



# BASIC NEEDS RESOURCE GUIDE

2016

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#### **Society of St. Vincent de Paul**

W: [www.ssvp.ca](http://www.ssvp.ca)

 Supplies food and help for people with social and economic problems, who are in emergency situations.

Please call the number closest to the area in which you live, leave a message, and a volunteer will return your call:

- St. Theresa, Rutland \* serves area of Rutland \* 250.765.0800
- Immaculate Conception \* serves downtown area from Bernard Ave to Raymer Ave, and Okanagan Lake to Benvoulin 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

#### **The Cathedral Church of St. Michael & All Angels, Emergency Food Assistance**

P: 250.762.3321

608 Sutherland Ave

E: [ccsmaa@telus.net](mailto:ccsmaa@telus.net)

Kelowna, BC V1Y 5X1

W: [www.StMichaelsCathedralKelowna.ca](http://www.StMichaelsCathedralKelowna.ca)

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

Hours: Fri, 10am - 11am ONLY

#### **The Salvation Army, Family Services: Practical Assistance**

P: 250.765.3450

200 Rutland Rd S

E: [clc@kelsa.ca](mailto:clc@kelsa.ca)

Kelowna, BC V1X 2Z5

W: [www.kelownasalvationarmy.ca](http://www.kelownasalvationarmy.ca)

 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, Tues, Wed, 9am - 4pm \* Thu, 1pm - 4pm \* Fri, 9am - 3pm \* closed 12pm - 1pm every day

#### **Central Okanagan Community Food Bank, Special Needs Hampers**

P: 250.763.7161

1265 Ellis St

E: [info@kcfb.ca](mailto:info@kcfb.ca)

Kelowna, BC V1Y 1Z7

W: [www.cofoodbank.com](http://www.cofoodbank.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

## Central Okanagan Community Food Bank, Special Needs Hampers, Con't.

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 for three months or more (rent receipts, driver licence, 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 licence, 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)

West Kelowna:  
Wed, 5:30pm - 7:30pm \* Fri, 9:30am - 11:15am

Bakery Items  
Mon-Fri, 9am - 4pm, outside in freezer

### Central Okanagan Community Food Bank, Tiny Bundles

P: 250.763.7161

E: info@kcfb.ca

W: www.cofoodbank.com

1265Ellis St

Kelowna, BC V1Y 1Z7

✿ 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 for three months or more (rent receipts, driver licence, 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 licence, birth certificate, MSP card, picture ID/Passport)
- Doctor's note

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

## Central Okanagan Community Food Bank, Tiny Bundles, Con't.

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)

West Kelowna:  
Wed, 5:30pm - 7:30pm \* Fri, 9:30am - 11:15am

Bakery Items  
Mon-Fri, 9am - 4pm, outside in freezer

### Central Okanagan Community Food Bank, Vitality Program

P: 250.763.7161

E: info@kcfb.ca

W: www.cofoodbank.com

1265Ellis St

Kelowna, BC V1Y 1Z7

 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 for three months or more (rent receipts, driver licence, 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 licence, 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)

West Kelowna:  
Wed, 5:30pm - 7:30pm \* Fri, 9:30am - 11:15am

Bakery Items  
Mon-Fri, 9am - 4pm, outside in freezer

### Central Okanagan Community Food Bank - Kelowna

P: 250.763.7161

E: info@kcfb.ca

W: www.cofoodbank.com

1265EllisSt

Kelowna, BCV1Y 1Z7

✿ 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: Please call or email our office for additional information and to apply to receive a hamper

Eligibility: Ages: 16 year(s) and up

Hours: KELOWNA OFFICE HOURS: Mon-Fri, 8am - 4pm

TO RECEIVE FOOD ASSISTANCE, Mon-Thu:

Families (anyone with children aged 0-15yrs old):  
Mon-Thu, 9:30am - 11am

Everyone welcome (families, couples, singles):  
Mon-Wed, 11am - 1pm \* Thu, 11am - 2pm

Tiny Bundles (weekly)  
Fri, 8:30am - 11am (for pregnant women or have a baby under 1yr old)

Kelowna Bakery Items and Buns:  
Mon-Fri, 9:30am - 3:45pm

WEST KELOWNA HAMPER DISTRIBUTION:

Wed, 5:30pm - 7:30pm \* Thu, 9:30am - 11:15am \* Bakery Items: Mon-Fri, 9am - 4pm (outside freezer)

### Central Okanagan Community Food Bank - West Kelowna

P: 250.768.1559

E: info@westsidefoodbank.ca

W: www.cofoodbank.com

2545ChurchillRd

West Kelowna, BCV4T 2B4

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

Application: Please call or email our office for additional information and to apply to receive a hamper

Hours: Hampers: Wed, 5:30pm - 7:30pm \* Thu, 9:30am - 11:15am \* Bakery Items: Mon-Fri, 9am - 4pm (outside freezer)

### Kelowna Christian Center, Rutland Community Food Centre

P: 250.762.9559

E: kcc@kcc.net

W: www.kcc.net

905BadkeRd

Kelowna, BCV1X 5Z5

✿ Provides food hampers to those in need on Tuesday nights from 6pm - 8pm \* please call for additional details

Hours: Tue, 6pm - 8pm

### Lake Country Food Assistance Society

P: 250.766.0125  
E: lakecountry.foobank@gmail.com

9830 Bottom Wood Lake Rd  
Lake Country, BCV4V 1S7

✿ 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: Tue, Wed, and 9am - 3pm \* Thu, 1pm - 3pm \* Please call for an appointment

### Peachland Food Bank

P: 250.767.3312  
E: peachlandfoodbank@gmail.com

44405th St  
Peachland, BCV0H 1X0

✿ 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

## Meals & Meal Delivery

### Better Meals

P: 1.888.838.1888  
E: sam@bettermeals.ca  
W: www.bettermeals.ca

5742 Beresford St  
Burnaby, BCV5J 1J1

✿ 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

P: 250.861.3644  
E: mealsmatter@cmha.bc.ca  
W: www.kelowna.cmha.bc.ca/meals-matter

504 Sutherland Ave  
Kelowna, BCV1Y 5X1

✿ 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 \* program hours vary

### May Bennett Meal Program, Dinners at Home Program

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

135 Davie Rd  
Kelowna, BCV1X 1Y8

✿ 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

## May Bennett Meal Program, Dinners at Home Program, Con't.

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: Kelowna Meal Delivery: Mon-Fri, 11am - 1pm  
West Kelowna Meal Delivery: Mon, Wed, Fri, 11am - 12:30pm

### May Bennett Meal Program, Kelowna Meal Delivery

P: 250.860.3378	135DavieRd
E: orderokmeals@gmail.com	Kelowna, BC V1X 1Y8
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

P: 250.860.3378	135DavieRd
E: orderokmeals@gmail.com	Kelowna, BC V1X 1Y8
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

P: 250.763.2424	2009AEnterpriseWay
E: inquiries@mow-online.com	Kelowna, BC V1Y 8G6
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 and can be stored in your freezer \* all meals accommodate special nutritional needs \* a small delivery charge applies

## Meals on Wheels and Dinners @ Home, Con't.

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

P: 250.861.6180 Unit 102-2055 BenvoulinCrt  
E: seniorshousing@telus.net Kelowna, BC V1W 2C7  
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

P: 250.768.3060 Ste 13-2421 LastRd  
E: cocha@shaw.ca West Kelowna, BC V4T 2J1  
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

P: 250.862.3206 2175 BurtchRd  
E: info@cchs-housing.ca Kelowna, BC V1Y 4B5  
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

P: 250.862.3206 1349 BertramSt  
E: info@cchs-housing.ca Kelowna, BC V1Y 2E8  
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**

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

1898ParkviewCres  
Kelowna, BC V1X 7G6

✿ Provides affordable housing for families and individuals with disabilities

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

**Columbian Centennial Housing Society, Columbus Terrace**

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

1045Hwy 33W  
Kelowna, BC V1X 2Z3

✿ Provides affordable housing for families

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

**Columbian Centennial Housing Society, Columbus Villa**

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

1920RichterSt  
Kelowna, BC V1Y 2N2

✿ 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 Village**

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

252ShepherdRd  
Kelowna, BC V1X 3H5

✿ Provides affordable housing for families

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

**Columbian Centennial Housing Society**

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

Ste 002-1920RichterSt  
Kelowna, BC V1Y 2N2

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

Eligibility: Ages: 19 year(s) and up

Hours: Office Hours: 9am - 12pm

**Evangel Housing Societies, Evangel Family Manor**

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

Ste 100-969HarveyAve  
Kelowna, BC V1Y 8M8

✿ Provides affordable housing for families \* no smoking, no pets and no barbeques \* waiting list \* subsidized housing available

### **Evangel Housing Societies, Evangel Senior Apartments**

P: 250.762.6225 1439BertramSt  
E: parkhousing@shaw.ca Kelowna, BC V1Y 2G3  
W: www.evangelhousingsocieties.com

✿ Provides affordable housing for older adults 55+ \* no smoking, no pets, no barbeques \* waiting list

Eligibility: Ages: 55 year(s) and up

### **Father Delestre Housing Society, Alexander Place**

P: 250.860.1128 Unit 123-799HoughtonRd  
E: fdhousing@shaw.ca Kelowna, BC V1X 7J7

✿ 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**

P: 250.860.1128 Ste 123-720HoughtonRd  
E: fdhousing@shaw.ca Kelowna, BC V1X 5W7

✿ Provides affordable housing for seniors, 55+

Application: Please call our office, email, or drop into our office for an application

Eligibility: Ages: 55 year(s) and up

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

### **Father Delestre Housing Society, McGivney Family Housing**

P: 250.860.1128 2260BenvoulinRd  
E: fdhousing@shaw.ca Kelowna, BC V1W 4W9

✿ 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**

P: 250.860.1128 Ste 123-799HoughtonRd  
E: fdhs@shawcable.com Kelowna, BC V1X 7J9

✿ 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

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

**Crisis: Emergency pager: 250.979.8360**

P: 250.763.3876

E: info@nowcanada.ca

W: www.nowcanada.ca

1720EthelSt

Kelowna, BC V1Y 2Y7

- ✿ 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**

**Crisis: Emergency pager: 250.979.8360**

P: 250.763.3876

E: info@nowcanada.ca

W: www.nowcanada.ca

2970TuttSt

Kelowna, BC V1Y 2H5

- ✿ 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 Métis & Aboriginal Housing Society**

P: 250.763.7747

E: omahs@telus.net

W: www.omahs.shawwebpace.ca

Ste 240-1855KirschnerRd

Kelowna, BC V1Y 4N7

- ✿ 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

### **Orchard Valley Senior Housing Society, The Burtches**

P: 250.861.5221

E: burtches@shaw.ca

W: www.burtches.ca

Ste 110-1620BurtchRd

Kelowna, BC V1Y 9A9

- ✿ 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**

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

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

✿ 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**

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

9700 Brown Ave  
Summerland, BC V0H 1Z2

✿ 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**

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

11811 Sinclair Rd  
Summerland, BC V0H 1Z8

✿ 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 Alexandra Court**

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

44415th St  
Peachland, BC V0H 1X0

✿ 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

### **Society of Hope, Apple Valley**

P: 250.862.8233  
W: www.societyofhope.org

2055 Benvoulin Crt  
Kelowna, BC V1W 2C7

✿ 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**

P: 250.862.8233  
W: [www.societyofhope.org](http://www.societyofhope.org)

530FranklynRd  
Kelowna, BCV1X 6G5

 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**

P: 250.862.8233  
W: [www.societyofhope.org](http://www.societyofhope.org)

124VernaCrt  
Kelowna, BCV1V 2J7

 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**

P: 250.862.8233  
W: [www.societyofhope.org/housing/family-housing](http://www.societyofhope.org/housing/family-housing)

333WhitmanRd  
Kelowna, BCV1V 2L8

 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 Meadows**

P: 250.862.8233  
W: [www.societyofhope.org/housing/family-housing](http://www.societyofhope.org/housing/family-housing)

3250WoodsdaleRd  
Kelowna, BCV4V 2L6

 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**

P: 250.862.8233  
W: [www.societyofhope.org/housing/family-housing](http://www.societyofhope.org/housing/family-housing)

5550ClementsCres  
Peachland, BCV0H 1X5

 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**

P: 250.862.8233

440YatesRd

W: [www.societyofhope.org/housing/family-housing](http://www.societyofhope.org/housing/family-housing)

Kelowna, BC V1V 2P1

✿ 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**

P: 250.862.8233

3737GellatlyRd

W: [www.societyofhope.org](http://www.societyofhope.org)

West Kelowna, BC V4T 2W8

✿ 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**

P: 250.862.8233

Ste 101-2055BenvoulinCrt

W: [www.societyofhope.org](http://www.societyofhope.org)

Kelowna, BC V1W 2C7

✿ 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

### **Southgate Manor Co-operative Association**

1961DunnSt

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**

P: 280.494.0883

10912QuinpoolRd

Summerland, BC V0H 1Z5

✿ 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**

P: 280.494.3462

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

✿ Provides affordable housing for older adults and adults with disabilities

Application: Please call for additional information

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

P: 250.862.9518

845 Jones St  
Kelowna, BC V1Y 2S6

✿ Low cost rental apartments for seniors living on a fixed income

Eligibility: Ages: 60 year(s) and up

Hours: Mon-Fri, 8am - 5pm

### **Westbank Lions Seniors' Housing Society**

P: 250.768.9590, ext.104

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

E: wmain@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](http://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](http://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](http://www.bchousing.org/Options/Rental_market/SAFER/Application)

Eligibility: Ages: 60 year(s) and up

**Inn from the Cold - Kelowna**

P: Office: 250.448.6403	1829ChandlerSt
Shelter: 250.448.5153	Kelowna, BC V1Y 3Z2
Outreach: 250.300.0567	
E: jan@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 and Programs Include:**

The Inn: provides emergency, overnight winter shelter, during the coldest winter months between Nov - Apr \*  
1157 Sutherland Ave

Outreach and Case Management: one-to-one assistance in manageable goal setting, and navigating the complex service/agency systems in order to meet these goals \* Five key area of support are provided: housing, medical resources, mental health, addictions treatment, Ministry of Social Development

Inn Home Support Program: provides support to vulnerable individuals who would benefit for a one-on-one relationship with a caring volunteer \* program was established to provide support to persons who are presently housed, often in somewhat precarious situations who may or may not have been homeless in the past

Chandler Street Housing Program: offers a shared accommodation model that provides 8 men who have experienced chronic homelessness in our community long-term housing with 24/7 staff support \* program is based around the Housing First Approach-which promotes the idea that providing housing is the first step to transitioning out of homelessness, not the last

Kelowna Kodiaks: local homeless street soccer team \* practices twice a week, travels to tournaments, plays in an indoor league against regular teams

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 \* 100% of the profits go to fund Inn from the Cold - Kelowna's Chandler House for chronically homeless men

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  
Free Store Hours: Mon-Wed, 9am - 12pm  
Shelter Intake Hours: 7pm - 8pm \* 1157 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 place to stay, food and other essentials \* services provided include clean bedrooms, healthy food, showers/baths, laundry facilities, telephone access, playroom/playground, information

## **Kelowna Women's Shelter, Kelowna Women's Transition House, Con't.**

and referrals related to relationship issues, supportive counselling, services and support groups, access to childcare and transportation (for appointment and court), staff accompaniment to appointments and court, 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 Emergency Shelter**

P: Emergency Shelter: 250.763.3737

251LeonAve

Dental Clinic: 1.800.789.0680

Kelowna, BC V1Y 6J1

Aft Hrs: 250.862.3733

E: [contact@kelownagospelmission.ca](mailto:contact@kelownagospelmission.ca)

W: [www.kelownagospelmission.ca](http://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 \* 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**

P: 250.862.3733

251LeonAve

W: [www.kelownagospelmission.ca](http://www.kelownagospelmission.ca)

Kelowna, BC V1Y 6J1

✿ 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: Come to the shelter at 251 Leon Ave to register

Eligibility: Ages: 19 year(s) and up

Hours: Registration begins at 7pm

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

P: 250.763.2262

2609RichterSt

E: [safecentre@nowcanada.ca](mailto:safecentre@nowcanada.ca)

Kelowna, BC V1Y 2R3

W: [www.nowcanada.ca](http://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

## **New Opportunities for Women (NOW) Canada, Alexandra Gardner Women & Children Safe Centre, Con't.**

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**

**Crisis: 310.1234**

P: 250.868.8541 ext.202

Aft Hrs: 250.212.5961

E: shelter@boysandgirlsclubs.ca

W: www.boysandgirlsclubs.ca

1633RichterSt

Kelowna, BC V1Y 9T7

- ✿ 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**

### **Evangel Housing Societies, Park Housing**

P: 250.762.6225

E: parkhousing@shaw.ca

W: www.evangelhousingsocieties.com

1319KLORd

Kelowna, BC V1W 3N8

- ✿ 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

### **John Howard Society of the Central and South Okanagan, New Gate Apartments**

P: 778.753.6035

E: amanda.barrett@jhscso.bc.ca

W: www.jhscso.bc.ca

189RutlandRdN

Kelowna, BC V1X 3B1

- ✿ 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

## John Howard Society of the Central and South Okanagan, New Gate Apartments, Con't.

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

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

### Society of Hope (Short-Term Rental Housing)

P: 250.862.8233

Ste 101-2055BenvoulinCrt

W: [www.societyofhope.org](http://www.societyofhope.org)

Kelowna, BC V1W 2C7

✿ 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

**Crisis: Emergency pager: 250.979.8360**

2970TuttSt

P: 250.763.3876

Kelowna, BC V1Y 2H5

E: [info@nowcanada.ca](mailto:info@nowcanada.ca)

W: [www.nowcanada.ca](http://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](http://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 & CLOTHING**

### **Thrift Shops**

#### **BCSPCA Thrift Store, Kelowna Location**

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

3790CasorsoRd  
Kelowna, BC V1W 4M7

- ✿ 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 pick-up of larger items

Hours: Mon-Sat, 10am - 5pm

#### **BCSPCA Thrift Store, Rutland Location**

P: 778.753.6363  
W: www.spca.bc.ca/about/locations/thrift-stores/kelowna-thrift-store.html

160DougallRdN  
Kelowna, BC V1X 3K5

- ✿ 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 pick-up of larger items

Hours: Mon-Sat, 10am - 5pm

#### **Bibles for Missions, Thrift Store**

P: 250.860.4791  
E: BFMthriftstore@hotmail.com  
W: www.bfmthriftstores.ca

Unit 121-1889SpringfieldRd  
Kelowna, BC V1Y 5V5

- ✿ Sells and accepts donations of clothing, household items, books, furniture \* purchases bibles and supports missionary work worldwide, and locally for those in need, with the funds generated \* donations accepted at the back door during hours that the store is open (please buzz for service)

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

### **First United Church, Thrift Shop**

P: 250.762.3311

E: firstunited@telus.net

W: www.firstunitedkelowna.ca

721BernardAve

Kelowna, BCV1Y 6P6

✿ Sells clothing, shoes, draperies and small household items \* accepts donations \* funds raised go to support the church's outreach programs \* individuals in need of warm clothing and shoes or household goods, books or toys have access during Tue and Thu coffee mornings

Hours: September to May: Wed, Thu, Fri, 10am - 3pm

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

P: 778.478.9939

1425EllisSt

Kelowna, BCV1Y 2A3

✿ Sells clothing, shoes, household items, books and small appliances

Hours: Mon, Tue, Wed, Fri, 10am - 3pm \* Thu and Sat, 11am - 3pm

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

P: 250.763.8117

E: sharesociety.kd@gmail.com

581GastonAve

Kelowna, BCV1Y 7E6

✿ 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

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

### **Kelowna Right to Life Society, Pro Life Thrift Shop**

P: 250.762.9266

Aft Hrs: 250.762.4370

E: kelownarighttolife@telus.net

W: www.prolifekelowna.com

1159SutherlandAve

Kelowna, BCV1Y 5Y2

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

Hours: Wed, Thu, Fri, and Sat, 10am - 4pm

### **Kelowna Women's Shelter, Thrift Store**

P: 250.762.8561

E: community@coess.ca

W: www.kelownawomensshelter.ca

Unit 6-368IndustrialAve

Kelowna, BCV1Y 7E8

✿ Sells clothing, footwear and linen, dishes/glasses, plastic items, cookware, electrical toys, books/magazines and furniture items \* also accepts some small furniture items \* please call before you drop off donations to ensure there is space for the donation \* please visit our website for a complete list of items we accept

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

### **Kelowna's Gospel Mission, Thrift Store**

P: 250.862.2404 125RoxbyRd  
E: [thrift@kelownagospelmission.ca](mailto:thrift@kelownagospelmission.ca) Kelowna, BCV1X 8A4  
W: [www.kelownagospelmission.ca](http://www.kelownagospelmission.ca)

✿ Sells men's, women's and children's clothes, bedding and linens, kitchen and household items, and furniture \* all proceeds go to support programs and services provided by Kelowna's Gospel Mission

Hours: Mon-Fri, 10am - 5pm \* Sat, 10am - 4pm

### **Lake Country Food Assistance Society, Thrift Store**

P: 778.480.3250 3250BerryRd  
E: [lcbthriftstore@shaw.ca](mailto:lcbthriftstore@shaw.ca) Lake Country, BCV4V 1Y6

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

Hours: Tue-Thu, 11am - 4pm

### **Mennonite Central Committee (MCC), Thrift Store**

P: 250.765.7838 155RutlandRdS  
E: [mccthriftkelowna@shaw.ca](mailto:mccthriftkelowna@shaw.ca) Kelowna, BCV1X 2Z3  
W: [thrift.mcc.org/kelowna-mcc-thrift-shop](http://thrift.mcc.org/kelowna-mcc-thrift-shop)

✿ Provides quality thrift items at reasonable prices \* proceeds go to funding Worldwide relief and development

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

### **Metro Community, Free Clothing Room**

P: 778.478.9727 1470WaterSt  
E: [info@metrocommunity.ca](mailto:info@metrocommunity.ca) Kelowna, BCV1Y 1J5  
W: [www.metrocommunity.ca/metro-central/clothing-room](http://www.metrocommunity.ca/metro-central/clothing-room)

✿ Provides free clothing, outerwear, footwear, bedding and personal items to those in need \* free clothing cupboard is stocked by individual donors from a variety of partner thrift shops, and sometimes with new goods from surplus home-goods \* volunteer opportunities available

Hours: Tue-Fri, 9:30am, 11:30am

### **Peachland United Church, Bargain Bin Thrift Shop**

P: 1.250.767.2206 44214thSt  
Peachland, BCV0H 1X0

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

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

### **Rutland Hospital Auxiliary, Thrift Shop**

P: 250.765.2859 140DougallRdN  
Kelowna, BCV1X 3K5

✿ Sells clothing, household goods and miscellaneous items \* all proceeds go to Kelowna General Hospital to purchase medical equipment

Hours: Tue-Sat, 9am - 4pm

### **The Salvation Army, Thrift Store, Kelowna Location**

P: 778.478.7250  
E: [thriftstore@kelsa.ca](mailto:thriftstore@kelsa.ca)  
W: [www.kelownathriftstore.ca](http://www.kelownathriftstore.ca)

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

- ✿ Generates funds to support Community programs by offering quality items for sale \* items include clothing and accessories, shoes, purses, bags and belts, furniture (including antiques), vintage collectables, jewelry, books, small household appliances, housewares and kitchen goods, decorative items, paintings and artwork, working electronics, luggage, wedding gowns and formal wear, sporting equipment, small musical instruments, CD's, DVD's, VHS and records, linens, bedding and curtains, seasonal decorations (in the appropriate season)

Hours: Mon-Sat, 10am - 5pm

### **The Salvation Army, Thrift Store, Rutland Location**

P: 250.765.3450  
E: [thriftstore@kelsa.ca](mailto:thriftstore@kelsa.ca)  
W: [www.kelownathriftstore.ca/](http://www.kelownathriftstore.ca/)

200 Rutland Rd S  
Kelowna, BC V1X 2Z5

- ✿ Generates funds to support Community programs by offering quality items for sale \* items include clothing and accessories, shoes, purses, bags and belts, furniture (including antiques), vintage collectables, jewelry, books, small household appliances, housewares and kitchen goods, decorative items, paintings and artwork, working electronics, luggage, wedding gowns and formal wear, sporting equipment, small musical instruments, CD's, DVD's, VHS and records, linens, bedding and curtains, seasonal decorations (in the appropriate season)

Hours: Mon-Wed, 9am - 6pm \* Thu-Fri, 9am - 8pm \* Sat, 9am - 5pm

### **The Salvation Army, Thrift Store, West Kelowna Location**

P: 250.768.1850  
E: [thriftstorewest@kelsa.ca](mailto:thriftstorewest@kelsa.ca)  
W: [www.westkelownathriftstore.ca](http://www.westkelownathriftstore.ca)

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

- ✿ Generates funds to support Community programs by offering quality items for sale \* items include clothing and accessories, shoes, purses, bags and belts, furniture (including antiques), vintage collectables, jewelry, books, small household appliances, housewares and kitchen goods, decorative items, paintings and artwork, working electronics, luggage, wedding gowns and formal wear, sporting equipment, small musical instruments, CD's, DVD's, VHS and records, linens, bedding and curtains, seasonal decorations (in the appropriate season)

Hours: Mon-Wed, 9am - 6pm \* Thu-Fri, 9am - 8pm \* Sat, 9am - 5pm

### **Westbank United Church, Thrift Shop**

P: 250.768.3363  
E: [wuc@westbankunitedchurch.ca](mailto:wuc@westbankunitedchurch.ca)  
W: [www.westbankunitedchurch.ca](http://www.westbankunitedchurch.ca)

3672 Brown Rd  
West Kelowna, BC V4T 1P7

- ✿ Offers quality clothing, toys, books and household items at reasonable prices for sale

Hours: Mon-Fri, 9am - 3pm

### **Winfield United Church, Thrift Shop**

P: 250.766.3387  
E: [winfieldunitedchurch@shaw.ca](mailto:winfieldunitedchurch@shaw.ca)  
W: [www.winfieldunitedchurch.ca](http://www.winfieldunitedchurch.ca)

3751 Woodsdale Rd  
Lake Country, BC V4V 1X2

- ✿ Offers reasonably priced and good condition used goods \* drop-off items while Thrift Shop is open

Hours: Tue-Sat, 10am - 2pm

**City of Kelowna, Regional Transit Services Department**

P: 250.860.8121 1435WaterSt  
 E: tranmgmt@kelowna.ca Kelowna, BCV1Y 1J4  
 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

**Kelowna Regional Transit System, BC Transit**

P: 250.860.8121 1494HardySt  
 E: tranmgmt@kelowna.ca Kelowna, BCV1Y 8H2  
 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, 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

**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  
 W: 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

## handyDART, Taxi Saver Program, Con't.

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](http://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 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 & INTERNATIONAL SERVICES

### COMMUNITY SERVICES

#### Community Service Agencies

#### John Howard Society of the Central and South Okanagan

P: 250.763.1331

E: [info@jhscso.bc.ca](mailto:info@jhscso.bc.ca)

W: [www.jhscso.bc.ca](http://www.jhscso.bc.ca)

1440 St. Paul St

Kelowna, BC V1Y 2E6

✿ Provides programs and housing services within the fields of community justice, social services, and health that include several employment readiness and training services, outreach services, criminal justice alternatives and restorative justice \* additional services include (but are not limited to): supportive facilities offering housing services that assist individuals to gain greater independence, a FASD mentoring and outreach program for

## John Howard Society of the Central and South Okanagan, Con't.

individuals diagnosed or suspected of having FASD who struggle to live independently, The Social Enterprise Cafe--One Cup at a Time--that offers hands-on paid employment and experience to individuals who identify as having a disability, provides education on prostitution and related issues to sex trade consumers \* provides drop-in services that include harm reduction supplies, emergency bus tickets, recreation passes, shoebank vouchers, referrals, support, and direction \* reviews, evaluates and advocates for changes in the criminal justice process, engages in public education on matters relating to criminal law and its application, and promotes crime prevention through community and social development activities

Application: See individual program and services records for specifics

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

### **Kelowna's Gospel Mission**

P: 250.763.3737

251LeonAve

Aft Hrs: 250.862.3733

Kelowna, BCV1Y 6J1

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 \* men's recovery program \* street level services \* outreach workers \* haircuts \* chiropractors \* showers and laundry facilities available \* kennels available for client pets \* secure area available for client belongings, ie shopping carts or bicycles

Application: In person for shelter

Eligibility: Children may attend meals under supervision of their parents or guardian

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

### **The Salvation Army, Community Life Centre**

P: 250.765.3450

200RutlandRdS

E: clc@kelsa.ca

Kelowna, BCV1X 2Z5

W: www.kelownasalvationarmy.ca

✿ Practical Assistance (includes food, clothing, housewares, and furniture) \* Emergency Disaster Services \* Christmas Assistance (food and toys) \* Family Tracing \* Community Agency Referrals\* Income Tax Service\* Community Programs (Breakthrough, Etc.)

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

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

## **Information Services**

### **Seniors Outreach & Resource Centre**

P: 250.861.6180

Unit 102-2055BenvoulinCrt

W: www.seniorsoutreach.ca

Kelowna, BCV1W 2C7

✿ 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**

P: 250.768.3305

E: whns@telus.net

W: www.westsidehealthnetwork.com/

Ste 160-2300CarringtonRd

West Kelowna, BCV4T 2N6

 Promotes and enhances West Kelowna and Peachland seniors' wellness through volunteerism, educational programs, 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 & DISASTER SERVICES**

### **Central Okanagan Emergency Operations**

P: 1.877.569.8490

W: www.cordemergency.ca

2255EnterpriseWay

Kelowna, BCV1Y 8B8

 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, City 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 & Debt Management

##### **Credit Counselling Society of BC, Kelowna Office**

P: 1.888.527.8999 \* 250.860.3000

E: info@nomoredebts.org

W: www.nomoredebts.org

Ste 230-1855KirschnerRd

Kelowna, BC V1Y 4N7

- ✿ 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

### Provincial Property Taxes

##### **Property Tax Deferment Program, Province of British Columbia**

P: 1.800.663.7867 \* ask to be transferred to 250.356.8121

E: TaxDeferment@gov.bc.ca

W: [www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/pay/defer-taxes/regular-program](http://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/pay/defer-taxes/regular-program)

- ✿ Offers a low interest loan program to seniors that allows them to defer paying all or part of their property taxes on their principal residence

Application: To apply: <http://www2.gov.bc.ca/gov/content/taxes/property-taxes/annual-property-tax/pay/defer-taxes/regular-program/apply>

Please note: your property doesn't qualify for tax deferment if:

- it's a second residence like a cottage, summer home or rental home
- you pay the property taxes for the residence to a First Nation
- you are leasing the property from the registered owner
- the property title is entirely in the name of the executor/executrix, or the estate
- the property title is entirely in trust
- the property is registered solely in the name of a business
- it's a float home that doesn't have a property title registered with the Land Title Office
- it has a Caveat other than Public Guardian and Trustee
- it has a Certificate of Pending Litigation or an Injunction

Eligibility: Ages: 55 year(s) and up

To qualify for this program you must:

- be a Canadian citizen or permanent resident
- have been living in B.C. for at least one year
- be a registered owner of the property
- pay property taxes for the residence to a municipality or the province
- have and maintain a minimum equity of 25% of the property's assessed value
- have paid all previous years' property taxes, utility user fees, penalties and interest

## Property Tax Deferral Program, Province of British Columbia, Con't.

- have current fire insurance for your home and all other improvements, otherwise you may be eligible based only on your land value

If you are:

- 55 years or older this year (only one spouse must qualify), or
- a surviving spouse of any age, or
- designated as a person with disabilities under the Employment and Assistance for Persons with Disabilities Act, or
- a person with disabilities and in the opinion of a physician, your severe mental or physical impairment:
  - is likely to continue for at least two years, and
  - directly and significantly restricts your ability to perform daily living activities, either continuously or periodically for extended periods, and
  - as a result of those restrictions, requires you to have an assistive device, the significant help or supervision of another person, or the services of an assistance animal to perform those activities

and your property must:

- be your principal residence
- be classified as residential (class 1) or residential and farm (class 1 and 9)

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

P: 250.861.7500

Ste 305-478 Bernard Ave

W: [www.servicebc.gov.bc.ca/](http://www.servicebc.gov.bc.ca/)

Kelowna, BC V1Y 6N7

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

- Ambulance Payments
- Angling Licences
- BC Assessment Searches
- BCID 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

## Ministry of Technology, Innovation and Citizen Services, ServiceBC - Kelowna Office, Con't.

- Pesticide Exams
- Provincial Court Fine Payments and Disputes
- Provincial Sales Tax Collections
- Provincial Voter Registration
- Residential Tenancy Applications/Pathfinding & Payment
- Rural Property Tax Information and Payments
- Vital Statistics Services
- Wills Notice and Wills Search Applications

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

### RECORDS, LICENCES & PERMITS

#### Driver Licences

##### Insurance Corporation of BC, Driver Services & Claim Centre

P: Kelowna Claim Centre: 250.860.4069

Dial-a-Claim: 1.800.910.4222

W: [www.icbc.com](http://www.icbc.com)

1720SpringfieldRd

Kelowna, BCV1Y 7W2

- ✿ 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)

TF: 1.800.950.1498

W: [www.icbc.com](http://www.icbc.com)

1720SpringfieldRd

Kelowna, BCV1Y 7W2

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

Application: To submit your application, bring 2 pieces of required ID, one primary and one secondary to the Driver Licensing Office \* for a full list of primary ID, please visit our website

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

##### Insurance Corporation of BC, BC Services Card

P: 1.800.950.1498

W: [www2.gov.bc.ca/gov/topic.page?id=87EEAD6D19974459950AA7FF7F60AD54](http://www2.gov.bc.ca/gov/topic.page?id=87EEAD6D19974459950AA7FF7F60AD54)

1720SpringfieldRd

Kelowna, BCV1Y 7W2

- ✿ Provides easier, secure access to provincial government services for BC residents \* offers three different versions to suit individual needs: BC Driver's Licence/BC Services Card \* Photo BC Services Card \* Non-Photo BC Services Card

Eligibility: Ages: 19 year(s) and up

## Insurance Corporation of BC, BC Services Card, Con't.

Eligible BC residents age 19 and over \* please click on the "Additional Information" link above for details information on applying for this card \* drivers can opt to have separate Driver's Licence and BC Services Card or have them combined into one \* newborns, children, youth to age 19 and those age 74 will be provided with a Non-Photo BC Services Card

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

## Passports

### Passport Canada Kelowna Office

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](http://www.ppt.gc.ca)

Ste 110-1835 Gordon Dr

Kelowna, BC V1Y 3H4

✿ 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

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](http://www.servicecanada.gc.ca/eng/sc/sin)

471 Queensway Ave

Kelowna, BC V1Y 6S5

✿ 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 & 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](http://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

**P:** 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](http://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](http://www.cps.sd23.bc.ca)

✿ Offers alternate programming 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

#### Hollywood Road Educational Services, School District No. 23 Central Okanagan

**P:** 250.860.9729  
**W:** [www.sd23.bc.ca](http://www.sd23.bc.ca)

1040HollywoodRd  
Kelowna, BC V1X 4N2

✿ Educational Services for School District No. 23 encompassing the area from Oyama to Peachland

#### School District No. 23 Central Okanagan

**P:** 250.860.8888  
**W:** [www.sd23.bc.ca](http://www.sd23.bc.ca)

1940UnderhillSt  
Kelowna, BC V1X 5X7

✿ Administration offices for School District No. 23 (Central Okanagan) encompassing the area from Oyama to Peachland

Hours: 8am - 4:30pm

## Medical Transportation &amp; Mercy Flights

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

P: Call to arrange a reservation: 250.712.1101 OR 1.800.299.0188 2251AbbottSt  
 W: [www.cancer.ca/en/support-and-services/support-services/transportation-bc/?region=bc](http://www.cancer.ca/en/support-and-services/support-services/transportation-bc/?region=bc) Kelowna, BC V1Y 1E2

- ✿ 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**

P: 1.416.222.6335 Ste 207-124MertonSt  
 TF: 1.877.346.4673 Toronto, ON M4S 2Z2  
 E: [mail@hopeair.ca](mailto:mail@hopeair.ca)  
 W: [www.hopeair.ca](http://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**

TF: 1.800.661.2668 1515BlanshardSt  
 E: [HLTH.TAPBC@gov.bc.ca](mailto:HLTH.TAPBC@gov.bc.ca) Victoria, BC V8W 3C8  
 W: [www.health.gov.bc.ca/tapbc/index.html](http://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

**Shriners Care Cruiser Program**

**Crisis: 1.604.619.7389** 3550WayburneDr  
 P: 1.604.291.7707 Burnaby, BC V5G 3K9  
 TF: 1.800.661.5437 (1.800.661.KIDS)  
 E: [services@bcshriners.com](mailto:services@bcshriners.com)  
 W: [www.bcshriners.com/gizeh/what\\_we\\_do.shtml](http://www.bcshriners.com/gizeh/what_we_do.shtml)

## Shriners Care Cruiser Program, Con't.

- ✿ 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 & EMPLOYMENT

### EMPLOYMENT

#### Employment Preparation

##### **The Salvation Army, Breakthrough Program**

P: 250.765.3450

E: programming@kelsa.ca

W: www.kelownasalvationarmy.ca

200RutlandRdS

Kelowna, BC V1X 2Z5

- ✿ Offers a program for women 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 \* participants are partnered one-to-one with mentors and offered safe new ways to explore what their vision of success is

Application: Please contact Program Coordinator

Hours: 8:30am - 4:30pm

##### **WorkBC - Kelowna**

P: 778.478.8390

TF: 1.877.967.5221

E: info@maximusworkbc.ca

W: workbckelowna.ca

Ste 102-1460PandosySt

Kelowna, BC V1Y 1P3

- ✿ 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**

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

Ste 103-285AuroraCres  
Kelowna, BC V1X 7N6

- ✿ 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**

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

Ste 1-2448MainSt  
West Kelowna, BC V4T 2S7

- ✿ 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 & Employment Assistance**

### **Constructive Solutions Okanagan**

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

466LeonAve  
Kelowna, BC V1Y 6J3

- ✿ 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

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

P: 250.763.8008  
W: www.kcr.ca

Ste 120-1735DolphinAve  
Kelowna, BC V1Y 8A6

- ✿ Provides employment services for immigrants and newcomers \* offers resume and cover letter writing assistance \* 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**

P: 250.763.4905  
E: employment@kfs.bc.ca  
W: www.kfs.bc.ca

442LeonAve  
Kelowna, BC V1Y 6J3

- ✿ 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**

P: 250.717.0502  
TF: 1.866.717.0502  
E: kelowna@labourunlimited.com  
W: www.labourunlimited.com

1787HarveyAve  
Kelowna, BC V1Y 6G4

- ✿ 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**

P: 250.717.3007  
W: www.okanaganmentalhealth.com

Ste 112-2303LeckieRd  
Kelowna, BC V1X 6Y5

- ✿ 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

### **Partners In Resources Inc (PIERS)**

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

Ste 5-565BernardAve  
Kelowna, BC V1Y 8R2

- ✿ 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

P: 250.768.0227  
W: www.wfn.ca

1900QuailLane  
Westbank, BCV4T 2H3

- ✿ Provides employment and training services to WFN Members \* helps WFN Members gain employment with priority given to those on WFN Social Assistance and enrolled in the Active Measures Program \* includes assistance with job search, developing resumes and cover letters, assistance with employment applications, essential skills development, life skills development, connecting Members with employers, mock interviews, and employment aptitude testing

## INCOME ASSISTANCE PROGRAMS

### 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

TF: 1.800.277.9914  
W: www1.servicecanada.gc.ca

471QueenswayAve  
Kelowna, BCV1Y 6S5

- ✿ 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

#### 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

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

P: 1.866.866.0800

Unit 130-1640DilworthDr

W: [www.hsd.gov.bc.ca/bcea.htm](http://www.hsd.gov.bc.ca/bcea.htm)

Kelowna, BC V1Y 7V3

- ✿ 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 - 12pm and 1pm - 4pm \* telephone services available during lunch period \* closed statutory holidays

## Old Age Security Pension

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/oas/pension/index.shtml](http://www.servicecanada.gc.ca/eng/services/pensions/oas/pension/index.shtml)

- ✿ 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 they 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 & FAMILY LIFE SERVICES

### DISABILITY RELATED SUPPORT SERVICES

## Okanagan Ability Centre

P: 250.762.7790

Ste 102-2040SpringfieldRd

E: [abilitycentre@telus.net](mailto:abilitycentre@telus.net)

Kelowna, BC V1X 9N7

W: [www.okanaganabilitycentre.com/index.html](http://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-

## Okanagan Ability Centre, Con't.

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 & Preservation Programs

#### Okanagan Nation Alliance

P: 250.707.0095

TF: 1.866.662.9609

W: [www.syilx.org/](http://www.syilx.org/)

Ste 101-3535 Old Okanagan Hwy

West Kelowna, BC V4T 3L7

- ✿ 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

P: 250.769.4999

E: [mail@wfn.ca](mailto:mail@wfn.ca)

W: [www.wfn.ca](http://www.wfn.ca)

Ste 201-515 Hwy 97S

West Kelowna, BC V1Z 3J2

- ✿ 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

P: 250.448.6403

E: [vanessa@innfromthecoldkelowna.org](mailto:vanessa@innfromthecoldkelowna.org)

W: [www.innfromthecoldkelowna.org](http://www.innfromthecoldkelowna.org)

1829 Chandler St

Kelowna, BC V1Y 3Z2

- ✿ Matches volunteers with individuals who have experienced homelessness in the past, for emotional and social support for minimum of one year \* volunteer opportunities available

Application: For more information on this program, please visit our website, or email or call the program coordinator \* to volunteer, please visit our website and download an application

Eligibility: Ages: 19 year(s) and up

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

P: 250.763.4905

E: [reception@kfs.bc.ca](mailto:reception@kfs.bc.ca)

W: [www.kfs.bc.ca](http://www.kfs.bc.ca)

442 Leon Ave

Kelowna, BC V1Y 6J3

## Ki-Low-Na Friendship Society, Aboriginal Homelessness Outreach Program, Con't.

- ✿ 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](mailto:info@gayokanagan.net)  
W: [www.gayokanagan.net](http://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](mailto:inquiries@pflagcanada.ca)  
W: [www.pflagcanada.ca](http://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 & Drop-In

#### Building Healthy Families Society, Anger Management

P: 250.861.4933  
E: [info@bhfam.net](mailto:info@bhfam.net)  
W: [www.buildinghealthyfamilies.ca](http://www.buildinghealthyfamilies.ca)

1390KLORd  
Kelowna, BC V1W 3P6

- ✿ Provides adults with a supportive, non-judgmental environment in a group setting to assist them in addressing anger and its effect 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

### Elizabeth Fry Society, Central Okanagan, Stopping the Violence Outreach Program

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

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

✿ Provides services from Peachland to Lake Country for women of domestic and sexual violence that includes supportive counselling, referrals to community services, local transportation, accompaniment and advocacy

### 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

**Crisis: Emergency cell: 250.979.8360**

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

2970 Tutt St  
 Kelowna, BC V1Y 8Z5

✿ 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

### Evangel Church, Free Store

P: 250.762.0682 3261 Gordon Dr  
 E: evangel@evangelbc.org Kelowna, BC V1W 3N4  
 W: www.evangelbc.org

✿ Provides food, clothing or a listening ear for those in need \* Thu, 1pm - 3pm

Hours: Church office hours: Tue-Fri, 9am - 4pm

### First United Church, Outreach Services

P: 250.762.3311 721 Bernard Ave  
 E: firstunited@telus.net Kelowna, BC V1Y 6P6  
 W: www.firstunitedkelowna.ca

✿ Tue and Thu Drop-in Coffee Hour: 10am - 11:30am \* enjoy a hot coffee, sandwich, a cookie, meet and get to know neighbours and church members \* support is available for referrals to local agencies and resources, in addition to access to the emergency Food Cupboard where individuals are helped in choosing the supplies they need

Grandparents Raising Grandchildren Support Circle: meets monthly at the church \* the church members are closely involved with organising and facilitating this group

New Year's Day Community Dinner: Provides an annual New Year's Day Dinner, for neighbours in need as well as congregation members \* includes turkey, ham, beef, and all the trimmings \* a fashion 'clothes closet' offering clothing free of charge will be available

### H.O.P.E. Outreach

P: 250.863.4716  
 E: hope.okanagan@gmail.com  
 W: www.hope-outreach.com

✿ Provides nighttime outreach for homeless and exploited women in the Kelowna area, specifically in the downtown core \* seven nights per week at dusk volunteers take to the streets of downtown, hand out supply bags containing basic necessities, seek to build relationships with the women, encourage them, and support them to get the help they need \* volunteers also take "Bad Date Reports" and report instances of violence and abuse against sex-workers \* Bad Date Reports are then circulated Okanagan wide, and also in Prince George, Kamloops, and Merritt

Application: Call or email for volunteer application information.

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

### Mamas for Mamas, Mothers' Support Services

P: 236.420.0075 440 Yates Rd  
 E: mamasformamasoffice@gmail.com Kelowna, BC V1V 2P1  
 W: www.mamasformamas.ca/

✿ Supports mothers in crisis and provides ongoing support to low income mothers allowing them to overcome the negative impact of poverty and marginalization \* works as a safety net for single, low income and mothers who are currently employed but are ineligible for benefits or community service support \* programs include

## Mamas for Mamas, Mothers' Support Services, Con't.

community partner donation program, refurbished computer program, emergency holiday hamper program, supplemental food support program and the comprehensive donation program \* upcoming programs include Mamas mental wellness program, Mamas' holistic wellness program, fresh food hampers, and the daycare initiative

Hours: Mon-Fri, 9am - 5pm \* Sat and Sun, closed

### Metro Community

P: 778.478.9727

E: info@metrocommunity.ca

W: www.metrocommunity.ca/metro-central

1470WaterSt

Kelowna, BC V1Y 1J5

✿ Offers various services, programs, and ministries including: Sunday morning gatherings \* hot lunches \* public computers \* free local and long-distance phone calls \* free laundry \* free clothing room \* music room \* art room \* music studio \* Little Free Library \* community garden \* social enterprise coffee shop (Wild Goose Coffee Bar \* Wednesday night BBQs \* Metro UP Financial Asset & Literacy Foundation \* Metro Moving Crew \* Metro Laundry \* Volunteer Income Tax Clinic \* Education Grant \* Street Survival Packs \* Community Initiatives \* Community Shepherds \* Metro Men \* Metro Women

Eligibility: Call for additional details, or visit our website

Hours: Wed, Thu and Fri, 8:30am - 1:30pm \* Mon and Wed, 4:30pm - 8:30pm

### Okanagan Boys and Girls Clubs, Reconnect Program

P: Kelowna: 250.868.8541 ext.205 \* Hours: Mon-Fri, 12pm- 8pm

West Kelowna: 250.859.2524 \* services available Mon-Fri

W: www.boysandgirlsclubs.ca

1633RichterSt

Kelowna, BC V1Y 9T7

✿ 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

### Willow Park Church, The Hope Centre

P: 250.765.6622

E: hope@willowparkchurch.com

W: www.willowparkchurch.com/church33/hope/

439Hwy 33W

Kelowna, BC V1X 1Y2

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

Hours: Tue and Thu, 10am - 2pm

## SUPPORT GROUPS & DROP-IN

### AIDS/HIV Supportive Services

#### REL8 Okanagan

P: 250.575.4001  
E: rel8.okanagan@gmail.com  
W: rel8okanagan.weebly.com

- ✿ Offers a safe place for HIV positive people to meet and socialize \* informally offers support, education and information through social interaction with peers \* offers the online group Poz Linx, and the Men's Advocacy Network closed Facebook group

Eligibility: Open to all ages and genders

## LEGAL SERVICES & CRIMINAL JUSTICE

### CRIMINAL CORRECTIONAL SYSTEM

#### Alternative Dispute Resolution

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

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

1440St. PaulSt  
Kelowna, BC V1Y 2E6

- ✿ 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 - 4pm

#### Okanagan Boys and Girls Clubs, Youth Restorative Justice Program

P: 250.868.8541 ext.206  
E: restorativejustice@boysandgirlsclubs.ca  
W: www.boysandgirlsclubs.ca

1633RichterSt  
Kelowna, BC V1Y 9T7

- ✿ 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

## Ex-Offender Halfway Houses & Reentry Programs

### Bridges To New Life Society

P: 250.448.6975  
TF: 1.888.448.6975  
Aft Hrs: 250.718.0810  
E: hope@bridgestnl.org  
W: www.bridgestnl.org

1197SutherlandAve  
Kelowna, BC V1Y 5Y2

- ✿ 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 correspondence \* 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

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

1353BernardAve  
Kelowna, BC V1Y 6E4

- ✿ 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

P: 250.470.5166

1863BredinRd  
Kelowna, BC V1Y 7S9

- ✿ 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

P: 1.604.870.2468  
TF: Record Suspension and Clemency Enquiries: 1.800.874.2652  
E: info@npb-cnrc.gc.ca  
W: www.npb-cnrc.gc.ca

2nd Flr-1925McCallumRd  
Abbotsford, BC V2S 3N2

- ✿ 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

**Elizabeth Fry Society, Central Okanagan, Women's Community Justice Program**

P: 250.763.4613

E: info.efry@empowerific.com

W: www.empowerific.com

Ste 280-1855 Kirschner Rd

Kelowna, BC V1Y 4N7

- Offers pre-charge to post incarceration support, advocacy, counselling, and group work for women at risk of criminalization \* runs 3 times per year, with 10 participants per group

**Ki-Low-Na Friendship Society, Legal Advocacy Services**

P: 250.763.4905

W: www.kfs.bc.ca

442 Leon Ave

Kelowna, BC V1Y 6J3

- Offers a range of legal advocacy assistance \* poverty law advocacy services include income assistance, disability services, employment insurance and WCB \* family legal advocacy services include child or spousal support, guidance with divorce forms, separation agreements, and assistance with family court documents \* does 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

**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**

P: 250.712.3636

TF: 1.888.227.7734

W: www.justicebc.ca/en/fam/index.html

Ste 119, 2nd Flr-565 Bernard Ave

Kelowna, BC V1Y 8R4

- 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**

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

1355 Water St

Kelowna, BC V1Y 8N3

## Legal Services Society of BC, Family Duty Counsel, Con't.

- ✿ 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](mailto:familylawinquiries@lss.bc.ca)

W: [www.familylaw.lss.bc.ca](http://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

P: 1.250.434.6020

Box 830

TF: Info-line: 1.800.668.3637

Kamloops, BCV2C 5N1

Northern and Interior Client Office: 1.800.663.3933

W: [www.fmep.gov.bc.ca](http://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

### Access Pro Bono Society of British Columbia

P: 1.877.762.6664

Ste 300-845CambieSt

E: [help@accessprobono.ca](mailto:help@accessprobono.ca)

Vancouver, BCV6B 4Z9

W: [www.accessprobono.ca](http://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)

P: 1.604.685.3425

Ste 300-1140West PenderSt

TF: 1.888.685.6222

Vancouver, BCV6E 4G1

W: [www.clasbc.net](http://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](mailto:editor@clicklaw.bc.ca)

W: [www.clicklaw.bc.ca](http://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**

P: 250.763.8613

TF: Call Centre: 1.866.577.2525

W: [www.legalaid.bc.ca](http://www.legalaid.bc.ca)

Ste 210-347LeonAve

Kelowna, BC V1Y 8C7

- ✿ 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**

P: 1.604.254.9626

W: [www.multilingolegal.ca](http://www.multilingolegal.ca)

2nd Flr-1720GrantSt

Vancouver, BC V5L 2Y7

- ✿ 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

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

P: 1.604.687.4680

TF: 1.800.565.5297

W: [www.dialalaw.org](http://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](http://www.lrsbc.org)

## The Canadian Bar Association, BC Branch, Lawyer Referral Service, Con't.

- ✿ 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

## 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 & ADDICTIONS

### DISTRESS PHONE LINES & ONLINE SERVICES

#### Online Assistance & Intervention

#### BC Partners for Mental Health and Addictions Information, HeretoHelp

**Crisis: EMERGENCY SERVICES: 911**

**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.heretohelp.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

### **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

### **Youthspace.ca**

**Crisis: SMS Text Chat: 778.783.0177**

W: www.youthspace.ca/

- ✿ Provides a safe place for Canadian youth under 30 years of age to access emotional support, resources, and crisis response \* volunteers are available on Youthspace Chat everynight from 6pm - 12 midnight (Pacific Time)

Eligibility: Ages: 30 year(s) and under

Hours: Chat available: 6pm - 12 midnight (Pacific Time)

## **Telephone Assistance & Intervention**

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

**Crisis: 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**

763East Broadway  
Vancouver, BCV5T 1X8

**ONLINE DISTRESS SERVICES:**  
**www.youthinbc.com \* www.crisiscentreat.ca**

P: 1.604.872.1811  
TDD: 1.866.872.0113  
E: info@crisiscentre.bc.ca  
W: www.crisiscentre.bc.ca

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

Hours: 24 hours per day, 7 days per week

## **EDUCATIONAL PROGRAMS**

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

P: 1.604.872.1811  
TDD: 1.866.872.0113  
E: info@crisiscentre.bc.ca  
W: www.crisiscentre.bc.ca

763East Broadway  
Vancouver, BCV5T 1X8

- ✿ 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

## Crisis Intervention and Suicide Prevention Centre of BC, Suicide Awareness Training , Con't.

Intervention Skills Training, ASIST Tune-Up, suicideTALK, Mindfulness 101: Self Care, and Communication Skills to Respond to Crisis

### MENTAL HEALTH

#### Outreach Programs

##### **Okanagan Boys and Girls Clubs, Outreach Mental Health Services**

P: 250.868.8541 ext.209 \* 250.869.5093

1633RichterSt

W: [www.boysandgirlsclubs.ca](http://www.boysandgirlsclubs.ca)

Kelowna, BC V1Y 9H2

- ✿ 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**

P: 250.763.4905

442LeonAve

Aft Hrs: 250.859.1055

Kelowna, BC V1Y 6J3

E: [mbrewer@kfs.bc.ca](mailto:mbrewer@kfs.bc.ca)

W: [www.kfs.bc.ca](http://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

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

- ✿ Offers private, member's only group on Facebook where individuals can come together with no shame, and help each other heal the wounds of the untimely deaths of loved ones \* 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 & RESIDENTIAL TREATMENT

### Canadian Mental Health Association Kelowna & District Branch, Rosemead Apartments

P: 250.861.3644  
E: kelowna@cmha.bc.ca  
W: www.kelowna.cmha.bc.ca

540RosemeadAve  
Kelowna, BC V1Y 5Z8

- ✿ 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

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

330BoyceCres  
Kelowna, BC V1Y 5Z6

- ✿ 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**

P: 250.717.0472 1279CentennialCres  
Aft Hrs: 250.717.0435 Kelowna, BC V1Y 6K3  
E: freedomsdoor@shaw.ca  
W: www.freedomsdoorkelowna.com/

✿ Offers a faith-based, 12-step residential program for men recovering from alcohol and/or drug addiction \* operates five homes that can house up to 50 participants

Eligibility: Ages: 19 year(s) and up

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

P: 778.436.9476 1033HarveyAve  
E: amanda.barrett@jhscso.bc.ca Kelowna, BC V1Y 6E4  
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

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

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

P: 1043 Harvey House: 250.717.0702 1043HarveyAve  
Referrals: 778.436.9476 Kelowna, BC V1Y 6E4  
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

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

### **John Howard Society of the Central and South Okanagan, Central Okanagan Mental Health and Addictions Cardington Apartments**

P: 778.436.9476 Ste 100-1436 St. Paul St  
E: amanda.barrett@jhscso.bc.ca Kelowna, BC V1Y 2E6  
W: www.jhscso.bc.ca

✿ Operates 30 self-contained bachelor units 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

## **John Howard Society of the Central and South Okanagan, Central Okanagan Mental Health and Addictions Cardington Apartments, Con't.**

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

### **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

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

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

P: 250.762.4673

Aft Hrs: 250.762.4673

E: board@recoverykelowna.ca

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

P: 250.763.4905  
Aft Hrs: 250.859.1025  
E: [addictions@kfs.bc.ca](mailto:addictions@kfs.bc.ca)  
W: [www.kfs.bc.ca](http://www.kfs.bc.ca)

442LeonAve  
Kelowna, BC V1Y 6J3

- ✿ 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

### New Opportunities for Women (NOW) Canada, Essentials Programs

**Crisis: Emergency pager: 250.979.8360**

P: 250.763.3876  
E: [info@nowcanada.ca](mailto:info@nowcanada.ca)  
W: [www.nowcanada.ca](http://www.nowcanada.ca)

2970TuttSt  
Kelowna, BC V1Y 2H5

- ✿ Comprised 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 & INTERVENTION

### Distress Phone Lines & Online Services

#### Helpline for Children, 310-1234

**Crisis: 310.1234**

P: 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](http://www.safekidsbc.ca)

## Helpline for Children, 310-1234, Con't.

- ✿ 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

P: 1.888.353.2273 (1.888.353.CARE)

E: [crisisline@kcr.ca](mailto:crisisline@kcr.ca)

W: [www.kcr.ca](http://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](mailto:bc@kidshelpphone.ca)

W: [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

Ste 570-789 West Pender St

Vancouver, BC V6C 1H2

- ✿ 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

### VictimLink BC

P: 1.800.563.0808

TDD: TTY: 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](mailto:VictimLinkBC@bc211.ca)

W: [www.victimlinkbc.ca](http://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 \* serves 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

 <span style="float: right;"><b>WALK-IN MEDICAL CLINICS</b></span>		
<b>CENTRAL CITY</b>		
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
<b>GLENMORE/ CLIFTON / DILWORTH</b>		
Glenvalley Medical Centre **	250.860.5811	207-437 Glenmore Rd
<b>MISSION</b>		
Lakeshore Medical Centre **	250.764.8878	3970 Lakeshore Rd
Mission Medical Centre	250.868.8222	102-3320 Richter
<b>RUTLAND</b>		
Rutland Walk-in Clinic	250.862.5915	25-590 Hwy 33 W
<b>WESTSIDE</b>		
Highroads Medical Clinics	250.768.7656	2145 Louie Dr W
MD Medical Centre Walk-In & Family Practice ( located inside Superstore)	250.768.9959	3020 Louie Dr
Towne Centre Medical Clinic	250.768.8315	19-2475 Dobbin Rd
West Kelowna Medical Centre (Walk-In, Family Practice, & Pediatrics)**	250.768.6985	105-2231 Louie Dr
<b>LAKE COUNTRY</b>		
Winfield-Lake Country Family Practice **	250.766.3938	9966 Pollard Rd
<b>PEACHLAND</b>		
Beach Avenue Medical Clinic	250.767.3432	5848 Beach Ave

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





# KCR

## 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

#### Kelowna Community Resources (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  
Tue-Thu, 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

#### Work BC - West Kelowna

1-2448 Main St  
Phone: 778.753.5890  
Mon-Fri, 8:30am - 4:30pm \* available to those currently looking for work

### RUTLAND

#### 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

### PEACHLAND

#### Peachland Tourist Information Centre / Chamber of Commerce

5684 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

### DIST. 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

#### Oyama Library

15718 Oyama Rd  
Phone: 250.548.3377  
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

### 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

### 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

This publication is produced from KCR's online database of community resources.  
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