

CHILD, YOUTH & FAMILY MENTAL HEALTH & SUBSTANCE USE

RESOURCE GUIDE

FOR PROFESSIONALS &
SERVICE PROVIDERS



EMERGENCY NUMBERS

Ambulance	911
Helpline for Children	310.1234
CRISIS LINE	1.888.353.2273
Crisis Intervention and Suicide Prevention Centre of BC Online services for youth at YouthInBC.com	1.866.661.3311
Kelowna General Hospital	250.862.4000
Adolescent Psychiatry Unit (APU)	250.862.4346
Interior Health: Youth Crisis Response Program Direct service access available to physicians only. All others must go through KGH Emergency Department.	Phone number is provided to physicians only.
Kids Help Phone	1.800.668.6868
Ministry of Children and Family Development: After Hours	1.800.663.9122
Ministry of Children and Family Development: Youth Response Team	250.861.7610
Poison Control Centre BC	1.800.567.8911
RCMP: Kelowna DetachmentEMERGENCY: 911	Non-emergency: 250.762.3300
RCMP: West Kelowna DetachmentEMERGENCY: 911	Non-emergency: 250.768.2880

EMERGENCY SHELTERS

Alexandra Gardner Women & Children Safe Centre: NOW Canada	250.763.2262
Penny Lane Transition House: Okanagan Boys and Girls Clubs	250.861.5593
Richter Street Overnight Program - Kelowna Youth Shelter: Okanagan Boys and Girls Clubs	250.868.8541 ext 9 250.869.4433 or 250.870.7231

ASSESSMENT, TREATMENT AND SUPPORT

ARC Programs Ltd.	250.763.2977
Building Healthy Families Society	250.861.4933
Canadian Mental Health Association	250.861.3644
Elizabeth Fry Society: Child & Youth Sexual Abuse Intervention	250.763.4613
Interior Health: Children's Assessment Network	250.763.4122
Interior Health: Kelowna Alcohol and Drug Services	250.868.7788
Interior Health: Kelowna Eating Disorders Outpatient Program	250.870.5777
Interior Health: Outreach Urban Health Centre	250.868.2230
KCR: Information Centre	250.763.8008 ext 25
Kelowna Family Centre	250.860.3181
Kelowna Youth & Family Services	250.763.2405
Ki-Low-Na Friendship Society	250.763.4905
Ministry of Children and Family Development: Child and Youth Mental Health	250.861.7301
Ministry of Children and Family Development: Children and Youth With Special Needs	Kelowna: 250.712.3609
Okanagan Boys and Girls Clubs: Reach Out Youth Counselling	250.768.9139
Okanagan Boys and Girls Clubs	250.762.3914
School District No. 23 Central Okanagan	250.860.8888
The Bridge Youth & Family Services	250.763.0456
The FORCE Society for Kids Mental Health	Kelowna Office: 778.478.9855
Westbank First Nation: Addictions and Counselling Services	250.768.0227

AT A GLANCE ORGANIZATION QUICK LIST

ARC PROGRAMS LTD.

513 Bernard Ave
Kelowna, BC V1Y 6N9
Phone: 250.763.2977
Email: arcprograms@arcprograms.com
Web: www.arcprograms.com

PROVIDES SUPPORT, PREVENTION, INTERVENTION, TREATMENT, AND REHABILITATIVE SERVICES, FOR CHILDREN, YOUTH, INDIVIDUALS AND FAMILIES IN THE COMMUNITIES OF THE INTERIOR REGION OF BC * PROVIDES A CONTINUUM OF RESIDENTIAL AND COMMUNITY-BASED INTERVENTION, SUPPORT, AND TREATMENT PROGRAMS FOR FAMILIES CARING FOR CHILDREN/YOUTH WITH SPECIAL NEEDS, FASD OR MENTAL HEALTH DISORDERS, OR SUBSTANCE MISUSE, INCLUDING:

* COMMUNITY INTERVENTION AND TREATMENT SERVICES INCLUDE ALCOHOL AND DRUG TREATMENT, YOUTH AND FAMILY SUPPORT, YOUTH AGREEMENT SUPPORT, AND YOUTH JUSTICE SERVICES

* AUTISM SPECTRUM DISORDER SERVICES, INCLUDE BEHAVIORAL SUPPORT PROGRAM AND BEHAVIOURAL ASSESSMENT SUPPORT, FAMILY-BASED TREATMENT PROGRAM, SERVICES FOR FAMILIES WITH FASD (OR OTHER DEVELOPMENTAL-BEHAVIOURAL DISORDERS

* PERSONALIZED SUPPORT'S INITIATIVE (PSI) SERVICES FOR ADULTS, INCLUDING SUPPORTED LIVING /OUTREACH SUPPORT, COMMUNITY INCLUSION (HOME-BASED SKILL DEVELOPMENT * COMMUNITY-BASED SKILL DEVELOPMENT * PRE-EMPLOYMENT SKILL DEVELOPMENT), AND SUPPORT FOR FAMILIES AND INDIVIDUALS

THE BRIDGE YOUTH & FAMILY SERVICES

760 Hwy 33 W
Kelowna, BC V1X 1Y4
Phone: 250.763.0456
Email: info@thebridgeservices.ca
Web: www.thebridgeservices.ca

WORKS TOGETHER WITH CHILDREN, YOUTH, PARENTS AND FAMILIES TO BUILD HEALTHY AND POSITIVE RELATIONSHIPS WITHIN THEIR FAMILIES AND COMMUNITIES * OFFERS WITHDRAWAL MANAGEMENT SERVICES FOR INDIVIDUALS TO SAFELY WITHDRAWAL FROM SUBSTANCES * PROVIDES RESIDENTIAL TREATMENT FOR INDIVIDUALS TO MANAGE SEVERE ADDICTIONS

BIG BROTHERS BIG SISTERS OF THE OKANAGAN

Ste 102-151 Commercial Dr
Kelowna, BC V1X 7W2
Phone: 250.765.2661
Email:
helen.brownrigg@bigbrothersbigsisters.ca
Web: www.bigs.bc.ca/en/Home/default.aspx

OFFERS A WIDE RANGE OF SCHOOL BASED MENTORING PROGRAMS DESIGNED TO MEET THE VARIED NEEDS OF THE CHILDREN AND YOUTH

BUILDING HEALTHY FAMILIES SOCIETY

1390 KLO Rd
Kelowna, BC V1W 3P6
Phone: 250.861.4933
Email: dwillkison@bhfam.net
Web: www.buildinghealthyfamilies.ca

PROVIDES A VARIETY OF FAMILY PROGRAMS AND SERVICES * FIRST STEP: DESIGNED TO MEET THE NEEDS OF YOUNG PARENTS WITH CHILDREN UNDER THE AGE OF TWO * SELF HELP OPPORTUNITY FOR PARENTS: FOCUSES ON PARENTING, LIFE-SKILLS TRAINING AND SUPPORT TO PARENTS WITH CHILDREN AGE TWO AND UP * NURTURING FATHERS: FEATURES PARENTING TRAINING AND SUPPORT DESIGNED SPECIFICALLY FOR FATHERS * PARENTING THROUGH RECOVERY: TRAINS AND GIVES SUPPORT TO MOTHERS WHO ARE IN RECOVERY * THE ZONE: CONFLICT RESOLUTION AND ANGER MANAGEMENT TRAINING FOR YOUTH, CHILDREN, AND THEIR PARENTS * OUTREACH: ONE-TO-ONE IN HOME SUPPORT AND COACHING SERVICE * BUILDING HEALTHY CONNECTIONS: SUPPORT GROUP FOR GRANDPARENTS OR RELATIVES RAISING CHILDREN DUE TO THE PARENTS SUBSTANCE ABUSE * ANGER MANAGEMENT: FOR ADULTS WHOSE LIFE AND RELATIONSHIPS ARE AFFECTED BY THEIR ANGER

AT A GLANCE ORGANIZATION QUICK LIST

CANADIAN MENTAL HEALTH ASSOCIATION KELOWNA & DISTRICT BRANCH

504 Sutherland Ave
Kelowna, BC V1Y 5X1
Phone: 250.861.3644
Email: kelowna@cmha.bc.ca
Web: www.kelowna.cmha.bc.ca

FACILITATES ACCESS TO RESOURCES PEOPLE REQUIRE TO MAINTAIN AND IMPROVE MENTAL HEALTH AND COMMUNITY INTEGRATION, BUILD RESILIENCY, AND SUPPORT RECOVERY FROM MENTAL ILLNESS * PROGRAMS AND SERVICES INCLUDE: CONSUMER & FAMILY SERVICES, PEER SUPPORT, HOUSING, MEALS MATTER, MENTAL HEALTH FIRST AID, MENTAL HEALTH PROMOTION, OUTREACH & NAVIGATION SERVICES, CONNECTING THE DOTS, CONNECTED BY 25, THE WELLNESS DEVELOPMENT CENTRE * DETAILED PROGRAM INFO AVAILABLE ONLINE, BY EMAIL OR PHONE

ELIZABETH FRY SOCIETY, CENTRAL OKANAGAN

Ste 104-347 Leon Ave
Kelowna, BC V1Y 8C7
Phone: 250.763.4613
Email: info.efry@empowerific.com
Web: www.empowerific.com

OFFERS A SPECIALIZED SAFE CENTRE WHERE WOMEN, CHILDREN, TEENS AND FAMILIES CAN ACCESS COUNSELLING, INFORMATION, ADVOCACY AND RESOURCES * DOMESTIC VIOLENCE * CRISIS SUPPORT * SAFETY PLANNING * EDUCATION AND PREVENTION * LEGAL INFORMATION * SEXUAL ASSAULT AND ABUSE COUNSELLING * OUTREACH SUPPORT * SPECIALIZED VICTIM ASSISTANCE * PERSONAL DEVELOPMENT

JAYCEES DOWNTOWN YOUTH CENTRE (OKANAGAN BOYS AND GIRLS CLUBS)

1633 Richter St
Kelowna, BC V1Y 9T7
Phone: 250.868.8541 ext 3
Web: www.boysandgirlsclubs.ca

PROVIDES SERVICES FOR YOUTH AT RISK * EMPOWERMENT THROUGH EMPLOYMENT * OUTREACH MENTAL HEALTH * CLUB 180 OFFERS A DROP-IN CENTER AND RESOURCE PROGRAM FOR AT-RISK YOUTH * RICHTER ST OVERNIGHT PROGRAM PROVIDES EMERGENCY YOUTH SHELTER * BAIL SUPPORT AND SUPERVISION PROGRAM * RECONNECT PROVIDES OUTREACH, SUPPORT, ADVOCACY, REFERRALS AND MEDIATION FOR AT-RISK YOUTH * TRANSITIONAL HOUSING PROGRAM PROVIDES SUPPORT FOR YOUTH LIVING INDEPENDENTLY * YOUTH RESTORATIVE JUSTICE PROGRAM FACILITATES RESTORATIVE RESOLUTIONS AS AN ALTERNATIVE TO COURT

KCR (KELOWNA COMMUNITY RESOURCES)

Ste 120-1735 Dolphin Ave
Kelowna, BC V1Y 8A6
Phone: 250.763.8008
Email: info@kcr.ca
Web: www.kcr.ca

OPERATES A VARIETY OF COMMUNITY PROGRAMS, SERVICES AND SUPPORTS INCLUDING: COMMUNITY INFORMATION * VOLUNTEERING INFORMATION * IMMIGRANT SERVICES * TRANSLATION SERVICES * FAMILY FRIEND PROGRAM * SPECIAL NEEDS ADOPTION * PUBLIC ACCESS COMPUTER

255 LAWRENCE AVENUE OFFERS THE FOLLOWING SERVICES: THE ADOPTION CENTRE * CRISIS LINE ADMINISTRATION OFFICE * KIDS COUNT PROGRAM * FAMILY GROUP CONFERENCING

AT A GLANCE ORGANIZATION QUICK LIST

KELOWNA FAMILY CENTRE

Ste 204-347 Leon Ave
Kelowna, BC V1Y 8C7
Phone: 250.860.3181
Email: kelfamcr@shawbiz.ca
Web: www.kfscs.com

PROMOTES THE EMOTIONAL, PSYCHOLOGICAL AND SOCIAL WELL BEING OF FAMILIES AND INDIVIDUALS * ENHANCES THE DEVELOPMENT OF HEALTHY RELATIONSHIPS BETWEEN INDIVIDUALS AND WITHIN FAMILIES * ALL COUNSELLING STRICTLY CONFIDENTIAL * PROVIDES CONFIDENTIAL COUNSELLING SERVICES FOR CHILDREN, YOUTH, WOMEN, MEN AND FAMILIES * DROP-IN GROUPS * PARENTING AFTER SEPARATION PROGRAM * COUPLES COUNSELLING

KELOWNA WOMEN'S SHELTER (CENTRAL OKANAGAN EMERGENCY SHELTER SOCIETY)

CRISIS: 250.763.1040
Phone: 250.763.1040
Email: info@coess.ca
Web: www.kelownawomensshelter.ca

PROVIDES SANCTUARY, ADVOCACY, SUPPORT AND SELF DEVELOPMENT OPPORTUNITIES FOR WOMEN AND CHILDREN DURING AND AFTER CRISIS FROM PHYSICAL, EMOTIONAL AND SEXUAL ABUSE * TRANSITION HOUSE:

24-HR EMERGENCY ACCOMMODATION FOR WOMEN AND CHILDREN SEEKING A SAFE HAVEN AWAY FROM RELATIONSHIP ABUSE

* 2ND STAGE HOUSE: A HOME FOR WOMEN WITHOUT CHILDREN WHO REQUIRE A LONGER PERIOD OF SUPPORT FOLLOWING THEIR STAY AT THE SHELTER

* SUPPORTIVE WOMEN'S PROGRAMS: INDIVIDUAL AND GROUP COUNSELLING SESSIONS, LIFE SKILLS PROGRAMS

* CHILDREN WHO WITNESS ABUSE PROGRAM: GROUP AND INDIVIDUAL COUNSELLING FOR CHILDREN WHO HAVE EXPERIENCED ABUSE IN THE FAMILY

* INSIDE/OUT PROGRAM: OFFERS A VIOLENCE PREVENTION PROGRAM FOR FEMALE AND MALE CHILDREN AND YOUTH THAT OPERATES IN SCHOOLS AND OTHER COMMUNITY SETTINGS

KELOWNA YOUTH & FAMILY SERVICES

Ste 100-260 Harvey Ave
Kelowna, BC V1Y 7S5
Phone: 250.763.2405
Email: kyfs@shawcable.com

PROVIDES PREVENTIVE COUNSELLING SERVICE FOR PARENTS, CHILDREN AND YOUTH * OFFERS ASSISTANCE TO PARENTS EXPERIENCING DIFFICULTIES WITH CHILD BEHAVIOUR IN FAMILY, COMMUNITY OR INVOLVEMENT WITH THE LAW * IMPROVES RELATIONSHIPS, COMMUNICATION AND PARENTING SKILLS

LAKE COUNTRY BOYS AND GIRLS CLUB (OKANAGAN BOYS AND GIRLS CLUBS)

3130 Berry Rd
Lake Country, BC V4V 1V2
Phone: 250.766.5277
Email: lakecountry@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

OFFERS VARIOUS PROGRAMS FOR CHILDREN * PLEASE VISIT OUR WEBSITE FOR CURRENT PROGRAM INFORMATION, APPLICATION AND FEES

AT A GLANCE ORGANIZATION QUICK LIST

MENTAL HEALTH INDIVIDUAL & FAMILY SUPPORT (BCSS KELOWNA)

Ste 203-347 Leon Ave
Kelowna, BC V1Y 8C7
Phone: 250.868.3119
Email: bcsskel@shaw.ca
Web: www.bcsskelowna.org

PROVIDES SUPPORT, RESOURCES AND EDUCATION FOR FAMILIES AND FRIENDS OF INDIVIDUALS LIVING WITH SCHIZOPHRENIA AND OTHER MAJOR MENTAL ILLNESSES * IRIS LENDING LIBRARY IS AVAILABLE TO THE PUBLIC FREE OF CHARGE AND OFFERS AN EXTENSIVE SELECTION OF TOPICS ON MENTAL ILLNESS * OFFICE STAFF ARE AVAILABLE FOR INFORMAL SUPPORT AND INFORMATION FOR THOSE WITH FAMILY MEMBERS AND FRIENDS WHO HAVE A MENTAL ILLNESS * THE STRENGTHENING FAMILIES TOGETHER EDUCATION COURSE IS OFFERED IN SPRING AND FALL * PARTNERSHIP PUBLIC EDUCATION PRESENTATIONS PROVIDE PRESENTATIONS ON MENTAL ILLNESSES TO SCHOOLS AND GROUPS

NOW CANADA (NEW OPPORTUNITIES FOR WOMEN)

2970 Tutt St
Kelowna, BC V1Y 8Z5
CRISIS: Emergency cell: 250.979.8360
Phone: 250.763.3876
Email: info@nowcanada.ca
Web: www.nowcanada.ca

PROVIDES PROGRAMS, SERVICES AND ONGOING SUPPORT TO WOMEN WHO HAVE BEEN VICTIMS OF SEXUAL EXPLOITATION, HAVE ADDICTIONS AND/OR MENTAL HEALTH CHALLENGES * PROVIDES EMERGENCY SHELTER AS WELL AS TRANSITIONAL HOUSING AND AFFORDABLE, INDEPENDENT LIVING TO WOMEN, WITH AND WITHOUT CHILDREN, WHO HAVE A PROVEN FINANCIAL NEED * ALEXANDRA GARDNER WOMEN AND CHILDREN SAFE CENTRE * RESIDENTIAL SAFE HOME PROGRAM * ESSENTIALS-LIFE SKILLS AND CLIENT SUPPORT PROGRAMS * NOW PLACE APARTMENTS * TUTT STREET PLACE * FOLLOW CARE PROGRAM * HEALTHY LIVING PROGRAM * THERAPY PROGRAMS

OKANAGAN BOYS AND GIRLS CLUBS

1434 Graham St
Kelowna, BC V1Y 3A8
Phone: 250.762.3914
Email: info@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

YOUTH SERVING ORGANIZATION THAT PROVIDES PROGRAMS AND SUPPORT SERVICES TO CHILDREN, YOUTH AND THEIR FAMILIES * EMPLOYMENT SERVICES * REACH OUT YOUTH COUNSELLING * EARLY, MIDDLE CHILDHOOD AND AFTERSCHOOL PROGRAMS * FAMILY RESOURCE PROGRAMS * SPRING BREAK CAMPS AND OUTDOOR PROGRAMS * YOUTH OPTIONS PROJECT * EMERGENCY YOUTH SHELTER * RESTORATIVE JUSTICE * DROP-IN PROGRAMS

RUTLAND BOYS AND GIRLS CLUB (OKANAGAN BOYS AND GIRLS CLUBS)

355 Hartman Rd
Kelowna, BC V1X 2M9
Phone: 250.765.3345
Email: rutland@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

OFFERS THE FOLLOWING PROGRAMS: * DAYCARE: 3-5 YEARS * FAMILY PLAYTIME * AGES INFANT-5 YEARS (WITH PARENT) * DROP-IN: 5-12 YEARS * BEFORE SCHOOL PROGRAM * AFTER SCHOOL CARE: 6-12 YEARS

WESTSIDE BOYS AND GIRLS CLUB (OKANAGAN BOYS AND GIRLS CLUB0

2466 Main St

West Kelowna, BC V4T 1Z1

Phone: 250.768.9139

Email: wyc@boysandgirlsclubs.ca

Web: www.boysandgirlsclubs.ca

OFFERS THE FOLLOWING PROGRAMS: DAYCARE PROGRAMS FOR CHILDREN AGES 3-5 * PRESCHOOL PROGRAMS FOR CHILDREN AGES 3-5 * SCHOOL AGE CHILD CARE FOR CHILDREN AGES 6-12 * PLAYGROUPS FOR PARENTS AND CHILDREN AGES BIRTH-AGE 5 * DROP-IN PROGRAMS FOR CHILDREN AGES 6-12 AND YOUTH AGES 11-16

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What to Expect: Central Okanagan Child and Youth Mental Health Services

The Ministry for Children and Family Development provides a wide range of services for children and youth with mental health concerns through Child and Youth Mental Health (CYMH). Some of these services are provided directly by CYMH clinicians, others are provided by community agencies, working under contract for CYMH. All of these government-funded services are free to BC residents. A mature minor can access these services without parental consent under the Infants Act. Use of these services is voluntary.

WHEN A REFERRAL IS MADE

- For most families connecting with CYMH begins with a phone call to the centre at (250)861-7301. Young people themselves, their parents or guardians are encouraged to call directly.
- Third party referrals (i.e. physicians, school counsellors) are accepted via phone or fax as well. Consent from the parent/guardian of the child or from the youth themselves must be received prior to making the referral.
- Once a third party referral is received a letter goes out to the parent/guardian of the child or to the youth which is also Cc to the referring source. This letter indicates that a referral has been received and requests that the parent/guardian or youth give CYMH a call.
- An intake worker will respond within 48 hours of receiving a call from the parent/guardian or youth except for where there is an immediate concern for the child/youth's safety (i.e. actively suicidal/psychotic) in which case the intake worker will make contact right away.
- Upon initial contact with the intake worker a BCFPI (Brief Child and Family Phone Interview) is conducted. This is a basic screening tool that gives a snapshot of what some of the mental health concerns might be.
- Once the BCFPI is completed the child/youth is scheduled for a face to face Initial Assessment with a clinician. The Initial Assessment is used to identify the child/youth's challenges/strengths and determine if there are any mental health concerns and/or if any support is needed within the family system. For example, family therapy.

THE INITIAL ASSESSMENT

- There will likely be a wait for the Initial Assessment. The Average wait time is 4-6 weeks.
- A mental health clinician will meet with the child/youth and the parents and may request permission to see records (medical, school, etc.) or consult with a school counsellor and/or family physician.
- Once the mental health clinician finishes their Initial Assessment they write up a report with their impressions and recommendations and send the file along to the screening team.

THE SCREENING TEAM

- The Screening Team is a multi-disciplinary team of professionals that meets once a week to review the Initial Assessments. The Screening Team reviews approximately 10-15 cases per week.
- The Screening Team makes the final decision regarding disposition. This may include an urgent assignment to a CYMH Clinician or being placed on a waitlist with CYMH.
- The Screening Team may also refer to a contracted agency with CYMH or other community resource.
- After the disposition is decided a clinician contacts the parent/guardian of the child or contacts the youth directly with the outcome. A letter is also mailed out and is Cc to the referring source.

WAITLIST

- Due to the high demand for CYMH services the Average wait for services is anywhere from 3 to 6 months. A child/youth placed on the waitlist at CYMH is prioritized based on the acuity of their symptoms.
- If at any time the symptoms of a child/youth worsens the youth or parent/guardian of the child is encouraged to call CYMH for support.

Child and Youth Mental Health Services

INDIVIDUAL/GROUP THERAPY, PSYCHO-EDUCATION AND FAMILY SUPPORT

- Our CYMH team is made up of counsellors, clinical social workers, nurses, a psychologist and a psychiatrist. We provide assessment, individual therapy, group therapy, family support and psycho-education. CYMH clinicians use Evidenced Based Interventions (practices that research has proven to be effective) such as Cognitive Behavioral Therapy (CBT) and Interpersonal Psychotherapy (IPT). Treatment may also involve the use of medications in addition to therapy. Medication is prescribed through the family doctor or our CYMH psychiatrist. It is a requirement that the client be actively involved with a CYMH clinician to access psychiatry. Psychiatric sessions are limited and are therefore only available to clients of CYMH. CYMH does not have the capacity to accept referrals where the only service requested is a psychiatric assessment.

BIFROST

- Bifrost is an attachment-based program designed to provide the youth and their families with an intensive short-term, multi-modal, multi-systemic intervention. The Program has three main components; family therapy, Connect Parenting Group, and individual support to the youth in four areas (education, vocation, recreation and social/family life).

ADHD CLINIC

- The ADHD clinic is a designed to provide assessment and treatment assistance for parents/caregivers of children and youth, ages 6-18. Referrals are made where there is a question about the ADHD diagnosis, there is an ADHD diagnosis with confounders or co-morbidities complicating treatment and/or there is an ADHD diagnosis where treatment trials have not been successful in resolving symptoms. Referrals must be made by a physician or pediatrician. A mental health clinician can recommend the ADHD clinic however this recommendation must be followed up with a letter of support by the family's physician or pediatrician.

SCHOOL –BASED CLINICIANS

- The Central Okanagan has 5 clinicians that work out of the middle schools and alternative schools. The School-Based Clinicians receive the majority of their referrals directly from the school counsellor/school-based team. In partnership with MCFD, School District 23 helps to fund these positions.

GROUPS

- **TNT Group: TNT (Teens Needing Tools for Life)** is a psycho-educational group that uses Dialectical Behavioral Therapy. There are two groups, one for high school and one for middle school age youth. This group is for youth who have challenges with self-regulation, mood, relationships, impulsivity, self-harm and suicidality. Due to the high risk potential of this population the youth must be actively involved with a CYMH clinician in order to attend.
- **Take Charge Group:** Take Charge is a psycho-educational group that uses Cognitive Behavioral Therapy. The group is for children (typically ages 9 to 12) whose challenges with anxiety interfere with their daily functioning. The child is referred by the screening team. This group also has a parent/guardian component.
- **PAK (Parenting ADHD Kids):** This is a psycho-educational group for parents with children ages 6-16 who have been diagnosed with ADHD. Using Collaborative Problem Solving this group provides a framework to help parent/guardians to understand the impact of ADHD on their child/youth's functioning and increase their capacity to effectively parent.
- **GGAK (Games Group for ADHD):** This group is for children ages 7-10 that have been diagnosed with ADHD. It focuses on improving self-management through social games.
- **Collaborative Problem Solving:** This is a psycho-educational group that helps parent/guardians incorporate Collaborative Problem Solving skills into their parenting style. It provides a framework to help the parent/guardian focus on "unsolved problems" and "lagging skills" so that these problems can be resolved. There is no need to go through the intake process for parents to participate in this group.
- **Connect:** This is a 10-week psycho-educational group for parents/guardians of teens that help them to apply an attachment lens when interacting with their teen and to explore the meaning behind their teen's behavior. There is no need to go through the intake process for parents to participate in this group.

CHILD AND YOUTH MENTAL HEALTH CONTRACTS AND PARTNERSHIPS

MCFD-CYMH provides funding to several community agencies in order to meet the needs of children, youth and families. As well CYMH is involved in initiatives that are funded solely by community partners. Below is a list of these services.

ARC PROGRAMS LTD.

- **Family-Based Treatment Program:** This program provides in-home support and wraparound services to children/youth and their families. This program is an outreach community based mental health service designed to reduce the risk to children/youth and build capacity within families. Referrals to this program are made through CYMH.

THE BRIDGE YOUTH AND FAMILY SERVICES

- **Family Counselling:** This program provides support to families that are experiencing emotional and/or behavioral challenges with their child/youth through both in-home and office based meetings. Referrals to this program are made through CYMH and other MCFD partners.

KELOWNA FAMILY CENTRE

- **Child, Youth and Family Counselling:** This program provides individual and/or family counselling to children/youth and their families due to challenges within the home and/or at school. This program also provides support to children/youth with mild to moderate mental health concerns. Referrals to this program are made through CYMH.
- **Sexually Intrusive Behavior Program:** This program provides specialized counselling for children under the age of 12 that exhibit sexually intrusive behaviors where no disclosure of sexual abuse has been made. Referrals to this program are made through CYMH.

THE ELIZABETH FRY SOCIETY

- **SAIP (Sexual Abuse Intervention Program):** This program provides treatment and support to children, youth and non-offending family members where there has been a disclosure of sexual abuse and/or sexual assault. Referrals to this program can be made directly to the Elizabeth Fry Society.

RESPIRE

- **Respite:** This contract provides respite to parents/guardians whose child/youth is actively being seen by at CYMH clinician. This includes day time support as well as overnights. Referrals to this program are made through CYMH.

BOYS AND GIRLS CLUB

- **Outreach Mental Health:** This program provides mental health services to high risk youth that are not willing or able to access mainstream services. Outreach is provided to the youth making it easier for the youth to obtain services. Referrals to this program are made by MCFD CYMH, MCFD Youth Response Team and The Boys and Girls Club.

INTERIOR HEALTH

- **Youth Crisis Response:** This program provides urgent response and assessment to children, youth and families that present to KGH with a mental health concern. Recommendations may include an admission to Kelowna General Hospital (KGH) or if the child/youth is able to return home, recommendations to ensure the child/youth's safety. Psychiatric follow-up is available through this program. Access to this program is through KGH or through the family's physician.
- **Hospital Liaison:** This program is available to children and youth that are admitted to KGH regarding a mental health concern. A nurse works with the family to ensure a smooth transition between discharge from the hospital and obtaining mental health services and support within the community.

SCHOOL-DISTRICT 23

- **Lifes Avers:** Lifes Avers is a youth suicide preventative program that is funded by School District 23. Clinicians from CYMH work with high school students to provide peer support to students through school presentations and resiliency groups.

BASIC NEEDS

FOOD

CANADIAN MENTAL HEALTH ASSOCIATION KELOWNA & DISTRICT BRANCH, MEALS MATTER


CONTACT:

Phone: 250.861.3644 ext 130
Email: mealsmatter@cmha.bc.ca
Web: www.kelowna.cmha.bc.ca/meals-matter

ADDRESS:

504 Sutherland Ave
Kelowna, BC V1Y 5X1

SERVICE DETAILS:

 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

REFERRAL:

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

Fee: Service ; \$5 per meal * \$5 per soup * punch cards available * buy 10 meals; get 1 FREE

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna
Accessibility: Fully Accessible

CANADIAN MENTAL HEALTH ASSOCIATION KELOWNA & DISTRICT BRANCH, SUPPER CLUB

CONTACT:

Phone: 250.861.3644
Email: kelowna@cmha.bc.ca
Web: www.kelowna.cmha.bc.ca

ADDRESS:

504 Sutherland Ave
Kelowna, BC V1Y 5X1

SERVICE DETAILS:

- ✿ Offers a 12-week program where young people learn valuable skills to both help them as they seek employment and in their personal health and nutrition in a safe, supportive group environment * program offers FoodSafe Training, nutritional information and programming, discussion on food security issues, preparing and enjoying meals, arts and recreation, peer support, cultural activities, life skills programming, community resource information

REFERRAL:

Eligibility: Ages: 16 year(s) - 24 year(s)

16 to 24 year olds who have been identified as needing extra assistance in their transition from youth to adulthood and are referred to the program * space in each session is limited to 15 participants

Application: Referrals through service providers are encouraged, however, we will accept self or family inquiries/referrals * participation in an intake and orientation session is required

Referral Form: www.kelowna.cmha.bc.ca/connected-by-25

Fee: FREE

HOURS:

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

Meeting Times: Mon, 4pm - 7pm

Wellness Development Centre

CMHA Kelowna, 504 Sutherland Ave, Kelowna

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland ; West Kelowna

Accessibility: Fully Accessible

MEDICAL/HEALTH

ABORIGINAL

INTERIOR HEALTH, ABORIGINAL PATIENT NAVIGATOR

CONTACT:

Phone: 250.488.1230
Email: jayne.taylor@interiorhealth.ca

ADDRESS:

2268 Pandosy St
Kelowna, BC V1Y 1T2

SERVICE DETAILS:

- ✿ Coordinates a holistic and action-oriented response to create a respectful, trusting, responsible partnership between Aboriginal People and Interior Health * supports the development of a holistic health and wellness system that is responsive to the needs of diverse Aboriginal Communities * provides access to community events and resources to know what other groups and communities are currently engaged in

REFERRAL:

Eligibility: All Ages

Application: Self referrals, agency and community referrals, health care provider referrals * accepted by phone and email

Fee: Free

HOURS:

Mon-Fri, 8:30am - 4pm * closed weekends and statutory holidays

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Okanagan Valley

KI-LOW-NA FRIENDSHIP SOCIETY, COMMUNITY ABORIGINAL NAVIGATOR

CONTACT:

Phone: 250.763.4905
After Hours: 250.859.5520
Email: navigator@kfs.bc.ca
Web: www.kfs.bc.ca

ADDRESS:

442 Leon Ave
Kelowna, BC V1Y 6J3

SERVICE DETAILS:

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

REFERRAL:

Eligibility: Urban Aboriginal families

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

GENERAL

**CANADIAN MENTAL HEALTH ASSOCIATION KELOWNA & DISTRICT BRANCH,
MENTAL HEALTH FIRST AID**

CONTACT:

Phone: 250.861.3644
Email: kelowna@cmha.bc.ca
Web: www.kelowna.cmha.bc.ca/public-education/mhfa

ADDRESS:

504 Sutherland Ave
Kelowna, BC V1Y 5X1

SERVICE DETAILS:

✿ Trains on how to identify and provide the initial help that is so important to people who are showing signs of a mental health problem or experiencing a mental health crisis * two day workshop covers explanations of mental health, mental illness and mental health problems, signs and symptoms of common mental health problems and crisis situations, information about effective interventions and treatments, and ways to access professional help

REFERRAL:

Eligibility: Ages: 19 year(s) and up

Application: Please visit our website to download a registration form

- Fee: - Individual Rate: \$150+GST
- Student Rate: \$100+GST (full-time students)
- CMHA Volunteer Rate: \$100+GST (for current volunteers)
- Fees include course materials
- Please contact us for group rates

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland ; West Kelowna

Accessibility: Fully Accessible

**INTERIOR HEALTH,
KELOWNA GENERAL HOSPITAL**

CONTACT:

Phone: 250.862.4000
Web: www.interiorhealth.ca

ADDRESS:

2268 Pandosy St
Kelowna, BC V1Y 1T2

SERVICE DETAILS:

✿ Central Okanagan's primary acute care health facility * one of two Interior Health tertiary referral hospitals offering high-level, specialty medical care * emergency dentist * offer E-wishes to patients by emailing patient.kgh@interiorhealth.ca

HOURS:

Visiting hours: 10am - 8pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

KELOWNA HEALTH CENTRE, YOUNG PARENTS PRENATAL CLASS

CONTACT:

Phone: 250.868.7844
Web: www.interiorhealth.ca

ADDRESS:

1340 Ellis St
Kelowna, BC V1Y 9N1

SERVICE DETAILS:

- ✿ Support program and classes for expectant parents who are isolated, without support or who are low income * includes four group classes and one hospital tour * offers a light snack with classes which is free of charge

REFERRAL:

Eligibility: Expectant parents under the age of 20 years * also accepts expectant parents age 25 years or younger with one of the following criteria: single, Isolated (culturally, geographically, socially), low education, low income, experiencing challenges with coping or decision making

Fee: Free

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

LIVING POSITIVE RESOURCE CENTRE

CONTACT:

Phone: 778.753.5830
Toll Free: 1.800.616.2437
Email: info@lprc.ca
Web: www.lprc.ca

ADDRESS:

168 Asher Rd
Kelowna, BC V1X 7K7

SERVICE DETAILS:

- ✿ Provides services to those experiencing issues relating to housing, income, nutrition, access to appropriate health services including addictions and mental health services, connections with natural support systems, other determinants of health, navigating government systems, and support groups * advocates for people whose rights have been ignored or abused * provides harm reduction materials for both safer sex and substance use * on-site nurse every second Friday afternoon to provide testing

REFERRAL:

Fee: Free

HOURS:

Mon to Fri, 8:30am - 4:30pm * closed for lunch from 12pm - 1pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

MINISTRY OF HEALTH, MEDICAL SERVICES PLAN (MSP)

CONTACT:

Toll Free: 1.800.663.7100
Web: www.health.gov.bc.ca/insurance

ADDRESS:

1515 Blanshard St
Victoria, BC V8W 3C8

SERVICE DETAILS:

- * Provides basic medical coverage to British Columbians * insures medically required services provided by physicians and supplementary health care practitioners, laboratory services and diagnostic procedures * enrollment for medical coverage is mandatory for BC residents

REFERRAL:

Eligibility: An individual must be a resident of BC:

- must be a citizen of Canada or be lawfully admitted to Canada for permanent residence;
- must make his or her home in BC;
- must be physically present in BC at least 6 months in a calendar year;
- dependents of MSP beneficiaries are eligible for coverage if they are residents of BC

Fee: Fee assistance available.

ACCESSIBILITY:

Located in: British Columbia
Areas Served: British Columbia

OPTIONS FOR SEXUAL HEALTH, KELOWNA CLINIC

CONTACT:

Phone: 250.868.7700 * 250.712.6400
Toll Free: 1.800.739.7367 * Mon-Fri, 9am - 9pm
(1.800.SEX.SENSE)
Email: optionsforsexualhealth@hotmail.com
Web: www.optionsforsexualhealth.org

ADDRESS:

1340 Ellis St
Kelowna, BC V1Y 9N1

SERVICE DETAILS:

- * Offers confidential, nonjudgmental support about sex, sexuality; safer sex supplies, women's health screening including PAP, pregnancy and STI testing, emergency contraception; birth control at reduced rates; counselling

REFERRAL:

Application: Drop-in or by appointment

Fee: Services covered by MSP * fee for service if clients do not have a BC medical care card

HOURS:

Mon and Thu, 6pm - 9pm * closed statutory holidays

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan
Accessibility: Fully Accessible

OPTIONS FOR SEXUAL HEALTH, WEST KELOWNA

CONTACT:

Phone: 250.712.6400
Toll Free: 1.800.739.7367 * Mon-Fri, 9am - 9pm
(1.800.SEX.SENSE)
Web: www.optionsforsexualhealth.org

ADDRESS:

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

SERVICE DETAILS:

✿ Offers confidential, nonjudgmental support about sex, sexuality; safer sex supplies, women's health screening including PAP, pregnancy & STI testing, emergency contraception; birth control at reduced rates; counselling

REFERRAL:

Application: Drop-in or by appointment
Fee: Free with BC Care Card * low cost birth control

HOURS:

Open Hours: Tue, 6pm - 8pm

ACCESSIBILITY:

Located in: West Kelowna
Areas Served: Central Okanagan
Accessibility: Fully Accessible

SHELTERS/HOUSING

ARC PROGRAMS LTD, YOUTH SERVICES PROGRAM

CONTACT:

Phone: 250.763.2977
Email: arcprograms@arcprograms.com
Web: www.arcprograms.com

ADDRESS:

513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS:

✿ Provides case management/service coordination and support services to assist homeless/high-risk youth to address personal barriers to becoming independent, and/or support sexually-exploited youth to reduce their involvement in sexual exploitation related activities * majority of program resources are directed to supporting youth on Youth Agreements with the Ministry for Children and Family Development * case management support and service coordination is provided in cooperation with the MCFD Youth Services team and other involved service providers * youth on an agreement with the Ministry are provided individual counseling and support services to develop skills and awareness in relation to daily living, interpersonal relationships, health, education, employment and training, and the impact of substance misuse.

Provides ongoing support through the recruitment and development of potential community housing opportunities, and supports to youth in maintaining secured housing * also provides individual counselling and support to assist youth to decrease their involvement with, and reduce the harm associated with, sexual exploitation-related activities * 'hands-on' outreach approach is provided to support youth to exit the sex trade or related activities, and enter into a Youth Agreement, return to their family or another residential placement/option.

REFERRAL:

Eligibility: Ages: 11 year(s) - 18 year(s)

Application: Anyone can refer youth to this program, including the youth themselves * orientation sessions held every Thu, 10am, Youth Services Office on Ellis Street * please contact our office for additional information

Fee: None

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible

**KELOWNA WOMEN'S SHELTER,
KELOWNA WOMEN'S TRANSITION HOUSE**

CONTACT:

Phone: 250.763.1040
Email: community@coess.ca
Web: www.kelownawomensshelter.ca

ADDRESS:

SERVICE DETAILS:

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

REFERRAL:

Application: All programs offered are self-referral and free of charge

Fee: Free

HOURS:

Mon-Sun, 24 hours

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible

**KI-LOW-NA FRIENDSHIP SOCIETY,
ABORIGINAL HOMELESSNESS OUTREACH PROGRAM**

CONTACT:

Phone: 250.763.4905
After Hours: Outreach Phones: 250.859.4929
* 250.859.1059 * 250.859.5028
Email: outreach@kfs.bc.ca
Web: www.kfs.bc.ca

ADDRESS:

442 Leon Ave
Kelowna, BC V1Y 6J3

SERVICE DETAILS:

✿ 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

REFERRAL:

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

**KI-LOW-NA FRIENDSHIP SOCIETY,
FAMILY DEN**

CONTACT:

Phone: 250.763.4905
Web: www.kfs.bc.ca

ADDRESS:

442 Leon Ave
Kelowna, BC V1Y 6J3

SERVICE DETAILS:

- ✿ Provides short term, transitional housing assistance for Aboriginal families in crisis who are currently involved or at risk of being involved with Ministry of Children and Family Development * one-to-one support from Home Support Workers in a culturally supportive environment

REFERRAL:

Application: Contact program coordinator for appointment to determine eligibility

Fee: Free

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

**NEW OPPORTUNITIES FOR WOMEN (NOW) CANADA,
ALEXANDRA GARDNER WOMEN & CHILDREN SAFE CENTRE**

CONTACT:

Phone: 250.763.2262
Email: safecentre@nowcanada.ca
Web: www.nowcanada.ca

ADDRESS:

2609 Richter St
Kelowna, BC V1Y 2R3

SERVICE DETAILS:

- ✿ Provides 24/7 low-barrier emergency shelter for homeless women, youth and children * offers free services to those who are homeless and assists clients to work on their next steps and help them plan for a safe future * offers 3 meals and 24 hour on-site support * offers extra accommodation by providing mats during the winter months as necessary

REFERRAL:

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna

**OKANAGAN BOYS AND GIRLS CLUBS,
PENNY LANE TRANSITION HOUSE**

CONTACT:

Phone: 250.861.5593
Email: pennylane@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

ADDRESS:

SERVICE DETAILS:

✿ Provides short-term support to homeless, at-risk youth, ages 13-18 years * offers a safe, stable home environment and provides life skills and appropriate referrals * supports and works with youth in developing a plan to address their issues * works with other community resources in the youth's best interests

REFERRAL:

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

Fee: Free

HOURS:

Open Hours: 24 hours

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

**OKANAGAN BOYS AND GIRLS CLUBS,
RICHTER STREET OVERNIGHT PROGRAM - KELOWNA YOUTH SHELTER**

CONTACT:

CRISIS: 310.1234
Phone: 250.868.8541 ext 9
After Hours: 250.212.5961
Email: jpaquette@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

ADDRESS:

1633 Richter St
Kelowna, BC V1Y 9T7

SERVICE DETAILS:

✿ Provides a resource for youth ages 13-18 who are homeless/at risk of homelessness and have no safe alternatives * operates on a first come first served basis * if full, all attempts will be made to connect youth with another community resource, including but not limited to MCFD After-hours Social Workers * accommodates up to 10 youth per evening * males and females are housed in separate areas * late arrivals will not be turned away but youth are encouraged to access prior to midnight

REFERRAL:

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

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

Fee: Free

HOURS:

Open Hours: Mon-Sun, 6pm - 8am

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna ; Okanagan Valley

EDUCATION AND TRAINING

BIG BROTHERS BIG SISTERS OF THE OKANAGAN, IN-SCHOOL 1:1 MENTORING PROGRAM

CONTACT:

Phone: 250.765.2661
Toll Free: 1.800.404.4483
Email: helen.brownrigg@bigbrothersbigsisters.ca
Web: www.bigs.bc.ca/en/Home/default.aspx

ADDRESS:

Ste 102-151 Commercial Dr
Kelowna, BC V1X 7W2

SERVICE DETAILS:

- ✿ Provides girls and boys with a role model and a friend to talk to and share the experiences of growing up with, within school grounds * child meets one hour a week with mentors meet and engage in activities such as board games, crafts or just hang out in the playground * promotes importance of staying in school and healthy relationships with family and peers * instills trust and self-confidence in order to make healthy decisions * encourages leadership skills and independent thinking

REFERRAL:

Eligibility: Ages: 7 year(s) - 12 year(s)

Requires a weekly visit of 1 hour for the duration of the school year between mentee and mentor * matches do not meet over the summer break or during other school holidays

HOURS:

Open Hours: During the school day

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Sicamous through to Osoyoos

BIG BROTHERS BIG SISTERS OF THE OKANAGAN, TEEN MENTORING

CONTACT:

Phone: 250.765.2661
Toll Free: 1.800.404.4483
Email: helen.brownrigg@bigbrothersbigsisters.ca
Web: www.bigs.bc.ca/en/Home/default.aspx

ADDRESS:

Ste 102-151 Commercial Dr
Kelowna, BC V1X 7W2

SERVICE DETAILS:

- ✿ Provides a teen-group volunteer, in-school mentoring program to children ages 7-12 * group volunteers are between ages of 15-18 years * each teen group mentors at one elementary school for 1 hour/week for the duration of the school year

REFERRAL:

Eligibility: Ages: 7 year(s) - 12 year(s)

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Sicamous through to Osoyoos

STEPS FORWARD - INCLUSIVE POST-SECONDARY EDUCATION SOCIETY

CONTACT:

Phone: 250.807.8555
Email: jenica@steps-forward.org
Web: www.steps-forward.org

ADDRESS:

890 Greenchain St
Vancouver, BC V5Z 3Z3

SERVICE DETAILS:

✿ Works to create a typical university or college experience with academic and social life and assists in co-op employment for students with developmental disabilities * works with individuals, families and systems, before, after and throughout the college or university experience * works to make it unremarkable for students with developmental disabilities to learn, develop careers and pursue their passions alongside other students at post-secondary institutions

REFERRAL:

Eligibility: Any individual is eligible if they have a developmental disability and a desire to be a fully participating university/college student for 4-5 years * levels of cognitive, physical, or academic ability are not criteria for eligibility; neither are diagnostic labels or prior educational history

Application: For an application, please click the "Additional Info" link above

ACCESSIBILITY:

Located in: Central Okanagan
Areas Served: British Columbia

GRIEF AND LOSS

BC BEREAVEMENT HELPLINE

CONTACT:

Phone: 604.738.9950
Toll Free: 1.877.779.2223
Email: bcbh@telus.net
Web: www.bcbh.ca

ADDRESS:

SERVICE DETAILS:

✿ Maintains a toll-free, province-wide, confidential, free helpline that offers compassionate listening and referrals for individuals suffering from grief and bereavement * volunteers are familiar with over 300 grief support services in 85 communities in British Columbia

REFERRAL:

Fee: Free

HOURS:

Mon-Fri, 9am - 5pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: British Columbia

CENTRAL OKANAGAN HOSPICE ASSOCIATION

CONTACT:

Phone: 250.763.5511
After Hours: Vigil cell: 250.212.5877
Email: hospice@hospicecoha.org
Web: www.hospicecoha.org

ADDRESS:

Ste 104-1456 St. Paul St
Kelowna, BC V1Y 2E6

SERVICE DETAILS:

- ✿ Provides social, emotional and practical support to comfort and improve the quality of life for those living with terminal illness and their loved ones * bereavement support is available for individuals experiencing grief due to the death of a loved one, regardless of where the loss occurred * both drop-in and 8-week support group programs are offered throughout the year * professional counselling is available, and trained volunteers provide support and respite in-home, at a facility, the hospital, or at Hospice House * a 40-hour Volunteer Training course and other education opportunities are offered for those wishing to volunteer * visit our website for a full list of services available

REFERRAL:

Fee: Free

HOURS:

Mon-Thu, 9am - 4pm * Fri, 9am - 1pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland ; West Kelowna
Accessibility: Fully Accessible

FROM GRIEF TO ACTION

CONTACT:

Email: info@fgta.ca
Web: www.fgta.ca

ADDRESS:

SERVICE DETAILS:

- ✿ Provides information and support to families and friends whose lives have been affected by drug use * promotes the support group Parents Forever, and offers resources on drugs and available treatments * promotes public funding of long-term treatment programs * works with school boards on education and prevention * participates in government advisory committees on harm reduction policy and budgeting (favoring wide access to detoxification facilities and treatment on demand) * raises awareness that drug addiction is a disease and not a choice

ACCESSIBILITY:

Located in: British Columbia
Areas Served: British Columbia ; Kelowna

NEW HOPE SUPPORT GROUP

CONTACT:

Phone: 250.860.6376 (Kelowna)
250.545.6004 (Vernon)
Email: lorna@bohn.ca
Web: www.newhope-grief.org

ADDRESS:

Unit 004, 3402 - 27th Ave
Vernon, BC V1T 1S1

SERVICE DETAILS:

✿ Supports grieving widows, widowers, and children * retreats held every spring for men, women and children

REFERRAL:

Fee: \$20 for 1 year newsletter subscription

HOURS:

Office hours: Thu, 9am - 12pm

Meeting Times: **Kelowna:**
Monthly support groups: 2nd Wed each month, 7pm
First Baptist Church, 1309 Bernard Ave

Vernon:
Weekly coffee group: Thu mornings, 9:30am - 11am, Room 003
Monthly support groups: 3rd Thu each month, 12pm - 1pm, Room 004
The People Place, 3402 - 27 Ave

ACCESSIBILITY:

Located in: Okanagan Valley
Areas Served: Central Okanagan ; North Okanagan

WILLOW PARK CHURCH, GRIEF SHARE RUTLAND

CONTACT:

Phone: 250.765.6622
Email: info@willowparkchurch.com
Web: www.willowparkchurch.com

ADDRESS:

439 Hwy 33 W
Kelowna, BC V1X 1Y2

SERVICE DETAILS:

✿ Provides a weekly seminar and support group for people who are grieving the death of someone close to them

REFERRAL:

Fee: Free

HOURS:

Meeting Times: Weekly

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna
Accessibility: Fully Accessible

HEALTH CENTRES/WALK-IN CLINICS

INTERIOR HEALTH, KELOWNA CENTRAL HEALTH CENTRE

CONTACT:

Phone: 250.868.7700
Web: www.interiorhealth.ca

ADDRESS:

1340 Ellis St
Kelowna, BC V1Y 1Z8

SERVICE DETAILS:

- Services offered include public health nursing, well-baby clinics, new parent classes, pregnancy testing and counselling, Teen/Singles Prenatal Program, Nobody's Perfect Program, audiology, dental health services, Public Health Inspections and Licensing, Mental Health, Drug and Addiction

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

INTERIOR HEALTH, RUTLAND HEALTH CENTRE

CONTACT:

Phone: 250.980.4825
Web: www.interiorhealth.ca

ADDRESS:

155 Gray Rd
Kelowna, BC V1X 1W6

SERVICE DETAILS:

- Services offered include: Public health nursing * Well-baby clinics * 'Baby Talk' * Nobody's Perfect Program * Immunizations * TB Testing * Breastfeeding Centre

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

INTERIOR HEALTH, WEST KELOWNA HEALTH CENTRE

CONTACT:

Phone: 250.980.5150
Web: www.interiorhealth.ca

ADDRESS:

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

SERVICE DETAILS:

- Provides health services * public health nursing * well-baby clinics * Baby Talk new parent classes * pregnancy testing (done by Opt Clinic * Tue, 6pm - 8:30pm * 1.800.739.7367) * prenatal services * Nobody's Perfect Program * immunization * audiology * dental health services * diabetic clinic * A Health Baby is Worth the Weight * acquired brain injury services * adult day services * caregiver support * case management * Choice in Support for Independent Living * community care clinic * community nursing services * community nutrition services * health services for community living * home support * postpartum care * publicly funded Tuberculin Skin Testing (TST) * rehabilitation * school nursing support services * social work services

ACCESSIBILITY:

Located in: West Kelowna
Areas Served: Peachland ; West Kelowna ; Westbank

**MEDICAL CLINICS,
WALK-IN**

CENTRAL KELOWNA

LAKELAND MEDICAL CLINIC **	778.478.0277	1715 ELLIS ST
MEDI-KEL FAMILY PRACTICE & WALK-IN CLINIC (LOCATED INSIDE SUPERSTORE) **	250.862.4996	2280 BARON RD
ORCHARD MEDICAL CENTRE **	250.861.3235	104-1990 COOPER RD
SPALL MEDICAL CENTRE & WALK-IN **	250.860.9909	150-1940 HARVEY AVE

GLENMORE / CLIFTON / DILWORTH

GLENVALLEY MEDICAL CENTRE **	250.860.5811	107-437 GLENMORE RD
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MISSION

LAKESHORE MEDICAL CENTRE **	250.764.8878	3970 LAKESHORE RD
MISSION MEDICAL CENTRE	250.868.8222	102-3320 RICHTER

RUTLAND

RUTLAND WALK-IN CLINIC	250.862.5915	25-590 HWY 33 W
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WESTBANK / WEST KELOWNA

HIGHROADS MEDICAL CLINIC	250.768.7656	2145 LOUIE DR
MD MEDICAL CENTRE WALK-IN & FAMILY PRACTICE (LOCATED INSIDE SUPERSTORE)	250.768.9959	3020 LOUIE DR
TOWNE CENTRE MEDICAL CLINIC	250.768.8315	19-2475 DOBBIN RD
WEST KELOWNA MEDICAL CENTRE (WALK-IN, FAMILY PRACTICE, & PEDIATRICS)**	250.768.6985	105-2231 LOUIE DR
WESTRIDGE MEDICAL CLINIC	250.768.6985	406-2330 HWY 97

WINFIELD / LAKE COUNTRY

WINFIELD-LAKE COUNTRY FAMILY PRACTICE **	250.766.3938	9966 POLLARD RD
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PEACHLAND

BEACH AVENUE MEDICAL CLINIC	250.767.3432	5848D BEACH AVE
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SERVICES:

Walk-in clinics offer primary medical care on a 'no appointment' basis; with available services including physicals, treatment of minor injuries and lacerations, allergy shots.

****OPEN SATURDAYS AND / OR SUNDAYS & HOLIDAYS. PLEASE CALL FOR CURRENT INFORMATION****

INCOME SUPPORT AND EMPLOYMENT

ARC PROGRAMS LTD., PERSONAL SUPPORTS INITIATIVE

CONTACT:

Phone: 250.763.2977
Email: info@arcprograms.com
Web: www.arcprograms.com

ADDRESS:

513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS:

✿ Provides individualized, one to one support in home, community, educational settings and other environments as required * works collaboratively with individual and other involved family and supports * provides services to adults diagnosed with either an Autism Spectrum Disorder or with Fetal Alcohol Spectrum Disorder and significant limitations in adaptive functioning * services are provided in the areas of Residential Supported Living Outreach, Community Inclusion, Home and Community Based services, Skill Development, Employment Services, Behavioural Support and Support Coordination

REFERRAL:

Eligibility: Ages: 19 year(s) and up

Application: CLBC (Community Living BC) Personalized Supports Initiative facilitator determines eligibility for this contracted service * contact Pathways Abilities Society (formerly Kelowna & District Society for Community Living)

Fee: Free

HOURS:

Office: Mon-Fri, 8:30am - 5pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible - Ground level access off of Bernard Avenue

**MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION,
EMPLOYMENT AND INCOME ASSISTANCE PROGRAM**

CONTACT:

Phone: 1.866.866.0800
Web: www.hsd.gov.bc.ca/bcea.htm

ADDRESS:

SERVICE DETAILS:

- ✿ 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

REFERRAL:

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

Application: Go to the Self Service Assessment at www.iaselfserve.gov.bc.ca/HomePage.aspx, **OR**

- * Call toll free 1.866.866.0800; or
- * Visit your nearest Employment and Income Assistance Office to set up an appointment for an eligibility interview. Interviews are typically scheduled three weeks after your initial inquiry;
- * Obtain a copy of the Work Search Guidelines and the Work Search Activities Record;
- * Prior to the eligibility interview, you are expected to conduct a three-week work search (unless exempt) and have an orientation;
- * Attend interview with an Employment and Assistance Worker to determine your eligibility.

Kelowna Employment and Assistance Centre

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

Monday to Friday, Walk-in: 9am - 4pm; closed during lunch break from noon - 1pm; Phone: 9am - 4pm
Cheque issue day and the day following: 8:30am - 4:30pm
#130-1640 Dilworth Drive
Phone: 1.866.866.0800

Westbank Employment and Assistance Centre

Monday to Friday, Walk-in only: 9am - 4pm; closed during lunch break from noon - 1pm;
Cheque issue day and the day following: 8:30am - 4:30pm
3685 Hoskins Road
Phone: 1.866.866.0800
Fax: 250.768.3083

HOURS:

Mon-Fri, 9am - 4pm * closed statutory holidays
**Telephone services available during lunch period

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

NEW OPPORTUNITIES FOR WOMEN (NOW) CANADA, FOLLOW CARE, HEALTHY LIVING PROGRAMS AND ESSENTIALS PROGRAMS

CONTACT:

CRISIS: Emergency pager: 250.979.8360

Phone: 250.763.3876

Email: info@nowcanada.ca

Web: www.nowcanada.ca

ADDRESS:

2970 Tutt St
Kelowna, BC V1Y 2H5

SERVICE DETAILS:

✿ Offers four-month life skills sessions and individualized client support * life skills program has been developed to meet the needs of sexually exploited females and those who have experienced addictions and abuse * includes relapse prevention, setting healthy boundaries, demonstrating positive attitudes and behaviours, anger management, budgeting, employment readiness and volunteering components * equine therapy, trauma therapy and yoga therapy are also included * also provides one-on-one needs assessments and ongoing support for all participants

After graduation, participants are able to access:

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

REFERRAL:

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

Fee: Free

ACCESSIBILITY:

Located in: Kelowna

Areas Served: British Columbia ; Central Okanagan ; Kelowna

OKANAGAN BOYS AND GIRLS CLUBS, EMPOWERMENT THROUGH EMPLOYMENT

CONTACT:

Phone: 250.868.8541 ext 1

Web: www.boysandgirlsclubs.ca

ADDRESS:

SERVICE DETAILS:

✿ Assists youth ages 14-18 years in making positive and healthy choices in their social, educational and economic environments * emphasizes recognizing and avoiding negative risks associated with gang involvement * youth will be supported in making healthy choices through expanding and enhancing their practical life skills, pre-employment/employment skills and improving positive community influences

REFERRAL:

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

Application: Offered at Westside Youth Centre and Jaycee's Downtown Centre * please call for additional details

Fee: Free

HOURS:

Mon-Fri, 8am - 4pm

ACCESSIBILITY:

Located in: Central Okanagan

Areas Served: Peachland ; West Kelowna ; Westbank

**PROJECT LITERACY KELOWNA SOCIETY,
ESTEEM PROGRAM FOR YOUTH**

CONTACT:

Phone: 250.762.2123
Email: esteem1@shaw.ca
Web: www.projectliteracykelowna.org

ADDRESS:

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

SERVICE DETAILS:

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

REFERRAL:

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

Fee: Free

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

**WESTBANK FIRST NATION,
EMPLOYMENT AND TRAINING SERVICES**

CONTACT:

Phone: 250.768.0227
Web: www.wfn.ca

ADDRESS:

1900 Quail Lane
Westbank, BC V4T 2H3

SERVICE DETAILS:

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

REFERRAL:

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

Fee: Free

ACCESSIBILITY:

Located in: Westbank
Accessibility: Fully Accessible

WORKBC - KELOWNA

CONTACT:

Phone: 778.478.8390
Email: info@maximusworkbc.ca
Web: www.mc-es.ca/

ADDRESS:

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

SERVICE DETAILS:

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

REFERRAL:

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna
Accessibility: Fully Accessible

WORKBC - RUTLAND

CONTACT:

Phone: 778.753.6045
Email: info@maximusworkbc.ca
Web: www.mc-es.ca/

ADDRESS:

285 Aurora Cres
Kelowna, BC V1X 7N6

SERVICE DETAILS:

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

REFERRAL:

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna
Accessibility: Fully Accessible

WORKBC - WEST KELOWNA

CONTACT:

Phone: 778.754.5890
Email: info@maximusworkbc.ca
Web: www.mc-es.ca/

ADDRESS:

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

SERVICE DETAILS:

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

REFERRAL:

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: West Kelowna

Accessibility: Fully Accessible

YMCA OF OKANAGAN, JOBOPTIONS BC

CONTACT:

Phone: 250.861.5627
Email: joboptionsbc@ymcaokanagan.ca
Web: www.ymcaokanagan.ca/employment-services/

ADDRESS:

2nd Flr, Unit 103-565 Bernard Ave
Kelowna, BC V1Y 8R4

SERVICE DETAILS:

✿ Offers an 8-week employment program to eligible adults 18 years or older * participants receive job skill training to gain rewarding employment in a two-phase program which provides career assessments and counselling * program provides basic computer skills, life, employability and interpersonal skills, job search training and assistance, a resume, cover letter and business card, and First Aid, WorldHost, Food Safe, WHMIS and Serving It Right certifications * training allowance available to eligible participants during classroom phase * opportunity to obtain a work placement

REFERRAL:

Eligibility: - 18 years or older
- Not eligible for Employment Insurance
- Have not received EI in the past 3 years or parental benefits in the last 5 years
- Not presently in school or working
- Legally eligible to work in Canada

Application: Call for additional information regarding eligibility, intake dates and times

Fee: Free

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna

Accessibility: Fully Accessible

INDIVIDUAL AND FAMILY SERVICES

ABORIGINAL

KI-LOW-NA FRIENDSHIP SOCIETY, CULTURAL CONNECTIONS FOR ABORIGINAL YOUTH

CONTACT:

Phone: 250.763.4905
Web: www.kfs.bc.ca

ADDRESS:

442 Leon Ave
Kelowna, BC V1Y 6J3

SERVICE DETAILS:

- ✿ Provides group activities with a focus on Aboriginal Culture for children and youth under the age of 20, with one group for older and one for younger children * committed and dedicated youth leadership participants * Seven Grandfather teachings of Truth, Love, Respect, Honesty, Bravery, Humility, and Wisdom are part of our programming

REFERRAL:

Eligibility: Ages: 6 year(s) - 20 year(s)

Fee: Free

HOURS:

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

Meeting Times: Youth Groups: Mon and Wed, 4pm - 7pm * Fri, 5pm - 8pm
Turtle Huddle: Tue and Thu, 3:30pm - 5:30pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

**KI-LOW-NA FRIENDSHIP SOCIETY,
FAMILY ASSESSMENT SERVICES**

CONTACT:

Phone: 250.763.4905
After Hours: 250.859.1055
Email: mbrewer@kfs.bc.ca
Web: www.kfs.bc.ca

ADDRESS:

442 Leon Ave
Kelowna, BC V1Y 6J3

SERVICE DETAILS:

✿ 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.

REFERRAL:

Eligibility: Ages: 12 year(s) and up * Available to families or individuals of all ages

Application: Contact the mental health worker

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

**KI-LOW-NA FRIENDSHIP SOCIETY,
FAMILY SERVICES**

CONTACT:

Phone: 250.763.4905
After Hours: 250.859.5461 or 250.859.1061
Email: familysupport@kfs.bc.ca
Web: www.kfs.bc.ca

ADDRESS:

442 Leon Ave
Kelowna, BC V1Y 6J3

SERVICE DETAILS:

✿ Assists and empowers urban Aboriginal families involved with the Ministry of Children and Family Development (MCFD) * attends investigations, family group conferences, safety planning meetings, and court to give input and support to the Aboriginal families involved * works closely with the Family Support Workers and the A&D Counselling services, CAPC, AIDP Outreach and all other KFS programs to ensure the families receive the support and services they need in a culturally appropriate manner * provides support for families involved, or at risk of being involved with the Ministry of Children and Family Development * works cooperatively with families and the Ministry to support goals promoting child safety, parenting and lifeskills * supports families emotionally and advocates for them * connects families to other resources such as the health unit, legal aid, and the food bank

REFERRAL:

Eligibility: Families of all ages

Application: Contact the family assessment worker, the support workers or the administrative assistant to determine eligibility for this program

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

KI-LOW-NA FRIENDSHIP SOCIETY

CONTACT:

Phone: 250.763.4905
Email: reception@kfs.bc.ca
Web: www.kfs.bc.ca

ADDRESS:

442 Leon Ave
Kelowna, BC V1Y 6J3

SERVICE DETAILS:

✿ Provides support for the mental, emotional, physical and spiritual well-being of all peoples, through the development of community based services, while encouraging the community to preserve, share and promote Aboriginal cultural distinctiveness * works to support the achievement of success and well-being for the individual, the family, and the community in each of the human life stages * offers health and wellness, community/family support services, children's programs, employment and education, youth services, and administration programming * operates three ESL classes through our ELSA program (we are the only aboriginal organization in BC that provides contracted services to the immigrant community)

REFERRAL:

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

MÉTIS COMMUNITY SERVICES SOCIETY OF BC, ABORIGINAL INFANT DEVELOPMENT PROGRAM

CONTACT:

Phone: 250.868.0351
Toll Free: 1.877.965.6237
Email: aidp@mcsbc.org
Web: www.mcsbc.org

ADDRESS:

Ste 201-2949 Pandosy St
Kelowna, BC V1Y 1W1

SERVICE DETAILS:

✿ Assists and supports families, their infants and their children through developmental stages * provides home visits, cultural activities and developmental screening * focuses on health, intellectual, emotional, physical and spiritual well-being

REFERRAL:

Eligibility: Ages: 5 year(s) and under * Infants to 5 years

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

Accessibility: Wheelchair Accessible * Parking on Street * Parking Lot access with 1 hour limit

**MÉTIS COMMUNITY SERVICES SOCIETY OF BC,
ABORIGINAL SUPPORTED CHILDHOOD DEVELOPMENT**

CONTACT:

Phone: 250.868.0351
Toll Free: 1.877.965.6237
Email: wellness@mcsbc.org
Web: www.mcsbc.org

ADDRESS:

Ste 201-2949 Pandosy St
Kelowna, BC V1Y 1W1

SERVICE DETAILS:

✿ Offers culturally appropriate services to children who may benefit from additional support * provides services for children who require home visits and community service

REFERRAL:

Eligibility: Ages: 13 year(s) and under

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

**MÉTIS COMMUNITY SERVICES SOCIETY OF BC,
FAMILY PRESERVATION PROGRAM**

CONTACT:

Phone: 250.868.0351
Toll Free: 1.877.965.6237
Email: preservation@mcsbc.org
Web: www.mcsbc.org

ADDRESS:

Ste 201-2949 Pandosy St
Kelowna, BC V1Y 1W1

SERVICE DETAILS:

✿ Promotes the safety and well-being of Métis children and families and works to prevent out-of-home placement of Métis children by empowering families to develop and sustain family safety, stability, independence and unity * provides education and support to families through workshops, parent training, and information on community service agencies

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

MÉTIS COMMUNITY SERVICES SOCIETY OF BC, ROOTS PROGRAM

CONTACT:

Phone: 250.868.0351
Toll Free: 1.877.965.6237
Email: roots@mcsbc.org
Web: www.mcsbc.org

ADDRESS:

Ste 201-2949 Pandosy St
Kelowna, BC V1Y 1W1

SERVICE DETAILS:

- ✿ Ensures that Métis children in care have a placement plan to preserve their Aboriginal identity, heritage and their ties to community and family * identifies children for whom a return to family and community may be appropriate * assists in developing and implementing appropriate reunification plans for Métis children * implements strategies to strengthen a connection with the Métis community and culture for children in care

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

Accessibility: Wheelchair accessible * on main bus route * street parking * parking lot access available with 1 hour limit

MÉTIS COMMUNITY SERVICES SOCIETY OF BC, TRAUMA THERAPY

CONTACT:

Phone: 250.868.0351 ext.112
Toll Free: 1.877.965.6237
Email: Ecd@mcsbc.org
Web: www.mcsbc.org

ADDRESS:

Ste 201-2949 Pandosy St
Kelowna, BC V1Y 1W1

SERVICE DETAILS:

- ✿ Provides professional support services for teens and adults that are culturally appropriate for those who suffer mental health issues, personal trauma and family loss

REFERRAL:

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

MÉTIS COMMUNITY SERVICES SOCIETY OF BC


CONTACT:

Phone: 250.868.0351
Toll Free: 1.877.965.6237
Email: admin@mcsbc.org
Web: www.mcsbc.org

ADDRESS:

Ste 201-2949 Pandosy St
Kelowna, BC V1Y 1W1

SERVICE DETAILS:

 Provides integrated, holistic, family centered, wrap-around services to all those who need assistance with special emphasis on Aboriginal populations, specifically Métis populations

REFERRAL:

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT, ABORIGINAL SERVICES, KELOWNA


CONTACT:

Phone: 250.491.7025

ADDRESS:

147 Park Rd
Kelowna, BC V1X 3E3

SERVICE DETAILS:

 Supports comprehensive, integrated and culturally sustainable community-based programs in Aboriginal communities throughout British Columbia * ensures that Aboriginal communities have access to a full range of effective services that reflect and support culture and tradition

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna

OKANAGAN BOYS AND GIRLS CLUBS, FAMILY SUPPORT PROGRAM

CONTACT:

Phone: 250.868.8541 ext.7 * 250.870.0899
Email: info@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

ADDRESS:

1633 Richter St
Kelowna, BC V1Y 2M3

SERVICE DETAILS:

✿ Provides intensive in-home family support services and counselling to high-need, high-risk families * this service is flexible to the needs of the families in the community

REFERRAL:

Application: Referrals are accepted only through the Ministry of Children and Family Development

Fee: Free

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna ; Lake Country ; Westbank

OKANAGAN NATION ALLIANCE

CONTACT:

Phone: 250.707.0095
Toll Free: 1.866.662.9609
Web: www.syilx.org/

ADDRESS:

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

SERVICE DETAILS:

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

ACCESSIBILITY:

Located in: West Kelowna
Areas Served: Central Okanagan

VENTURE ACADEMY

CONTACT:

Phone: 250.491.4593
Toll Free: 1.866.762.2211
Email: info@ventureacademy.ca
Web: www.ventureacademy.ca

ADDRESS:

SERVICE DETAILS:

✿ Provides help for teens and young adults struggling with family conflict, criminal behaviour, negative peers, school suspensions, low self-esteem, suicidal thoughts, drug and alcohol abuse and other significant behavioural challenges * offers residential treatment programs, crisis response, behaviour assessment, alcohol and drug assessment and treatment

REFERRAL:

Eligibility: Ages: 13 year(s) - 21 year(s)
Application: Please call our toll free number
Fee: Service

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Canada

WESTBANK FIRST NATION, ADDICTIONS AND COUNSELLING SERVICES

CONTACT:

Phone: 250.768.0227
Email: mail@wfn.ca
Web: www.wfn.ca

ADDRESS:

1900 Quail Lane
Westbank, BC V4T 2H3

SERVICE DETAILS:

✿ Provides NNADP Counselling Services, including Wellbriety, Men's Circle of Courage, Individual Counselling Services * provides youth Counselling Services, including Youth Leadership Group and Individual Services * also provides Family and Individual Counselling

ACCESSIBILITY:

Located in: Westbank
Areas Served: Westbank
Accessibility: Fully Accessible

**WESTBANK FIRST NATION,
EARLY YEARS FAMILY PROGRAM**

CONTACT:

Phone: 250.768.0227
Email: mail@wfn.ca
Web: www.wfn.ca

ADDRESS:

1900 Quail Lane
Westbank, BC V4T 2H3

SERVICE DETAILS:

- ✿ Offers a structured early childhood development program that incorporates culture, language, nutrition, health promotion, parent/caregiver participation, education and social support with two daytime Rhyme With Me sessions and one evening Family Night session per week

REFERRAL:

Eligibility: Primarily serves Aboriginal families but inclusive of community members in the West Kelowna area

Fee: Free

HOURS:

Rhyme With Me: Tue and Thu, 10am - 1:30 pm
Family Nights: Wed, 5:30 pm - 7:30pm

ACCESSIBILITY:

Located in: Westbank
Areas Served: West Kelowna

WESTBANK FIRST NATION

CONTACT:

Phone: 250.769.4999
Email: mail@wfn.ca
Web: www.wfn.ca

ADDRESS:

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

SERVICE DETAILS:

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

ACCESSIBILITY:

Located in: West Kelowna
Areas Served: Westbank
Accessibility: Fully Accessible

COMMUNITY

ARC PROGRAMS LTD., FAMILY TREATMENT PROGRAM

CONTACT:

Phone: 250.763.2977
Email: mbland@arcprograms.com
Web: www.arcprograms.com

ADDRESS:

513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS:

- ✿ Provides an outreach community-based mental health service designed to reduce the risk to children/youth and build the capacity of their families, by supporting them to reduce or overcome the negative effects and impact of a serious mental health disorder * demonstrates the effectiveness of in-home family support services and wraparound service planning for each youth and family, in combination with a Residential Treatment Care-Family Based (RTC-FB) program model

REFERRAL:

Eligibility: Ages: 7 year(s) - 17 year(s)

Application: Referrals through clinicians at Child and Youth Mental Health (MCFD) clinics

HOURS:

Office: Mon-Fri, 8:30am - 5pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna
Accessibility: Fully Accessible

BC TEEN CHALLENGE

CONTACT:

Phone: 1.888.575.3930
Email: aho@bcteenchallenge.com
Web: www.bcteenchallenge.com

ADDRESS:

4550 Glenmore Rd
Lake Country, BC V4V 1L7

SERVICE DETAILS:

- ✿ Offers a faith-based residential program for young men and women (ages 19+) who are trapped in life-controlling addictions, including drug and alcohol * program is usually completed in 12 to 18 months

REFERRAL:

Eligibility: Ages: 19 year(s) and up

Application: Please apply online

Fee: \$1,000 intake fee

ACCESSIBILITY:

Located in: Lake Country
Areas Served: Central Okanagan

BUILDING HEALTHY FAMILIES SOCIETY, OUTREACH PROGRAM

CONTACT:

Phone: 250.861.4933
Email: dwillkison@bhfam.net
Web: www.buildinghealthyfamilies.ca

ADDRESS:

1390 KLO Rd
Kelowna, BC V1W 3P6

SERVICE DETAILS:

- ✿ Provides one-to-one in-home support and coaching service that gives parents the knowledge, skills, and support necessary to build enduring and healthy relationships with their children * assists families with limited, or no support in connecting with community resources and/or extended family * works closely with the family, the referring social worker, and other involved support services to clarify the needs of the family, set appropriate goals, and support them towards goal achievement * services may include supporting the family as children are reintegrated back into the home

REFERRAL:

Eligibility: Referral from Ministry of Children and Family Development (MCFD) social workers only

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna ; Lake Country ; West Kelowna
Accessibility: Fully Accessible

ELIZABETH FRY SOCIETY, CENTRAL OKANAGAN, CHILD & YOUTH SEXUAL ABUSE INTERVENTION PROGRAM

CONTACT:

Phone: 250.763.4613
Email: info.efry@empowerific.com
Web: www.empowerific.com

ADDRESS:

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

SERVICE DETAILS:

- ✿ Provides assessment and therapy to children and youth who have disclosed sexual abuse, assault or exploitation * restores security, safety and dignity to children, youth, and non-offending caregivers

REFERRAL:

Fee: Free ; Initial intake appointment is free * most services are fully funded by donations or government grants, therefore, there is no charge for services * counseling for adult survivors of sexual abuse is on a sliding scale fee-for-service * there is also a fee associated with pardon applications

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

EVANGEL CHURCH, TOUCHSTONE COUNSELLING

CONTACT:

Phone: 250.762.0682 ext 106
Email: sharone@evangelbc.org
Web: www.evangelbc.org

ADDRESS:

3261 Gordon Dr
Kelowna, BC V1W 3N4

SERVICE DETAILS:

✿ Safe and confidential counselling for anyone seeking emotional support for any problem * up to six, one-hour sessions to begin with

REFERRAL:

Fee: \$20 per session

HOURS:

Office Hours: Tue-Thu, 9am - 4pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

FAMILIES IN TOUCH

CONTACT:

Phone: 250.878.8789
Email: familiesintouch@shaw.ca

ADDRESS:

SERVICE DETAILS:

✿ Connects families who have children, youth or adults with disabilities through parent-driven network to share unique experiences and knowledge

HOURS:

Meeting Times: Second Fri of every month for breakfast * call or email for location

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

KCR, FAMILY FRIEND PROGRAM

CONTACT:

Phone: 250.763.8008 ext 136
Email: familyfriend@kcr.ca
Web: www.kcr.ca

ADDRESS:

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

SERVICE DETAILS:

✿ Provides pregnant and single mothers with support, companionship, encouragement, home-visits and connections to resources in the community

REFERRAL:

Eligibility: Expectant or single mother

Application: For information on the application process, please call during regular office hours

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan
Accessibility: Fully Accessible

KELOWNA FAMILY CENTRE, CHILD AND YOUTH COUNSELLING

CONTACT:

Phone: 250.861.7301
Email: kelfamcr@shawbiz.ca
Web: www.kfscs.com

ADDRESS:

Ste 204-347 Leon Ave
Kelowna, BC V1Y 6H9

SERVICE DETAILS:

✿ Individual and family counselling for children who face difficulties due to family, school, or behavioral issues * includes specialized counselling for children under 12 who exhibit sexually intrusive behaviors but who have not disclosed abuse

REFERRAL:

Eligibility: Ages: 19 year(s) and under

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

**KELOWNA FAMILY CENTRE,
CHILDREN OF CHANGE**


CONTACT:

Phone: 250.860.3181
Email: kelfamcr@shawbiz.ca
Web: www.kfscs.com

ADDRESS:

Ste 204-347 Leon Ave
Kelowna, BC V1Y 8C7

SERVICE DETAILS:

 Provides a counselling group to assist children whose parents have separated or are in the process of separating

REFERRAL:

Eligibility: Ages: 6 year(s) and up
Application: Must pre-register

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland
Accessibility: Partially Accessible - handicap washrooms unavailable

**KELOWNA FAMILY CENTRE,
PARENTING AFTER SEPARATION PROGRAM**


CONTACT:

Phone: 250.860.3181
Email: kelfamcr@shawbiz.ca
Web: www.kfscs.com

ADDRESS:

Ste 204-347 Leon Ave
Kelowna, BC V1Y 8C7

SERVICE DETAILS:

 Provides an information session for parents, sponsored by the Ministry of Attorney General * helps parents make informed choices about their separation which take into account the best interest of their children

REFERRAL:

Application: Pre-registration is mandatory
Fee: Free

HOURS:

Office Hours: Mon-Fri, 8:30am - 12pm * 1pm - 4:30pm
Meeting Times: Classes are held at:

Invue Tower (Cooper Rd and Springfield Rd)
2040 Springfield Rd, 2nd Flr
Kelowna, BC

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland

**KELOWNA FAMILY CENTRE,
PARENTING WISELY**

CONTACT:

Phone: 250.860.3181
Email: kelfamcr@shawbiz.ca
Web: www.kfscs.com

ADDRESS:

Ste 204-347 Leon Ave
Kelowna, BC V1Y 8C7

SERVICE DETAILS:

- ✿ Offers guidance to parents of young children or pre-teens * introduces parents to specific parenting skills by using video scenarios that address common difficulties that families experience during these challenging developmental periods * encourages group members to share parenting challenges and skills so that each parent can learn new ways of parenting with success

REFERRAL:

Eligibility: For parents of children ages 4-14

Application: Pre-registration mandatory

Fee: Free

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna

Accessibility: Partially Accessible - handicap washrooms are not available

**KELOWNA FAMILY CENTRE,
SEXUALLY INTRUSIVE BEHAVIOUR PROGRAM FOR CHILDREN UNDER 12**

CONTACT:

Phone: 250.860.3181
Email: kelfamcr@shawbiz.ca

ADDRESS:

Ste 204-347 Leon Ave
Kelowna, BC V1Y 8C7

SERVICE DETAILS:

- ✿ Offers counselling for children who are exhibiting inappropriate sexual behaviour

REFERRAL:

Eligibility: Ages: 12 year(s) and under

Application: Referral required by a Child and Youth mental health team or family physician

Fee: Donation

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland

Accessibility: Partially Accessible - handicap washrooms unavailable

KELOWNA PARENTING, MY TWEEN AND ME

CONTACT:

Phone: 250.764.4402
Email: Teresa@KelownaParenting.com
Web: www.KelownaParenting.com

ADDRESS:

SERVICE DETAILS:

- ✿ Offers a parenting program that strengthens the confidence and ability of parents to positively influence the lives of their school-aged children, ages 7 to 12, to prevent their early use of drugs and alcohol and other high-risk behaviors

Topics include: Healthy Tween Development, Life at school, Family Relationships, Peer Relationships, Today's World, Building Community

REFERRAL:

Eligibility: Ages: 7 year(s) - 12 year(s)

Fee: Service - Call for details

HOURS:

Open Hours: 6 week, 12 hour program

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna

KELOWNA WOMEN'S SHELTER, INSIDE/OUT VIOLENCE PREVENTION PROGRAM FOR YOUTH

CONTACT:

Phone: 250.763.1040
Email: violenceprevention@coess.ca
Web: www.kelownawomensshelter.ca

ADDRESS:

SERVICE DETAILS:

- ✿ Offers a community-based violence prevention group program designed to reduce relationship abuse by encouraging positive, respectful relationships * explores beliefs that contribute to forming healthy relationships with self and others * provides a safe, non judgmental setting where youth are encouraged to share ideas, express thoughts and feelings, be creative and inspired * focuses on values that define healthy social behavior and social networking * fosters the development of critical thinking skills that empower youth to make positive lifestyle choices * equips youth with the tools to break the cycle of abuse * topics focus on areas of self, relationships, feelings, social behavior and social networking * provides youth opportunities to learn tools that will help them to make healthy value-based life choices through information sharing, discussion groups, critical thinking activities and multimedia resources * delivered to both boys and girls in schools and various community settings such as youth groups and youth clubs

REFERRAL:

Eligibility: School aged children from K-University

Application: Contact program Coordinator

Fee: Free

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

KELOWNA WOMEN'S SHELTER, SUPERNOVA: CHILDREN WHO WITNESS ABUSE PROGRAM

CONTACT:

Phone: 250.763.1040
Email: cwwa@coess.ca
Web: www.kelownawomensshelter.ca

ADDRESS:

SERVICE DETAILS:

✿ Provides individual and group counselling to children who have witnessed or experienced abuse * also offers parenting support, education, and counselling for mothers and guardians, through individual and groupwork sessions * offers free summer programs to children who have been impacted by family violence/abuse * offers educational groups/presentations focusing on the impact of abuse on children to community agencies and schools

REFERRAL:

Eligibility: Ages: 3 year(s) - 18 year(s)

Fee: Free

HOURS:

Open Hours: Mon-Sun, 24 hours

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna
Accessibility: Fully Accessible

KIDSCAN THERAPY SERVICES

CONTACT:

Phone: 250.764.8910
Email: diane@kidscantherapy.ca
Web: www.kidscantherapy.ca

ADDRESS:

Unit 104-1441 Ellis St
Kelowna, BC V1Y 2A3

SERVICE DETAILS:

✿ Offers occupational therapy for children and youth with special needs, particularly those with "invisible disabilities" such as Autism Spectrum Disorder, Developmental Coordination Disorder/Delays, Sensory Processing Disorder and Learning Disabilities * self-care: dressing, eating, hygiene * productive tasks: school work, play, chores, pre-vocational skills * leisure pursuits: recreation, sports, hobbies, interests, socialization * client and family centered assessment: sensory motor skills and functional skills creating barriers to participation * intervention: individual and group, real life, play based and functional * consultation: to health care teams, school teams, caregivers * education and advocacy: awareness of invisible disabilities, training, community resources, health promotion

REFERRAL:

Eligibility: Ages: 3 year(s) - 17 year(s)

Application: Self-referral

Fee: Fee for Service - may be funded by government or other sources

HOURS:

Open Hours: 8:30am - 5pm * hours may vary; please call ahead

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

MENTAL HEALTH INDIVIDUAL & FAMILY SUPPORT (BCSS KELOWNA), FAMILY SUPPORT GROUP

CONTACT:

Phone: 250.868.3119
Email: bcsskel@shaw.ca
Web: www.bcsskelowna.org

ADDRESS:

Ste 203-347 Leon Ave
Kelowna, BC V1Y 8C7

SERVICE DETAILS:

✿ Provides advocacy and support for families and friends of people diagnosed with a mental illness

REFERRAL:

Eligibility: Ages: 18 year(s) and up

Fee: Free

HOURS:

Office: Mon-Fri, 9am - 12pm * 1pm - 3pm

Meeting Times: 2nd and 4th Wed of each month (except July and August), 7pm * please call to confirm attendance

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna ; Lake Country ; West Kelowna

Accessibility: Fully Accessible

MENTAL HEALTH INDIVIDUAL & FAMILY SUPPORT (BCSS KELOWNA), PARTNERSHIP PUBLIC EDUCATION PROGRAM

CONTACT:

Phone: 250.868.3119
Email: bcsskel@shaw.ca
Web: www.bcsskelowna.org

ADDRESS:

Ste 203-347 Leon Ave
Kelowna, BC V1Y 8C7

SERVICE DETAILS:

✿ Offers a panel of speakers for presentations to community groups such as schools, universities, churches and organizations with the goal of raising awareness about schizophrenia, bi-polar and depression * new speakers are always needed and welcome

REFERRAL:

Application: Please call or email to book a presentation

Fee: Free

HOURS:

Office: Mon-Fri, 9am - 12pm * 1pm - 3pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna ; Lake Country ; West Kelowna

Accessibility: Fully Accessible

MENTAL HEALTH INDIVIDUAL & FAMILY SUPPORT (BCSS KELOWNA), STRENGTHENING FAMILIES TOGETHER COURSE

CONTACT:

Phone: 250.868.3119
Email: bcsskel@shaw.ca
Web: www.bcsskelowna.org

ADDRESS:

Ste 203-347 Leon Ave
Kelowna, BC V1Y 8C7

SERVICE DETAILS:

✿ Supports and educates family members and friends of individuals with mental illness * 10-week education course teaches coping skills, listening techniques, problem solving and boundary setting * runs in the spring and fall

REFERRAL:

Application: Please call to register

Fee: Free

HOURS:

Office: Mon-Fri, 9am - 12pm * 1pm - 3pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna ; Lake Country ; West Kelowna
Accessibility: Fully Accessible

OKANAGAN BOYS AND GIRLS CLUBS, REACH OUT YOUTH COUNSELLING

CONTACT:

Phone: 250.768.9139
Email: wyc@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

ADDRESS:

2466 Main St
West Kelowna, BC V4T 1Z1

SERVICE DETAILS:

✿ Free counselling services for youth and their families

REFERRAL:

Eligibility: Ages: 12 year(s) - 24 year(s)

Application: Appointment required

HOURS:

Open Hours: Fri, 8am - 4pm

ACCESSIBILITY:

Located in: West Kelowna
Areas Served: Kelowna ; West Kelowna ; Westbank
Accessibility: Fully Accessible

OKANAGAN BOYS AND GIRLS CLUBS, RECONNECT PROGRAM

CONTACT:

Phone: Kelowna: 250.868.8541 ext 4
West Kelowna: 250.859.2524
Web: www.boysandgirlsclubs.ca

ADDRESS:

1633 Richter St
Kelowna, BC V1Y 9T7

SERVICE DETAILS:

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

REFERRAL:

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

Fee: Free

HOURS:

Open Hours: Mon-Fri, flexible hours between 8am - 8pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

REACH OUT YOUTH COUNSELLING & FAMILY SERVICES SOCIETY

CONTACT:

Phone: 250.763.7892
Email: reachout@shaw.ca
Web: www.reachoutyouthcounselling.com

ADDRESS:

1868 Ambrosi Rd
Kelowna, BC V1Y 4R9

SERVICE DETAILS:

✿ Provides onsite counselling for youth ages 13 - 25, their parents and families * services are available at main office in Kelowna, as well as at satellite locations in Lake Country and West Kelowna * offers a Strength based program called 'It's Great to Be Me' (for ages 16-25) delivered by a Life Coach, Parent and Family counselling, Community Outreach programs, and the REACH Program * for additional details, please call or visit our website

REFERRAL:

Eligibility: Ages: 13 year(s) - 25 year(s)

- Onsite program and satellite offices: youth 13-25 years, parents, families and couples
- It's Great to Be Me program: youth 16-25 years

Application: Scheduled appointments only * call in advance to begin intake and assessment

Fee: Service - Please call for details ; Fee scaled according to family income for those aged 13-18 * for those 19-25, to personal income * subsidies available for those who qualify * no one is turned away due to financial difficulty

HOURS:

Open Hours: Mon-Thu: Kelowna Office * please call for satellite office schedules

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland ; West Kelowna ; Westbank First Nations

THE BRIDGE YOUTH & FAMILY SERVICES, FAMILY COUNSELLING

CONTACT:

Phone: 250.763.0456
Email: info@thebridgeservices.ca
Web: www.thebridgeservices.ca

ADDRESS:

760 Hwy 33 W
Kelowna, BC V1X 1Y4

SERVICE DETAILS:

- * Promotes healthy children and healthy families through a strengths-based approach * offers in-home support and office based sessions in which families and young people are provided with opportunities to enhance skills through education, communication and relationship building * also offers individual and family counselling by self-referral on a fee for service basis (\$75.00 an hour * subsidies may be available)

REFERRAL:

Application: Referrals are primarily through the Ministry of Children and Family Development for children and youth to age 19

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna ; Lake Country ; Peachland ; West Kelowna

THE BRIDGE YOUTH & FAMILY SERVICES, PARENT EDUCATION

CONTACT:

Phone: 250.763.0456
Email: info@thebridgeservices.ca
Web: www.thebridgeservices.ca

ADDRESS:

760 Hwy 33 W
Kelowna, BC V1X 1Y4

SERVICE DETAILS:

- * Offers parenting education including: How to Talk to Kids Will Listen, Systematic Training for Effective Parenting of Teens, Strengthening Your Step/ Blended Family, Parenting Young Children (Age 5 & under), Prenatal Wellness Education, Siblings Without Rivalry, Parent Talk, 1, 2, 3, 4, Parents, S.T.E.P. Elementary (Ages 5-12), and Positive Discipline

REFERRAL:

Fee: Free

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

DIVERSITY

GAY OKANAGAN NETWORK

CONTACT:

Phone: 250.860.4083
Email: solutions@gayokanagan.net
Web: www.gayokanagan.net

ADDRESS:

SERVICE DETAILS:

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

ACCESSIBILITY:

Located in: Okanagan Valley
Areas Served: Okanagan Valley

OKANAGAN PRIDE SOCIETY, GAY KELOWNA LGBTI RESOURCES

CONTACT:

Phone: 250.860.8555
Email: info@okanaganpride.com
Web: www.okanaganpride.com/

ADDRESS:

SERVICE DETAILS:

- ✿ Committed to serving the Okanagan's LGBTQ community * creates events and offers programs to connect our community * depends on volunteers, membership, sponsorship and patronage to thrive * hosts the popular annual Okanagan Pride Festival which draws visitors from throughout the Okanagan, British Columbia, Canada, and the United States

REFERRAL:

Eligibility: Ages: 15 year(s) and up

HOURS:

Meeting Times: Youth Group "Etcetera" meets twice monthly * see web page for details

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

RAINBOW WOMEN'S GROUP (THOMPSON OKANAGAN), LESBIAN, BISEXUAL, QUESTIONING

CONTACT:

Phone: 250.860.4083
Email: rainbows@gayokanagan.net
Web: www.gayokanagan.net/rainbows.htm

ADDRESS:

SERVICE DETAILS:

- ✿ Offers community information, peer support, and social events for lesbian, bisexual, and questioning women in the Thompson Okanagan (or those planning on moving to the area) who keep in contact via an email list * a group for lesbian and bisexual women who meet for social events including a meal, coffee, camping, BBQ, dances and potlucks

REFERRAL:

Eligibility: Ages: 16 year(s) and up

Fee: Free

HOURS:

Open Hours: 24 hrs

Meeting Times: At least once a month or more depending on interest

ACCESSIBILITY:

Located in: Okanagan Valley

Areas Served: Central Okanagan ; Okanagan Valley ; Thompson - Okanagan ; Osoyoos ; Oliver ; Penticton ; Kelowna ; Vernon ; Lumby ; Salmon Arm ; Revelstoke ; Nakusp ; Kamloops ;

EARLY CHILDHOOD

INTERIOR HEALTH, NOBODY'S PERFECT PROGRAM

CONTACT:

Phone: 250.868.7700

ADDRESS:

SERVICE DETAILS:

- ✿ Offers a parenting program for parents who may be experiencing challenges such as parenting on their own, isolation, or financial difficulties * topics include positive parenting skills, discipline, nutrition, safety and child health * provides support with on-site babysitting, transportation and snacks

REFERRAL:

Eligibility: Ages: 5 year(s) and under

Application: Please call Eleanor to register

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; Westbank

KCR, KIDS COUNT PROGRAM

CONTACT:

Phone: 250.717.5437 (250.717.KIDS)
Email: kidscount@kcr.ca
Web: www.kcr.ca

ADDRESS:

255 Lawrence Ave
Kelowna, BC V1Y 6L2

SERVICE DETAILS:

- * Delivers a voluntary, family-centered home visiting program to first-time parents, through family outreach workers who offer prenatal support, promote positive parent child interaction, support healthy infant/child growth and development and make referrals to community resources to meet the family's needs

REFERRAL:

Eligibility: Ages: 5 year(s) and under

Service can begin when families are either pregnant or parenting an infant less than 3 months of age at program entry * service may continue for up to 5 years

Application: Requests for referral are made directly to the Kids Count Program

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; West Kelowna

Accessibility: Fully Accessible - Wheelchair Accessible

OKANAGAN ABILITY CENTRE

CONTACT:

Phone: 250.762.7790
Email: abilitycentre@telus.net
Web: www.okanaganabilitycentre.com/index.html

ADDRESS:

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

SERVICE DETAILS:

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

REFERRAL:

Fee: Service

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

OKANAGAN VALLEY PREGNANCY CARE CENTRE

CONTACT:

CRISIS: 250.763.2112
(Secure confidential message line)
Phone: 250.763.2112
Toll Free: 1.800.395.4357 (Option Line: 24/7 live peer
counsel and referral)
Email: twhite@ovpcc.com
Web: www.ovpcc.com

ADDRESS:

Ste 201-2622 Pandosy St
Kelowna, BC V1Y 1V6

SERVICE DETAILS:

✿ Offers practical and emotional support to women who are facing unplanned or distressing pregnancies * free and confidential services include pregnancy tests, pregnancy options information, advocacy and peer counsel * emotional support and practical assistance * provides referrals to community support agencies for support services that include adoption planning, housing, legal, medical, educational, parenting and lifeskills

REFERRAL:

Eligibility: Any individual of any age or on any basis who is facing stressful or distressing issues related to pregnancy, including pregnancy loss are welcome.

Application: Call to make an appointment or drop-in

Fee: Free

HOURS:

Regular office hours: Mon-Fri, 10am - 4pm * extended hours by appointment
Meeting Times - Thu afternoons: Babies and Bumps networking and education drop-in
- Tue mornings: Parenting program for registered clients

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland ; West Kelowna

Accessibility: Partially Accessible ; On main bus route, free parking, outdoor stairway, private entrance, client washroom

STARBRIGHT CHILDREN'S DEVELOPMENT CENTRE

CONTACT:

Phone: 250.763.5100
Toll Free: 1.877.763.5100
TDD: 250.763.5103
Email: info@starbrightokanagan.ca
Web: iwishimight.ca/

ADDRESS:

1546 Bernard Ave
Kelowna, BC V1Y 6R9

SERVICE DETAILS:

✿ Supports families to meet the exceptional developmental needs of children through early intervention * provides Infant Development Program (birth to 3 years) * Autism Program * Supported Child Development Program * Occupational Therapy * Speech Language Therapy * Physical Therapy * Counselling Services * Hippotherapy (HATRC)

REFERRAL:

Eligibility: Ages: 5 year(s) and under

Exceptions: Autism to 6 years * Supported Child Development to 12 years (within specific parameters)

Application: Self-referral, preschool, physician, pediatrician or PHN with the parent/ guardian's consent

HOURS:

Mon-Fri, 8:30am - 4pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland ; West Kelowna

THE BRIDGE YOUTH & FAMILY SERVICES, THE PARENT PLACE

CONTACT:

Phone: 250.763.0456
Email: info@thebridgeservices.ca
Web: www.thebridgeservices.ca

ADDRESS:

630 Cadder Ave
Kelowna, BC V1Y 5N4

SERVICE DETAILS:

✿ Creates a space where parents feel validated, valued and understood as they navigate the challenges of parenting children ages 0-6 * activities and programs offered are focused on supporting parents to do the best job they can raising their children and include parent education courses, and weekly parent support groups * check the Parent Place Calendar to view dates and times of programs offered

REFERRAL:

Eligibility: Ages: 6 year(s) and under

Application: Please visit our online Calendars for programming details

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna ; Lake Country ; Peachland ; West Kelowna

FOSTER CARE/ADOPTION

ADOPTIVE FAMILIES ASSOCIATION OF BC

CONTACT:

Toll Free: 1.866.694.1222
Email: dmortensen@bcadoption.com
Web: www.bcadoption.com

ADDRESS:

SERVICE DETAILS:

✿ Offers support, education, resources, and social events, for families at any stage of the adoption process * regular support group meetings

REFERRAL:

Eligibility: Ages: 18 year(s) and up

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

ARC PROGRAMS LTD., CHILDREN AND YOUTH IN CARE

CONTACT:

Phone: 250.763.2977
Email: info@arcprograms.com
Web: www.arcprograms.com

ADDRESS:

513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS:

✿ Provides residential and support services for children and youth in care, that includes five different group care treatment facilities, ranging from 2- to 5-beds, a Licensed Community Care Facility (ARC House, opened in 1989), several child-specific one-bed staffed facilities, hybrid models (staff-supported foster parent homes), supported 'pods' of satellite therapeutic foster homes, and Therapeutic Treatment Foster Care Models * residential services are specialized and designed to meet the complex needs of high-risk youth in care, Children and Youth with Special Needs, and young offenders

REFERRAL:

Application: Please call or email for additional information

Fee: Yes

HOURS:

Office: Mon-Fri, 8:30am - 5pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible - Ground level access off of Bernard Avenue

FEDERATION OF BC YOUTH IN CARE NETWORKS

CONTACT:

Phone: 1.604.527.7762
Toll Free: 1.800.565.8055
Email: info@fbcyicn.ca
Web: www.fbcyicn.ca

ADDRESS:

Ste 500-625 Agnes St
New Westminster, BC V3M 5Y4

SERVICE DETAILS:

✿ Youth-driven, provincial, non-profit organization dedicated to improving the lives of young people between the ages of 14 and 24, in and from government care in British Columbia * provides programs and services that help young people come together, get individual support, link with learning opportunities, and unite their voice to create positive change in the system

REFERRAL:

Eligibility: Ages: 14 year(s) - 24 year(s)

Application: To become a member, please visit our website and fill out a membership form or call our office for additional details

Fee: Free

HOURS:

Mon-Fri, 9:30am - 5pm

ACCESSIBILITY:

Located in: British Columbia
Areas Served: British Columbia

KCR, ADOPTION CENTRE OF BRITISH COLUMBIA

CONTACT:

Phone: 250.763.8002
Toll Free: 1.800.935.4237
Email: adoptioninfo@kcr.ca
Web: www.kcr.ca

ADDRESS:

255 Lawrence Ave
Kelowna, BC V1Y 6L2

SERVICE DETAILS:

✿ Provides adoption services throughout BC for birth parents and adoptive parents * specializes in domestic (in BC) infant, and inter-country (child from another country) and Ministry (child from BC in foster care system) adoption placements

REFERRAL:

Eligibility: Residents of British Columbia

Fee: Service

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: British Columbia
Accessibility: Fully Accessible

**KCR,
SUPPORTS AND NETWORKING FOR ADOPTION AND PERMANENCY PLANNING**

CONTACT:

Phone: 250.717.2076
Email: nancy@kcr.ca
Web: www.kcr.ca

ADDRESS:

Ste 401-1726 Dolphin Ave
Kelowna, BC V1Y 9R9

SERVICE DETAILS:

✿ Prepares children for adoption placement and provides support to them, their foster parents and their adoptive parents during the process * also provides post placement support to those children placed in our community who have been in the care of our provincial government prior to their adoption

REFERRAL:

Eligibility: Ages: 3 year(s) - 12 year(s) * Younger or older children may be considered

Application: Children are referred to the program by their Guardianship Social Workers for adoption and permanency planning and are in the Continuing Care of the Ministry or in the Concurrent Planning Program

HOURS:

Mon-Fri, 9am - 5pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland ; West Kelowna

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT,
ADOPTION SERVICES**

CONTACT:

Phone: 250.717.2070
Web: www.gov.bc.ca/mcf

ADDRESS:

Ste 401-1726 Dolphin Ave
Kelowna, BC V1Y 9R9

SERVICE DETAILS:

✿ Provides adoption services involving children who are in government care * infants and older children who may have some form of special need such as being part of a sibling group that needs to be placed together or they may have health and behavioural concerns and difficulties

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: British Columbia ; Central Okanagan ; Kelowna

REPRESENTATIVE FOR CHILDREN AND YOUTH, BRITISH COLUMBIA

CONTACT:

Toll Free: 1.800.476.3933
Email: rcy@rcybc.ca
Web: www.rcybc.ca

ADDRESS:

Ste 201-546 Yates St
Victoria, BC V8W 1K8

SERVICE DETAILS:

- ✿ Ensures that youth receiving services or programs provided or funded by government have their rights and interests protected and upheld * supports children, youth and families who need help dealing with the child welfare system and advocates for changes to the system itself * assists with youth becoming a self-advocate * reviews and investigates critical injuries and deaths of children and youth in care

REFERRAL:

Eligibility: Ages: 19 year(s) and under

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: British Columbia
Areas Served: British Columbia

THE BRIDGE YOUTH & FAMILY SERVICES, FOSTER HOME SUPPORT

CONTACT:

Phone: 250.763.0456
Email: info@thebridgeservices.ca
Web: www.thebridgeservices.ca

ADDRESS:

760 Hwy 33 W
Kelowna, BC V1X 1Y4

SERVICE DETAILS:

- ✿ Provides training, support, consultation and education to foster parents that enhance skills to care for the children in their homes

REFERRAL:

Application: Professional Referral by MCFD only

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna ; Lake Country ; Peachland ; West Kelowna

**THE BRIDGE YOUTH & FAMILY SERVICES,
KELOWNA YOUTH IN CARE NETWORK**

CONTACT:

Phone: 250.763.0456
Email: info@thebridgeservices.ca
Web: www.thebridgeservices.ca

ADDRESS:

760 Hwy 33 W
Kelowna, BC V1X 1Y4

SERVICE DETAILS:

- ✿ Provides a voice in all matters that directly affect youth in/from care * promotes youth in/from care views and opinions, improvement of conditions, and services * researches and reports on special needs, educates the public, and encourages support and friendship for youth in/from care * youth can have a voice, form friendships, learn about health living and be involved in fun outings and activities

REFERRAL:

Eligibility: Ages: 9 year(s) - 24 year(s)

Application: For additional information contact the office by phone or email

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna ; Lake Country ; Peachland ; West Kelowna

**THE BRIDGE YOUTH & FAMILY SERVICES,
THE PATH**

CONTACT:

Phone: 250.763.0456
Email: info@thebridgeservices.ca
Web: www.thebridgeservices.ca

ADDRESS:

760 Hwy 33 W
Kelowna, BC V1X 1Y4

SERVICE DETAILS:

- ✿ Designed for youth under 18 years of age who are in care with the Ministry of Children and Family Development, this program is for youth who are transitioning from group home care * assists youth to develop life management skills necessary for successful transition to adulthood * family care homes provide support, mentoring and skill enhancement for one youth, who are provided a separate living space to start experiencing greater independence while receiving ongoing support and interactions with the family in the home, with a foster parent at home and available at all times during the stay *

Program facilitator: provides support to both the foster parents and the youth * provides youth with support for life management and day activities * provides the foster parents with 24 hour/day emergency support, consultation, crisis intervention, debriefing, mediation and training

REFERRAL:

Eligibility: Ages: 18 year(s) and under * Professional referral

Application: Please contact our office for additional details

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna ; Lake Country ; Peachland ; West Kelowna

THE BRIDGE YOUTH & FAMILY SERVICES, TRANSITION SUITE SUPPORT

CONTACT:

Phone: 250.763.0456
Email: info@thebridgeservices.ca
Web: www.thebridgeservices.ca

ADDRESS:

760 Hwy 33 W
Kelowna, BC V1X 1Y4

SERVICE DETAILS:

- ✿ Provides young people, including pregnant or parenting youth, with self-contained accommodation that offers a realistic living experience * each suite has a mentor on-site for support and young people are assisted to gain or enhance life management skills with the assistance of the mentor and a Youth Transitions counsellor * life management skills include financial management, household maintenance, menu planning and food preparation

REFERRAL:

Eligibility: Professional referral

Application: The Transition Suites are considered part of the foster home support network under the direct supervision of the Resources Unit of Ministry of Children and Family Development.

Transition Suite Mentors maintain a collaborative working relationship with The Bridge Youth & Family Services and the Ministry of Children and Family Development. Mentors provide a high standard of service for the youth residing within the Transition Suite, through ongoing training and skill development opportunities, and with continued support from the Youth Transitions counsellors and Transition Suite facilitator.

For additional information, please call or email.

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna ; Lake Country ; Peachland ; West Kelowna

**THE BRIDGE YOUTH & FAMILY SERVICES,
YOUTH TRANSITIONS**

CONTACT:

Phone: 250.763.0456
Email: info@thebridgeservices.ca
Web: www.thebridgeservices.ca

ADDRESS:

760 Hwy 33 W
Kelowna, BC V1X 1Y4

SERVICE DETAILS:

✿ Supports young people ages 15 through 19 to acquire the skills necessary to facilitate a competent transition to adulthood by providing support of a counsellor while they are parenting, attending treatment, educational or pre-employment program or involved in an active job search * assists in locating and maintaining a safe, secure and affordable accommodation while providing the opportunity to gain a realistic living experience in the community * assists with opportunities to participate in social, cultural and recreational activities of their choice * offers financial support through the Ministry of Children and Family Development, regular meetings with a counsellor, advocacy, community resources information, and coordination of referrals to other services that will promote competent transition to adulthood

REFERRAL:

Eligibility: Ages: 15 year(s) - 19 year(s)

Application: Please contact our office for additional details

HOURS:

Office: Mon-Fri, 9am - 4:30pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna ; Lake Country ; Peachland ; West Kelowna

SPECIAL NEEDS

ARC PROGRAMS LTD., BEHAVIOURAL ASSESSMENT SUPPORT SERVICES PROGRAM

CONTACT:

Phone: 250.763.2977
Email: arcprograms@arcprograms.com
Web: www.arcprograms.com

ADDRESS:

513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS:

- ✿ Offers services for children and youth with special needs, ages 1-18 and their families/caregivers, who are experiencing difficulties that can include challenging behaviors * observation and assessment * development and implementation of a positive behavioural support plan * direct work with youth and families and all people involved with the child or youth for consistent service coordination and community network building

REFERRAL:

Eligibility: Ages: 18 year(s) and under

Children and youth ages 0-18 who are:

- Diagnosed on the autism spectrum, FASD, complex developmental behavioural conditions, or other special needs
- Considered eligible for CYSN services by the Ministry for Children and Family Development
- Prescreened by MCFD-CYSN social workers to determine eligibility for program services, their needs and priority for program
- Families interested in accessing the program services may contact the Ministry for Children and Development, CYSN Services, in Kelowna or Penticton, or contact the Program Director for additional information

Application: Referrals through MCFD-CYSN social workers for eligible children and youth

Fee: Yes

HOURS:

Office: Mon-Fri, 8am - 5pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible - Ground level access off of Bernard Ave

**ARC PROGRAMS LTD.,
BEHAVIOURAL INTERVENTION PROGRAM,
AUTISM SPECTRUM DISORDER SERVICES**

CONTACT:

Phone: 250.763.2977
Email: arcprograms@arcprograms.com
Web: www.arcprograms.com

ADDRESS:

513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS:

✿ Offers services for children and youth, ages 6-18, diagnosed under the Autism Spectrum * in-home behavioral assessment, parent and family consultations * positive behavior intervention * coordination and implementation of IHCAN or other assessment recommendations * group and individual services for the child/youth target social skills, communication, life skills, and peer relationships

REFERRAL:

Eligibility: Ages: 6 year(s) - 18 year(s)

Those with a diagnosis under the Autism Spectrum * restricted to age range 6 - 18 years

Application: Community or self-referral with a diagnosis on the Autism Spectrum

Fee: On a fee-for-service basis * funding is available by application for those with a diagnosis under the Autism Spectrum through the Autism Funding: Ages 6-18 Program Ministry of Children and Family Development

HOURS:

Office: Mon-Fri, 8:30am - 5pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible - Ground level access off of Bernard Avenue

CONTACT:

Phone: 250.763.2977
Email: info@arcprograms.com
Web: www.arcprograms.com

ADDRESS:

513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS:

✿ Offers services for children and youth, age 6-18, and for their families and/or caregivers * reduces challenging behavior and develops pro-social alternatives in the home, school and/or community * services available include: education, in-home consultations, behavior assessment and intervention, working with family to assess child and develop strategies and programs specific to family's needs, using positive behavior intervention to enhance child's social skills, personalized parent training to help parents better manage their child's behavior, family intervention, strengthening the family by working directly with each child and family, and academic skills support

REFERRAL:

Eligibility: Ages: 6 year(s) - 18 year(s)

Eligible participants must have a diagnosis under the Autism Spectrum by a registered mental health practitioner * eligible participants will meet with an ARC counsellor to discuss the program in greater detail

Fee: The Behavioral Support Program is offered to Children and Youth 6 years of age and older and their families on a fee-for-service basis * funding is available by application for those with a diagnosis under the Autism Spectrum through the Autism Funding: Ages 6-18 Program Ministry of Children and Family Development for purchasing autism intervention services

HOURS:

Office: Mon-Fri, 8:30am - 5pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible - Ground level access off of Bernard Ave

**ARC PROGRAMS LTD.,
COMMUNITY INTERVENTION AND TREATMENT SERVICES**

CONTACT:

Phone: 250.763.2977
Email: info@arcprograms.com
Web: www.arcprograms.com

ADDRESS:

513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS:

✿ The Changes service component provides a range of alcohol and drug services, including prevention, early intervention and outpatient treatment, through several service delivery models * services provided may include: targeted prevention/early intervention activities, community awareness presentations, peer-support development programs, substance misuse assessment; brief counseling intervention; intensive individual treatment; referral and case management within the addictions/mental health system of care (detox, outpatient, concurrent disorder services, residential treatment, support recovery); A&D awareness, life skills and harm reduction group series; aftercare planning and support services.

REFERRAL:

Eligibility: Ages: 11 year(s) - 18 year(s)

Services provided are individualized according to the client's needs and preferences, and/or may correspond to specific admission screening criteria or the referral source

Application: Please phone our office to speak with a Changes counselor or the Program Director for referrals to any of the services provided by the Changes Program

Fee: None

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible

**ARC PROGRAMS LTD.,
SUPPORT SERVICES FOR FAMILIES (FASD)**

CONTACT:

Phone: 250.763.2977
Email: chenriques@arcprograms.com
Web: www.arcprograms.com

ADDRESS:

513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS:

✿ Provides a community-based outreach service designed to enhance protective factors and reduce risk factors for children and youth living with FASD or a similar neurodevelopment condition * focuses on working directly with the caregiver to build their capacity to provide ongoing support for their children * education and consultation services for families and community partners * support and liaison with school education and planning * assistance with accessing community resources and services. * Parent Support component provides opportunities to connect in a group environment

REFERRAL:

Eligibility: Ages: 18 year(s) and under

Application: Referrals through Interior Health service providers (IHCAN) and other multi-disciplinary teams specializing in FASD Assessments, pediatricians, child psychiatrists, MCFD Guardianship social workers (for a child in care), schools and/or other service providers, with the family being aware of the referral * self-referrals also accepted from families that have a child that has confirmation or is suspected to be living with FASD or a similar neurodevelopmental condition

Fee: Free

HOURS:

Office: Mon-Fri, 8:30am - 5pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible - Ground level access off of Bernard Avenue

INTERIOR HEALTH, CHILDREN'S ASSESSMENT NETWORK

CONTACT:

Phone: 250.763.4122
Web: www.interiorhealth.ca

ADDRESS:

Ste 309-1664 Richter St
Kelowna, BC V1Y 8N3

SERVICE DETAILS:

- ✿ Provides assessment and diagnosis clinic for children and youth living in the Interior Health region who demonstrate significant impairment in a number of domains of functioning, including development and learning, mental health, adaptive and social skills, or biomarkers such as prenatal substance exposure * we see children under three assessment streams: Autism Spectrum Disorder, Fetal Alcohol Spectrum Disorder, and Complex Child and Youth

REFERRAL:

Eligibility: Children and youth 18 years of age and under

Application: IHCAN referrals must be driven by a pediatrician, psychiatrist, or medical specialist

Fee: IHCAN is publicly funded program

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan - Interior Health Service Area

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT,
CHILDREN AND YOUTH WITH SPECIAL NEEDS,
AT HOME PROGRAM**


CONTACT:

Phone: Kelowna: 250.712.3609
Vernon: 250.549.5404
Email: mcf.childreneyouthspecialneeds@gov.bc.ca
Web: www.mcf.gov.bc.ca/spec_needs/index.htm

ADDRESS:

Ste 107-1664 Richter St
Kelowna, BC V1Y 8N3

SERVICE DETAILS:

 Provides At Home Medical Benefits and/or Respite Benefits to eligible children and youth with special needs * At Home Medical Benefits provides the following basic, essential benefits for eligible children and youth: medical supplies, medical equipment, dental, orthodontic, optical benefits and assistance with medical transportation * At Home Program Respite Benefits may provide up to \$2,800 per year (depending on family income) to assist families of eligible children and youth to purchase the respite services that best meet their needs

REFERRAL:

Eligibility: Eligible for At Home Program includes children who are assessed as dependent in at least three of four functional activities of daily living (eating, dressing, toileting, and washing) OR diagnosed with an Intellectual disability according to DSM IV Definition

HOURS:

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

ACCESSIBILITY:

Located in: British Columbia
Areas Served: Kelowna ; Penticton ; Vernon

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT,
CHILDREN AND YOUTH WITH SPECIAL NEEDS,
AUTISM SPECTRUM DISORDER**

CONTACT:

Phone: Kelowna: 250.712.3609
Vernon: 250.549.5404
Email: mcf.childreneyouthspecialneeds@gov.bc.ca
Web: www.mcf.gov.bc.ca/spec_needs/index.htm

ADDRESS:

Ste 107-1664 Richter St
Kelowna, BC V1Y 8N3

SERVICE DETAILS:

✿ Provides funding to families of children and youth diagnosed with Autism Spectrum Disorder (ASD) to assist with cost of purchasing eligible autism intervention services (based on best practices) that promote the child's communication, social-emotional, pre-academic/academic and functional life-skills development * programs are voluntary * input of parents, children, youth, CYSN workers, and community are all essential and all have an important role to play

REFERRAL:

Eligibility: Families with children under age 6 are eligible for up to \$22,000 of autism funding * families of children aged 6-18 are eligible for up to \$6,000 per year

HOURS:

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

ACCESSIBILITY:

Located in: British Columbia
Areas Served: Kelowna ; Penticton ; Vernon

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT,
CHILDREN AND YOUTH WITH SPECIAL NEEDS,
FAMILY SUPPORT SERVICES**


CONTACT:

Phone: Kelowna: 250.712.3609
Vernon: 250.549.5404
Email: mcf.childreneyouthspecialneeds@gov.bc.ca
Web: www.mcf.gov.bc.ca/spec_needs/index.htm

ADDRESS:

Ste 107-1664 Richter St
Kelowna, BC V1Y 8N3

SERVICE DETAILS:

 Provides a range of programs intended to support parents to care for their child or youth with special needs in the home * programs are subject to funding availability, eligibility and your child could be wait-listed * priority wait-lists for programs vary depending on availability, the needs of the child/youth, the situation of the family and their existing supports * not all Family Support Services are available in every community

Direct Funded Respite: Provides funding directly to families to purchase the respite services that best meet their needs

Respite Relief: Provides overnight respite services by an approved caregiver in the child/youth's home

Child and Youth Care Worker: Provides one-to-one support to a child or youth with clear goals of service

Behavioural Support: Provides consultation, training, and monitoring of individualized positive behaviour support plans for children, youth and their families

Summer Program: Provides options for recreation/life skill based programs for short periods of time in the summer

Homemaker Support: Provides short-term home support services including care of children and training in household management skills * service determined based on need

HOURS:

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

ACCESSIBILITY:

Located in: British Columbia
Areas Served: Kelowna ; Penticton ; Vernon

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT,
CHILDREN AND YOUTH WITH SPECIAL NEEDS,
TRANSITION PLANNING**

CONTACT:

Phone: Kelowna: 250.712.3609
Vernon: 250.549.5404
Email: mcf.childreneyouthspecialneeds@gov.bc.ca
Web: www.mcf.gov.bc.ca/spec_needs/index.htm

ADDRESS:

Ste 107-1664 Richter St
Kelowna, BC V1Y 8N3

SERVICE DETAILS:

- ✿ Helps parents plan for the transitional years from adolescence to adulthood, as the services they receive will end upon their child's 19th birthday * Children and Youth with Special Needs (CYSN) worker will support the parents to plan for their child's future starting at age 16 * CYSN worker may assist with referrals to adult CLBC services, adult health services, applying for Persons with Disabilities (PWD), or identifying what supports may be needed in the future for their child

REFERRAL:

Eligibility: Ages: 16 year(s) and up

HOURS:

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

ACCESSIBILITY:

Located in: British Columbia
Areas Served: Kelowna ; Penticton ; Vernon

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT,
CHILDREN AND YOUTH WITH SPECIAL NEEDS**

CONTACT:

Phone: Kelowna: 250.712.3609
Vernon: 250.549.5404
Email: mcf.childreneyouthspecialneeds@gov.bc.ca
Web: www.mcf.gov.bc.ca/spec_needs/index.htm

ADDRESS:

Ste 107-1664 Richter St
Kelowna, BC V1Y 8N3

SERVICE DETAILS:

- ✿ Funds a range of programs and services for children and youth with special needs and their families intended to promote children's healthy development, maximize quality of life, assist families in their role as primary caregivers and support full participation in community life * works in partnership with the Ministries of Health and Education, and regional and community agencies to plan and coordinate services * delivers accessible high-quality intervention and support services through an integrated service delivery approach

REFERRAL:

Eligibility: For full program list/eligibility details: www.mcf.gov.bc.ca/spec_needs/policies_program_descriptions.html

HOURS:

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

ACCESSIBILITY:

Located in: British Columbia
Areas Served: Kelowna ; Penticton ; Vernon

**OKANAGAN BOYS AND GIRLS CLUBS,
SERVICES FOR CHILDREN AND YOUTH WITH SPECIAL NEEDS**

CONTACT:

Phone: 250.762.3914
Email: info@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

ADDRESS:

1434 Graham St
Kelowna, BC V1Y 3A8

SERVICE DETAILS:

✿ Provides a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life * offers afterschool and evening programs and services for children and youth 5-18 years designed to meet the diverse needs of children and their families * afterschool care, recreation and teen life skills

Program Locations:

- Kelowna: Martin Avenue Community Centre, 250.762.3914
- Rutland: Rutland Boys and Girls Clubs, 250.765.3345
- West Kelowna: Webber Road Community Centre, 250.768.3049
- Lake Country: Lake Country Boys and Girls Clubs, 250.766.5277

REFERRAL:

Eligibility: Ages: 5 year(s) - 18 year(s)

Application: Referral required from the Ministry of Children and Family Development

HOURS:

Mon-Sun

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna ; Lake Country ; West Kelowna ; Westbank

Accessibility: Fully Accessible

**PATHWAYS ABILITIES SOCIETY,
(FORMERLY KELOWNA AND DISTRICT SOCIETY FOR COMMUNITY LIVING)**

CONTACT:

Administrative Office: 250.763.4837
Email: ed@pathwayskelowna.ca
Web: www.pathwayskelowna.ca/

ADDRESS:

123 Franklyn Ave
Kelowna, BC V1X 3X5

SERVICE DETAILS:

✿ Assists people with disabilities to reach their individual goals and contribute as equal members of community

Activity service provides opportunities for individuals to develop skills and abilities that promote self-esteem and independence through productive meaningful activities in recreation and leisure, volunteer work and life skill development * 778-484-4490

Social recreation service provides community based evening and weekend social recreation opportunities to individuals to assist them in developing friendships * 250.763.4836

Integrated career opportunities (ico) provides supported employment opportunities for individuals to learn skills and secure and maintain community employment. Services offer assessments, education, planning, skill development, support, on-site training, job coaching, development of natural supports, monitoring, follow up and the retention required to find and maintain long term employment * 250.763.9499

Social ventures provides employment opportunities for individuals with barriers to traditional employment and includes recycling, confidential shredding and selling used bikes * 250.762.4915

Individualized funding and home support provides self-directed/ family-directed/support-network directed services * 250.763.4837

Residential services provides safe, respectful, healthy and supportive services to assist individuals to live interdependently in a manner that reflects their lifestyle choices * 250.763.4484

Pathways also participates in and supports community events, ensures the rights of people with disabilities are upheld, and supports the Kelowna Self Advocates * for more info contact aqam@pathwayskelowna.ca

REFERRAL:

Eligibility: Ages: 5 year(s) and up

Application: Referrals for service are made through Community Living British Columbia (CLBC), microboards and the Ministry for Children and Family Development

HOURS:

Varies, according to program

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Lake Country ; Peachland

Accessibility: Fully Accessible

INFORMATION LINES AND WEB RESOURCES

BC PARTNERS FOR MENTAL HEALTH AND ADDICTIONS INFORMATION, HERETOHELP

CONTACT:

CRISIS: 1.888.353.2273 (Kelowna Crisis Line)

OR

310.6789 (connect to another BC crisis line)

Email: bcpartners@heretohelp.bc.ca

Web: www.heretohelp.bc.ca

ADDRESS:

SERVICE DETAILS:

✿ Offers resource and referral service for mental health and addiction issues * provides a supportive listening ear for people in emotional distress * referrals to emergency mental health and addiction services when needed * program is a project of the BC Partners for Mental Health and Addictions Information, with seven leading mental health and addictions non-profit agencies working together to help people live well, and better prevent and manage mental health and substance use problems

HOURS:

Mon-Sun, 24 hours

ACCESSIBILITY:

Located in: British Columbia

Areas Served: British Columbia

CRISIS INTERVENTION AND SUICIDE PREVENTION CENTRE OF BC, YOUTHINBC.COM

CONTACT:

Toll Free: 1.866.661.3311

Email: youthinbc@crisiscentre.bc.ca

Web: www.youthinbc.com

ADDRESS:

SERVICE DETAILS:

✿ 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 * email support (responds within two days) * also provides topic-specific information and resources about various youth-related issues

REFERRAL:

Fee: Free

HOURS:

Distress Line: 24 hours per day / 7 days per week

Live one-on-one chat: 12pm - 1am every day

ACCESSIBILITY:

Located in: British Columbia

Areas Served: British Columbia

DRUGCOCKTAILS.CA

CONTACT:

Web: www.drugcocktails.ca/

ADDRESS:

SERVICE DETAILS:

- ✿ Provides online database, with search-ability by generic (chemical) or brand (market) name of prescription medications * results show risks of mixing specific medication with 10 different groups of substances * created by a Clinical Pharmacist, a Youth Health Nurse and their students, with the the most current information results from all available drug and medical resources * also provides information on the general health effects and risks of alcohol, tobacco, marijuana or other street drugs

REFERRAL:

Eligibility: Professionals must register to access professional and clinical information

Fee: Free

ACCESSIBILITY:

Located in: British Columbia

Areas Served: British Columbia ; Central Okanagan

KCR, CRISIS LINE

CONTACT:

CRISIS: 1.888.353.2273 (1.888.353.CARE)

Email: crisisline@kcr.ca

Web: www.kcr.ca

ADDRESS:

SERVICE DETAILS:

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

REFERRAL:

Fee: Free

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan

KCR, INFORMATION CENTRE

CONTACT:

Phone: 250.763.8008 ext 125
Email: info@kcr.ca
Web: www.kcr.ca

ADDRESS:

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

SERVICE DETAILS:

✿ Provides information about the community, its resources and volunteer opportunities by phone, email, in-person, or online, utilizing KCR's regional online database

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

KIDS HELP PHONE

CONTACT:

CRISIS: 1.800.668.6868
Phone: 604.267.7057
Email: bc@kidshelpphone.ca
Web: www.kidshelpphone.ca

ADDRESS:

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

SERVICE DETAILS:

✿ 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

REFERRAL:

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

Fee: Free

HOURS:

24/7/365

ACCESSIBILITY:

Located in: British Columbia
Areas Served: British Columbia ; Canada

MOTHERISK HELPLINES

CONTACT:

Alcohol and Substance Use Helpline: **1.877.327.4636** * Mon-Fri, 5am - 5pm (In each time zone)


HIV and HIV Treatment in Pregnancy: **1.888.246.5840** * Mon-Fri, 9am - 5pm EST

Motherisk Helpline: **1.877.439.2744** * Mon-Fri, 5am - 5pm (In each time zone)

Nausea and Vomiting in Pregnancy Helpline: **1.800.436.8477** * Mon-Fri, 9am - 5pm EST

Web: www.motherisk.org

SERVICE DETAILS:

 Provides helplines for pregnancy related issues * website provides targeted information for mothers and professionals * link to Fetal Alcohol Research website

- Alcohol and Substance Use Helpline: provides information about the effects of alcohol, nicotine and drugs like marijuana, cocaine and ecstasy during pregnancy and breastfeeding
- HIV and HIV Treatment in Pregnancy: provides information about the possible effects of HIV and HIV treatment during pregnancy
- Motherisk Helpline: provides information about safety of various exposures in pregnancy and breastfeeding, including over-the-counter medications, herbal products, chemicals, chronic disease and infection, x-rays, and everyday exposures
- Nausea and Vomiting in Pregnancy Helpline: provides information on "morning sickness" and how to treat it

REFERRAL:

Fee: Free

ACCESSIBILITY:

Located in: Canada

Areas Served: British Columbia ; Canada


PARENTING WITH PIZZAZZ ONLINE

CONTACT:

Web: www.parentingwithpizzazz.com

ADDRESS:

SERVICE DETAILS:

 Provides parents and families in the Central Okanagan with a 'one stop shop' for parenting education resources and information including calendar and listings for drop-in programs, workshops and classes

ACCESSIBILITY:

Located in: Central Okanagan

Areas Served: Central Okanagan

POISON CONTROL CENTRE BC

CONTACT:

Phone: 604.707.2789
Toll Free: 1.800.567.8911
Email: info@dpic.ca
Web: www.dpic.org

ADDRESS:

655 West 12th Ave
Vancouver, BC V5Z 4R4

SERVICE DETAILS:

- ✿ Provides 24-hour phone line offering emergency advice and information on treatment of poisoning or overdose on medications, chemicals, street drugs, or other hazardous or toxic substances

REFERRAL:

Fee: Free

HOURS:

Mon-Sun, 24 hours

ACCESSIBILITY:

Located in: British Columbia
Areas Served: British Columbia
Accessibility: Fully Accessible

RESPONSIBLE AND PROBLEM GAMBLING PROGRAM, BC PROBLEM GAMBLING HELP LINE

CONTACT:

CRISIS: 1.888.795.6111 * Mon-Sun, 24 hours
Phone: 250.953.3177
TDD: 604.875.0885 (collect calls accepted)
Email: info@bcresponsiblegambling.ca
Web: www.bcresponsiblegambling.ca

ADDRESS:

SERVICE DETAILS:

- ✿ Information and referral service for anyone adversely affected by gambling habits * provides information about, and referral to, a variety of community resources, including free counselling services (which are available province-wide), prevention resources, and self-help resources * transportation assistance and translation services may be arranged * services include specific programming for Children and youth in Grades 5 to 12, including Peer Helping and/or Student Leadership Program training * Parent groups including PACs * Community Professionals * Treatment Programs * College and University Programs, Classes and Counselling Programs * Older Adults and Older Adult Organizations * Aboriginal Schools, Treatment Programs and Community Groups

ACCESSIBILITY:

Located in: British Columbia
Areas Served: British Columbia ; Okanagan Valley

YOUTH AGAINST VIOLENCE LINE

CONTACT:

Toll Free: 1.800.680.4264
TDD: Phone: 604.875.0885 (collect calls accepted)
Text Message: 604.836.6381
Email: info@youthagainstviolenceline.com
Web: www.youthagainstviolenceline.com

ADDRESS:

SERVICE DETAILS:

✿ 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

REFERRAL:

Fee: Free

HOURS:

Mon-Sun, 24 hours

ACCESSIBILITY:

Located in: British Columbia
Areas Served: British Columbia

LEGAL INFORMATION AND RESOURCES

ARC PROGRAMS LTD, YOUNG OFFENDER COMMUNITY INTERVENTION PROGRAM

CONTACT:

Phone: 250.763.2977
Email: arcprograms@arcprograms.com
Web: www.arcprograms.com

ADDRESS:

513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS:

- ✿ Offers a program that includes two components, that provides support, mentorship, and positive direction to youth who are in conflict with the law * Choices, Intensive Support and Supervision and Changes YJ Alcohol and Drug Programs are alternative-to-custody sentencing options for young offenders, day programs, and/or re-integration support following a youth's return from custody to the community * counselors work closely with youth probation officers, social workers, and other services involved with the youth and family to coordinate service delivery for the youth * the youth may be supported in attending case conferences, and having their views and preferences considered in the process.

REFERRAL:

Eligibility: Ages: 11 year(s) - 18 year(s)

Application: Referrals to the programs are through the MCFD Kelowna Youth Probation team

Fee: None

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible

**CENTRAL OKANAGAN RCMP VICTIM SERVICES,
REGIONAL DISTRICT OF CENTRAL OKANAGAN (RDCO),
ROYAL CANADIAN MOUNTED POLICE (RCMP)**

CONTACT:

CRISIS: VictimLINK: 1.800.563.0808 * 24/7
(offers confidential, multilingual & TTY accessible services)
Phone: 250.470.6242
Web: www.regionaldistrict.com/departments/crime/crime_victim.aspx

ADDRESS:

350 Doyle Ave
Kelowna, BC V1Y 6V7

SERVICE DETAILS:

✿ Provides emotional support and services to victims of crime or tragedy who may or may not have reported the crime to police or be involved with the criminal justice system, to help them deal with the impact of crime or trauma * offers information on BC's Victims of Crime Act, criminal justice system information, court support, assistance with Crime Victim Assistance Program applications, safety planning and referral services

REFERRAL:

Application: Self referrals welcome; please call our office

Fee: All services offered are free of charge

HOURS:

Office: Mon-Sat, 8am - 4pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: The Service area covers Peachland to Oyama * includes the City of Kelowna, District of West Kelowna, Lake Country, Peachland, the electoral areas and Westbank First Nation

**ELIZABETH FRY SOCIETY, CENTRAL OKANAGAN,
SPECIALIZED VICTIM ASSISTANCE PROGRAM**

CONTACT:

Phone: 250.763.4613
Email: info.efry@empowerific.com
Web: www.empowerific.com

ADDRESS:

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

SERVICE DETAILS:

✿ Provides confidential support, information, and safety planning as well as justice-related information and accompaniment for adult and child victims of family or sexual violence

REFERRAL:

Fee: Initial intake appointment is free * most services are fully funded by donations or government grants, therefore, there is no charge for services * counseling for adult survivors of sexual abuse is on a sliding scale fee-for-service * there is also a fee associated with pardon applications

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

**LEGAL SERVICES SOCIETY OF BC,
LEGAL AID**

CONTACT:

Phone: 250.763.8613
Toll Free: Call Centre: 1.866.577.2525
Web: www.legalaid.bc.ca

ADDRESS:

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

SERVICE DETAILS:

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

REFERRAL:

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

Fee: Free

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

**OKANAGAN BOYS AND GIRLS CLUBS,
YOUTH RESTORATIVE JUSTICE PROGRAM**

CONTACT:

Phone: 250.868.8541 ext 5
Email: restorativejustice@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

ADDRESS:

1633 Richter St
Kelowna, BC V1Y 9T7

SERVICE DETAILS:

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

REFERRAL:

Eligibility: Ages: 12 year(s) - 17 year(s)
Application: RCMP referral

HOURS:

Mon-Fri, 8am - 4pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna ; Lake Country ; West Kelowna

**PUBLIC GUARDIAN AND TRUSTEE OF BRITISH COLUMBIA,
CHILD AND YOUTH SERVICES**

CONTACT:

Guardianship Services and Trust Management: 604.775.3480
Legal Intake: 604.660.3040
Toll Free: 1.800.663.7867
Email: mail@trustee.bc.ca
Web: www.trustee.bc.ca

ADDRESS:

Ste 700-808 West Hastings St
Vancouver, BC V6C 3L3

SERVICE DETAILS:

✿ Protects the legal and financial interests of minors and acts in the roles of Trustee, Guardian of Estate and Litigation Guardian * works on behalf of and directly with children and youth as well as with their parents or guardians, ensuring that the interests of children and youth are protected and well-managed * authorized to hold funds in trust for a child which may be under a will, a trust agreement or a court order

HOURS:

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

ACCESSIBILITY:

Located in: British Columbia
Areas Served: British Columbia ; Kelowna

**RCMP,
KELOWNA DETACHMENT**

CONTACT:

CRISIS: 911
Phone: Non-emergency 250.762.3300 * 24/7
Web: www.rcmp-grc.gc.ca

ADDRESS:

350 Doyle Ave
Kelowna, BC V1Y 6V7

SERVICE DETAILS:

✿ Provides policing services for City of Kelowna, Westside, Peachland, Lake Country and Big White * provides three Community Policing Offices in Mission, Rutland and Glenmore

HOURS:

Mon-Fri, 7am - 5:30pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna ; Lake Country ; West Kelowna
Accessibility: Fully Accessible

RCMP, WEST KELOWNA DETACHMENT

CONTACT:

CRISIS: 911

Phone: Non-emergency: 250.768.2880 * 24/7

Office Hours: Mon-Fri, 8am - 5pm

Web: www.rcmp-grc.gc.ca

ADDRESS:

2390 Dobbin Rd
West Kelowna, BC V4T 2H8

SERVICE DETAILS:

- ✿ Provides policing services for West Kelowna and Westside * an additional 25 provincial RCMP officers police Peachland, the Central Okanagan West Electoral Area, Highway 97C/Okanagan Connector to Sunset Main, Okanagan Lake from Peachland to Lake Okanagan Resort, and rural areas on the east side of Okanagan Lake including Big White, Ellison and Joe Rich * three officers are dedicated to First Nations policing

ACCESSIBILITY:

Located in: West Kelowna

Areas Served: Central Okanagan ; West Kelowna

Accessibility: Fully Accessible

MENTAL HEALTH, SUBSTANCE USE AND ADDICTIONS

ABORIGINAL

KI-LOW-NA FRIENDSHIP SOCIETY, ADDICTIONS PROGRAM

CONTACT:

Phone: 250.763.4905

After Hours: 250.859.1025

Email: addictions@kfs.bc.caWeb: www.kfs.bc.ca

ADDRESS:

442 Leon Ave
Kelowna, BC V1Y 6J3

SERVICE DETAILS:

- ✿ 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

REFERRAL:

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

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

Fee: Free

HOURS:

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

Meeting Times: Co-ed Wellbriety: Mon, 6pm - 8pm

Men's Circle of Courage: Thu, 1pm - 3:30pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

GENERAL

AL-ANON / ALATEEN

CONTACT:

Phone: 250.763.5555
Email: ldcokanagan@yahoo.ca
Web: www.okanaganal-anon.org/

ADDRESS:

SERVICE DETAILS:

✿ Provides a twelve-step program of recovery for friends and family members of alcoholics * Al-Anon is for adults age 21 and up * Alateen is for youth ages 12 - 20

REFERRAL:

Eligibility: Ages: 12 year(s) and up

Alateen meets on Saturdays during school calendar year * individuals may attend before teenage years if able to sit through an hour long meeting

Fee: Free

HOURS:

Alateen:

Fridays, 7:30pm * First United Church, corner of Richter and Bernard * parking lot behind church

Saturdays, 12pm * HALT Alateen * Kalano Club * 2108 Vasile Road, Kelowna (meeting start October 16th and run every Saturday during the school year)

Al-Anon:

Mondays, 10am * Monday Morning Al-Anon * Immaculate Conception Hall, 839 Sutherland Avenue, Kelowna

Mondays, 7:30pm * Monday Nighters * Immaculate Conception Hall, 839 Sutherland Avenue, Kelowna

Tuesdays, 7:30pm * Rutland AFG * Fernbrae Manor * 295 Gerstmar Road, Kelowna (enter at side, left of main door)

Tuesdays, 1pm * Women's Only AFG * Westbank United Church (upstairs) * 3672 Brown Road, West Kelowna

Wednesdays, 8pm * Wednesday 12 x 12 * Kalano Club * 2108 Vasile Road, Kelowna

Thursdays, 7:30pm * Westbank AFG * Westbank United Church (downstairs) * 3672 Brown Road, West Kelowna

Fridays, 7:30pm * Principles AFG (closed meeting) * First United Church, corner of Richter and Bernard * parking lot behind church

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; West Kelowna

Accessibility: All meeting locations are wheelchair accessible

ALCOHOLICS ANONYMOUS

CONTACT:

Phone: 250.763.5555
Email: info@bcyukonaa.org
Web: www.bcyukonaa.org

ADDRESS:

SERVICE DETAILS:

✿ Provides support and information for individuals with alcohol related problems * offers 24 hour information to answer questions, offer fellowship, contacts and information on meeting times/dates and places

REFERRAL:

Fee: Free

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

BRIDGES TO NEW LIFE SOCIETY, OVERCOMERS' 12 STEP

CONTACT:

Phone: 250.448.6975
Toll Free: 1.888.448.6875
Email: hope@bridgestnl.org
Web: www.bridgestnl.org

ADDRESS:

3261 Gordon Dr
Kelowna, BC V1W 3N4

SERVICE DETAILS:

✿ Offers a 16 week biblical approach to restoration and healing * combines a once weekly 1.5 hour support group with a 15 minute daily workbook to help participants deal with a wide range of personal issues

REFERRAL:

Eligibility: Ages: 16 year(s) and up * Able to read and write

Application: Please call or drop-in

Fee: Publications - \$20 Workbook

HOURS:

Wed, 6:30pm - 8pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Vernon ; Kamloops ; Cranbrook
Accessibility: Fully Accessible

CANADIAN MENTAL HEALTH ASSOCIATION KELOWNA & DISTRICT BRANCH, COMMUNITY NAVIGATION & OUTREACH SERVICES

CONTACT:

Phone: 250.861.3644
Email: kelowna@cmha.bc.ca
Web: www.kelowna.cmha.bc.ca

ADDRESS:

504 Sutherland Ave
Kelowna, BC V1Y 5X1

SERVICE DETAILS:

✿ Works with adults aged 19+ who are homeless or at-risk of homelessness * assists individuals to navigate complex social systems with the goal of increasing their quality of life, providing an opportunity to move forward in their lives, and preventing or breaking the cycle of homelessness * assists individuals to navigate systems of care such as mental health, addictions counselling and health care, to develop the skills and connections to find and maintain affordable, safe, and stable housing, to access eligible income supports (Income Assistance, PWD, PPMB), with life-skills development through money management, banking support, grocery shopping, meal preparation and self-advocacy skills, by investigating and assisting with educational and vocational supports and services, to access to primary health care providers and support, and by helping people to become involved in leisure, recreational, spiritual, and cultural activities and engage them in the community to develop natural support networks

REFERRAL:

Application: Please contact our office for more information

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland ; West Kelowna

CANADIAN MENTAL HEALTH ASSOCIATION KELOWNA & DISTRICT BRANCH, PEER SUPPORT SERVICES

CONTACT:

Phone: 250.861.3644
Email: kelowna@cmha.bc.ca
Web: www.kelowna.cmha.bc.ca

ADDRESS:

504 Sutherland Ave
Kelowna, BC V1Y 5X1

SERVICE DETAILS:

- ✿ Peer Support Services are for people coping with isolating effects and stigma of mental health issues who wish to connect with others with lived experience in a wellness-based environment
- Peer Support Group: weekly groups facilitated by volunteers and staff with lived experience, where people can share their experiences with mental health problems, discuss strategies for wellness, and provide mutual support in their journey towards recovery
- One-to-one Peer Support: one-to-one mentors have lived experience and are there to listen, provide support and understanding and assist with goal-setting, wellness planning and recovery options * mentors are screen volunteers who have completed comprehensive training * mentors are not counsellors or therapists but can plan a valuable role in the recovery process
- Hospital Support: volunteer mentors accompany Peer Support Team Lead to the KGH psychiatric unit to lead weekly activity groups and provide information on CMHA programs and services * aims to decrease isolation, provide support, and ease transition back into the community

REFERRAL:

Eligibility: Ages: 19 year(s) and up

A referral from a mental health professional, local agency or family doctor is required to access the peer support groups * have the form completed by the professional most familiar with your mental health history and return it to our office

Application: Contact the office for a referral form or download the form here:
http://www.kelowna.cmha.bc.ca/files/kelowna/Wellness%20Programs%20Referral_FRM.pdf

Referral Form: www.kelowna.cmha.bc.ca/files/kelowna/Wellness%20Programs%20Referral_FRM.pdf

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland ; West Kelowna

Accessibility: Fully Accessible

**CANADIAN MENTAL HEALTH ASSOCIATION KELOWNA & DISTRICT BRANCH /
THE BRIDGE YOUTH & FAMILY SERVICES,
CONNECTED BY 25**

CONTACT:

Phone: 250.861.3644
Email: kelowna@cmha.bc.ca
Web: www.kelowna.cmha.bc.ca

ADDRESS:

504 Sutherland Ave
Kelowna, BC V1Y 5X1

SERVICE DETAILS:

✿ Focuses on meeting the needs of 16-24 year olds who are vulnerable in their transition to adulthood, and aims to empower youth by facilitating access to the social, emotional and material supports they need * designed to assist young people at risk of falling through the cracks, the program will engage youth in experiencing increased resilience and sense of belonging while learning skills to help mitigate risk * builds and strengthens the capacity in our community to address the needs of this population * identifies barriers, ensures that community-based agencies are providing coordinated and integrated services, and that systemic issues surrounding vulnerable youth are being addressed

Connected by 25 (CB25) is a partnership program between the Canadian Mental Health Association Kelowna Branch and The Bridge Youth and Family Services.

REFERRAL:

Eligibility: Ages: 16 year(s) - 24 year(s)

Application: For the Supper Club, Youth Transitions and Connected by 25 information, please contact the Youth Transitions Navigators

Referral Form: www.kelowna.cmha.bc.ca/connected-by-25

HOURS:

Office: Mon-Fri, 9am - 4pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; Lake Country ; Peachland ; West Kelowna

Accessibility: Fully Accessible

**CENTRAL OKANAGAN COUNSELLING SERVICES INC.,
GAMBLING COUNSELLING & SUPPORT SERVICES**

CONTACT:

Phone: 778.821.0005
Email: okanagancounselling@shaw.ca

ADDRESS:

Ste 207-2040 Springfield Rd
Kelowna, BC V1Y 9N7

SERVICE DETAILS:

✿ Provides counselling services at no cost for those struggling with problematic gambling, those affected by someone's gambling, concerned family members or those wanting education or information about problem gambling * office locations in Kelowna and Penticton

REFERRAL:

Eligibility: Ages: 16 year(s) and up
Application: Please call to apply

Fee: Free

HOURS:

Flexible appointments available

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; South Okanagan

COCAINE ANONYMOUS

CONTACT:

CRISIS: 1.866.662.8300
Web: www.ca-bc.org

ADDRESS:

SERVICE DETAILS:

✿ Offers a 12-Step program for men and women

REFERRAL:

Eligibility: The only membership requirement is the desire to stop using cocaine and all other mind altering substances

Fee: Free

HOURS:

Meeting Times: - Wed, 8:30pm - 9:30pm, First United Church, 721 Bernard Ave (Bernard Ave and Richter Rd)
- Sat, 8pm - 9pm, Mayday Society for Seniors, 150D Gray Rd (Gray Rd and Rutland Rd)

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

**CO-DEPENDENTS ANONYMOUS SUPPORT GROUPS,
CO-DEPENDENTS RECOVERY SOCIETY**

CONTACT:

Web: www.cdrrs.ca/Meetings/bc.html

ADDRESS:

SERVICE DETAILS:

- * Provides support for those who desire healthy relationships * information and support recovery group for those with co-dependent behaviors * meetings assist with personal recovery through experience, strength, and hope * 12 step program

HOURS:

Steps To Recovery Group

Mon, 6pm * Open/Steps/Traditions and Literature *

Pathways Ability Society, 555 Fuller Ave (Located at Fuller and Bertram * parking and entrance off Fuller Ave)

Free To Choose

Wed, 11:30am * Women Only *

Christ Evangelical Lutheran Church, 2091 Gordon Dr

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna

INTERIOR HEALTH, ADOLESCENT PSYCHIATRY UNIT (APU)

CONTACT:

Phone: 250.862.4346
Web: www.interiorhealth.ca

ADDRESS:

5th Flr-2268 Pandosy St
Kelowna, BC V1Y 1T2

SERVICE DETAILS:

- ✿ Offers a specialized inpatient program for youth ages 12-17 struggling with significant psychiatric symptoms such as psychosis, mood disorders, or anxiety disorders that require an extended stay for assessment and treatment planning * evaluations are carried out by multidisciplinary team and require the active participation of the patient, their family and community mental health support services * goal is to complete comprehensive assessment, initiate and provide treatment planning and provide recommendations for follow-up

REFERRAL:

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

Resident of Interior Health region * significant psychiatric symptoms beyond assessment or treatment scope of community resources * must have completed a recent psychiatric assessment

Exclusions: Youth with primary diagnosis of substance abuse, eating disorder, conduct disorder, or developmental disorder with no other psychiatric symptoms

Application: All admissions are REFERRAL ONLY by Ministry of Children and Family Development - Child and Youth Mental Health Clinicians, Psychiatrists with support of local CYMH services, and Interior Health - Mental Health and Youth Substance Addictions Clinicians

Referral Form: emr.ehealth.interiorhealth.ca/APUForm/?

HOURS:

Program runs seven days per week * length of stay varies between 10 days to several weeks

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible

INTERIOR HEALTH, KELOWNA ALCOHOL AND DRUG SERVICES

CONTACT:

Phone: 250.868.7788
Web: www.interiorhealth.ca

ADDRESS:

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

SERVICE DETAILS:

- ✿ Provides community-based alcohol and drug treatment and prevention services for youth and adults from prevention to intensive treatment * provides harm reduction and abstinence based counselling services * counselling for concurrent disorders, both mental health and substance use * individual and group services available * referrals to residential treatment * offers support to family members affected by substance use

REFERRAL:

Application: Intake conducted Mon-Fri, 10am - 2pm * Youth, ages 13 and up, or their guardian or other service provider, may call and ask to speak to a Youth Alcohol and Drug clinician to request an intake appointment

Fee: Fees may apply

HOURS:

Mon-Fri, 8am - 4:30pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna ; Lake Country ; West Kelowna

Accessibility: Fully Accessible

**INTERIOR HEALTH,
KELOWNA EATING DISORDERS OUTPATIENT PROGRAM,
KELOWNA MENTAL HEALTH & ADDICTIONS**

CONTACT:

Phone: 250.870.5777
Email: mary.lamoureux@interiorhealth.ca

ADDRESS:

Ste 100-540 Groves Ave
Kelowna, BC V1Y 4Y7

SERVICE DETAILS:

✿ Offers a specialized outpatient multidisciplinary treatment service for resident youth (12-18) and adults diagnosed with anorexia or bulimia nervosa * includes group therapy, group education, family support, individual therapy, nutritional counselling, psychiatric consultation and/or consultations to allied health care providers

REFERRAL:

Eligibility: Ages: 12 year(s) and up

Referrals for people under age 19 must be first submitted to Child and Youth Mental Health who will refer to the Eating Disorders program as appropriate

Application: Please contact your family doctor for a full assessment and diagnosis relevant to this referral * referral forms can be forwarded to your doctor by calling 250.870.5777

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Central Okanagan Residents (from Peachland to Kelowna to Winfield)

INTERIOR HEALTH, MENTAL HEALTH SERVICES

CONTACT:

Phone: 250.868.7788
Web: www.interiorhealth.ca

ADDRESS:

1340 Ellis St
Kelowna, BC V1Y 9N1

SERVICE DETAILS:

✿ Provides outpatient assessment, treatment, counselling, rehabilitation, hospital liaison and outreach services (crisis intervention), advocacy and education, individual services and support groups for adults with mental health issues and their families * youth substance use services and Early Psychosis Intervention are also provided at this location

REFERRAL:

Eligibility: Ages: 19 year(s) and up

Early Psychosis Intervention for ages 18-29 * family physician, family, or individual referrals accepted

Application: Intake conducted Mon-Fri, 10am - 2pm *

Fee: Free

HOURS:

Mon-Fri, 8am - 4:30pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

INTERIOR HEALTH, PSYCHIATRIC SERVICES, KELOWNA GENERAL HOSPITAL

CONTACT:

Phone: 250.862.4478
Web: www.interiorhealth.ca

ADDRESS:

2268 Pandosy St
Kelowna, BC V1Y 1T2

SERVICE DETAILS:

✿ Provides emergency response psychiatric assessment, acute mental health and substance use treatment, chemical dependency program, McNair ambulatory care service, mental health intensive care unit, electroconvulsive therapy (ECT), and a child and youth mental health liaison * Youth Crisis Response funded by CYMH and Interior Health * referrals by family physician, Pediatric physician, or Emergency Department * urgent assessment and intervention * ages 18 and younger * Mon and Fri, 10am - 3pm * Tue-Thu, 9am - 10am * for more info call 250.862.4300 ext. 3540

REFERRAL:

Application: Psychiatrist referral required

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna ; Interior Health Region

Accessibility: Fully Accessible

KELOWNA ASSISTANCE FOR POSTPARTUM DEPRESSION

CONTACT:

Phone: 250.860.5096

ADDRESS:

SERVICE DETAILS:

- ✿ Group meetings provide ongoing support for women suffering from mood changes and the anxiety and/or depression which can arise after their baby is born

HOURS:

Meeting Times: Wed, 11am - 12noon * please call for location

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT, CHILD AND YOUTH MENTAL HEALTH

CONTACT:

Phone: 250.861.7301
Web: www.cf.gov.bc.ca/mental_health/index.htm

ADDRESS:

Ste 204-260 Harvey Ave
Kelowna, BC V1Y 7S5

SERVICE DETAILS:

- ✿ Provides direct and contracted community-based services to children, youth and their families on a voluntary basis * offers information, consultation and training support to other service providers who may be working directly with individuals who are not receiving services from CYMH

REFERRAL:

Eligibility: Ages: 19 year(s) and under

Application: Referrals of a child or youth can be made to CYMH by the child or youth themselves, and individuals who are directly involved with the child and youth such as family members and other agencies or service providers * the child/youth or parent/guardian must have knowledge of the referral and agree prior to referral by an agency or service provider

Fee: Free

HOURS:

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

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna

OKANAGAN BOYS AND GIRLS CLUBS, OUTREACH MENTAL HEALTH SERVICES

CONTACT:

Phone: 250.869.5093
Web: www.boysandgirlsclubs.ca

ADDRESS:

1633 Richter St
Kelowna, BC V1Y 9H2

SERVICE DETAILS:

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

REFERRAL:

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

Application: Referral required

Fee: Free

HOURS:

Mon-Fri with flexible hours

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

POSTPARTUM DEPRESSION AWARENESS LTD. (PPDA), PERINATAL MOOD DISORDER SUPPORT & EDUCATION GROUP

CONTACT:

Phone: 778.215.7418
Email: info@ppda.ca
Web: www.ppda.ca

ADDRESS:

SERVICE DETAILS:

- ✿ Presents support group to those interested in seeking help or prevention for depression and other mood disorders during pregnancy and postpartum * open to pregnant women, women in the postpartum period (during five years after birth of child), fathers, or adoptive parents

REFERRAL:

Eligibility: To register, call or email or click on 'Additional Info Link' above

Fee: Free

HOURS:

Meeting Times: Tue, 1pm - 3pm * H2o Fitness Centre Board Room, 4075 Gordon Dr, Kelowna
Thu, 6pm - 8pm * YMCA of Okanagan, 375 Hartman Rd, Rutland

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Okanagan Valley

Accessibility: Fully Accessible

THE FORCE SOCIETY FOR KIDS MENTAL HEALTH

CONTACT:

Phone: Kelowna Office: 250.801.9490
Provincial Office: 1.604.878.3400
Email: traci@forcesociety.com
Web: www.forcesociety.com

ADDRESS:

SERVICE DETAILS:

- ✿ Supports and empowers families and works collaboratively with professionals and systems in understanding and meeting the mental health needs of families * provides families in the province with the opportunity to speak with other families who understand and who may be able to offer support or advice on what has worked for them * provides families and professionals with information, tools, and tips on how to support and assist children with mental health difficulties * provides 24 hour phone line

REFERRAL:

Eligibility: Parents and families, children and youth

Application: Please call or email for support * no application is required

HOURS:

In The Know - is a monthly parent education and networking session * please see the website for upcoming topics and additional information or contact Traci at 205.801.9490 or email Traci@forcesociety.com

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna and Interior of BC

RECREATION

ABLE SAIL PROGRAM, CENTRAL OKANAGAN SAILING ASSOCIATION

CONTACT:

Phone: 250.764.2203
Email: cosa@okanagan.net
Web: www.cosa.bc.ca

ADDRESS:

4220 Hobson Rd
Kelowna, BC V1W 1Y3

SERVICE DETAILS:

✿ Offers integrated sailing programs for adults and youth with disabilities * provides two specially adapted sailboats for individual and companion sailing used in conjunction with COSA's Learn-to-Sail programs that ensure both disabled and able-bodied students have the opportunity to learn together

HOURS:

Day Programs: 9am - 4pm * Evening Programs: 6pm - 9pm

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Kelowna
Accessibility: Fully Accessible

ARION THERAPEUTIC FARM

CONTACT:

Phone: 778.477.1006
Email: arionfarm@shaw.ca
Web: www.arionfarm.org

ADDRESS:

2457 Saucier Rd
Kelowna, BC V1W 4B8

SERVICE DETAILS:

✿ Offers therapeutic riding, horsemanship course, student horse boarding, Club Arion, behaviour Intervention, school groups, after school program, farm discovery day camps, group outings, Silver Saddle Club * occupational development, supported housing * volunteer opportunities available

REFERRAL:

Eligibility: Ages: 5 year(s) and up

Application: Please visit our website to download student registration or volunteer registration forms

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan
Accessibility: Fully Accessible - mechanical lift available

**CITY OF KELOWNA,
ACTIVE LIVING & CULTURE,
ACCESS PASSES**

CONTACT:

Phone: 250.469.8849
Email: pvbrooks@kelowna.ca
Web: www.kelowna.ca/recreation

ADDRESS:

1800 Parkinson Way
Kelowna, BC V1Y 4P9

SERVICE DETAILS:

✿ Provides discount recreation passes for persons with a permanent cognitive or physical disability * not designed for persons who are in a short term rehabilitation program * provides three types of passes: Access Pass Combination * Access Pass - Program * Access Pass - Facility

REFERRAL:

Eligibility: To submit an application, you will require:

A letter from pension provider stating name, phone number, mailing address, date of birth, and disability status. Pension providers include the Federal or Provincial Government, WCB, ICBC, or a private insurance company. Partial disability pensions and pension applications in process will not be considered.

OR

A referral letter from an established agency, association or group home whose mandate is to support persons with a permanent disability. The referral letter must state the person's name, phone number, mailing address, date of birth, and disability status. Referral letters from physicians and other medical professionals will not be accepted.

AND

The approval of the Community Recreation Coordinator.

Fee: Access Pass Combination: \$64.58 for 6 months OR \$129.16 for one year
Access Pass Facility: \$48.93 for 6 months OR \$97.85 for 1 year from date of purchase
Access Pass Program: \$48.93 for 6 months (Jan 1st-Jun 30th or Jul 1st-Dec 31st), OR
\$97.85 for one year (Jan 1st-Dec 31st)

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

Accessibility: Fully Accessible ; Accessible by public transit, access friendly facility, wheel chair accessible, disabled parking, automatic doors, access friendly washrooms, hydraulic pool lift for main pool, ramp entry to small pool, access friendly fitness centre

**CITY OF KELOWNA,
ACTIVE LIVING & CULTURE,
JUMPSTART**

CONTACT:

Phone: 250.469.8849
Email: pvbrooks@kelowna.ca
Web: www.kelowna.ca/recreation

ADDRESS:

1800 Parkinson Way
Kelowna, BC V1Y 4P9

SERVICE DETAILS:

✿ Provides financially disadvantaged children with the opportunity to participate in sports and recreational activities through the Canadian Tire Foundation * promotes essential life skills, self-esteem and confidence

REFERRAL:

Eligibility: Ages: 4 year(s) - 18 year(s)

For physical activities only * each child is allowed one activity or program per season * Jan-Jun or Jul-Dec

Fee: Fee assistance available.

ACCESSIBILITY:

Located in: Kelowna

Accessibility: Accessible by public transit, access friendly facility, wheel chair accessible, disabled parking, automatic doors, access friendly washrooms, hydraulic pool lift for main pool, ramp entry to small pool, access friendly fitness centre

COMMUNITY RECREATIONAL INITIATIVES SOCIETY (CRIS)

CONTACT:

Phone: 250.979.3941
Email: general@coreinso.com
Web: www.AdaptiveAdventures.ca

ADDRESS:

SERVICE DETAILS:

✿ Offers daily programs throughout the year that include activities such as kayaking, hiking, cycling, cross-country skiing, and snowshoeing opportunities for people with disabilities * offers multi-day trips in Canada, the USA and the world that include such activities as hiking, kayaking, cycling, rock climbing, multi-day backpacking treks and caving * programs promote independence, assist with integration, reduce isolation and improve mental well-being of people with physical and mental disabilities

REFERRAL:

Application: Please call or email

HOURS:

Office: Mon-Fri, 9am - 4pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; Okanagan Valley

ELEVATION OUTDOOR EXPERIENTIAL PROGRAMS ASSOCIATION

CONTACT:

Phone: 250.808.1626
Email: info@elevationoutdoors.ca
Web: www.elevationoutdoors.ca

ADDRESS:

1405 St. Paul St
Kelowna, BC V1Y 9N2

SERVICE DETAILS:

- ✿ Enhances the lives of underprivileged youth by teaching them outdoor sports (snowboarding and mountain biking)
 - * helps youth develop passion for these sports and develop life skills
 - * provides 'Learn to Shred' snowboarding program, and 'Live to Ride' mountain biking programs for eligible, disadvantaged youth

REFERRAL:

Eligibility: Ages: 12 year(s) - 17 year(s) * Youth with financial or social disadvantages

Application: Email Tori at tori@elevationoutdoors.ca

Fee: Free - to eligible youth

HOURS:

Office: Mon-Fri, 10am - 4pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan

KELOWNA & DISTRICT SOCIETY FOR PEOPLE IN MOTION, KIDS IN MOTION

CONTACT:

Phone: 250.861.3302
Email: info@pimbc.ca
Web: www.pimbc.ca

ADDRESS:

Ste 23-1720 Ethel St
Kelowna, BC V1Y 2Y7

SERVICE DETAILS:

- ✿ Creates opportunities for children with disabilities to integrate and participate in sport and recreational activities in their home communities

REFERRAL:

Eligibility: Ages: 4 year(s) - 18 year(s)

Fee: Membership ; Annual \$10 fee provides total program access.

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible

**KIDSPORT KELOWNA,
KIDSPORT CANADA**


CONTACT:

Phone: 250.469.8852
Web: www.kidsportcanada.ca

ADDRESS:

645 Dodd Rd
Kelowna, BC V1X 5H1

SERVICE DETAILS:

 KidSport Kelowna is the local chapter of KidSport Canada that provides grants to individual athletes whose families cannot afford sport registration fees and would otherwise not be able to participate in a season of sport.

REFERRAL:

Eligibility: Ages: 6 year(s) - 18 year(s)

An Adult Sponsor (parent, guardian, counsellor, coach), must initiate the application process on behalf of the child. Then an Adjudicator is required to sign the application or submit a letter to verify the financial need of the family.

Application: Each Calendar year, only one application for one eligible sport, may be submitted * applications must be received prior to or during the requested sport season

Application forms may be obtained at:

http://www.kidsportcanada.ca/chapters/bc/2013_applications/2013-ks_kelowna_application.pdf

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna

**OKANAGAN BOYS AND GIRLS CLUBS,
CLUB 180**


CONTACT:

Phone: 250.868.8541 ext.3
Email: club180@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

ADDRESS:

1633 Richter St
Kelowna, BC V1Y 9T7

SERVICE DETAILS:

 Provides drop-in program for homeless and at risk of homelessness youth, aged 13-18 years * provides a safe, supportive environment, basic needs, recreational activities and life-skills training * youth in need can access showers, laundry services, food and drink, internet, and resource information * referrals to other youth services are available through the staff * all services are free of charge

REFERRAL:

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

Fee: Free

HOURS:

Mon-Fri, 8am - 5pm * snacks and a hot drink, 12:30pm - 1pm

ACCESSIBILITY:

Located in: Kelowna

Areas Served: Kelowna

**OKANAGAN BOYS AND GIRLS CLUBS,
WEBBER ROAD COMMUNITY CENTRE**

CONTACT:

Phone: 250.768.3049
Email: webber@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

ADDRESS:

2829 Inverness Rd
West Kelowna, BC V4T 1J5

SERVICE DETAILS:

✿ Drop-in centre with recreational activities * open gym * video games * movies * basketball * floor hockey

ACCESSIBILITY:

Located in: West Kelowna
Areas Served: West Kelowna ; Westbank

**SPECIAL OLYMPICS BC,
KELOWNA BRANCH**

CONTACT:

Web: www.sobc-kelowna.org/

ADDRESS:

Unit 20-1886 Parkview Cres
Kelowna, BC V1X 7G6

SERVICE DETAILS:

✿ Provides individuals with an intellectual disability the opportunity to enhance their life and celebrate personal achievement through positive sport experiences

REFERRAL:

Eligibility: Ages: 8 year(s) and up

Program participants must have an intellectual disability

Fee: Membership

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan

**WESTSIDE BOYS AND GIRLS CLUB,
DROP IN PROGRAMS**

CONTACT:

Phone: 250.768.9139
Email: wyc@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

ADDRESS:

2466 Main St
West Kelowna, BC V4T 1Z1

SERVICE DETAILS:

✿ Offers drop-in programs where members may visit and take part in a variety of activities such as crafts, games, free time and outside play

REFERRAL:

Eligibility: Ages: 6 year(s) - 12 year(s)

Fee: Free - with membership

ACCESSIBILITY:

Located in: West Kelowna
Areas Served: West Kelowna ; Westbank

**YMCA OF OKANAGAN,
ASSISTED MEMBERSHIPS AND PASSES,
H2O ADVENTURE & FITNESS CENTRE**

CONTACT:

Phone: 250.764.4040
Web: www.h2okelowna.ca/

ADDRESS:

4075 Gordon Dr
Kelowna, BC V1W 5J2

SERVICE DETAILS:

✿ Provides financial assistance to individuals, families or those living with a permanent mental or physical disability who's financial circumstances or disability limit their ability to participate * support workers can attend the facility with those who require some assistance * for full details on this program, including eligibility and documentation required, click the 'Additional Info' link above

REFERRAL:

Application: Applications are available in person or online

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan
Accessibility: Fully Accessible

**YMCA OF OKANAGAN,
ASSISTED MEMBERSHIPS AND PASSES,
KELOWNA FAMILY Y**

CONTACT:

Phone: 250.491.9622
Email: info@ymcaokanagan.ca
Web: www.ymcaokanagan.ca/

ADDRESS:

375 Hartman Rd
Kelowna, BC V1X 2M9

SERVICE DETAILS:

- ✿ Offers financial assistance to individuals and families who would benefit from joining the Y, but are financially unable to pay the full fee * also offers an Ability Pass for individuals living with a permanent mental or physical disability that meet the eligibility requirements

REFERRAL:

Application: Applications are available in person or online * please complete an application and contact YMCA Okanagan to arrange for a private, confidential interview * all are encouraged to take a tour of the facilities and learn about services and programs prior to applying

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan
Accessibility: Fully Accessible

**YMCA OF OKANAGAN,
CHILDREN & YOUTH PROGRAMS**

CONTACT:

Phone: 250.765.5916
Email: info@ymcaokanagan.ca
Web: www.ymcaokanagan.ca/

ADDRESS:

375 Hartman Rd
Kelowna, BC V1X 2M9

SERVICE DETAILS:

- ✿ Provides programs for children & youth * infant and toddler playtime * arts and adventure clubs * activity and swim nights * Aquatic programs* Girls Night Out * Yoga * Karate classes * Babysitter training classes * Spring Break Camps * drop-in programs and pre-registration classes

REFERRAL:

Eligibility: Ages: 18 year(s) and under

Fee: Program - free for members; facility drop in fee for public ; Fee assistance available.

ACCESSIBILITY:

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna
Accessibility: Fully Accessible

SCHOOL DISTRICT NO. 23 CENTRAL OKANAGAN

ADMINISTRATION

Hollywood Road Educational Services	1040 Hollywood Rd, Kelowna, BC V1X 4N2	P: 250.860.9729 F: 250.870.5086
School District No. 23 Central Okanagan	1940 Underhill St, Kelowna, BC V1X 5X7	P: 250.860.8888 F: 250.860.9799

ABORIGINAL, IMMIGRANT AND ALTERNATE EDUCATION PROGRAMS

Aboriginal Education Department	1040 Hollywood Rd, Kelowna, BC V1X 4N2	P: PROGRAMS/ 250.870.5144 F: PROGRAMS/ 250.870.5061
Central Programs and Services	1825 Richter St, Kelowna, BC V1Y 2M8	P: 250.870.5120 F: 250.870.5020
Welcome Centre Services	1040 Hollywood Rd, Kelowna, BC V1X 4N2	P: 250.470.3258 F: 250.870.5188

ELEMENTARY SCHOOLS

A.S. Matheson Elementary School	2090 Gordon Dr, Kelowna, BC V1Y 3H9	P: 250.860.2525 F: 250.870.5012
Anne McClymont Elementary School	4489 Lakeshore Rd, Kelowna, BC V1W 1W9	P: 250.870.5133 F: 250.870.5070
Bankhead Elementary School	1280 Wilson Ave, Kelowna, BC V1Y 6Y6	P: 250.763.2603 F: 250.870.5014
Belgo Elementary School	125 Adventure Rd, Kelowna, BC V1X 1N3	P: 250.765.8900 F: 250.870.5015
Black Mountain Elementary School	1650 Gallagher Rd, Kelowna, BC V1P 1G7	P: 250.765.1955 F: 250.870.5035
Casorso Elementary School	3675 Casorso Rd, Kelowna, BC V1W 3E1	P: 250.870.5135 F: 250.870.5019
Chief Tomat Elementary School	3365 Boundary Rd, West Kelowna, BC V4T 2R8	P: 250.768.6628 F: 250.870.5071
Chute Lake Elementary School	5240 Lark St, Kelowna, BC V1W 4K8	P: 250.870.5139 F: 250.870.5039
Davidson Road Elementary School	2115 Davidson Rd, Lake Country, BC V4V 1R3	P: 250.870 5117 F: 250.870.5017
Dorothea Walker Elementary School	4346 Gordon Dr, Kelowna, BC V1W 1S5	P: 250.870 5138 F: 250.870.5024
Ellison Elementary School	3735 Parkdale Rd, Kelowna, BC V1X 6K9	P: 250.765.8104 F: 250.870.5081
George Pringle Elementary School	3770 Elliott Rd, West Kelowna, BC V5T 1W9	P: 250.870.5103 F: 250.870.5003
Glenmore Elementary School	960 Glenmore Dr, Kelowna, BC V1Y 4P1	P: 250.870 5136 F: 250.870.5030
Glenrosa Elementary School	3430 Webber Rd, West Kelowna, BC V4T 1G8	P: 250.768.5181 F: 250.870.5033
Helen Gorman Elementary School	3230 Salmon Rd, West Kelowna, BC V4T 1A7	P: 250.768.7250 F: 250.870.5031
Hudson Road Elementary	1221 Hudson Rd, West Kelowna, BC V1Z 1J5	P: 250.769.4666 F: 250.870.5037
Mar Jok Elementary School	2101 McDougall Rd, West Kelowna, BC V1Z 2L6	P: 250.870.5104 F: 250.870.5026
North Glenmore Elementary School	125 Glenmore Rd, Kelowna, BC V1V 2E3	P: 250.762.3535 F: 250.870.5044

SCHOOL DISTRICT NO. 23 CENTRAL OKANAGAN

Oyama Traditional Elementary School	15525 Greenhow Rd, Kelowna, BC V4V 2E1	P: 250.548.3783 F: 250.870.5050
Peachland Elementary School	5486 Clements Cres, Peachland, BC V0H 1X5	P: 250.767.2686 F: 250.870.5051
Pearson Road Elementary School	700 Pearson Rd, Kelowna, BC V1X 5H8	P: 250.765.8855 F: 250.870.5049
Peter Greer Elementary School	10300 Sherman Dr, Kelowna, BC V4V 1Y8	P: 250.766.2104 F: 250.870.5029
Quigley Elementary School	705 Kitch Rd, Kelowna, BC V1X 5V8	P: 250.870.5134 F: 250.870.5013
Raymer Elementary School	657 Raymer Ave, Kelowna, BC V1Y 4Z6	P: 250.870.5125 F: 250.870.5054
Rose Valley Elementary School	1680 Westlake Rd, West Kelowna, BC V1Z 3G6	P: 250.870.5146 F: 250.870.5047
Rutland Elementary School	620 Webster Rd, Kelowna, BC V1X 4V5	P: 250.765.9771 F: 250.870.5055
Shannon Lake Elementary School	3044 Sandstone Dr, West Kelowna, BC V4T 1T2	P: 250.870.5132 F: 250.870.5073
South Kelowna Elementary School	4176 Spiers Rd, Kelowna, BC V1W 4B5	P: 250.861.1122 F: 250.870.5058
South Rutland Elementary School	200 Mallach Rd, Kelowna, BC V1X 2W5	P: 250.765.7785 F: 250.870.5060
Springvalley Elementary School	470 Ziprick Rd, Kelowna, BC V1X 4H4	P: 250.860.4526 F: 250.870.5065
Watson Road Elementary School	475 Yates Rd, Kelowna, BC V1V 1R3	P: 250.870.5137 F: 250.870.5072

MIDDLE SCHOOLS

Constable Neil Bruce Middle School	2010 Daimler Rd, West Kelowna, BC V1Z 3Y4	P: 250.769.7343 F: 250.870.5077
Dr. Knox Middle School	121 Drysdale Blvd, Kelowna, BC V1V 2X9	P: 250.870.5130 F: 250.870.5007
Glenrosa Middle School	2974 Glen Abbey Pl, West Kelowna, BC V4T 2N1	P: 250.768.1889 F: 250.870.5076
KLO Middle School	3130 Gordon Dr, Kelowna, BC V1W 3M4	P: 250.870.5106 F: 250.870.5006
Rutland Middle School	715 Rutland Rd, Kelowna, BC V1X 3B6	P: 250.765.2988 F: 250.870.5009
Springvalley Middle School	350 Ziprick Rd, Kelowna, BC V1X 4H3	P: 250.862.3274 F: 250.870.5011

SECONDARY SCHOOLS

George Elliot Secondary School	10241 Bottom Wood Lake Rd, Lake Country, BC V4V 1Y7	P: 250.766.2734 F: 250.870.5002
Kelowna Secondary School	1079 Raymer Ave, Kelowna, BC V1Y 4Z7	P: 250.762.2805 F: 250.870.5005
Mount Boucherie Senior Secondary School	2751 Cameron Rd, West Kelowna, BC V1Z 2T6	P: 250.712.7040 F: 250.870.5001
Okanagan Mission Secondary School	4544 Gordon Dr, Kelowna, BC V1W 1T4	P: 250.870.5108 F: 250.870.5008
Rutland Senior Secondary School	705 Rutland Rd, Kelowna, BC V1X 3B6	P: 250.870.5110 F: 250.870.5010

WEB RESOURCES

- **ANXIETY BC:**
<http://www.anxietybc.com/>
Provides information, programs and video home management strategies to begin to help reduce excess anxiety in yourself.
- **BUILDING HEALTHY FAMILIES, THE ZONE:**
<http://www.buildinghealthyfamilies.ca/programs/the-zone/>
This program is designed to help families with children and youth ages 10 – 16, reduce anger and conflict and begin to build healthy relationships.
- **CMHA: STRONGEST FAMILIES BC:**
<http://www.cmha.bc.ca/how-we-can-help/children-families/strongestfamilies>
Provides an effective, accessible educational service for families of children with mild to moderate behaviour problems (ages 3 to 12).
- **CMHA: KNOWLEDGE IS POWER SERIES:**
<http://kelowna.cmha.bc.ca/how-we-can-help/public-education/knowledge-is-power>
Provides a series of free public education forums that focus on a variety of child and youth mental health topics like anxiety, depression, ADHD, eating disorders and bullying.
- **DEALING WITH DEPRESSION:**
http://www.mcf.gov.bc.ca/mental_health/pdf/dwd_printable.pdf
Printable PDF book for teens dealing with depression.
- **E MENTALHEALTH. CA:**
<http://www.ementalhealth.ca/Interior/Home/index.php?m=home>
eMentalHealth.ca is a non-profit initiative of the Children's Hospital of Eastern Ontario (CHEO) dedicated to improving the mental health of children, youth and families by providing anonymous, confidential and trustworthy information, 24 hours a day, 365 days a year.
- **HOSPICE OF THE VALLEY:**
<http://www.hov.org/teen-grief-support>
Provides help for teens working their way through grief * provides GriefSpeak resources for both teens and adults * the New Song Center for Grieving Children – a program of Hospice of the Valley – offers support groups for teens as well as young adults, children and parents.
- **LIVING WORKS:**
<https://www.livingworks.net/>
Suicide-intervention training company improves helper competencies to intervene with persons at risk of suicide.
- **KIDS HEALTH FOR TEENS:**
<http://kidshealth.org/teen/>
Offers an online private resource for teens who need honest, accurate information and advice about health, emotions, and life * accessible 24 hours a day so you can get the doctor-approved information you need to make educated decisions — or help a friend who needs advice.

WEB RESOURCES

- **SCHOOL DISTRICT 23 SUPPORTIVE SERVICES:**

<http://www.sd23.bc.ca/ProgramsServices/StudentSupportServices/Pages/default.aspx>

Meets the needs of students through a collaborative consultation approach where students and parents have the right to be, and should be, involved in the decision-making process and education of their children. Personal wants must become secondary to the needs of students. Therefore, a team of equal status educators working in a consensus or majority decision model is likely to be most effective.

- **TEEN MENTAL HEALTH:**

<http://teenmentalhealth.org/>

help improve the mental health of youth by the effective translation and transfer of scientific knowledge. Our model is to use the best scientific evidence available to develop application-ready training programs, publications, tools and resources that can be applied across disciplines to enhance the understanding of adolescent mental health and mental disorders.

- **TRANSITIONING RESPONSIBILITY TO ADULT CARE:**

<http://ontracbc.ca/>

Provides a province-wide, multifaceted Transition Initiative to support comprehensive, continuous, accessible, sustainable and developmentally-appropriate care to youth and young adults (ages 12-24 years) with chronic health conditions and/or disabilities (CHC/Ds) as they plan, prepare and transfer from pediatric to adult health care services.

LIST OF PRACTITIONERS

NAME /CREDENTIALS	CONTACT INFO	POPULATION SEEN AND AREAS OF PRACTICE AND SPECIALTIES	SLIDING SCALE FEE/ FINANCIAL ASSISTANCE, HOW TO REFER, SESSION LENGTH	WAIT LIST
Maria De Giovanni MA, B.Kin, B.Ed, RCC	203 - 3140 Lakeshore Rd Kelowna, BC V1W 3T1 P: 250.317.1766 E: mdegiovanni@shaw.ca W: www.mdegiovanni.com	<ul style="list-style-type: none"> Youth (15+); no family therapy but provide strategies & support to parents Depression, anxiety, disordered eating 	<ul style="list-style-type: none"> No sliding scale or assistance Self referral& other professionals or agencies 50- minute sessions 	Yes
Kim Ewing * BA, MA, MSc., RMFT, 70444	204 - 616 KLO RD Kelowna, BC V1Y 4X4 P: 250.764.1772 E: KEwing@OkanaganEatingDisorders.com W: www.OkanaganEatingDisorders.com	<ul style="list-style-type: none"> Individual, couple & family therapy Adolescents, adults & children in the context of their families All mental health issues; (e.g., depression, anxiety), addictions, grief/loss, personality development & transition issues, self harming issues Specialty in eating disorders & couple &family therapy 	<ul style="list-style-type: none"> Some subsidized spots Coverage with Crime Victim Assistance Program (CVAP); & other 3rd party payments Self referral, physicians & other professionals or agencies 60 –minute sessions 	No
Heather Fisher ** MA, RCC	105 - 347 Leon Ave Kelowna, BC V1Y 8C7 P: 250-763-9496 E: heather@counsellingwellness.com W: www.counsellingwellness.com	<ul style="list-style-type: none"> Children, adolescents, adults Art & play therapy; EMDR; trauma, depression, anxiety, grief/loss, ASD, behavior management, parent support 	<ul style="list-style-type: none"> No sliding scale Coverage with Crime Victim Assistance Program (CVAP); Autism Funding Programs Self referral or other professionals or agencies 60- minute sessions 	No
David Fung * MSc., RMFT 29058	1227 Panorama Lane Kelowna, BC V1P 1B1 P: 250-317-3458 E: fungpsycchotherapy@shaw.ca W: www.fungpsycchotherapy.com	<ul style="list-style-type: none"> Children, adolescents, adults, mental health Family therapy, couples counseling, individuals Specialty in couple & family therapy 	<ul style="list-style-type: none"> No sliding scale fee Coverage with Crime Victim Assistance Program (CVAP) & other 3rd party payments Self referral or other professionals or agencies 50-60 minute sessions 	No

NAME /CREDENTIALS	CONTACT INFO	POPULATION SEEN AND AREAS OF PRACTICE AND SPECIALTIES	SLIDING SCALE FEE/ FINANCIAL ASSISTANCE, HOW TO REFER, SESSION LENGTH	WAIT LIST
<p>Linda Hamm M.Ed., (Couns. Psych) RCSW</p>	<p>1100 - 1631 Dickson Ave Kelowna, BC V1Y 0B5 P: 250-878-3959 E: lindahamm@telus.net</p>	<ul style="list-style-type: none"> • Teens to adulthood; minimal family & relationship therapy • Trauma & abuse, grief & loss, personal growth, stress management • EMDR 	<ul style="list-style-type: none"> • No sliding scale fee • Coverage by Crime Victim Assistance (CVAP), FNHA (IRS), ICBC • Self referral or other professionals or agencies • 60 minute session 	<p>No</p>
<p>Eva Helpard PhD., MSW., RCSW</p>	<p>111 - 1912 Enterprise Way Kelowna, BC V1Y 9S9 P: 250-808-2054 E: eva@doctoreva.ca W: www.doctoreva.ca</p>	<ul style="list-style-type: none"> • Adolescents and families, individual, couple & family therapy • Mental health, eating disorders, women's issues, life transition issues 	<ul style="list-style-type: none"> • No sliding scale fee • Some coverage with 3rd party payments • Self referral or other professionals or agencies • 60-minute sessions 	<p>No</p>
<p>Bill Maniago Psy.D.</p>	<p>204 - 3001 Tutt St Kelowna, BC V1Y 2H4 P: 250-864-4847 E: bmaniago@shaw.ca</p>	<ul style="list-style-type: none"> • Adolescents and families, adults & couples • Psychotherapy, psychological assessments, medical legal work 	<ul style="list-style-type: none"> • No sliding scale fee • Some coverage with 3rd party payment • Self referral, physicians, lawyers • 50-minute sessions 	<p>No</p>
<p>Ellen Maniago MSc., RCC</p>	<p>204 - 3001 Tutt St Kelowna, BC V1Y 2H4 P: 250-869-7965</p>	<ul style="list-style-type: none"> • Family therapy • Issues between parents and children ages 8 to adulthood; relationship concerns in the family; amongst couples; divorce; sexual trauma & or sexual development; anxiety, depression; self in world; personality development 	<ul style="list-style-type: none"> • Sliding scale • Self referral or other professionals or agencies • 60-minute sessions 	<p>No</p>
<p>Andrew Portwood BA/Bed, MC, CCC</p>	<p>102 - 1441 Ellis St Kelowna, BC V1Y 2A3 P: 250-862-2673 E: andrew@thecorekelowna.com W: www.clarowellness.ca</p>	<ul style="list-style-type: none"> • Children, adolescents, parents, family therapy 	<ul style="list-style-type: none"> • Sliding scale fee • Some coverage through employee health plans • Self referral or other professionals or agencies • 60-minute sessions 	<p>No</p>

NAME /CREDENTIALS	CONTACT INFO	POPULATION SEEN AND AREAS OF PRACTICE AND SPECIALTIES	SLIDING SCALE FEE/ FINANCIAL ASSISTANCE, HOW TO REFER, SESSION LENGTH	WAIT LIST
Jody Summerfield MC, RCC 11234	204 - 3001 Tutt St Kelowna, BC V1Y 2H4 P: 250-870-8650 E: jsommerfield.rcc@outlook.com	<ul style="list-style-type: none"> Children, adolescents, couples & families Interpersonal difficulties, trauma (physical & sexual), attachment, depression, anxiety, self-harm & low self esteem EMDR 	<ul style="list-style-type: none"> No sliding scale fee Coverage with Crime Victim Assistance Program (CVAP) Self referral or other professionals or agencies 60-minute sessions 	No
Leora Split M.Ed., R.C.C., C.A.P. (Psychologist), C.R.H.S.P.	208 - 616 KLO Rd Kelowna, BC V1W 4X4 P: 250-860-6661 E: lasplett@telus.net	<ul style="list-style-type: none"> Children, adolescents, families, individuals Depression, anxiety, PTSD, crisis intervention, addictions Anger management, relationships and communication Hostile parenting, mediations, career counseling Developmental delay issues, autism support 	<ul style="list-style-type: none"> No sliding scale fee Coverage with Crime Victim Assistance (CVAP), EAP, ICBC, Work Safe BC Self referral or other professionals or agencies 	No
Jan Sutherland * M.Sc., RMFT 11388	204 - 616 KLO Rd Kelowna, BC V1Y 4X4 P: 250-826-8255 E: jansutherland@shaw.ca W: www.jansutherland.com	<ul style="list-style-type: none"> Individuals, family & couples; see children in the context of their families Depression, anxiety, blended family issues, parenting, intimacy, infidelity Specialty in couple & family therapy 	<ul style="list-style-type: none"> No sliding scale fee Coverage by some 3rd party payments Self referral or other professionals or agencies 	Often
Roger Wilson RPN, MA, RCC	101 - 1433 St Paul St Kelowna, BC V1Y 2E4 P: 250-718-1144	<ul style="list-style-type: none"> Adolescents, families & young adults All mental health issues (e.g., depression anxiety) 	<ul style="list-style-type: none"> Sliding scale fee Coverage by some 3rd party payments 60 minute-sessions Self referral or other professionals or agencies 	No
* RMFT indicates a specialized Masters Degree in Couple & Family Therapy				
** Training in Play & Expressive Therapies				

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