3321
E: ccsmaa@telus.net
W: www.stmichaelscathedral.ca

Flower icon: Aids with food distribution on Friday mornings ONLY between 10am - 11am

Hours: Fri, 10am - 11am ONLY

The Salvation Army, Family Services: Practical Assistance

200 Rutland Rd S
Kelowna, BC V1X 2Z5

P: 250.765.3450
E: clc@kelsa.ca
W: www.kelownasalvationarmy.ca

Flower icon: Provides practical assistance through supportive food hampers, clothing and furniture to eligible individuals

Application: Call for an appointment

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

Hours: Mon, Wed, 9am - 4pm * Tue-Thu, 1pm - 4pm * Fri, 9am - 3pm * closed 12pm - 1pm every day

Food Banks

Kelowna Christian Center, Rutland Community Food Centre

905 Badke Rd
Kelowna, BC V1X 5Z5

P: 250.762.9559
E: kcc@kcc.net
W: www.kcc.net

Flower icon: Provides food hampers to those in need * please call for additional details

Application: Must provide proper ID and proof of residency

Hours: Tue, 6pm - 8pm

Food Banks

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 including * Tiny Bundles * Special Needs Hampers * Vitality Program * Kids Snack Pack Program * Community Food Share Program * Food Runners * Plant a Row Grow a Row

Application: Families and individuals in need of assistance may apply for support if they meet the following requirements:

- Proof of residence in Kelowna for three months or more (rent receipts, driver license, utility bills)
- Proof of monthly income (ministry cheque stubs, bank statements, pay stubs (2))
- Proof of identification for individuals and members of the family (social insurance number, drivers license, birth certificate, MSP card, picture ID/Passport)

Eligibility: Ages 16 year(s) and up

Hours: Office Hours: Mon-Fri, 8am - 4pm
To pick up food:

- Families (anyone with children aged 0-15yrs old): Mon-Thu, 9:30am - 11am
- Everyone (families, couples, singles): Mon-Wed, 11am - 1pm * Thu, 11am - 2pm
- Tiny Bundles (weekly): Fri, 8:30am - 11am (for pregnant women/have a baby under 1yr old)
- Bakery Items and buns: Mon-Fri, 9:30am - 3:45pm
- Internet Access: Mon-Fri, 9:30am - 1pm

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 nutrition 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

Application: Families and individuals in need of assistance may apply for support if they meet the following requirements:

- Proof of residence in Kelowna for three months or more (rent receipts, driver license, utility bills)
- Proof of monthly income (ministry cheque stubs, bank statements, pay stubs (2))
- Proof of identification for individuals and members of the family (social insurance number, drivers license, birth certificate, MSP card, picture ID/Passport)
- Doctor's note

Hours: Office Hours: Mon-Fri, 8am - 4pm
To pick up food:

- Families (anyone with children aged 0-15yrs old): Mon-Thu, 9:30am - 11am
- Everyone (families, couples, singles): Mon-Wed, 11am - 1pm * Thu, 11am - 2pm
- Tiny Bundles (weekly): Fri, 8:30am - 11am (for pregnant women/have a baby under 1yr old)
- Bakery Items and buns: Mon-Fri, 9:30am - 3:45pm
- Internet Access: Mon-Fri, 9:30am - 1pm

Food Banks

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 nutrition 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

Application: Families and individuals in need of assistance may apply for support if they meet the following requirements:

- Proof of residence in Kelowna for three months or more (rent receipts, driver license, utility bills)
- Proof of monthly income (ministry cheque stubs, bank statements, pay stubs (2))
- Proof of identification for individuals and members of the family (social insurance number, drivers license, birth certificate, MSP card, picture ID/Passport)

Eligibility: Pregnant mothers and families with children under the age of one

Hours: Office Hours: Mon-Fri, 8am - 4pm

To pick up food:

- Families (anyone with children aged 0-15yrs old): Mon-Thu, 9:30am - 11am
- Everyone (families, couples, singles): Mon-Wed, 11am - 1pm * Thu, 11am - 2pm
- Tiny Bundles (weekly): Fri, 8:30am - 11am (for pregnant women/have a baby under 1yr old)
- Bakery Items and buns: Mon-Fri, 9:30am - 3:45pm
- Internet Access: Mon-Fri, 9:30am - 1pm

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 15

Application: Families and individuals in need of assistance may apply for support if they meet the following requirements:

- Proof of residence in Kelowna for three months or more (rent receipts, driver license, utility bills)
- Proof of monthly income (ministry cheque stubs, bank statements, pay stubs (2))
- Proof of identification for individuals and members of the family (social insurance number, drivers license, birth certificate, MSP card, picture ID/Passport)

Eligibility: Seniors age 55 and up and families with children under the age of 15

Lake Country Food Assistance Society

3130 Berry Rd
Lake Country, BC V4V 1Z7

**Crisis: 250.766.3038 (Phyllis MacPherson
Board of Directors - Coordinator)**
P: 250.766.0125

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

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

Hours: Food Bank Hours: Mon and Wed, 9am - 3pm * Thu, 1pm - 3pm * Please call for an appointment

Food Banks

Peachland Food Bank

4440 5th St
Peachland, BC V0H 1X0

P: 250.767.3312
E: peachlandfoodbank@gmail.com

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

Hours: Food bank hours: 2nd Sat each month, 9:30am - 11:30am

Westside Community Food Bank Society, Westside Community Food Bank

2545 Churchill Rd
West Kelowna, BC V4T 2B4

P: 250.768.1559
E: info@westsidefoodbank.ca
W: www.westsidefoodbank.ca

- Assists Westside individuals and families in need of assistance once every three weeks

Application: New clients please bring proof that you have lived on the Westside for three months * proof of income * proof of expenses * ID for everyone in the household

Hours: Mon-Fri, 9am - 3pm

Hampers: Wed, 5:30pm - 7:30pm * Thu, 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 home delivered meals * special dietary menus available

Hours: 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
E: mealsmatter@cmha.bc.ca
W: www.kelowna.cmha.bc.ca/meals-matter

- Provides a flexible, convenient and delicious solution for those seeking balanced, nutritious diets and looking to achieve and maintain a healthy lifestyle * uses local and organic food whenever possible

Eligibility: Individuals who are dealing with or recuperating from health issues, looking for an alternative to preparing a meal themselves, interested in making healthy food choices, wanting to budget, or looking for a great gift idea for family members or friends * also available to support workers, case managers and those wishing to help provide clients with convenient, healthy meal options

Hours: Meals and Punch Cards available for purchase during office hours: Mon-Fri, 9am - 4pm

May Bennett Meal Program, Dinners at Home Program

135 Davie Rd
Kelowna, BC V1X 1Y8

P: 250.860.3378
E: orderokmeals@gmail.com
W: www.okmeals.info/

- Provides prepared, frozen meals that can be heated in a microwave or a regular oven * can be delivered with the hot meal delivery service for use on days when Meals on Wheels is not delivering * operated by Interior Health's Food Services Department * can accommodate low sodium, diabetic, gluten free, renal, minced, soft and pureed food diets; please call to discuss other special diet particulars

Meals and Meal Delivery

May Bennett Meal Program, Dinners at Home Program

Con't from previous page/...

Eligibility: Seniors age 55 and up, those who are home bound, have a disability, and/or are unable to access nutritious meals * those recovering from surgery may qualify; please call to discuss your situation

May Bennett Meal Program, Kelowna Meal Delivery

135 Davie Rd
Kelowna, BC V1X 1Y8

P: 250.860.3378
E: orderokmeals@gmail.com
W: www.okmeals.info/

 Delivers a three-course meal that includes one protein, two vegetables and a starch with a soup and dessert included * a salad is offered in place of a soup or a dessert if customer prefers * operated by Interior Health's Food Services Department * can accommodate low sodium, diabetic, gluten free, renal, minced, soft and pureed food diets; please call to discuss other special diet particulars ** please see individual records for West Kelowna delivery times and the Dinners at Home program details

Eligibility: Seniors age 55 and up, those who are home bound, have a disability, and/or are unable to access nutritious meals * those recovering from surgery may qualify; please call to discuss your situation

Hours: Meal delivery: Mon-Fri, 10:30am - 12:30pm

Office inquiries: Mon-Fri, 8am - pm * closed weekends and statutory holidays

May Bennett Meal Program, West Kelowna Meal Delivery

135 Davie Rd
Kelowna, BC V1X 1Y8

P: 250.860.3378
E: orderokmeals@gmail.com
W: www.okmeals.info/

 Delivers a three-course meal that includes one protein, two vegetables and a starch with a soup and dessert included * a salad is offered in place of a soup or a dessert if customer prefers * operated by Interior Health's Food Services Department * can accommodate low sodium, diabetic, gluten free, renal, minced, soft and pureed food diets; please call to discuss other special diet particulars ** please see individual records for West Kelowna delivery times and the Dinners at Home program details

Eligibility: Seniors age 55 and up, those who are home bound, have a disability, and/or are unable to access nutritious meals * those recovering from surgery may qualify; please call to discuss your situation

Hours: Meal Delivery: Mon, Wed, Fri, 11am - 12:30pm

Office inquiries: Mon-Fri, 12pm - 2:30pm * closed weekends and statutory holidays

Meals on Wheels and Dinners @ Home

2009A Enterprise Way
Kelowna, BC V1Y 8G6

P: 250.763.2424
E: inquiries@mow-online.com
W: www.mow-online.com

 Meals on Wheels provides reasonably priced, hot, nutritious meals including soup, entree and dessert * options include meals suitable for diabetics, minced, pureed or vegetarian * delivered over the lunch hour by volunteers * no delivery fee * hot meals provided by Deli City and delivered by Meals on Wheels

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

Eligibility: 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

Hours: Meal delivery: Kelowna area: Mon, Wed, Fri
Westside and Rutland: Tue, Thu, Sat
Office Hours: Mon-Fri, 9am - 12pm

HOUSING

Housing Search Assistance

Seniors Outreach & Resource Centre, Seniors Housing Outreach

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

P: 250.861.6180
E: seniorshousing@telus.net
W: www.seniorsoutreach.ca

- Provides support and assistance to seniors to help them maintain wellness and independence * assists with landlord/tenant issues, exploring housing options, choosing appropriate housing, completing forms, and applying for benefits, coordinating services and understanding options

Eligibility: Ages 65 year(s) and up

Low Income / Subsidized Rental Housing

Central Okanagan Cooperative Housing Association

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

P: 250.768.3060
E: cocha@shaw.ca
W: centralokanagancooperativehousing.org/

- Housing association that provides quality housing for seniors 55+ * co-op participation required * co-op share purchase required

Application: Download application from our website, complete and submit via email or mail

Eligibility: Ages 55 year(s) and up

Columbian Centennial Housing Society, Columbus Gardens

2175 Burch Rd
Kelowna, BC V1Y 4B5

P: 250.862.3206
E: info@cchs-housing.ca
W: www.cchs-housing.ca/

- Provides affordable housing for families

Application: 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
E: info@cchs-housing.ca
W: www.cchs-housing.ca/

- Provides affordable housing for older adults and adults with disabilities

Application: 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
E: info@cchs-housing.ca
W: www.cchs-housing.ca

- Provides affordable housing for families and individuals with disabilities

Application: Phone office. Applications available at Columbian Centennial Housing Society.

Low Income / Subsidized Rental Housing

Columbian Centennial Housing Society, Columbus Terrace

1045 Hwy 33 W
Kelowna, BC V1X 2Z3

P: 250.862.3206
E: info@cchs-housing.ca
W: www.cchs-housing.ca/



Application: 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
E: info@cchs-housing.ca
W: www.cchs-housing.ca/



Application: 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
E: info@cchs-housing.ca
W: www.cchs-housing.ca/

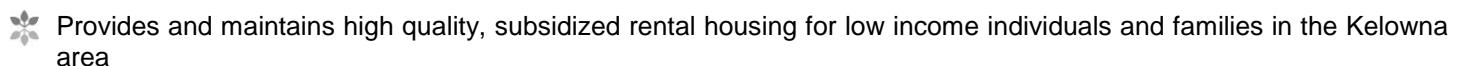


Application: Phone office. Applications available at Columbian Centennial Housing Society.

Columbian Centennial Housing Society

Ste 002-1920 Richter St
Kelowna, BC V1Y 2N2

P: 250.862.3206
E: info@cchs-housing.ca
W: www.cchs-housing.ca/

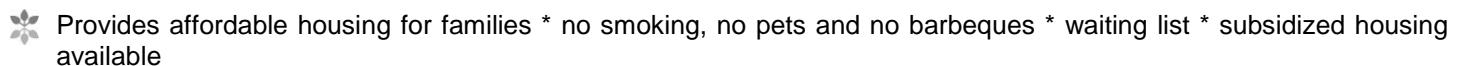


Eligibility: Ages 19 year(s) and up
Hours: Office Hours: 9am - 12pm

Evangel Housing Societies, Evangel Family Manor

Ste 100-969 Harvey Ave
Kelowna, BC V1Y 8M8

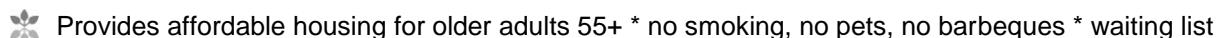
P: 250.762.6225
E: parkhousing@shaw.ca
W: www.evangelhousingsocieties.com/



Evangel Housing Societies, Evangel Senior Apartments

1439 Bertram St
Kelowna, BC V1Y 2G3

P: 250.762.6225
E: parkhousing@shaw.ca
W: www.evangelhousingsocieties.com



Eligibility: Ages 55 year(s) and up

Low Income / Subsidized Rental Housing

Evangel Housing Societies, Park Housing

1319 KLO Rd
Kelowna, BC V1W 3N8

P: 250.762.6225
E: parkhousing@shaw.ca
W: www.evangelhousingsocieties.com

Offers both rental and for-purchase units at non-market prices/life lease for senior adults 55+ * no smoking, no pets and no barbeques * meal program is mandatory

Application: Please download an application from our webpage
Eligibility: Ages 55 year(s) and up

Father Delestre Housing Society, Alexander Place

Ste 123-799 Houghton Rd
Kelowna, BC V1X 7J7

P: 250.860.1128
E: fdhousing@shaw.ca

Provides affordable housing for families

Application: Please call our office, email, or drop into our office for an application
Eligibility: Must be raising dependent children for family application
Hours: Mon-Fri, 8:30am - 4pm

Father Delestre Housing Society, Father Delestre Court Seniors Housing

Ste 123-720 Houghton Rd
Kelowna, BC V1X 5W7

P: 250.860.1128
E: fdhousing@shaw.ca

Provides affordable housing for seniors, 55+

Application: Please call our office, email, or drop into our office for an application
Hours: Mon-Fri, 8:30am - 4pm

Father Delestre Housing Society, McGivney Family Housing

2260 Benvoulin Rd
Kelowna, BC V1W 4W9

P: 250.860.1128
E: fdhousing@shaw.ca

Provides affordable housing for families

Application: Please call our office, email, or drop into our office for an application
Eligibility: Must be raising dependent children for family application
Hours: Mon-Fri, 8:30am - 4pm

Father Delestre Housing Society

Ste 123-799 Houghton Rd
Kelowna, BC V1X 7J9

P: 250.860.1128
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

Application: Please call our office, email, or drop into our office for an application
Eligibility: Ages 55 year(s) and up
55 years and up * must be raising dependent children for family application
Hours: Mon-Fri, 8:30am - 4pm

Low Income / Subsidized Rental Housing

New Opportunities for Women (NOW) Canada, NOW Place Apartments

1720 Ethel St
Kelowna, BC V1Y 2Y7

Crisis: Emergency pager: 250.979.8360
P: 250.763.3876
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 * NOW Canada offers 1, 2, and 3 bed units (some handicapped suites) * amenities include security focused, camera monitored buildings, drug and alcohol free living, Tenant Support Worker assistance, 24 hour emergency assistance, laundry facilities at reduced cost, tenant activities, and access to NOW Canada programs and services

Eligibility: Ages 19 year(s) and up
If potential tenants have experienced addictions, a minimum of 10 months 'clean time' is required before applicants will be considered

New Opportunities for Women (NOW) Canada, Tutt Street Place

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 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) * amenities include security focused, camera monitored buildings, drug and alcohol free living, Tenant Support Worker assistance, 24 hour emergency assistance, overnight Commissionaire on-site * laundry facilities at reduced cost, tenant activities, and access to NOW Canada programs and services

Eligibility: Ages 19 year(s) and up
If applicants have experienced addictions, a minimum of 10 months 'clean time' is required before applicants will be considered

Okanagan Manor, The BC Corp. of the Seventh Day Adventist Church

845 Jones St
Kelowna, BC V1Y 2S6

P: 250.862.9518

Provides low cost rental apartments for seniors living on a fixed income

Eligibility: Ages 60 year(s) and up
Hours: Mon-Fri, 8am - 5pm

Okanagan Métis & Aboriginal Housing Society

Ste 240-1855 Kirschner Rd
Kelowna, BC V1Y 4N7

P: 250.763.7747
E: omahs@telus.net
W: www.omahs.shawwebspace.ca

Makes affordable rental housing available to people of native ancestry and focuses primarily on families with dependent children * works on finding new and innovative means of financing and developing further phases of housing inventory to house smaller families, single adults and seniors

Application: Please call, email or visit our website
Eligibility: Aboriginal families with dependent children

Low Income / Subsidized Rental Housing

Orchard Valley Senior Housing Society, The Burtches

Ste 110-1620 Burtch Rd
Kelowna, BC V1Y 9A9

P: 250.861.5221
E: burtches@shaw.ca
W: www.burtches.ca

 Provides affordable housing for older adults and adults with disabilities

Application: Application form available online to be waitlisted

Eligibility: Ages 55 year(s) and up

Parkdale Place Housing Society, Angus Place

Ste 100-9302 Angus St
Summerland, BC V0H 1Z5

P: 250.494.1161
E: parkdaleinfo@shaw.ca
W: www.parkdaleplace.ca/

 Offers affordable, subsidized and non-subsidized supportive housing for older adults

Application: Please call our office or visit our website for more information

Eligibility: Ages 55 year(s) and up

Parkdale Place Housing Society, Parkdale Lodge

9700 Brown Ave
Summerland, BC V0H 1Z2

P: 250.494.1161
E: parkdaleinfo@shaw.ca
W: www.parkdaleplace.ca

 Offers affordable, independent living for low-income seniors

Application: Please call our office or visit our website for additional information

Eligibility: Ages 55 year(s) and up

Parkdale Place Housing Society, Parkdale Manor

11811 Sinclair Rd
Summerland, BC V0H 1Z8

P: 250.494.1161
E: parkdaleinfo@shaw.ca
W: www.parkdaleplace.ca/

 Offers luxury living to seniors at affordable rates

Application: Please call our office or visit our website for additional information

Eligibility: Ages 55 year(s) and up

Peachland Senior Citizens Housing Society, Sutherland and Alexandria Court

4441 5th St
Peachland, BC V0H 1X0

P: 250.767.0183
E: info@peachlandseniorhousing.co
W: www.peachlandseniorhousing.com

 Provides affordable housing for older adults and adults with disabilities

Application: Please contact our office or visit our website for additional information

Eligibility: Ages 55 year(s) and up

Low Income / Subsidized Rental Housing

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

E: pleasantvale_1956@yahoo.ca

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

Application: Call or email to request an application

Eligibility: Ages 60 year(s) and up

Hours: Office hours: Tue and Thu, 9am - 5pm

Society of Hope, Apple Valley

2055 Benvoulin Crt
Kelowna, BC V1W 2C7

P: 250.862.8233

W: www.societyofhope.org

 Provides affordable housing for seniors

Application: 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

Eligibility: Ages 55 year(s) and up

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

Application: 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

Eligibility: Ages 55 year(s) and up

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

Application: 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

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

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

Application: 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

Low Income / Subsidized Rental Housing

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

Application: 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

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

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

Application: 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

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

Society of Hope, Providence Ridge

440 Yates Rd
Kelowna, BC V1V 2P1

P: 250.862.8233
W: www.societyofhope.org/housing/family-housing

- Provides affordable housing for families, seniors and adults with disabilities

Application: 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
W: www.societyofhope.org

- Provides affordable housing for families * wheelchair accessible suites available

Application: 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

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

Society of Hope

Ste 101-2055 Benvoulin Crt
Kelowna, BC V1W 2C7

P: 250.862.8233
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

Application: 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

Hours: Mon-Fri, 9am - 1pm

Low Income / Subsidized Rental Housing

Southgate Manor Co-operative Association

Mailing Address:

PO Box 300
Kelowna, BC V1Y 4C4

❖ Provides 3 building, 2 level complex family housing for those who qualify * initial share cost for co-op accommodation is required

Application: * Send a self-addressed, stamped envelope to have an application form sent to you
* Fill out the application form, including as much information regarding your household, income, and skills to help the selection committee determine suitability for available units, then mail back

Summerland Kiwanis Senior Citizens Housing Society, Kiwanis Lodge

10912 Quinpool Rd
Summerland, BC V0H 1Z5

P: 280.494.0883

❖ Provides affordable housing for older adults and adults with disabilities

Application: Phone office

Eligibility: Ages 55 year(s) and up

Summerland Senior Citizens Housing Society, Legion Village

Box 1742-13609 Dickson Ave
Summerland, BC V0H 1Z0

P: 280.494.3462

❖ Provides affordable housing for older adults and adults with disabilities

Application: Please call for additional information

Westbank Lions Seniors' Housing Society

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

P: 250.768.9590, ext.104
E: wlmain@telus.net

❖ 40 units of subsidized independent housing for seniors with low income * no smoking, no pets * shared laundry for \$10 per month * individual storage spaces available * assigned parking spot for those with vehicles, \$10 per month * subsidized hydro for all tenants

Application: Please phone office to speak with Facility Manager to arrange an appointment for preliminary interview * wait list is maintained

Eligibility: Ages 55 year(s) and up

Hours: Mon-Fri, 8am - 4pm

Rent Payment Assistance

BC Housing, Rental Assistance Program - For Working Families with Children

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

Eligibility: To qualify, 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: 1.604.433.2218

TF: 1.800.257.7756

W: www.bchousing.org/Options/Rental_market/SAFER

Helps make rents affordable for BC seniors with low to moderate incomes by providing monthly assistance to eligible seniors, age 60 or over, who pay rent for their homes in the private market * seniors who pay pad rental fees for owner-occupied manufactured homes (trailers) may also be eligible

Application: Applications forms available through the BC Housing office or available online at www.bchousing.org/Options/Rental_market/SAFER/Application

Eligibility: Ages 60 year(s) and up

Shelters

Inn from the Cold - Kelowna

1829 Chandler St
Kelowna, BC V1Y 3Z1

P: Office: 250.448.6403
Shelter: 250.448.5153
Inn Home Support: 250.859.6411
Outreach: 250.300.0567
E: info@innfromthecoldkelowna.org
W: www.innfromthecoldkelowna.org

Honours the inherent dignity of all, where everyone, especially the most vulnerable, are safe, respected, and included * responds to the needs of people experiencing, or at-risk of, homelessness in a welcoming, compassionate and mutually respectful manner

Services Include:

The Inn: provides emergency, overnight winter shelter, during the coldest months winter months between Nov and Apr * offers personal locked storage, showers, laundry, computer and phone access, and breakfast, dinner, and lunch

Outreach Program: one-to-one assistance in navigating and accessing wellness resources and manageable goal setting

Inn Home Support Program: volunteer-based program that supports and assists adults, couples and sometimes families by pairing them with volunteers for long-term emotional and social support

Chandler Street Housing Program: provides long-term housing with 24/7 staff support to eight men who have experienced chronic homelessness

Kelowna Kodiaks: local street soccer team * practices twice a week, travels to tournaments

Free Store: offers free clothing, outdoor gear and toiletries, available to guests and the community at large * open Mon-Wed, 9am - 12noon

Innspire Social Enterprise: sells beauty soaps made from all-natural ingredients, and types including Tea Tree, Honey Oatmeal, Lemon Grass, etc.

Shelters

Inn from the Cold - Kelowna Con't from previous page/...

Application: Please call or visit our office * drop-ins welcome
Eligibility: Ages 19 year(s) and up
Pet-friendly shelter welcomes animal companions
Hours: Office Hours: Mon-Thu, 8:30am - 4:30pm * 1829 Chandler St
Shelter Hours: 7pm - 7am * Intake Hours: 7pm * 1187 Sutherland Ave

Kelowna Women's Shelter, Kelowna Women's Transition House

P: 250.763.1040
E: community@coess.ca
W: www.kelownawomensshelter.ca

Provides a safe and comfortable women's emergency shelter * individual and group counselling, and follow up support after your stay * also offers information and referrals related to relationship issues, supportive counselling, services and support groups, access to childcare and transportation assistance (for appointment and court), staff accompaniment to appointments and court, and advocacy assistance (when dealing with child protection, income assistance, legal aid, immigration, court or other systems)

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

Kelowna's Gospel Mission, Men's Hostel

251 Leon Ave
Kelowna, BC V1Y 6J1

P: Shelter: 250.763.3737
Dental Clinic: 1.800.789.0680
Aft Hrs: 250.862.3733
E: contact@kelownagospelmission.ca
W: www.kelownagospelmission.ca

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

Feeds the hungry, shelters the homeless * 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

Application: In person at 251 Leon Ave
Eligibility: Ages 19 year(s) and up
Hours: Staffed 24/7

Kelowna's Gospel Mission, Women's Emergency Shelter

251 Leon Ave
Kelowna, BC V1Y 6J1

P: 250.862.3733
W: www.kelownagospelmission.ca

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

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

Shelters

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 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, individualized case planning (e.g. assistance in finding housing, employment, accessing medical treatment, referrals to alcohol/drug treatment programs), laundry facilities, referrals to NOW Canada programs and other community services * partners with Kelowna Gospel Mission to provide additional 'overflow' beds for those who are unable to get a bed at the AG House * during the coldest months of the year, also provides mats which offers additional shelter in the winter

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

Okanagan Boys and Girls Clubs, Richter Street Overnight Program - Kelowna Youth Shelter

1633 Richter St
Kelowna, BC V1Y 9T7

Crisis: 310.1234
P: 250.868.8541 ext.2
Aft Hrs: 250.212.5961
E: shelter@boysandgirlsclubs.ca
W: www.boysandgirlsclubs.ca

- Provides a voluntary resource for youth ages 13-18 who are homeless (absolute or relative) or at risk of homelessness and have no safe alternatives * youth may refer themselves to the program or be referred by anyone in the community, including MCFD and other youth serving organizations * operates on a first come first serve basis and accommodates up to 10 youth per evening * males and females are housed in separate areas of the shelter * all attempts will be made to connect youth with another community resources, including but not limited to MCFD After-hours Social Workers if the Shelter is full

Application: Youth may self-refer, be referred by an individual or organization (including MCFD), or other youth serving organizations

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

Hours: Open 6pm - 8am, 7 days a week

Supportive Housing

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 low income supportive housing for adult men and women (19+) who are at risk of homelessness and require some support to maintain their housing * supportive housing has proven effective at moving at risk of homelessness individuals to more secure housing, connecting them with the services and supports needed to stabilize and rebuild their lives * individualized support services to maintain independent living, with outreach as the main method of delivery

Application: Referral available from our website * complete and fax to Residential Manager

Eligibility: Ages 19 year(s) and up

Men and women 19 years of age and older

Supportive Housing

Society of Hope (Short-Term Rental Housing)

Ste 101-2055 Benvoulin Crt
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

Application: 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

Eligibility: 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

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

Transitional Housing

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 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 * program highlights include: a warm, safe and supportive transitional living, drug and alcohol free environment, homes run by experienced live-in House Directors/Client Support Workers, learning basic life skills, access to NOW Canada's Essentials Program and all NOW Canada programs * also offers Follow Care Suites for independent living for participants who have graduated from the Essentials program

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

Okanagan Boys and Girls Clubs, Emergency/Temporary Placement Services for Children and Youth

P: 250.859.4616
W: www.boysandgirlsclubs.ca

- Provide beds, some of which are in foster homes, to children and youth in need, referred by MCFD * these are short-term placements for children/youth in care where the Ministry of Children and Family Development conducts a practical assessment for use in the provision of future care

Okanagan Boys and Girls Clubs, Penny Lane Transition House

P: 250.861.5593
E: pennylane@boysandgirlsclubs.ca
W: www.boysandgirlsclubs.ca

- Provides short-term support to homeless, at-risk youth, ages 13-18 years in making more positive choices and a healthy lifestyle * a transitional residential program, Penny Lane is a safe, stable home environment meeting the basic needs of the youth * works to provide life skills and appropriate referrals while supporting and working with the youth in developing a plan to address their issues while working with other community resources in the youth's best interests

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

Hours: 24 hours

MATERIAL GOODS AND CLOTHING

Thrift Shops

Anchor Missionary Society Thrift Shop

189 Hwy 33 E
Kelowna, BC V1X 2A1

P: 778.753.0553

- ❖ Sells clothing, household items, books, furniture at low cost or for free

BCSPCA Thrift Store, Kelowna Branch

3790 Casorso Rd
Kelowna, BC V1W 4M7

P: 250.717.3366
W: www.sPCA.bc.ca/about/locations/thrift-stores/kelowna-thrift-store.html

- ❖ Sells used items and contributes a percentage of gross revenue to the Kelowna Branch of the SPCA * accepts donations of housewares, china and cutlery, furniture, rugs, curtains, appliances, electronic equipment, clothing, games, and books * please call to inquire about arrangements for pick-up of larger items

Bibles for Missions, Thrift Store

Unit 121-1889 Springfield Rd
Kelowna, BC V1Y 5V5

P: 250.860.4791
W: www.bfmthriftstores.ca

- ❖ 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)

First United Church, Thrift Shop

721 Bernard Ave
Kelowna, BC V1Y 6P6

P: 250.762.3311
E: firstunited@telus.net
W: www.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 * does not accept donations during Jun, Jul, and Aug

Hours: September to May

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

1425 Ellis St
Kelowna, BC V1Y 2A3

P: 778.478.9939

- ❖ Sells clothing, shoes, household items, books and small appliances

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

581 Gaston Ave
Kelowna, BC V1Y 7E6

P: 250.763.8117
E: sharesociety@shaw.ca

- ❖ Provides household necessities to people at a low cost or in exchange for volunteer work hours * 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

Thrift Shops

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

Kelowna Women's Shelter, Thrift Store

Unit 6-368 Industrial Ave
Kelowna, BC V1Y 7E8

P: 250.762.8561
E: community@coess.ca
W: www.kelownawomenshelter.ca

- Sells clothing, footwear and linen, dishes/glasses, plastic items, cookware, electrical toys, books/magazines and furniture items * also accepts some small furniture items

Kelowna's Gospel Mission, Helping Hands Thrift Store

125 Roxby Rd
Kelowna, BC V1X 8A4

P: Thrift Store: 250.862.2404
Pick up and delivery: 250.763.3737
E: contact@kelownagospelmission.ca
W: www.kelownagospelmission.ca

- Sells mens, womens and kids clothes, bedding and linens, kitchen and household items, and furniture * all proceeds go to support programs and services provided by Kelowna's Gospel Mission

Lake Country Food Assistance Society, Thrift Store

3250 Berry Rd
Lake Country, BC V4V 1Y6

P: 778.480.3250

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

Mennonite Central Committee (MCC), Thrift Store

155 Rutland Rd S
Kelowna, BC V1X 2Z3

P: 250.765.7838
E: mccthriftkelowna@shaw.ca
W: thrift.mcc.org/shops/kelowna-mcc-thrift-store

- Sells clothing and footwear, furniture, appliances, books, kitchen wares, jewelry, home decor items, hardware, art, linens, toys, electronics, sports equipment, outdoor equipment, and collectibles and antiques * proceeds go to funding Worldwide relief and development * please call first before bringing in donated appliances and furniture

Metro Community, Free Clothing Room

1470 Water St
Kelowna, BC V1Y 1J6

P: 778.478.9727
W: www.metrocommunity.ca/metro-central/clothing-room



Thrift Shops

Peachland United Church, Bargain Bin Thrift Shop

4421 4th St
Peachland, BC V0H 1X0

P: 1.250.767.2206

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

Hours: 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

Hours: Tues-Sat, 9am - 4pm

The Salvation Army, Community Donation Drop Off Centre

2330 Hunter Rd
Kelowna, BC V1X 6C1

P: 778.478.7000
E: gwpc@kelsa.ca
W: www.kelownathriftstore.ca

- ❖ Operates a centralized Community Donation Drop Off Centre where new or gently used clothing, household items, and furniture for the Salvation Army Thrift Store can be dropped off * items will be distributed to the three Thrift Stores in Kelowna and West Kelowna and the sale of these goods will be used to support life-changing transformations throughout our community * for additional information, please visit our website

Hours: Mon-Sat, 9am - 5pm * Sun, 12pm - 4pm

The Salvation Army, Thrift Store, Kelowna Location

Ste 103-1511 Sutherland Ave
Kelowna, BC V1Y 5Y7

P: 778.478.7250
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

The Salvation Army, Thrift Store, Rutland Location

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

Thrift Shops

The Salvation Army, Thrift Store, West Kelowna Location

Unit 101-3531 Old Okanagan Hwy
West Kelowna, BC V4T 3L7

P: 250.768.1850
E: thriftstorewest@kelsa.ca
W: www.westkelownathriftstore.ca

- 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

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 at reasonable prices

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 * collectables * supports many local charities * drop-off items while Thrift Shop is open * cannot accept large items such as furniture or electronics

TRANSPORTATION

Local Transportation

City of Kelowna, Regional Transit Services Department

1435 Water St
Kelowna, BC V1Y 1J4

P: 250.860.8121
E: tranmgmt@kelowna.ca
W: www.bctransit.com/kelowna

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

handyDART, handyPASS

P: handyDART Office: 250.762.3278
W: bctransit.com/kelowna/riderinfo/handydart

- Offers an accessible, door-to-door shared transit service to people with permanent or temporary disabilities that prevent them from using fixed-route transit without assistance from another person * the handyDART picks you up at your accessible door and drops you off at the accessible door of your destination ** Please Note: pre-registration is required before using this service

Application: Call for more information or download registration form from the website

Eligibility: HandyPASS eligibility is based on type of disability and how it affects the applicant's ability or inability to use regular bus service

Hours: Available handyDART Booking Times: Mon-Fri, 9:15am - 8pm * Sat, 9am - 4pm * no service Sun or holidays. ** Please Note: Dialysis patients can book earlier times

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

Local Transportation

Kelowna Regional Transit System, BC Transit

1494 Hardy St
Kelowna, BC V1Y 8H2

P: 250.860.8121
E: tranmgmt@kelowna.ca
W: bctransit.com/kelowna/

- * 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, McCulloch, Mission and West Kelowna * fully accessible vehicles * flexible schedules * buses can deviate from route to pick up passengers living beyond normal walk limits or those with disabilities * route deviation times are limited, and a minimum one day advance notice is required * transfer to/from regular transit service

Transportation Expense Assistance

handyDART, Taxi Saver Program

P: handyDART Office: 250.762.3278 * DO NOT call this number to book a taxi - call the cab company of your choice
bctransit.com/kelowna/riderinfo/handydart/fares

- * Offers vouchers that provide a 50% subsidy towards the cost of taxi rides to permanently registered handyDART riders ONLY * to book a taxi, please call the taxi cab company of your choice * be sure to confirm that the company accepts Taxi Saver vouchers

Application: For more information, please visit our website to download the handyDART application, or call the handyDART office at 250.762.3278

Eligibility: To use the Taxi Saver Program, users must be registered handyDART clients

Ministry of Social Development and Social Innovation, Bus Pass Program

TF: 1.866.866.0800
W: www.sd.gov.bc.ca/programs/bus-pass.html

- * 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

Phone service is available Mon-Fri, 9am - 4pm * Please note that peak call volume is between 9am - 9:30am and 1pm - 2pm each day

Application: Please have your Social Insurance Number ready and you will be advised immediately if you qualify

Eligibility: Ages 18 year(s) and up

To determine if you are eligible: Call 1.866.866.0800 and choose the appropriate option:

If you are receiving Ministry services, and

- HAVE a Personal Identification number and PIN, or your Social Insurance Number, then press option 3, and then press option 1.
- DO NOT HAVE have a Personal Identification Number or Social Insurance Number, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

COMMUNITY AND INTERNATIONAL SERVICES

COMMUNITY SERVICES

Community Service Agencies

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 services and operates programs within the fields of community justice, social services, health and public interest problems * works with people who have come into conflict with the law * reviews, evaluates and advocates for changes in the criminal justice process * engages in public education on matters relating to criminal law and its application * promotes crime prevention through community and social development activities * programs and services include: Probation Outreach Program, Forensic Outreach Services, The Gateway mentoring & Outreach Program, BladeRunners Employment Training Program, RenEW - Residential Energy Efficiency Works Program, One Cup at a Time Employment Training Program, Adult Restorative Justice Program, Prostitution Offender Program (POP) Okanagan

Application: See individual program and services records for specifics

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

Kelowna's Gospel Mission

251 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 counseling, employment and independence training, and affordable transitional housing * 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

Application: In person for hostel

Hours: Office hours: Mon-Fri, 9am - 4pm * shelter staff on site 24/7

The Salvation Army, Community Life Centre

200 Rutland Rd S
Kelowna, BC V1X 2Z5

P: 250.765.3450
E: clc@kelsa.ca
W: www.kelownasalvationarmy.ca

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

Application: Please call for additional information or to book an appointment

Hours: Mon, Wed, 9am - 4pm * Tue, Thu, 1pm - 4pm * Fri, 9am - 3 pm * closed 12pm - 1pm every day

Information Services

Seniors Outreach & Resource Centre

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

P: 250.861.6180
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 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

Eldernet Program: Provides one-on-one computer mentoring/training

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

Eligibility: Eligibility criteria differs by program so please call for details

Westside Health Network Society, Seniors Information and Referral Service

Ste 160-2300 Carrington Rd
West Kelowna, BC V4T 2N6

P: 250.768.3305
E: whns@telus.net
W: www.westsidehealthnetwork.com

- Promotes and enhances West Kelowna and Peachland seniors' wellness through volunteerism, education, referral, and social programs * provides education information and opportunities on health and social issues that include Medwatch, Better at Home, Computer and other Device Tutorials and Assistance, Happy Hookers needlework group, Take-A-Break Library presentations, and the twice per week Walk 'N' Talk * services include Visitation Program, Transportation Program and Grocery Shopping Program

Hours: Mon-Fri, 8am - 2pm

EMERGENCY AND DISASTER SERVICES

Central Okanagan Emergency Operations

2255 Enterprise Way
Kelowna, BC V1Y 8B8

P: 1.877.569.8490
W: www.cordemergency.ca

- The Regional Emergency Plan is coordinated by the City of Kelowna Fire Department on behalf of the Regional District of Central Okanagan, City of Kelowna, District of West Kelowna, District of Lake Country and District of Peachland.

The Plan makes provisions for the community in the event of any emergency such as flooding, forest fires, airplane crashes or other catastrophes.

Officials from each local government, including the Regional District, RCMP, fire departments, BC Ambulance, Interior Health, School District 23, public works, transportation, communications and Emergency Support Services (ESS) volunteers meet and practice the plan, which also includes activating the Emergency Operations Centre (EOC) in the main Kelowna fire hall.

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

CONSUMER SERVICES

MONEY MANAGEMENT

Credit Counselling and Debt Management

Credit Counselling Society of BC, Kelowna Office

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

P: 1.888.527.8999 * 250.860.3000
E: info@nomoredebts.org
W: www.nomoredebts.org

- Provides free and confidential credit and debt counselling services, debt consolidation, repayment strategies, and settlement programs, money management education, bankruptcy trustee referral program, budgeting assistance, and information and referral services

Application: Please call to arrange your appointment

PROVINCIAL GOVERNMENT SERVICES

Ministry of Technology, Innovation and Citizen Services, ServiceBC - Kelowna Office

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

P: 250.861.7500
W: www.servicebc.gov.bc.ca/

- Provides access to various provincial government services through face-to-face, online and phone delivery including:

- Ambulance Payments
- Angling Licences
- BC Assessment Searches
- BCeID Point of Service
- Child Care Subsidy Program
- Commissioner for Taking Affidavits (limited authority)
- Community Access Terminal
- Corporate Registry Searches and Registrations
- Consumer Taxation Payments and access to Forms
- Freedom of Information Act Applications
- Gaming Event Licences (class B and Class D)
- Hunting Licences
- Industry Trade Authority Exams
- Legal Change of Name Applications
- Licence and Resident Hunter Number Cards
- Liquor Licence Renewal Payments
- Logging Tax Payments
- Manufactured Home Registry
- Marriage Licences
- Medical Services Plan Registration and Billing Payments
- Mineral Titles Online
- OneStop Business Registration
- Permit Authorization and Service Bureau
- Personal Property Registry
- Pesticide Exams
- Provincial Court Fine Payments and Disputes
- Provincial Sales Tax Collections
- Provincial Voter Registration
- Residential Tenancy Information/Services
- Rural Property Tax Information and Payments
- Vital Statistics Services
- Wills Notice and Wills Search Applications

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

RECORDS, LICENCES AND PERMITS

Driver Licences

Insurance Corporation of BC, Driver Services & Claim Centre

1720 Springfield Rd
Kelowna, BC V1Y 7W2

P: Kelowna Office: 250.860.4069
TF: Kelowna Office: 1.800.950.1498
Dial-a-Claim: 1.800.910.4222
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

Hours: Mon-Thu, 8am - 5:30pm * Fri, 8am - 4:30pm

Identification Cards

Insurance Corporation of BC, BC Identification Card (BCID)

1720 Springfield Rd
Kelowna, BC V1Y 7W2

TF: Office: 1.800.950.1498
Road Test Bookings: 1.888.715.7775
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

Application: To submit your application, bring 2 pieces of required ID, one primary and one secondary to the Driver Licensing Office

Eligibility: To get a BCID card, you must be 12 or older * those under 19 must get consent from a parent or legal guardian, and will have to be accompanied by parent or guardian to the driver licensing office

Hours: Office Hours: Mon-Thu, 8am - 5:30pm * Fri, 8am - 4:30pm
Booking a Road Test: Mon-Fri, 8am - 5pm

Insurance Corporation of BC, BC Services Card

1720 Springfield Rd
Kelowna, BC V1Y 7W2

TF: 1.800.950.1498
W:www2.gov.bc.ca/gov/topic.page?id=87EEAD6D19974459950AA7FF7F60AD54

- Provides secure access to provincial government services * designed to make it easier for BC residents to access provincial government services * offers three different versions to suit individual needs: BC Driver's Licence and Services Card * Photo BC Services Card * Non-Photo BC Services Card

Eligibility: Ages 19 year(s) and up

Eligible BC residents age 19 and over * please click on the "Additional Information" link above for details information on applying for this card

Hours: Mon-Thu, 8am - 5:30pm * Fri, 8am - 4:30pm

Passports

Passport Canada Kelowna Office

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

P: 1.800.567.6868 (toll-free, calls within Canada or US)
1.819.997.8338 (Outside Canada and US)
TDD: 1.866.255.7655
W: www.ppt.gc.ca

- Accepts applications for new Canadian passports and requests for renewals * in-person service (10 working days) and express service (4 - 9 working days) are available at this office * urgent service is NOT available at this location

Application: Forms available on-line or from the Passport Office
Hours: 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"
Mon-Fri, 8:30am - 4:30pm (local time) * closed statutory holidays
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

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

TAX SERVICES AND INFORMATION

Child Tax Benefits

Canada Revenue Agency, Canada Child Tax Credit (CCTB)

P: 1.800.387.1193
W: www.cra-arc.gc.ca/bnfts/cctb/menu-eng.html

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

Application: <http://www.cra-arc.gc.ca/E/pbg/tf/rc66/README.html>

Federal Income Tax Information

Canada Revenue Agency, Surrey Tax Centre

Individual Income Tax and Trust inquiries: 1.800.959.8281

Business and Self-employed Individuals: 1.800.959.5525

Universal Child Care Benefit, Canada Child Tax Benefit: 1.800.387.1193

Telerefund: 1.800.959.1956

GST/HST Credit for Individuals: 1.800.959.1953

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

Hours: Extended evening and weekend hours from Feb - Apr for individual income tax enquires: Mon-Fri, 9am - 9pm (except holidays) * Sat, 9am - 5pm (except Easter weekend)

EDUCATION

PUBLIC SCHOOLS

Central Programs and Services, School District No. 23 Central Okanagan

P: 250.870.5120

W: www.cps.sd23.bc.ca

- Offers alternate programing for elementary, middle, secondary and adult students * offers Anger Management sessions in conjunction with ARC Programs, for more info, please call 250.870.5120 ext. 6482

Please visit our website for details on programs available at the following locations:

McWilliams Centre, 580 Doyle Ave, Kelowna

Richter St. Site, 1825 Richter St, Kelowna

Rutland Storefront, 150 Asher Rd, Kelowna

Westside Learning Centre, 100-3711 Old Okanagan Hwy, West Kelowna

Application: Please contact our administrative office or visit our website for details on programs available at each of our schools

HEALTH CARE

TRANSPORTATION

Medical Transportation and Mercy Flights

Canadian Cancer Society, Freemason Volunteer Driver Program

2251 Abbott St
Kelowna, BC V1Y 1E2

P: Call to arrange a reservation: 250.712.1101 OR
1.800.299.0188
W: www.cancer.ca/en/support-and-services/support-services/transportation-bc/?region=bc

- Provides complimentary, round-trip transportation to and from primary cancer treatment appointments 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

Application: Please call to register * depending on the location, up to 7 days notice may be required * some flexibility in pickup and departure times is required

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

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

Hope Air

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

P: 1.416.222.6335
TF: 1.877.346.4673
E: mail@hopeair.ca
W: www.hopeair.ca

- Arranges free flights for Canadians who are in financial need and must travel to receive healthcare

Application: Please call or visit our website

Hours: Flight Requests: Mon-Fri, 9am - 7:30pm EST * online requests, 24/7

Ministry of Health, Travel Assistance Program

1515 Blanshard St
Victoria, BC V8W 3C8

TF: 1.800.661.2668
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

Application: Visit our website for information on the application process

Eligibility: Please refer to the website for information regarding patient eligibility and escort eligibility

Medical Transportation and Mercy Flights

Shriners Care Cruiser Program

3550 Wayburne Dr
Burnaby, BC V5G 3K9

Crisis: 1.604.619.7389

P: 1.604.291.7707

TF: 1.800.661.5437 (1.800.661.KIDS)

E: services@bcshriners.com

W: www.bcshriners.com/gizeh/what_we_do.shtml

- Provides transportation services for BC children and their parents or caregivers who are receiving treatment at any Shriner's Hospitals for Children, BC Children's Hospital, BC Women's Hospital and Sunny Hill Hospital with one of five Shrine Care Cruisers * reservations are required as trips are scheduled according to pick-ups, drop-offs, medical priorities and weather conditions * buses are not dispatched until pick-ups or drop-offs are confirmed

Application: Pre-booking is mandatory * please book 1 week in advance of travel need * buses are scheduled according to pick-ups, drop-offs, medical priorities and weather conditions * buses are not dispatched until pick-ups or drop-offs are confirmed

Eligibility: Ages 18 year(s) and under

Infants or children, up to 18 years old, who require transportation to BC Children's Hospital, Sunny Hill Health Centre, BC Women's Hospital and Shriner's Hospitals for Children in Portland, Oregon and Spokane, Washington

Hours: Office: Mon-Fri, 8am - 4pm

INCOME SUPPORT AND EMPLOYMENT

EMPLOYMENT

Employment Preparation

The Salvation Army, Breakthrough Employment Program

1480 Sutherland Ave
Kelowna, BC V1Y 5Y5

P: 250.860.2329

E: programming@kelsa.ca

W: www.kelownasalvationarmy.ca

- Offers a program for those needing support to overcome obstacles in their life * uses key strategies in a combination of classroom learning, mentoring and a supportive community to create opportunity for change and growth * the classroom is a community where strategies are cultivated for problem solving and decision making * participants are introduced into new communities, accessing community programs and given advocacy support * also provides the opportunity to volunteer

Application: Please contact Program Coordinator

Hours: 8:30am - 4:30pm

Employment Preparation

WorkBC - Kelowna

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

P: 778.478.8390
E: info@maximusworkbc.ca
W: www.mc-es.ca/

- Ensures quick and easy access to information and a flexible menu of services designed to help participants enter the workforce as quickly as possible * offers self-serve resource centre with labour market information, job boards and support from staff members * also offers assisted services providing help with work search, programs and benefits attached to EI and Reachback eligibility, or Income Assistance * offers e-Support website that provides job postings and labour market information, on-line tutorials, workshops and other resources

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

WorkBC - Rutland

Ste 103-285 Aurora Cres
Kelowna, BC V1X 7N6

P: 778.753.6045
E: info@maximusworkbc.ca
W: www.mc-es.ca/

- Ensures quick and easy access to information and a flexible menu of services designed to help participants enter the workforce as quickly as possible * offers self-serve resource centre with labour market information, job boards and support from staff members * also offers assisted services providing help with work search, programs and benefits attached to EI and Reachback eligibility, or Income Assistance * offers e-Support website that provides job postings and labour market information, on-line tutorials, workshops and other resources

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

WorkBC - West Kelowna

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

P: 778.754.5890
E: info@maximusworkbc.ca
W: www.mc-es.ca/

- Ensures quick and easy access to information and a flexible menu of services designed to help participants enter the workforce as quickly as possible * offers self-serve resource centre with labour market information, job boards and support from staff members * also offers assisted services providing help with work search, programs and benefits attached to EI and Reachback eligibility, or Income Assistance * offers e-Support website that provides job postings and labour market information, on-line tutorials, workshops and other resources

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

Training and Employment Assistance

Constructive Solutions Okanagan

466 Leon Ave
Kelowna, BC V1Y 6J3

P: 250.717.0020
E: jason@constructivesolutions.ca
W: www.constructivesolutions.ca

- Offers job-seekers temporary day-labour employment * provides employers with professional staffing services, recruiting, office administration, trade certified skilled and semi-skilled personnel to the construction, warehousing, manufacturing, industrial and commercial sectors

Application: Please call the office

Eligibility: Ages 18 year(s) and up

Training and Employment Assistance

Kelowna Community Resources (KCR), Employment Program, Immigrant Services

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

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

Eligibility: Newcomers * Naturalized Citizens * Permanent Residents * Refugees * Provincial Nominees
Hours: Mon-Fri, 8:30am - 4:30pm * closed 12pm - 1pm

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

Eligibility: Ages 19 year(s) - 65 year(s)
Hours: 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 in construction, warehousing, and light industrial sectors

Eligibility: 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

Ste 112-2303 Leckie Rd
Kelowna, BC V1X 6Y5

P: 250.717.3007
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 each participant in preparing for and obtaining long-term gainful employment * provides employment training, pre-vocational assessment, transitional and supported employment, home-based business, peer support, work experience and job shadowing

Application: Referral through Interior Health Mental Health Services or family doctor * self referrals accepted if contact with IH Mental Health Services can be made
Eligibility: Ages 18 year(s) - 65 year(s)
Hours: Mon-Fri, 8:30am - 4:30pm

Training and Employment Assistance

Partners In Resources Inc. (PIERS)

Ste 5-565 Bernard Ave
Kelowna, BC V1Y 8R2

P: 250.762.3494
E: info@pierspartners.ca
W: www.piersonspartners.ca

- Delivers employment services in partnership with YMCA Okanagan and Maximus Canada within the WorkBC service centre * offers the Specialized Community Assistance Program, Third Party Administration of Benefits Program * provides life skills coaching and workshops, employment services and assessments

Eligibility: Ages 19 year(s) and up

Westbank First Nation, Employment and Training Services

1900 Quail Lane
Westbank, BC V4T 2H3

P: 250.768.0227
W: www.wfn.ca

- Provides employment and training services to Aboriginal people including resume writing, job counselling, referrals and more

Eligibility: Status and non-status * on and off reserve

Youth Employment Programs

Okanagan Boys and Girls Clubs, Empowerment Through Employment

P: 250.868.8541 ext.1
W: www.boysandgirlsclubs.ca

- Assists youth in making positive and healthy choices in their social, educational and economic environments, in particular to recognize and avoid the negative risks associated with 'gang involvement' * youth ages 14-18 years will be supported to make healthy choices through expanding and enhancing their practical life skills, pre-employment skills, employment skills and improved positive community influences * offered in Kelowna and West Kelowna

Eligibility: Ages 14 year(s) - 18 year(s)

Hours: Mon-Fri

Project Literacy Kelowna Society, Esteem Program for Youth

Ste 204-1456 St Paul St
Kelowna, BC V1Y 2E6

P: 250.762.2123
E: info@esteemprogram.com
W: www.esteeemprogram.com

- 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

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

INCOME ASSISTANCE PROGRAMS

Ministry of Social Development and Social Innovation, BC Employment and Assistance (BCEA)

Unit 130-1640 Dilworth Dr
Kelowna, BC V1Y 7V3

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

Application: Please visit the BC Employment and Assistance website for full details on the application process or call 1.866.866.0800

Eligibility: 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 an employment programming. Income and asset levels impact both eligibility and monthly assistance rates. Monthly assistance rates are also dependent on family size and case designation. If it is determined that an applicant has an immediate need, the immediate need will be addressed within the same business day. Hardship assistance may be issued in some situations when an individual is not eligible for income assistance

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

Child Care Subsidies

Ministry of Children and Family Development, Child Care Subsidy

P: 1.888.338.6622

W: www.mcf.gov.bc.ca/childcare/subsidy/index.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

Application: Please visit the website for complete eligibility requirements, forms, and other useful information

Eligibility: Please click on the "Additional Info" link above for the eligibility requirements or visit:
<http://www.mcf.gov.bc.ca/childcare/subsidy/eligibility.htm>

Seniors Programs

Service Canada, Services for Seniors

471 Queensway Ave
Kelowna, BC V1Y 6S5

TF: 1.800.277.9914

W: www1.servicecanada.gc.ca

- Assists seniors with the following programs: Allowance Program * Allowance for the Survivor Program * Canada Pension Plan Retirement Pension * Canadian Government Annuities * Guaranteed Income Supplement * International Benefits * Old Age Security Security

Seniors Programs

Canada Pension Plan

P: Service Canada: Kelowna Office, 250.762.3018

TF: 1.800.277.9914

TDD: 1.800.255.4786

W:www.servicecanada.gc.ca/eng/services/pensions/cpp/

- Provides pensions and benefits when contributors retire, become disabled, or die

Eligibility: For complete information on eligibility and the application process for Retirement pension, Post-retirement benefits, Disability benefits, Survivor benefits, Pension sharing, or Credit splitting for divorced or separated couples, please visit the website, call the Toll Free Number, or visit the Service Canada Kelowna Office, located at 106-471 Queensway Avenue

Old Age Security Pension

P: Service Canada - Kelowna Office, 250.762.3018

TF: 1.800.277.9914

TDD: 1.800.255.4786

- Makes a monthly payment available to most people 65 years of age and older who meet the Canadian legal status and residence requirements * employment history is not a factor in determining eligibility; individuals can receive the OAS pension even if you have never worked or are still working

Eligibility: For complete information on eligibility and the application process, please visit the website, call the Toll Free Number, or visit the Service Canada Kelowna Office, located at 106-471 Queensway Avenue

INDIVIDUAL AND FAMILY LIFE SERVICES

DISABILITY RELATED SUPPORT SERVICES

Okanagan Ability Centre

Ste 102-2040 Springfield Rd
Kelowna, BC V1X 9N7

P: 250.762.7790

E: abilitycentre@telus.net

W: www.okanaganabilitycentre.com/index.html

- Offers a wide range of psychological assessment and diagnostic services for children, youth and adults, such as Autism Spectrum Disorder Assessment, Fetal Alcohol Spectrum Disorder Assessment, Psychoeducational Assessments, Attention Deficit Hyperactivity Disorder Assessments, CLBC Assessments for Adults, Social-Emotional Assessments, Case Reviews and Telephone Consultations * doctoral level clinical psychologists are registered with the College of Psychologists of BC

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

FAMILY SUPPORT SERVICES

Aboriginal Support and Preservation Programs

Okanagan Nation Alliance

Ste 101-3535 Old Okanagan Hwy
West Kelowna, BC V4T 3L7

P: 250.707.0095
TF: 1.866.662.9609
W: www.syilx.org/

- Represents the 8-member communities that include Okanagan Indian Band, Upper Nicola Band, Westbank First Nation, Penticton Indian Band, Osoyoos Indian Band and Lower and Upper Similkameen Indian Bands and the Colville Confederated Tribes on areas of common concern * works collectively to advance and assert Okanagan Nation Title and Rights over the Okanagan Nation Territory and operates 5 main departments: Operations Management, Wellness, Natural Resources, Fisheries and Aquatics, and Policy and Business Development

Westbank First Nation

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

P: 250.769.4999
E: mail@wfn.ca
W: www.wfn.ca

- 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

HOUSING

Outreach Programs

Inn from the Cold - Kelowna, Inn Home Support

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

- Provides volunteers who work one-to-one in partnership with a person who is presently housed, often in somewhat precarious situations * many clients have been homeless in the past and are vulnerable individuals and could benefit from a one-to-one relationship with a caring volunteer * volunteer opportunities available

Application: 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
E: reception@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

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

INDIVIDUAL SUPPORT SERVICES

LGBT Community

Gay Okanagan Network

E: info@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 * a great resource for Lesbian, Gay, Bisexual, and Trans information for residents, visitors, and people moving to the Okanagan Valley

PFLAG Canada - Kelowna BC

TF: English: 1.888.530.6777
French: 1.888.530.6483
Kamloops Regional Office: 1.250.851.9385
English Gender Identity Support Line: 1.888.530.6777 ext.226
E: inquiries@pflagcanada.ca
W: www.pflagcanada.ca

- 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

Support Groups and Drop-In

Building Healthy Families Society, Anger Management

1390 KLO Rd
Kelowna, BC V1W 3P6

P: 250.861.4933
E: info@bhfam.net
W: www.buildinghealthyfamilies.ca

- Provides adults with a supportive, non-judgmental group setting to assist them in addressing anger and its affect on their lives

- Application: Referrals accepted from: Ministry of Children and Family Development * Alcohol & Drug Centre * Public Health * other community agencies, or can self-refer
Eligibility: Ages 19 year(s) and up
Adult Program
Hours: Thu, 1pm - 4pm

Women's Support Services

Elizabeth Fry Society, Central Okanagan, Women's Outreach Counselling

Ste 280-1855 Kirschner Rd
Kelowna, BC V1Y 4N7

P: 250.763.4613
E: info.efry@empowerific.com
W: www.empowerific.com

- Provides outreach counselling, education, and practical assistance to women affected by domestic and/or sexual violence

Kelowna Women's Shelter, Central Okanagan Emergency Shelter Society

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
* Women's Interim Supportive Home (WISH): A home for women who have experienced relationship abuse and need a longer period of safe, supportive and affordable housing before transitioning into their own homes
* Supportive Women's Programs: Individual and group counselling sessions, life skills programs
* Supernova: Children Who Witness Abuse Program: Group and individual counselling for children who have experienced abuse in the family
* Inside/Out Violence Prevention Program for Youth: 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 368 Industrial Ave, Unit 6 * 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

Application: All programs are self-referral

Hours: Mon-Sun, 24 hours

New Opportunities for Women, (NOW) Canada

2970 Tutt St
Kelowna, BC V1Y 8Z5

Crisis: Emergency cell: 250.979.8360

P: 250.763.3876
E: info@nowcanada.ca
W: www.nowcanada.ca

- Provides a client-centered continuum of care for women, youth and their children who are vulnerable, exploited or homeless * 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 * Essentials-Life Skills and Client Support Programs * NOW Place Apartments * Tutt Street Place * Follow Care Program * Healthy Living Program and Peer Mentor Program * Therapy programs * offers homeless prevention programs: housing outreach, an outreach worker and short-term rental supplements

OUTREACH PROGRAMS

First United Church, Outreach Services

721 Bernard Ave
Kelowna, BC V1Y 6P6

P: 250.762.3311
E: firstunited@telus.net
W: www.firstunitedkelowna.ca

✿ Making Connections: A parent-and-preschooler program, Friday mornings, 9:15am -11am offers a half hour music program followed by separate programs for preschoolers, childcare for babies and toddlers, and a program for adults that includes guest speakers and discussions

Tuesday/Thursday Drop-in Coffee Hour: From 10am - 11am * meet and get to know neighbours and church members

Dinner and a Movie Night: Second Friday of each month * 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, 6:30pm - 8pm * offers social activities, service projects, and learning in a fun setting * weekly 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 or 250.899.1535
E: hope.okanagan@gmail.com
W: www.hope-outreach.com

✿ Provides volunteer-operated service that builds relationships, provides personal care supplies, encourages and supports street-entrenched women in downtown Kelowna * volunteers note their names and ages and staff try to track them to ensure their safety * volunteers take "bad date reports" and report instances of violence and abuse * volunteers provide information and referral to local resource centres and services in the Okanagan

Application: Call or email for volunteer application information.

Hours: Street Outreach: 7 nights per week * dusk to dawn

Metro Community

1470 Water St
Kelowna, BC V1Y 1J6

P: 778.478.9727
E: info@metrocommunity.ca
W: www.metrocommunity.ca/metro-central

✿ Offers various services, programs, and ministries including: Sunday morning gatherings * hot lunches * frozen meals * public computers * free local and long-distance phone calls * free laundry * free clothing room * music room * art room * community garden * social enterprise coffee shop * Wednesday night BBQs * Metro Up Financial Literacy * Metro Moving Crew * Volunteer Income Tax Clinic * Education Grant * Street Survival Pack * Community Initiatives * Community Shepherds * Metro Men * Metro Women

Eligibility: Call for additional details, or visit our website
Hours: Tue-Fri, 8:30am - 1:30pm * Wed, 5pm - 9pm

Okanagan Boys and Girls Clubs, Reconnect Program

1633 Richter St
Kelowna, BC V1Y 9T7

P: Kelowna: 250.868.8541 ext.4 * Hours: Mon-Fri, 12pm- 8pm,
West Kelowna: 250.859.2524 * services available Mon-Fri
W: www.boysandgirlsclubs.ca

✿ Provides outreach, support, advocacy, referrals and mediation for high-risk youth, youth who are homeless, or at risk of homelessness * provides short-term service to youth ages 13-18, parent teen mediation, residency issues, alcohol and drug referrals, one-to-one support/counselling, hygiene and contraceptive education and products, and street outreach

Eligibility: Ages 13 year(s) - 18 year(s)
Hours: Mon-Fri

OUTREACH PROGRAMS

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/church33/hope/

- * Offers a safe place and a listening ear for people who need guidance and hope * provides a place for conversation and prayer * offers free internet / wi-fi access * offers a free cup of coffee and a muffin * provides information about other community resources * offers advice, personal development and training

Hours: Tue, Wed, Thu, 10am - 2pm * closed Mon, Sat and Sun

LEGAL SERVICES & CRIMINAL JUSTICE

CRIMINAL CORRECTIONAL SYSTEM

Alternative Dispute Resolution

John Howard Society of the Central and South Okanagan, Adult Restorative Justice

1440 St. Paul St
Kelowna, BC V1Y 2E6

P: 250.763.1331* Accepts collect calls
E: adultrestorativejustice@jhscso.bc.ca
W: www.jhscso.bc.ca

- * Provides an alternative for individuals 18+ years who are first time offenders involved in a minor 'chargeable' offense * utilizes community volunteers to assist where the intent to repair the cause harmed to relationships as a consequence of crime * achieves this through a formal meeting of all impacted parties and a negotiated agreement between the person who caused harm and victims * facilitates justice that heals and fulfills the obligations that exist * upon successful completion of the Resolution Agreement, the person who caused harm will not have a criminal record * unsuccessful or incomplete agreements are returned to the RCMP for appropriate action

Application: Referrals are received from the RCMP and ICBC

Eligibility: Ages 18 year(s) and up

First time offenders involved in a minor 'chargeable' offense

Hours: 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 RCMP referrals involving youth ages 12-17 who commit minor offenses * youth participate in a process where they acknowledge responsibility, learn how others are affected and take steps to repair the harm done * a trained Volunteer Mentor assists the youth in completing the agreement on time

Application: RCMP referral

Eligibility: Ages 12 year(s) - 17 year(s)

Hours: Mon-Fri, 8am - 4pm

Alternative Sentencing/Supervision

ARC Programs Ltd., Cornerstone Program

513 Bernard Ave
Kelowna, BC V1Y 6N9

P: 250.763.2977
E: info@arcprograms.com
W: www.arcprograms.com

Provides home and community-based intervention for children/youth in foster care and their families who are experiencing difficulties which affect the stability of the home * primary program goal is to provide trauma-informed education, intervention and support to families to increase and maintain familial stability * focuses on helping the child/youth and family increase natural and community resources, self-regulation skills, caregiving skills for children in care who present with symptoms of trauma, interpersonal and life skills, family and individual resiliency-building strategies

Application: MCFD referral only
Eligibility: Ages 18 year(s) and under
Available to foster parents and children in care only
Hours: 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: 250.718.0810
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

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

Okanagan Halfway House Society

1353 Bernard Ave
Kelowna, BC V1Y 6E4

P: Kelowna: 250.860.5820
Robinson House: 250.862.8363 * Bernard
Residence: 250.717.5613

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

Application: Through Correctional Service Canada
Eligibility: Ages 19 year(s) and up
Only accept clients referred by Correctional Service Canada, no self referrals.
Hours: Facilities are staffed 24 hours per day

Parole Offices

Correctional Service Canada, Kelowna Parole Office

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 the Kelowna area, as well as the South Okanagan (to Osoyoos)

The Parole Board of Canada, Pacific Regional Office

2nd Flr-1925 McCallum Rd
Abbotsford, BC V2S 3N2

P: 1.604.870.2468
TF: Record Suspension and Clemency Enquiries:
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, refuse to order and revoke record suspensions under the Criminal Records Act and the Criminal Code of Canada

Application: Call or visit website for application form

LEGAL ASSISTANCE

Advocacy

Elizabeth Fry Society, Central Okanagan, Community Justice Program

Ste 280-1855 Kirschner Rd
Kelowna, BC V1Y 4N7

P: 250.763.4613
E: info.efry@empowerific.com
W: www.empowerific.com

- Offers support, information and referrals to incarcerated and at-risk women * assists women's social re-integration by offering mutual support, goal setting, personal planning and assistance in accessing counselling, affordable housing, and employment services * women gain skills and resources to live independent, healthy lives and to make positive choices for themselves, their families, and their community

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

Application: Please contact the Ki-Low-Na Friendship Receptionist to arrange an appointment
Hours: Mon-Fri, 8:30am - 4:30pm

Family Law

Families Change, Guide To Separation and Divorce

W: www.familieschange.ca

- Provides interactive, online information on separation and divorce in easy to navigate sections: children, teens, Changeville interactive game, parents/professionals, parenting after separation: finances, and parenting after separation * offers Guides and Workbooks to help families and youth better cope with divorce or separation

Kelowna Family Justice Services

Ste119, 2nd Flr-565 Bernard Ave
Kelowna, BC V1Y 8R4

P: 250.712.3636
TF: 1.888.227.7734
W: www.justicebc.ca/en/fam/index.html

- Provides services to families going through separation or divorce * each Family Justice Centre is staffed by accredited Family Justice Counsellors, specially trained to help families with parenting arrangements, contact with a child, guardianship, and support issues * provides help to parents to resolve disagreements without going to court, provides short-term counselling, mediation, emergency and community referrals and other free services

Legal Services Society of BC, Family Duty Counsel

1355 Water St
Kelowna, BC V1Y 8N3

P: Duty Counsel Office: 250.763.8613
Legal Aid Society Applications: 1.866.577.2525
Legal Aid Society General Inquiries Only:
1.604.601.6000
W: www.legalaid.bc.ca

- Provides lawyer paid by Legal Aid who can help people with lower incomes with their family law, criminal law, or immigration law problems * Duty Counsel can give free legal advice, but can't take on whole case or represent you at trial

Hours: Kelowna Law Courts: Mon-Thu, 9am - 3:30pm * closed 11am - 1pm
Lawyer's Office: Mon-Fri, 9am - 3:30pm * closed 11am - 1pm

Legal Services Society of BC, Family Law in BC

E: familylawinquiries@lss.bc.ca
W: www.familylaw.lss.bc.ca

- Provides on-line information to help families understand how to use the law in matters of separation, divorce, child and spousal support, parenting, guardianship, contact with a child, custody, access, child protection/removal, division of family property and debt, and adoption * limited information is available on related matters such as family violence if children aren't affected, income assistance, and immigration issues such as sponsorship breakdown

Ministry of Justice, BC Family Maintenance Enforcement Program

Box 830
Kamloops, BC V2C 5N1

P: 1.250.434.6020
TF: Info-line: 1.800.668.3637
Northern and Interior Client Office: 1.800.663.3933
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

Application: Enrollment forms available from the website, the Kelowna Courthouse, the Kelowna ServiceBC Centre, the Kelowna Employment and Assistance Office, or you can call and ask that they be mailed to you

Eligibility: Anyone with a maintenance order or agreement who lives in BC

Hours: Client Office Hours: Mon-Fri, 8:30am - 4:30pm

Family Law

Access Pro Bono Society of British Columbia

Ste 300-845 Cambie St
Vancouver, BC V6B 4Z9

P: 1.877.762.6664
E: help@accessprobono.ca
W: www.accessprobono.ca

- Offers several programs serving the critical legal needs of BC's individuals and non-profit organizations of limited means, ranging from summary legal advice clinics to full legal representation services * programs include Summary Legal Advice Program * Civil Chambers Program * Roster Program * Solicitor's Program Paralegal Program * Wills Clinic Project * Mental Health Program

Community Legal Assistance Society (CLAS)

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

P: 1.604.685.3425
TF: 1.888.685.6222
W: www.clasbc.net

- Provides legal assistance in the key areas of housing security, human rights and equality, income security, issues that impact people experiencing mental illness, and workers' rights * extensive resources and suggestions on seeking help listed on website * available to Kelowna residents

Courthouse Libraries BC, Clicklaw

E: editor@clicklaw.bc.ca
W: www.clicklaw.bc.ca

- Provides a website that features legal information and education designed for the public * offers variety of ways to connect with legal information and resources in the Solve Problems, Learn & Teach, Reform & Research and HelpMap tabs * available in many other languages

Legal Services Society of BC, Legal Aid

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

P: 250.763.8613
TF: Call Centre: 1.866.577.2525
W: www.legalaid.bc.ca

- Offers a range of free services * gives priority to people with low incomes, but many services are available to all residents of BC * information provided by: our Aboriginal website, Family Law In BC website, intake assistants, publications, and in some communities, legal information outreach workers and Aboriginal community legal workers * offers advice from duty counsel lawyers, or family advice lawyers * offers representation if you qualify and have serious family problems, child protection matters, some immigration, mental health and prison law issues * offers mediation services for family law matters through Mediation Referral pilot program

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

Hours:
- 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

MOSAIC, Multilingual Legal Publications

2nd Flr-1720 Grant St
Vancouver, BC V5L 2Y7

P: 1.604.254.9626
W: www.multilingolegal.ca

- Provides comprehensive and critical legal information to Canadian newcomers and community workers * promotes legal education through increasing public awareness of the law and justice systems in BC * helps improve accessibility and use of legal and law-related materials to both the legal profession and the public * helps community workers and settlement practitioners in BC provide essential basic legal information to new Canadians with limited knowledge of English * ensures relevance of available materials through periodic consultation with community groups and the advisory committee * enhances broadcasting of legal education and information produced in languages other than English

Family Law

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

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

P: 1.604.687.4680
TF: 1.800.565.5297
W: www.dialalaw.org

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

Hours: Mon-Sun, 24 hours

The Canadian Bar Association, BC Branch, Lawyer Referral Service

P: 1.800.663.1919
W: www.lrsbc.org

- Refers the public to the right lawyer * individuals arrange an appointment with the lawyer they are referred to and are entitled an initial consultation of up to 30 minutes for a fee of \$25 plus taxes * if an individual knows they have a legal problem and need to hire a lawyer, the Lawyer Referral Service can help them find a lawyer at the lawyer's regular rate

Application: Operates by telephone * once the type of law is determined the operator provides the contact information for a lawyer in your geographical area * out of province/out of country requests can email:
lawyerreferral@cbabc.org

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

The Salvation Army, Pro-Bono Program

200 Rutland Rd S
Kelowna, BC V1X 2Z5

P: 250.765.3450
E: clc@kelsa.ca
W: www.kelownasalvationarmy.ca

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

Application: Must call the Community Life Centre for an appointment

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

LEGAL SERVICES

Landlord/Tenant Assistance

Tenant Resource & Advisory Centre

TF: Tenant Infoline: 1.800.665.1185 * Mon-Fri, 8am - 4pm
E: info@tenants.bc.ca
W: www.tenants.bc.ca

- Provides education and information through our Tenant Infoline, website, social media, multilingual resources and legal workshops * when appropriate, will provide direct advocacy to disadvantaged tenants by negotiating resolutions with problem landlords or providing representation at RTB dispute resolution hearings

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 educational workshops aimed at building suicide-safer communities * programs include skills and knowledge to prevent and respond to crisis and suicide, such as safeTALK, ASIST - Applied Suicide Intervention Skills Training, ASIST Tune-Up, suicideTALK, Mindfulness 101: Self Care, and Communication Skills to Respond to Crisis

MENTAL HEALTH

Information Services

BC Partners for Mental Health and Addictions Information, HeretoHelp

EMERGENCY SERVICES: 9-1-1

KELOWNA CRISIS LINE: 1.888.353.2273

BC-WIDE MENTAL HEALTH SUPPORT LINE: 310.6789

SENIOR'S DISTRESS LINE: 1.604.872.1234

TDD: 1.866.872.0113

E: bcpartners@heretohelp.bc.ca

W: www.hertohelp.bc.ca

- Offers resource and referral service for mental health and addiction issues * provides a supportive listening ear for people in emotional distress * provides online information on topics including screening self-tests, mental well-being, depression and anxiety, alcohol and other drugs, schizophrenia and psychosis, eating disorders, and supporting a love one * to provide quicker access, resources are categorized under Individuals, Family Members, Professionals, and Connected to School or Campus?

Hours: Mon-Sun, 24 hours

Outreach Programs

Okanagan Boys and Girls Clubs, Outreach Mental Health Services

1633 Richter St
Kelowna, BC V1Y 9H2

P: 250.868.8541 ext.7 * 250.869.5093
W: www.boysandgirlclubs.ca

- Offers a short-term program providing mental health services to high risk youth 12 -18 years of age with psychiatric issues who are not willing or not able to access mainstream mental health services * works collaboratively with youth to develop and implement a treatment plan * ongoing monitoring and evaluation is provided as well as education * makes appropriate referrals to community mental health resources including physicians, child psychiatrists, Adult Mental Health, Kelowna General Hospital and Child and Youth Mental Health. Outreach Mental Health * provides crisis intervention when required

Application: Referrals accepted from the Ministry of Children and Family Development, Child and Youth Mental Health and other Boys and Girls Clubs resources

Eligibility: Ages 12 year(s) - 18 year(s)

Hours: Mon-Fri with flexible hours

MENTAL HEALTH SUPPORTIVE SERVICES

Educational Programs

Ki-Low-Na Friendship Society, Family Assessment Services

442 Leon Ave
Kelowna, BC V1Y 6J3

P: 250.763.4905
Aft Hrs: 250.859.1055
E: mbrewer@kfs.bc.ca
W: www.kfs.bc.ca

- Provides one-to-one counselling for individuals seeking assistance for depression, anxiety and bi-polar, but we refer clients for clinical and psychiatric services * offers 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.

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

Support Groups and Drop-In

Okanagan Suicide Awareness Society, 'Surviving our Loved One's Suicide' Online Support Group

W: www.facebook.com/groups/solosokanagan

- 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 * a supportive environment offers survivors the freedom to share, knowing that they are not alone * an individual wishing to join the group must have or create a Facebook account

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT

Canadian Mental Health Association Kelowna & District Branch, Rosemead Apartments

540 Rosemead Ave
Kelowna, BC V1Y 5Z8

P: 250.861.3644
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

Application: Please phone or visit our website to download an application form * complete the form and return by fax, mail or in person * a waiting list is NOT maintained * as applications are only kept on file for 6 months after which they will be destroyed, please contact CMHA to verify that you would still like to be considered if a unit becomes available after 6 months
Eligibility: Ages 19 year(s) and up
Hours: Office Hours: Mon-Fri, 9am - 4pm * program hours vary

Canadian Mental Health Association Kelowna & District Branch, Willowbridge Transitional Housing

330 Boyce Cres
Kelowna, BC V1Y 5Z6

P: 778.478.0244
E: willowbridge@cmha.bc.ca
W: www.kelowna.cmha.bc.ca/willowbridge

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT

Provides supported, transitional housing for individuals who are homeless or at-risk of homelessness * Willowbridge participants receive support in developing the skills necessary to address mental health and substance use issues, brain injury, physical health problems, and income related issues * the building was designed to provide a welcoming and inclusive space that facilitates community and peer support

Our team aims to connect participants with community services, assist with goal-setting and life-skills development and encourage the development of healthy interpersonal relationships * Willowbridge program participants will be better equipped to secure stable and permanent housing, and develop and strengthen their skills and connections to set them up for ongoing success

Application: To enquire about vacancies, or for more information, please contact Sheila Adams, Administration, 778.478.0244.

After phone call confirming vacancy and program fit, your client can be referred by downloading and submitting the completed referral package (available on our website).

Eligibility: Ages 19 year(s) and up

A referral from a community service provider, agency or organization is required to be considered for the Willowbridge program. We are not able to accept self-referrals. A waiting list is not maintained.

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

Freedom's Door

1279 Centennial Cres
Kelowna, BC V1Y 6K3

P: 250.717.0472
Aft Hrs: 250.717.0435
E: freedomsdoor@shaw.ca
W: www.freedomssdoorkelowna.com/

Offers a 3-phase 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

John Howard Society of the Central and South Okanagan, 1033 Harvey House

1033 Harvey Ave
Kelowna, BC V1Y 6E4

P: 778.436.9476
E: amanda.barrett@jhscso.bc.ca
W: www.jhscso.bc.ca

Provides five units (shared accommodation) of low cost housing for adult men (19+) who are able to maintain independent living

Application: Download a housing referral form from our website, complete it and fax to the attention of the Manager of Residential Services at 778.436.9477

Eligibility: Ages 19 year(s) and up

John Howard Society of the Central and South Okanagan, 1043 Harvey House

1043 Harvey Ave
Kelowna, BC V1Y 6E4

P: 1043 Harvey House: 250.717.0702
Referrals: 778.436.9476
E: amanda.barrett@jhscso.bc.ca
W: www.jhscso.bc.ca

Offers a ten-bed, third stage recovery home for adult men (19+) recovering from substance misuse and substance misuse related issues * represents an integrated and collaborative approach to the provision of supportive, recovery based housing * brings together people who share the commitment to bridge alcohol and drug and mental health.

Application: Download referral form from our website

Eligibility: Ages 19 year(s) and up

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT

John Howard Society of the Central and South Okanagan, Central Okanagan Mental Health and AddictionsCardington Apartments

Ste 100-1436 St. Paul St
Kelowna, BC V1Y 2E6

P: 778.436.9476
E: amanda.barrett@jhscso.bc.ca
W: www.jhscso.bc.ca

Operates 30 self-contained bachelor unites of low income housing for men and women ages 19+ who are at risk of homelessness and working towards managing mental health and substance misuse issues * life skill development is a key support in integrating individual tenants to more independent housing in a two-year period

Application: Referral available from our website * fax referral to Residential Manager

Eligibility: 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

Hours: Office Hours: 8am - 4pm

Karis Support Society, Bernard House

P: 250.762.7175
E: info@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 * aims to provide women with a safe environment while they maintain their recovery * 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 * residents work and attend school if they are able

Application: Referral required from local agencies * self referrals not accepted

Eligibility: Ages 35 year(s) and up

Karis Support Society, Esther Place Recovery House

P: 250.762.0809
E: info@karis-society.org
W: www.karis-society.org/

Offers a faith-based, year-long residential centre for women ages 19 and up with a program that consists of daily group alcohol and drug addictions studies, individual studies, art therapy, dance therapy, individual counselling, and relapse prevention therapy * promotes a healthy lifestyle for the whole person, spirit, soul and body

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

Eligibility: Ages 19 year(s) and up

Karis Support Society, Fuller 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 issues who are looking to make life changes who and are willing to work towards achieving those changes * to help women accomplish this goal, both in-house programs and programs with other community agencies are offered addressing issues such as Women and Anger, Mind over Mood, and Self-esteem * assists women in developing 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 House is a partnership between Adult Integrated Mental Health Support Society and the Karis Support Society

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT

Karis Support Society, Karis Village

P: 778.478.2239
E: info@karis-society.org
W: www.karis-society.org

- ✿ Karis Village is for women who might be experiencing high-risk pregnancies or who have children and need safe housing, good medical care and support for themselves in fully supported, semi-independent or independent residences * this provides a safe environment where recovery from addictions and attention to personal needs provides the opportunity for healthier pregnancies and a chance to parent children in a supported environment

Eligibility: Expectant mothers

Karis Support Society, Sutherland House

P: 250.860.9507
E: info@karis-society.org
W: www.karis-society.org

- ✿ Provides first and second stage recovery house for women * incorporates a combination of in-house and community-based programming with ultimate goal of women re-entering mainstream of society, although some women might require further housing after a period of time

Karis Support Society, Wallace House

P: 250.448.6788
E: info@karis-society.org
W: www.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: info@karis-society.org
W: www.karis-society.org

- ✿ Seeks to impact the community and the Province of British Columbia by providing safe housing, support, life skills, and training for people caught in life altering addictions and mental health issues * operates the Bernard House, Esther House, Fuller House, Karis Village, Sutherland House, Tomat House and Wallace House

Application: Referral required

Kelowna's Gospel Mission, Harmony and Shiloh House Ministries

P: 250.763.6544
E: nancy@kelownagospelmission.ca
W: www.kelownagospelmission.ca

- ✿ 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

Application: Please see 'Additional Info' link above

Eligibility: Ages 19 year(s) and up

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT

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

P: 250.762.4673
Aft Hrs: 250.762.4673
E: manager@ozanamhouse.com
W: www.recoverykelowna.ca/

- 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 per day
 - * residents have access to our in-house Recovery Program, Clinical Counselling Program, and Life-Skills Program that helps them prepare to overcome their addiction and become more productive members of community

Eligibility: Ages 25 year(s) and up

Applicants must be fully detoxed with a strong commitment to abstinence and recovery

- *
- male, age 25 or older
- * committed to following mandatory programming
- * willing to build and maintain support and recovery networks
- * physically and mentally capable of conducting daily affairs
- * committed to not working or attending school for a minimum of three months
- * prepared to be a part of the community

Note: Methadone, Suboxone and other medications are accepted, provided the applicant has a prescribing physician and has been stabilized prior to entry

SUBSTANCE ABUSE SUPPORTIVE SERVICES

Ki-Low-Na Friendship Society, Addictions Program

442 Leon Ave
Kelowna, BC V1Y 6J3

P: 250.763.4905
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 counselling 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

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

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

Hours: Tue-Fri, 8:30am - 4:30pm

SUBSTANCE ABUSE SUPPORTIVE SERVICES

New Opportunities for Women (NOW) Canada, Essentials Programs

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

 Comprises of two programs which offer the opportunities needed to leave a life of addiction, abuse and exploitation and work towards physical, social and emotional health:

Life Skills is a four-month, full-time day abstinence-based program covering topics such as: coping and social skills, boundaries, personal development, anger management, relapse prevention, healthy relationships, problem solving, group equine and yoga therapy, employability assistance and readiness, as well as additional presentations, workshops and outings

Client Support runs in tandem with the day program and offers individually planned, one-on-one support to help participants get their lives back on track, including: twice weekly drug screening, one-to-one meetings as needed (with a minimum of weekly meetings), help with Income Assistance applications, referrals for Drug and Alcohol Counsellors, support in meetings with Ministry of Children and Family Development, court and probation, referral to NOW Canada's Trauma Therapy Program/Healthy Living Program/Follow Care Program and Peer Mentor Program, and ongoing support after graduation from Essentials

Eligibility: Ages 15 year(s) - 40 year(s)
Must be a NOW Canada Society participant

TELEPHONE ASSISTANCE AND INTERVENTION

Distress Lines

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

763 East Broadway
Vancouver, BC V5T 1X8

P: 1.604.872.1811

DISTRESS LINE (BC Wide): 1.800.784.2433 (1.800.SUICIDE)

SENIORS' DISTRESS LINE: 1.604.872.1234

MENTAL HEALTH SUPPORT (BC Wide): 310.6789

ONLINE DISTRESS SERVICES: www.youthinbc.com * www.crisiscentrechat.ca

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

Hours: 24 hours per day, 7 days per week

Distress Lines

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 and young adults to access information about different issues and provides help and support to deal with them * 24 hour distress line * live online one-to-one chat available 12pm - 1am every day in BC and the Yukon * email support (responds within two business days) * also provides topic-specific information and resources about various youth-related issues

Hours: Distress Line: 24 hours per day / 7 days per week
Online Chat: 12pm - 1am every day in BC and the Yukon

Helpline for Children, 310-1234

CRISIS: 310.1234

MCFD in Kelowna: 250.712.7586

TF: 1.800.663.9122

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

Application: 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

Hours: Ministry of Children and Family Development Kelowna, 250.712.7586, Mon-Fri, 8:30am - 4:30pm

Kelowna Community Resources (KCR), Crisis Line

CRISIS: 1.888.353.2273 (1.888.353.CARE)

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

CRISIS: 1.800.668.6868

P: 1.604.267.7057

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

Eligibility: Ages 5 year(s) - 20 year(s)

Hours: 24/7/365

Distress Lines

VictimLink BC

TF: 1.800.563.0808

TDD: 1.604.875.0885 * collect calls accepted * please call the Telus Relay Service at 711

Text Message: 1.604.836.6381

E: VictimLinkBC@bc211.ca

W: www.victimlinkbc.ca

- Provides confidential, multilingual information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services across BC and Yukon 24 hours per day, 7 days per week

Hours: 24 hours per day, 7 days per week

Youth Against Violence Line

TF: 1.800.680.4264

TDD: Phone: 1.604.875.0885 (collect calls accepted)

Text Message: 1.604.836.6381

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

Hours: Mon-Sun, 24 hours

NOTES



Kelowna Community Resources

Central Okanagan Public Computer Access Locations

KELOWNA

Inn from the Cold - Office

1829 Chandler St
Phone: 250.448.6403
Mon, Tue, and Wed, 9am - 12pm * general public access * 1 terminal

Kelowna Community Food Bank

1265 Ellis St
Phone: 250.763.7161
Mon-Thu, 9:30am - 1pm * available to those currently looking for work or resources * 2 terminals

KCR

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

Kelowna Library

1380 Ellis St
Phone: 250.762.2800
Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&W printing * residents require Library Card with PIN# * visitors must have picture ID * 16 terminals

Ki-Low-Na Friendship Society

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

Metro Central Church

1420 Water St
Phone: 778.478.9727
Tue-Fri, 8:30am - 1:30pm * general public access * 2 terminals

Ministry of Employment & Income Assistance

130-1640 Dilworth Dr
1.866.866.0800
Mon-Fri, 9am - 4pm * general public access * 3 terminals

Mission Library

4105 Gordon Dr
Phone: 250.764.2254
Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&W printing * residents require Library Card with PIN# * visitors must have picture ID * 8 terminals

Seniors Outreach & Resource Centre

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

Work BC - Kelowna

1460 Pandosy St
Phone: 778.478.8390
Mon-Fri, 8:30am - 4:30pm * available to those currently looking for work * 8 terminals

RUTLAND

Hope Centre, Willow Park Church

439 Hwy 33 W
Phone: 250.765.6622
Tue and Thu, 10am - 2pm * general public access * 2 terminals

Rutland Library

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&W printing * residents require Library Card with PIN# * visitors must have picture ID * 12 terminals

Work BC - Rutland

285 Aurora Cres
Phone: 778.753.6045
Mon-Fri, 8:30am - 4:30pm * available to those currently looking for work * 5 terminals

LAKE COUNTRY

Lake Country Library

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&W printing * residents require Library Card with PIN# * visitors must have picture ID * 4 terminals

WEST KELOWNA

Westbank First Nation, Health & Wellness Building

1900 Quail Lane, 2nd Floor, Westbank
Phone: 250.768.0227
Mon-Fri, 8:30am - 4:30pm * general public access * 10 terminals

Westbank Library - Westridge Mall

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&W printing * residents require Library Card with PIN# * visitors must have picture ID * 9 terminals

PEACHLAND

Peachland Tourist Information Centre / Chamber of Commerce

5812 Beach Ave, Peachland
Phone: 250.767.2455
Winter: Mon-Fri, 10am - 4pm * Summer: Mon-Fri, 9am - 5pm * general public access * 1 terminal

Peachland Library

Peachland Centre Mall, Peachland
Phone: 250.767.2455
Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&W printing * residents require Library Card with PIN# * visitors must have picture ID * 3 terminals

SUMMERLAND

Summerland Library

9525 Wharton St, Summerland
Phone: 250.494.5591
Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&W printing * residents require Library Card with PIN# * visitors must have picture ID * 3 terminals

This publication is produced from KCR's online database of community resources.
www.kcr.ca | Community Information Search Central Okanagan, which is sponsored by:

