



Child, Youth & Family Mental Health & Substance Use

RESOURCE GUIDE

For Professionals
& Service Providers

2016



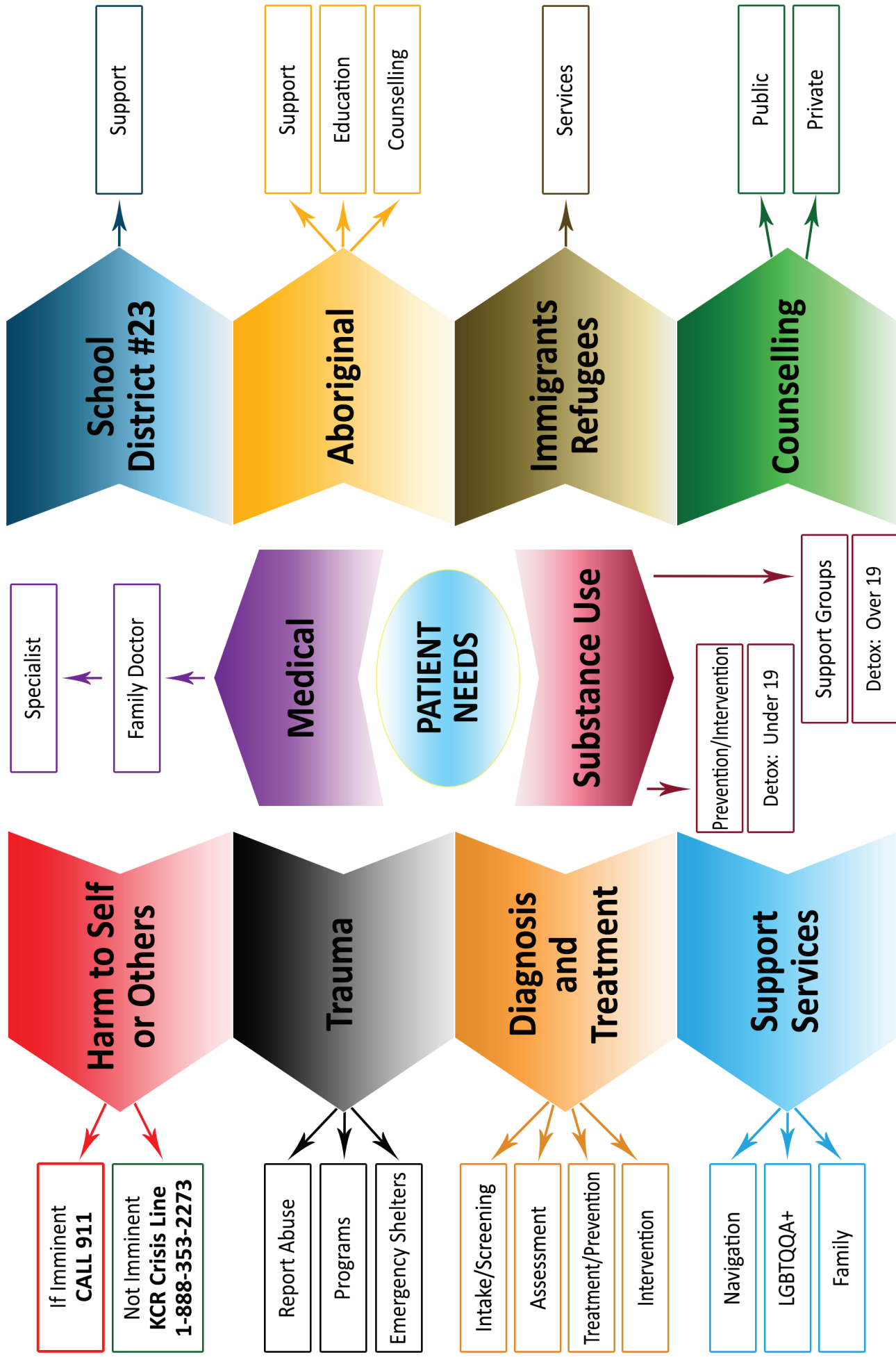
Central Okanagan
Division of Family Practice

A GPSC initiative

NOTES

Central Okanagan Child and Youth Mental Health & Substance Use

When considering a therapeutic referral for a child/youth, take a moment to consider these options:



HARM TO SELF OR OTHERS

IMMINENT

- **RCMP/Ambulance** **911**
- **KGH ER (CHARGE NURSE)** 250.470.7450

NOT IMMINENT

- **Assess Risk:** see KCR Suicide Prevention Handbook
- **Crisis Line (Kelowna Community Resources)** **1.888.353.2273**

TRAUMA

ABUSE

- *Report Abuse* (Province of BC, Public Safety and Emergency Services) 1.800.663.9122
- *Sexual Assault Response Team (SART)* (Kelowna General Hospital) 250.862.4000

PROGRAMS

- *Elizabeth Fry Society* (Central Okanagan) 250.763.4613
- *Kelowna Women's Shelter* (Central Okanagan Emergency Shelter Society) 250.763.1040
- *Central Okanagan RCMP Victim Services* 250.470.6242

EMERGENCY SHELTERS

- *Alexandra Gardner Women & Children Safe Centre* (New Opportunities for Women (NOW) Canada) 250.763.2262
- *Kelowna Women's Transition House* (Central Okanagan Emergency Shelter Society) 250.763.1040
- *Richter Street Overnight Program - Kelowna Youth Shelter* (Okanagan Boys and Girls Clubs) 250.868.8541

DIAGNOSIS AND TREATMENT

INTAKE/SCREENING/ASSESSMENT/TREATMENT

- *Mental Health Services* (Interior Health) 250.868.7788
- *Child & Youth Mental Health* (Ministry of Children & Family Development) 250.861.7301

ASSESSMENT

- *Adolescent Psychiatric Unit* (Interior Health) 250.862.4346
- *Children's Assessment Network* (Interior Health) 250.763.4122
- *Okanagan Ability Centre* 250.762.7790

TREATMENT/PREVENTION & INTERVENTION

- *School-Based Mental Health Services* (ARC Programs Ltd.) 250.763.2977
- *Family Treatment Program* (ARC Programs Ltd.) 250.763.2977
- *Kelowna Developmental Disabilities Mental Health (DDMHS)* (Interior Health) 250.868.7788
- *Kelowna Eating Disorders Outpatient Program* (Interior Health) 250.870.5777
- *Outreach Mental Health Services* (Okanagan Boys and Girls Clubs) 250.869.5093
- *Starbright Children's Development Centre* 250.763.5100

SUPPORT SERVICES

NAVIGATION

- *Family Navigator* (Canadian Mental Health Association) 250.861.3644
- *The F.O.R.C.E. Society for Kids Mental Health* 250.801.9490

LGBTQQA+

- *Etcetera Kelowna - Celebrating the Diversity of Kelowna's Youth* (Living Positive Resource Centre) 778.753.5830
- *Gay Okanagan Network* 250.860.4083
- *Okanagan Pride Society, Kelowna LGBTQI Resources* 250.860.8555
- *RAINBOW Women's Group (Thompson Okanagan), Lesbian, Bisexual, Questioning* 250.860.4083

FAMILY

- *The Bridge Youth & Family Services* 250.763.0456
- *Al-Anon* 250.763.5555
- *Canadian Mental Health Association Kelowna & District Branch* 250.861.3644
- *Grandparents Raising Grandchildren* (Parent Support Services Society of BC) 250.763.8008
- *Mental Health Individual & Family, British Columbia Schizophrenia Society – Kelowna Branch* 250.868.3119
- *Jaycees Downtown Youth Centre* (Okanagan Boys and Girls Clubs) 250.868.8541
- *Building Healthy Families Society* 250.861.4933

Are medical issues causing symptoms? Rule out Medical Issues. Engage Physician Support.

SUBSTANCE USE

PREVENTION AND INTERVENTION

- *Changes Youth Alcohol and Drug Program* (ARC Programs Ltd.) 250.763.2977
- *Child and Youth Mental Health* (Ministry of Children and Family Development) See *Diagnosis and Treatment*
- *Kelowna Alcohol and Drug Services* (Interior Health) 250.868.7788
- *Outreach Urban Health* (Interior Health) 250.868.2230

SUPPORT GROUPS

- Alcoholics Anonymous 250.763.5555
- Cocaine Anonymous 1.866.662.8300
- Narcotics Anonymous 250.763.8008

DETOX

- **UNDER 19**
 - *Youth Addiction Services* (PLEA Community Services) 1.604.708.2616
 - *Detox Withdrawal Management Program* (Phoenix Centre – Kamloops) 250.374.4634
- **OVER 19**
 - *Addiction Services* (The Bridge Youth and Family Services) 250.763.0456
 - *Karis Support Society* 250.860.9507

DIRECTORS: SCHOOL DISTRICT NO. 23 CENTRAL OKANAGAN

- *Kelowna* 250.470.7138
- *Rutland* 250.718.4855
- *Lake Country* 250.826.2224
- *West Kelowna & Peachland* 250.575.7853

ABORIGINAL

- *Ki-Low-Na Friendship Society* 250.763.4905
- *Metis Community Services Society of BC* 250.868.0351
- *Westbank First Nations Addictions & Counselling* 250.768.0227
- *Okanagan Nation Alliance* 250.707.0095
- *Aboriginal Services, Kelowna* (Ministry of Children and Family Development) 250.861.7236
- *Child & Youth Mental Health* (Ministry of Children and Family Development) See *Diagnosis and Treatment*
- *Aboriginal Patient Navigator* (Interior Health) 250.488.1230
- *Aboriginal Programs & Services* (UBC Okanagan) 250.807.9458
- *Aboriginal Education Department* (School District No. 23 Central Okanagan) 250.870.5144 ext. 6038

IMMIGRANTS - REFUGEES

- *Immigrant Services Employment Program* (Kelowna Community Resources) 250.763.8008
- *International Programs and Services* (UBC Okanagan) (Main Office) 250.807.8000
- *International Education* (School District No. 23 Central Okanagan) 250.470.3258
- *International Education* (Okanagan College) 250.862.5443

COUNSELLING

PUBLIC

- *Connected by 25* (Canadian Mental Health Association/The Bridge Youth & Family Services) 250.861.3644
- *Kelowna Family Centre* 250.860.3181
- *Kelowna Youth & Family Services* 250.763.2405
- *Outreach Mental Health Services* (Okanagan Boys & Girls Club) See *Diagnosis and Treatment*
- *Reach Out Youth Counselling & Family Services Society* 250.763.7892
- *Family Counselling* (The Bridge Youth & Family Services) 250.763.0456
- *LINC - Living Independently Needs Connection* (Canadian Mental Health Association) 250.861.3644
- *Touchstone Counselling* (Evangel Church) 250.762.0682

PRIVATE

- See end of Guide for list of practitioners

DOWNLOAD THIS AND OTHER KCR PUBLICATIONS AT www.kcr.ca

- Suicide Prevention Handbook • Youth Services Guide
- Basic Needs Resource Guide • Street Survival Guide
- Children and Youth with Special Needs • Adult Service Guide

IMMINENT

AMBULANCE EMERGENCY 911
RCMP EMERGENCY 911
 KGH Emergency Room Charge Nurse 250.470.7450

Not Imminent

KCR - Suicide Prevention Handbook .. www.kcr.ca | Publications

KCR CRISIS LINE 1.888.353.2273

Helpline for Children 310.1234

Distress Line (BC Wide) 1.800.784.2433

Kelowna General Hospital 250.862.4000

Kids Help Phone 1.800.668.6868

MCFD: After Hours 1.800.663.9122

MCFD: Report Abuse 250.712.7586

MCFD: Youth Response Team 250.861.7610

Poison Control Centre of BC 1.800.567.8911

RCMP: Kelowna NON EMERGENCY 250.762.3300

RCMP: West Kelowna NON EMERGENCY 250.768.2880

ADDITIONAL RESOURCES

Abuse

Reporting Abuse, Public Safety and Emergency Services, Province of BC

CONTACT

CRISIS: 911

Phone: 1.800.663.9122 * 24/7

Web: www2.gov.bc.ca/gov/content/safety/public-safety/protecting-children/reporting-child-abuse

SERVICE DETAILS

Provides a 24/7 toll-free number to take calls from individuals or community service providers in instances where child abuse or neglect is suspected * if a child is in immediate danger, call 911

HOURS 24/7

ACCESSIBILITY

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

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Sexual Assault Response Team (SART) - Kelowna General Hospital, Interior Health

CONTACT

Phone: 250.862.4000
Web: www.interiorhealth.ca

Address: 2268 Pandosy St
Kelowna, BC V1Y 1T2

SERVICE DETAILS

Provides medical care and emotional support to anyone who has been sexually assaulted * provides options for your care: you can be examined and treated for your injuries, given medications for sexually transmitted infections, receive a pregnancy test and be provided with the morning after pill * samples can be collected for a police investigation * all services are free of charge

If you, or someone you know, has been sexually assaulted within the last 7 days and would like to seek medical care, you can access the SART by advising the nurse at the triage desk in the Emergency Department that you would like to see a SART physician * you are welcome to bring a friend or family member to support you * staff from the Elizabeth Fry Society, a community service organization that provides ongoing victim services for women who have been sexually assaulted, are also available to accompany you at the hospital * it is your choice whether or not to report to the police; we will respect your decisions

HOURS 24/7

REFERRAL

Fee: None

ACCESSIBILITY

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

TRAUMA Programs



Elizabeth Fry Society, Central Okanagan

CONTACT

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

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

SERVICE DETAILS

Supports and empowers those affected by sexual abuse, exploitation or violence in relationship through taking action to stop violence against women and children in the community, taking action to move low income women out of poverty, and actively promoting the legal rights, justice and services for women

REFERRAL

Eligibility: All programs are self-referral * professional referrals to help access services also accepted

Application: Please fill out our Request for Services form by clicking on the Additional Info link above, and either return it to us by fax or bring it to your appointment

Fee: Initial intake appointment is free * most of our 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
Accessibility: Fully Accessible

Kelowna Women's Shelter, Central Okanagan Emergency Shelter Society

CONTACT

CRISIS: 250.763.1040

Phone: 250.763.1040

Email: info@coess.ca

Web: www.kelownawomensshelter.ca

SERVICE DETAILS

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

- Transition House: 24-hr emergency accommodation for women and children seeking a safe haven away from relationship abuse
- Women's Interim Supportive Home (WISH): A home for women who have experienced relationship abuse and need a longer period of safe, supportive and affordable housing before transitioning into their own homes
- Supportive Women's Programs: Individual and group counselling sessions, life skills programs
- Supernova: Children Who Witness Abuse Program: Group and individual counselling for children who have experienced abuse in the family
- Inside/Out Violence Prevention Program for Youth: Offers a violence prevention program for female and male children and youth that operates in schools and other community settings

Operates a Thrift Store at 368 Industrial Ave, Unit 6 * donations needed: grocery gift cards, non-perishable food items, new socks and undergarments * pajamas, robes and slippers * movie passes and gift certificates * swimsuits, sunhats and sunscreen * office supplies * arts and crafts supplies * personal deodorant and razors * fresh produce * journals, good condition * linens and towels * gifts and food items during annual holiday celebrations

REFERRAL

Application: All programs are self-referral

Fee: None

HOURS Mon-Sun, 24 hours

ACCESSIBILITY

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible

TRAUMA Programs

Central Okanagan RCMP Victim Services

CONTACT

Phone: 250.470.6242

VictimLINK: 1.800.563.0808 * 24/7 * offers confidential, multilingual
and TTY accessible services

Web: www.regionaldistrict.com/your-services/police-services/victim-services.aspx

Address: 350 Doyle Ave
Kelowna, BC V1Y 6V7

SERVICE DETAILS

Provides services to victims of crime or trauma who may or may not have reported the crime to police or be involved with the criminal justice system * services provided include emotional support, practical assistance and support, accompaniment, justice related information, referral between victim service programs, police discretionary call outs, and public awareness and education

Please note: The services provided are confidential but it is our duty to report to RCMP any information regarding unreported violence in relationships, child abuse, or danger to self or others upon disclosure

REFERRAL

Application: Self referrals welcome; please call our office

Fee: All services offered by Central Okanagan RCMP Victim Services are free of charge

HOURS Office Hours, Mon-Sat, 8am - 5pm

ACCESSIBILITY

Located in: Kelowna

Areas Served: The Service area covers communities from Peachland to Oyama including the City of Kelowna, City of West Kelowna, District of Lake Country, Peachland, and the electoral areas

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

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 including: a 30 day stay for those who are homeless, a warm, clean and safe non-judgmental environment, three nutritious meals a day, 24 hour on-site support, individualized case planning (e.g. assistance in finding housing, employment, accessing medical treatment, referrals to alcohol/drug treatment programs), laundry facilities, referrals to NOW Canada programs and other community services * partners with Kelowna Gospel Mission to provide additional 'overflow' beds for those who are unable to get a bed at the AG House * during the coldest months of the year, also provides mats which offers additional shelter in the winter

REFERRAL

Fee: None

SHELTER HOURS 24 hours a day, 7 days a week

ACCESSIBILITY

Located in: Kelowna
Areas Served: Kelowna

TRAUMA

Emergency Shelters

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

CONTACT

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

SERVICE DETAILS

Provides a safe and comfortable place to stay, food and other essentials * services provided include clean bedrooms, healthy food, showers/baths, laundry facilities, telephone access, playroom/play-ground, information and referrals related to relationship issues, supportive counselling, services and support groups, access to childcare and transportation (for appointment and court), staff accompaniment to appointments and court, advocacy assistance (when dealing with child protection, income assistance, legal aid, immigration, court or other systems)

REFERRAL

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

Fee: None

HOURS Mon-Sun, 24 hours

ACCESSIBILITY

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

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

CONTACT

CRISIS: 310.1234

Phone: 250.868.8541 ext.202

After Hours: 250.212.5961

Email: shelter@boysandgirlsclubs.ca

Web: www.boysandgirlsclubs.ca

Address: 1633 Richter St
Kelowna, BC V1Y 9T7

SERVICE DETAILS

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

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: None

HOURS Open 6pm - 8am, 7 days a week

ACCESSIBILITY

Located in: Kelowna

Areas Served: Kelowna ; Okanagan Valley

Intake/Screening/Assessment/Treatment

Mental Health Services, Interior Health

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, 9am - 12pm

Fee: None

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

ACCESSIBILITY

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

DIAGNOSIS AND TREATMENT



DIAGNOSIS AND TREATMENT

Intake/Screening/Assessment/Treatment

Child and Youth Mental Health, Ministry of Children and Family Development

CONTACT

Phone: 250.861.7301

Address: Ste 201-260 Harvey Ave
Kelowna, BC V1Y 7S5

SERVICE DETAILS

Provides direct and contracted community-based mental health services to children, youth and their families on a voluntary basis * offers information, consultation and support to other service providers who may be working directly with children and youth not receiving services from CYMH * serves as gatekeeper for tertiary care referrals to Maples Adolescent Treatment Centre in Burnaby, and Children's Hospital in Vancouver

REFERRAL

Eligibility: Ages 19 year(s) and under

Application: General service requests do not require a referral * children 6 years and older, youth and their parents/legal guardians may access service via the Walk-In Intake Clinic at the times listed below * please call in referrals for children under 6 years old * children and youth challenged by symptoms of Attention Deficit Disorder or by symptoms of an Eating Disorder require a doctor's referral

Please contact the clinic for more information or to discuss urgent, specialized, or complex referrals * you may also call to notify CYMH of an individual/family who may be experiencing barriers to accessing the Walk-In Intake Clinic

Fee: None

HOURS Walk-In Intake Clinic Hours, every Tue, 9am - 11am * 1pm - 3pm
Office Hours, Mon-Fri, 9am - 12pm * 1pm - 4pm

ACCESSIBILITY

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

DIAGNOSIS AND TREATMENT

Assessment



Adolescent Psychiatry Unit (APU), Interior Health

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

Children's Assessment Network, Interior Health

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 * sees 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 a publicly funded program

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

ACCESSIBILITY

Located in: Kelowna

Areas Served: Central Okanagan - Interior Health Service Area

DIAGNOSIS AND TREATMENT Assessment

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

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

REFERRAL

Fee: Service

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

ACCESSIBILITY

Located in: Kelowna



DIAGNOSIS AND TREATMENT

Treatment/Prevention & Intervention

School-Based Mental Health Services, ARC Programs Ltd.

CONTACT

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

Address: 513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS

Provides services to children and youth who may have a previous mental health diagnosis, are experiencing significant challenges coping with their thoughts, emotions, and behaviors, or are experiencing mental health challenges that are affecting their ability to function in the school setting * services can be moderate in duration and intensity, but may also include longer-term service for youth requiring more support * School-Based Mental Health Counsellors are able to offer assessment, individual and group counselling, integrated case management and consultation services

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

ACCESSIBILITY

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna
Accessibility: Fully Accessible - Ground level access off of Bernard Ave

DIAGNOSIS AND TREATMENT

Treatment/Prevention & Intervention



Family Treatment Program, ARC Programs Ltd.

CONTACT

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

Address: 513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS

Provides an outreach community based mental health counselling service designed to support children/youth and their families to build their capacity to manage complex mental health issues that are affecting individual and family functioning * services are delivered in collaboration with the MCFD Child and Youth Mental Health teams, Psychiatry, and other community support services identified by the family, are offered in the communities of the North, Central, and South Okanagan * offers intensive in-home family and individual counselling to support Parent Capacity, Emotional Stability, Family Coping Strategies, Interpersonal/Life Skills, and Natural/Community Supports

REFERRAL

Application: All referrals come from the clinicians at Child and Youth Mental Health (MCFD) offices in Kelowna, Penticton, and Vernon, and are for children/youth who have a CYMH clinician * upon receipt of a referral, the family is contacted to arrange an initial meeting to discuss the program and answer any questions

HOURS Mon-Fri, 8:30am - 5:30pm * services are delivered Mon - Fri, with flexible hours during the day and evening to meet the needs of families

ACCESSIBILITY

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna
Accessibility: Fully Accessible - Ground level access off of Bernard Ave



DIAGNOSIS AND TREATMENT

Treatment/Prevention & Intervention

Kelowna Developmental Disability Mental Health Services (DDMHS), Interior Health

CONTACT

Phone: 250.763.4122

Web: www.interiorhealth.ca

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

SERVICE DETAILS

Provides specialized mental health consultation and services to individuals 14 years of age and older who have both an intellectual developmental disorder and a mental health disorder * a specialized team of multidisciplinary mental health professionals provides respectful and individualized assessment, intervention, and education services for adolescents and adults with co-existing intellectual developmental disorders and complex mental health needs * works collaboratively with clients, families, caregivers and other supportive services to optimize individual well-being and quality of life * support is voluntary and therefore a client can refuse services at any time

REFERRAL

Eligibility: Ages 14 year(s) and up

Must be eligible for CLBC or CYSN services and be diagnosed with an intellectual disability * not all people with a low IQ require DDMH services * tertiary services offered by DDMHS are accessed if the complexity of the clients presentation makes it difficult for them to be served by primary and secondary mental health services such as Child and Youth Mental Health, a family practice physician, or Adult Mental Health

Application: Those receiving services through CLBC or CYSN, a referral may be completed by a CLBC facilitator or CYSN social worker * individuals may also be referred by their family physician, pediatrician, Interior Health Child Assessment Network, hospital, a registered psychologist or Mental Health and Substance Use Services, provided they:

- are 14 years or older
- have an intellectual developmental disorder (as defined by the Diagnostic and Statistical Manual of Mental Disorders, fifth edition) with an IQ under 70 and low adaptive functioning
- have developed an intellectual developmental disorder during the developmental period
- have a mental health disorder and/or,
- requires a mental health assessment due to a serious emotional, psychological, or psychiatric condition

Referrals are reviewed by the DDMHS team to determine if the referral meets the program mandate * if a referral is not deemed appropriate, a team member will contact the referring party to offer alternative support options for the individual that may be available in the community

ACCESSIBILITY

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

DIAGNOSIS AND TREATMENT

Treatment/Prevention & Intervention

Kelowna Eating Disorders Outpatient Program, Kelowna Mental Health & Addictions, Interior Health

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 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: 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: None

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

ACCESSIBILITY

Located in: Kelowna

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



DIAGNOSIS AND TREATMENT

Treatment/Prevention & Intervention

Outreach Mental Health Services, Okanagan Boys and Girls Clubs

CONTACT

Phone: 250.868.8541 ext.209 * 250.869.5093

Web: www.boysandgirlsclubs.ca

Address: 1633 Richter St
Kelowna, BC V1Y 9H2

SERVICE DETAILS

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

REFERRAL

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

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

Fee: None

HOURS Mon-Fri with flexible hours

ACCESSIBILITY

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

DIAGNOSIS AND TREATMENT

Treatment/Prevention & Intervention



Starbright Children's Development Centre

CONTACT

Phone: 250.763.5100
Toll Free: 1.877.763.5100
Email: info@starbrightokanagan.ca
Web: www.starbrightokanagan.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

Family Navigator, Supporting Our Families, Canadian Mental Health Association Kelowna & District Branch

CONTACT

Phone: Office: 250.861.3644
Family Navigator: 1.844.234.6663
Email: familynav.kelowna@cmha.bc.ca
Web: cmhakelowna.com/for-families/

Address: 504 Sutherland Ave
Kelowna, BC V1Y 5X1

SERVICE DETAILS

Works collaboratively with partners in the community * helps parents/caregivers access relevant programs and services based on their individual needs, supports families in times of need, answers telephone-based inquiries, provides information on mental health and substance use issues and resources (online and community-based), completes an assessment and develops a plan of care with parents/caregivers

REFERRAL

Eligibility: Ages 25 year(s) and under

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

ACCESSIBILITY

Located in: Kelowna

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

SUPPORT SERVICES

Navigation

The FORCE Society for Kids Mental Health

CONTACT

Phone: 250.801.9490
Toll Free: 1.855.887.8004
Email: traci@forcesociety.com
Web: www.forcesociety.com

SERVICE DETAILS

Promotes child and youth mental health * provides families with information and skills on how to manage their child's worries and anxiety * shares information on what services or supports are available for families in child and youth mental health * provides information to professionals on topics related to child and youth mental health from a parent's perspective * partners with others in creating information and resources that promote awareness and collaboration in child and youth mental health * provides information to families that will enable them to know, and seek out, who does what and where to look for services and resources * shares our own experiences and knowledge with others to exchange strengths and knowledge * promotes prevention, early identification, and appropriate interventions

REFERRAL

Eligibility: Parents and families, children and youth

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

HOURS For **In The Know**, our monthly parent education and networking session meeting times, please see the website for upcoming topics and additional information or contact Traci at 250.801.9490 or email traci@forcesociety.com

ACCESSIBILITY

Located in: Kelowna
Areas Served: Kelowna and Interior of BC

**Etcetera Kelowna,
Celebrating the Diversity of Kelowna's Youth,
Okanagan Pride Society and Living Positive Resource Centre**

CONTACT

Phone: 250.860.8555

Email: info@okanaganpride.com

Web: www.okanaganpride.com/youth/

SERVICE DETAILS

Provides a space where youth ages 12-14 and 15-18 who identify as Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, and their Allies (LGBTQQA+) can meet supportive peers in a safe environment * offers weekly, facilitated programs that include: social activities, individual empowerment discussions, healthy relationship discussions, the fostering of positive community involvement and numerous other areas of interest for our young people * please visit our Facebook page or contact the youth coordinator for updates on dates and location, as events are often held off-site

REFERRAL

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

MEETING TIMES Meets every Thu, 630 Cadder Ave, Kelowna
- ages 12-14, 4:30pm - 5:30pm
- ages 15-18, 6pm - 7pm

ACCESSIBILITY

Located in: Kelowna

Areas Served: Central Okanagan

SUPPORT SERVICES

LGBTQQA+

Gay Okanagan Network

CONTACT

Email: info@gayokanagan.net

Web: www.gayokanagan.net

SERVICE DETAILS

Provides an unbiased, trustworthy, source of news, events, and information for the entire LGBT community in the Thompson Okanagan * a great resource for Lesbian, Gay, Bisexual, and Trans information for residents, visitors, and people moving to the Okanagan Valley

ACCESSIBILITY

Located in: Okanagan Valley

Areas Served: Okanagan Valley



Okanagan Pride Society, Kelowna LGBTQI Resources

CONTACT

Phone: 250.860.8555

Email: info@okanaganpride.com

Web: www.okanaganpride.com/

SERVICE DETAILS

Hosts annual Okanagan Pride Festival and social events throughout the year for the LGBTQI community * operates Etcetera Youth Program offering regular activities and drop-ins for LGBTQI youth * provides annual student bursary to recognize LGBTQI related scholastic activities

ACCESSIBILITY

Located in: Kelowna

Areas Served: Central Okanagan

RAINBOW Women's Group, (Thompson Okanagan), Lesbian, Bisexual, Questioning

CONTACT

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

SERVICE DETAILS

Provides opportunities for lesbians and bi's to connect to other like minded women in the Thompson Okanagan area, who can respect the purpose of the group, the diversity of it's individuals, the privacy of each, and have respect for each individual's degree of outness

REFERRAL

Fee: None

ACCESSIBILITY

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

SUPPORT SERVICES

Family

The Bridge Youth & Family Services

CONTACT

Phone: 250.763.0456
Toll Free: 1.855.760.0456
Email: info@thebridgeservices.ca
Web: www.thebridgeservices.ca

Address: 760 Hwy 33 W
Kelowna, BC V1X 1Y4

SERVICE DETAILS

Works together with children, youth, parents and families to build healthy and positive relationships within their families and communities * offers programs and services that include counselling, consultation, and support, foster home support, Kids in Control, family counselling, Transition Suite Support, Youth Transitions, Kelowna Youth in Care Network, The Path, Connected by 25, Prenatal Wellness, Parent Talk, Community Action program

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

ACCESSIBILITY

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

Al-Anon

CONTACT

Phone: 250.763.5555

Email: ldcokanagan@yahoo.ca

Web: www.okanaganal-anon.org/

SERVICE DETAILS

Provides a twelve-step program of recovery for friends and family members of alcoholics * for adults age 21 and up

REFERRAL

Fee: None

MEETING TIMES

- * Monday, 10am * Monday Morning AFG
St Michaels & All Angels Anglican Church * 608 Sutherland Ave, Kelowna
- * Monday, 7:30pm * Monday Nighters
Knights of Columbus Building * 1161 Sutherland Ave, Kelowna
- * Tuesday, 1pm * Tuesday Women's Only AFG
Westbank United Church, 3672 Brown Road * (upstairs)
- * Tuesday, 7:30pm * Rutland AFG * Fernbrea Manor
295 Gerstmar Rd, Kelowna * (enter at side, left of main door)
- * Wednesday 8pm * 12x12 AFG * Kalano Club
2108 Vasile Rd, Kelowna
- * Thursday, 7:30pm * Westbank AFG * Westbank United Church
3672 Brown Road * (downstairs)
- * Friday, 7:30pm * Principles AFG (closed meeting)
First United Church * 721 Bernard Ave, Kelowna, (parking lot behind church)
- * Saturday, 10am * Saturday Morning AFG (closed meeting)
Mission Creek Greenway Park * 2363 Springfield Rd (between the playground and covered picnic area)

ALATEEN: No meeting at this time, but are always welcome at any Al-Anon meeting
* Teens may also go to www.chat.alateen.net

ACCESSIBILITY

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; West Kelowna

Accessibility: All meeting locations are wheelchair accessible

SUPPORT SERVICES

Family

Canadian Mental Health Association Kelowna & District Branch

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

Facilitates access to resources that people require to improve mental health and community integration, builds resiliency, and supports recovery from mental illness * programs and services include Wellness Development Centre * Peer Support Services * Wellness Grants, Bounce Back * Meals Matter * Connected by 25 * Family Navigation * Mental Health First Aid * Consumer and Family Education and Services * Willowbridge Transitional Housing * Rosemead Apartments * Community Navigation and Outreach

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

Grandparents Raising Grandchildren Program, Parent Support Services Society of BC

CONTACT

Phone: GRG Support Line: 1.855.474.9777 * Mon, Tue, Thu, and Fri, 11am - 3pm
Email: GRGline@parentsupportbc.ca
Web: www.parentsupportbc.ca

SERVICE DETAILS

Offers anonymous, confidential self-help groups with weekly or bi-weekly meetings and other activities organized by trained volunteer facilitators * GRG Support Circles help grandparents and others raising a family member's child learn positive parenting by providing them with a safe atmosphere in which to share their stories and stresses, learn new skills, receive emotional support and discover services and resources * strengthens the first link in a chain that connects positive caregiving with healthy children, and helps healthy families build strong communities * snack and on-site child minding are available

REFERRAL

Application: To register, contact one of the following local organizations:

- Kelowna Family Centre, 250.860.3181
- Kelowna Community Resources, 250.763.8008 ext.125

Fee: None

HOURS Kelowna GRG Circle meeting time, Mon, 10am - 12pm

ACCESSIBILITY

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

SUPPORT SERVICES

Family

Mental Health Individual & Family Support, British Columbia Schizophrenia Society - Kelowna Branch

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 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

REFERRAL

Fee: None

HOURS Office Hours, Mon-Fri, 9am -12pm, 1pm - 3pm
Support Group for Family Members meeting times, 1st and 3rd Wed of each month, 7pm

ACCESSIBILITY

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

Jaycees Downtown Youth Centre, Okanagan Boys and Girls Clubs

CONTACT

Phone: 250.868.8541
Email: smackinnon@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

Address: 1633 Richter St
Kelowna, BC V1Y 9T7

SERVICE DETAILS

Provides services for youth at risk at this centre * 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 * Re-connect 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

REFERRAL

Eligibility: Ages 13 year(s) - 19 year(s) * inclusive

Application: Drop in, self-referral, referral

Fee: Membership - no fee for service

HOURS Mon-Fri, 8am - 5pm

ACCESSIBILITY

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

SUPPORT SERVICES

Family

Building Healthy Families Society

CONTACT

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

Address: 1390 KLO Rd
Kelowna, BC V1W 3P6

SERVICE DETAILS

Provides a variety of family programs and services * First Step * Nurturing Fathers * Self Help Opportunity for Parents * Parenting Through Recovery * The Zone * Outreach * Anger Management

REFERRAL

Application: Referrals for all programs except 'Parenting Through Recovery' and 'Outreach', can be sent in by Ministry of Children and Family Development; Public Health; other community agencies; family; or you can refer yourself by phoning the office * please visit our website for specifics on each program

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

ACCESSIBILITY

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

Changes Youth Alcohol and Drug Program, ARC Programs Ltd.

CONTACT

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

Address: 513 Bernard Ave
Kelowna, BC V1Y 6N9

SERVICE DETAILS

Provides a range of alcohol and drug services in school and community settings including but not limited to: substance misuse, assessment, prevention and early intervention services, brief counselling intervention, intensive individual treatment, referral and case management within the addictions/mental health system of care, aftercare planning and support services, parent consultation and education

REFERRAL

Eligibility: Ages 12 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

SUBSTANCE USE

Prevention and Intervention

Child and Youth Mental Health, Ministry of Children and Family Development

SERVICE DETAILS

Please see Child and Youth Mental Health under Diagnosis and Treatment, Intake/Screening/
Assessment/Treatment



Kelowna Alcohol and Drug Services, Interior Health

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, 9am - 12pm * Youth, ages 13 and up, 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: None

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

ACCESSIBILITY

Located in: Kelowna

Areas Served: Kelowna ; Lake Country ; West Kelowna

Accessibility: Fully Accessible

Outreach Urban Health Centre, Interior Health

CONTACT

Phone: 250.868.2230

Web: www.interiorhealth.ca

Address: 455 Leon Ave
Kelowna, BC V1Y 6J4

SERVICE DETAILS

Provides primary health care services that include medical care, wound care and blood borne infection care, podiatry, harm reduction, addiction support, social work support, MSD support, and dental, psychiatric, and addiction referrals * Clinicians include: Physicians, Nurse Practitioners, RN's, Addiction Counselors, and Social Workers

REFERRAL

Fee: None

HOURS Clinic Hours, Mon-Fri, 10am - 4pm

ACCESSIBILITY

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna ; West Kelowna

Accessibility: Wheelchair accessible

SUBSTANCE USE Prevention and Intervention

Alcoholics Anonymous

CONTACT

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

SERVICE DETAILS

Provides support and information for individuals with alcohol related problems * call or visit www.bcyukonaa.org for meeting times and locations

REFERRAL

Fee: None

ACCESSIBILITY

Located in: Kelowna
Areas Served: Central Okanagan



Cocaine Anonymous

CONTACT

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

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: None

MEETING TIMES Wed, 8pm - 9pm * Mayday Society for Seniors, 150D Gray Rd (Gray Rd and Rutland Rd)

ACCESSIBILITY

Located in: Kelowna
Areas Served: Central Okanagan

Narcotics Anonymous

CONTACT

Phone: 1.877.604.7613

Web: www.bcrna.ca/

SERVICE DETAILS

Provides a recovery process and peer support network that are linked together * offers the therapeutic value of addicts working with other addicts * program is available to all drug addicts, regardless of the particular drug or combination of drugs used

REFERRAL

Fee: None

MEETING TIMES Please call or visit the website to confirm meeting dates and times

ACCESSIBILITY

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

SUBSTANCE USE

DETOX: Under 19

Youth Addiction Services , PLEA Community Services

CONTACT

Phone: Office: 1.604.871.0450
Detox/Supported Recovery: 1.604.708.2616
Daughters and Sisters: 1.604.723.5041
Waypoint: 1.604.897.3761
Email: info@plea.bc.ca
Web: www.plea.ca/

Address: 3894 Commercial St
Vancouver, BC V5N 4G2

SERVICE DETAILS

Offers a continuum of services for young people whose substance use is problematic, using our unique family care model to enable youth to remain connected to the community, and the individualized services and support they need to achieve their goals can be provided * uses a holistic, strengths-based approach that emphasizes the ongoing assessment of functioning in all life areas, and interventions that meet young people where they are * works with youth to develop their own goals and emphasize education, harm reduction and relapse prevention * focuses on assisting youth to successfully transition to ongoing community supports and resources * programs include: Youth Detox (to age 21 but priority is given to those age 16 and under), Daughters & Sisters Addiction Treatment for Teen Girls (for ages 12-18), Waypoint Addiction Treatment for Teen Boys (for ages 12-18), and Supported Recovery (to age 21)

REFERRAL

Eligibility: Ages 21 year(s) and under * PRIORITY IS GIVEN TO THOSE AGE 16 AND YOUNGER

ACCESSIBILITY

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

Detox Withdrawal Management Program, Phoenix Centre - Kamloops

CONTACT

Phone: Office: 1.250.374.4634
Text: 1.250.320.0341 * texts will be checked Mon-Fri, 9am - 3:30pm
Toll Free: 1.877.318.1177
Email: ksad@phoenixcentre.org
Web: www.phoenixcentre.org/about

Address: 922 3rd Ave
Kamloops, BC V2C 6W5

SERVICE DETAILS

Provides withdrawal management programming for adults 19 years and older * provides medically monitored withdrawal services, assessment, individual support, psycho-educational groups, yoga, as well as medical management for clients on supervised prescription withdrawal protocols

REFERRAL

Eligibility: Ages 19 year(s) and up * DEPENDANT UPON CIRCUMSTANCES, YOUTH UNDER AGE 19 MAY BE ACCEPTED * please call or email for details

Fee: There is no direct cost for in-patient residential service, although there may be fees related to specific medication requirements * please contact our detox in-patient service for more information

ACCESSIBILITY

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

SUBSTANCE USE

DETOX: Over 19

Addiction Services, The Bridge Youth & Family Services

CONTACT

Phone: 250.763.0456
Toll Free: 1.855.760.0456
Email: info@thebridgeservices.ca
Web: www.thebridgeservices.ca

Address: 760 Hwy 33 W
Kelowna, BC V1X 1Y4

SERVICE DETAILS

Offers withdrawal management services for individuals requiring medical support and supervision to safely withdraw from substances * provides intensive residential treatment services for individuals requiring a residential experience to manage severe substance addiction issues

REFERRAL

Eligibility: Ages 19 year(s) and up

ACCESSIBILITY

Located in: Kelowna
Areas Served: Kelowna

Karis Support Society

CONTACT

Phone: 250.860.9507
Email: info@karis-society.org
Web: www.karis-society.org

SERVICE DETAILS

Offers second stage recovery and semi-independent suites to women enrolled in our addiction recovery program with unique programs created to offer support for women in various stages of their recovery * classes and weekly programs include: Dialectical Behaviour Therapy (DBT), Professional Counselling, 12 step Program Meetings (closed meeting), Essentials for Life, Personality Profile, Budgeting, Journaling, Self-reflection, Scrapbooking, Artistic Expression, Art, Pilates, Dance, Project Literacy, Meditation, and Morning Reflections

Community Partnered Programming: Parenting Through Recovery and SHOP (Self-Help Opportunity for Parents) Building Healthy Families, DEW Program for Women, Breakthrough Program (The Salvation Army), and CMHA Programs

REFERRAL

Application: Referral required

ACCESSIBILITY

Located in: Kelowna
Areas Served: Kelowna

District Contact Information

SCHOOL DISTRICT NO. 23

Directors

Kelowna	250.470.7138
Rutland	250.718.485
Lake Country	250.826.2224
West Kelowna & Peachland	250.575.7853

Administration

Hollywood Road Educational Services

P: 250.860.9729

F: 250.870.5086

1040 Hollywood Rd, Kelowna, BC V1X 4N2

School District No. 23 Central Okanagan

P: 250.860.8888

F: 250.860.9799

1940 Underhill St, Kelowna, BC V1X 5X7

Aboriginal, Alternate, and International Education Programs

Aboriginal Education Department

P: Programs / 250.870.5144

F: Programs / 250.870.5061

1040 Hollywood Rd, Kelowna, BC V1X 4N2

Central Programs and Services

P 250.870.5120

F: 250.870.5020

1825 Richter St, Kelowna, BC V1Y 2M8

International Education

Office: 250.470.3258

Fax: 250.870.5188

1040 Hollywood Rd, Kelowna, BC V1X 4N2

Middle and Secondary School Counselling Staff

To speak with a

- School Counsellor,
- First Nations Advocate,
- Behaviour Specialist, or a
- Child and Youth Mental Health Specialist,

regarding a child or youth you are working with, please see school phone numbers on next page.

SCHOOL DISTRICT NO. 23

Elementary Schools

A.S. Matheson Elementary School	250.870.5112	2090 Gordon Dr, Kelowna, BC V1Y 3H9
Anne McClymont Elementary School	250.870.5133	4489 Lakeshore Rd, Kelowna, BC V1W 1W9
Bankhead Elementary School	250.870.5114	1280 Wilson Ave, Kelowna, BC V1Y 6Y6
Belgo Elementary School	250.870.5115	125 Adventure Rd, Kelowna, BC V1X 1N3
Black Mountain Elementary School	250.870.5143	1650 Gallagher Rd, Kelowna, BC V1P 1G7
Casorso Elementary School	250.870.5135	3675 Casorso Rd, Kelowna, BC V1W 3E1
Chief Tomat Elementary School	250.870.5127	3365 Boundary Rd, West Kelowna, BC V4T 2R8
Chute Lake Elementary School	250.870.5139	5240 Lark St, Kelowna, BC V1W 4K8
Davidson Road Elementary School	250.870 5117	2115 Davidson Rd, Lake Country, BC V4V 1R3
Dorothea Walker Elementary School	250.870 5138	4346 Gordon Dr, Kelowna, BC V1W 1S5
Ellison Elementary School	250.870.5140	3735 Parkdale Rd, Kelowna, BC V1X 6K9
George Pringle Elementary School	250.870.5103	3770 Elliott Rd, West Kelowna, BC V5T 1W9
Glenmore Elementary School	250.870 5136	960 Glenmore Dr, Kelowna, BC V1Y 4P1
Glenrosa Elementary School	250.870.5142	3430 Webber Rd, West Kelowna, BC V4T 1G8
Helen Gorman Elementary School	250.870.5116	3230 Salmon Rd, West Kelowna, BC V4T 1A7
Hudson Road Elementary	250.870.5141	1221 Hudson Rd, West Kelowna, BC V1Z 1J5
Mar Jok Elementary School	250.870.5104	2101 McDougall Rd, West Kelowna, BC V1Z 2L6
North Glenmore Elementary School	250.870.5128	125 Glenmore Rd, Kelowna, BC V1V 2E3
Oyama Traditional Elementary School	250.870.5121	15525 Greenhow Rd, Kelowna, BC V4V 2E1
Peachland Elementary School	250.870.5122	5486 Clements Cres, Peachland, BC V0H 1X5
Pearson Road Elementary School	250.870.5118	700 Pearson Rd, Kelowna, BC V1X 5H8
Peter Greer Elementary School	250.766.2104	10300 Sherman Dr, Kelowna, BC V4V 1Y8

SCHOOL DISTRICT NO. 23

Elementary Schools		
Quigley Elementary School	250.870.5134	705 Kitch Rd, Kelowna, BC V1X 5V8
Raymer Elementary School	250.870.5125	657 Raymer Ave, Kelowna, BC V1Y 4Z6
Rose Valley Elementary School	250.870.5146	1680 Westlake Rd, West Kelowna, BC V1Z 3G6
Rutland Elementary School	250.870.5126	620 Webster Rd, Kelowna, BC V1X 4V5
Shannon Lake Elementary School	250.870.5132	3044 Sandstone Dr, West Kelowna, BC V4T 1T2
South Kelowna Elementary School	250.861.1122	4176 Spiers Rd, Kelowna, BC V1W 4B5
South Rutland Elementary School	250.765.7785	200 Mallach Rd, Kelowna, BC V1X 2W5
Springvalley Elementary School	250.860.4526	470 Ziprick Rd, Kelowna, BC V1X 4H4
Watson Road Elementary School	250.870.5137	475 Yates Rd, Kelowna, BC V1V 1R3
Middle Schools		
Constable Neil Bruce Middle School	250.870.5177	2010 Daimler Rd, West Kelowna, BC V1Z 3Y4
Dr. Knox Middle School	250.870.5130	121 Drysdale Blvd, Kelowna, BC V1V 2X9
Glenrosa Middle School	250.870.5176	2974 Glen Abbey Pl, West Kelowna, BC V4T 2N1
KLO Middle School	250.870.5106	3130 Gordon Dr, Kelowna, BC V1W 3M4
Rutland Middle School	250.765.2988	715 Rutland Rd, Kelowna, BC V1X 3B6
Springvalley Middle School	250.870.5111	350 Ziprick Rd, Kelowna, BC V1X 4H3
Secondary Schools		
George Elliot Secondary School	250.870.5102	10241 Bottom Wood Lake Rd, Lake Country, BC V4V 1Y7
Kelowna Secondary School	250.870.5105	1079 Raymer Ave, Kelowna, BC V1Y 4Z7
Mount Boucherie Senior Secondary School	250.870.5101	2751 Cameron Rd, West Kelowna, BC V1Z 2T6
Okanagan Mission Secondary School	250.870.5108	4544 Gordon Dr, Kelowna, BC V1W 1T4
Rutland Senior Secondary School	250.870.5110	705 Rutland Rd, Kelowna, BC V1X 3B6

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 * our ESL program offers free English Language classes to newcomers and immigrants to Canada

REFERRAL

Fee: None

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

ACCESSIBILITY

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

ABORIGINAL

Métis Community Services Society of BC

CONTACT

Phone: 250.868.0351
Toll Free: 1.877.965.6237
Email: reception@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 * programs and services include: A Child's Roots are Forever, Family Preservation Program, Aboriginal Supported Childhood Development Program, Attachment Focused Play Therapy, and Aboriginal Infant Development Program

REFERRAL

Fee: None

ACCESSIBILITY

Located in: Kelowna
Areas Served: Central Okanagan

Addictions and Counselling Services, Westbank First Nation

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 * coordinates national Aboriginal Addictions Awareness Week

ACCESSIBILITY

Located in: Westbank

Areas Served: Westbank

Accessibility: Fully Accessible

ABORIGINAL

Okanagan Nation Alliance

CONTACT

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

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

SERVICE DETAILS

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

ACCESSIBILITY

Located in: West Kelowna
Areas Served: Central Okanagan

Aboriginal Services - Kelowna, Ministry of Children and Family Development

CONTACT

Phone: 250.861.7236
Address: Ste 304 - 260 Harvey Ave
Kelowna, BC V1Y 7S5

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



Child and Youth Mental Health, Ministry of Children and Family Development

SERVICE DETAILS

Please see Child and Youth Mental Health under Diagnosis and Treatment, Intake/Screening/
Assessment/Treatment

ABORIGINAL

Aboriginal Patient Navigator, Interior Health

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: None

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

ACCESSIBILITY

Located in: Kelowna

Areas Served: Okanagan Valley

Aboriginal Programs and Services, UBC Okanagan

CONTACT

Phone: Program Administrators: 250.807.9872 * 250.807.9376
Aboriginal Student Advisors: 250.807.9458 * 250.807.8787
Program Manager: 250.807.8639
Web: students.ok.ubc.ca/aboriginal/welcome.html

Address: Rm UNC, 212 - 3333 University Way
Kelowna, BC V1V 1V7

SERVICE DETAILS

Provides culturally appropriate services and support to First Nations, Métis and Inuit students * Aboriginal Centre provides a sense of belonging and community to Aboriginal students and is committed to enriching the quality of their student experience by promoting access, providing capacity building opportunities, and celebrating success

REFERRAL

Eligibility: UBC Okanagan students

HOURS Mon-Fri, 8am - 4pm

ACCESSIBILITY

Located in: Kelowna
Areas Served: Central Okanagan ; Kelowna

ABORIGINAL

Aboriginal Education Department, School District No. 23 Central Okanagan

CONTACT

Phone: Programs: 250.870.5144
Cultural Services: 250.870.5147
Web: www.sd23.bc.ca

Address: 1040 Hollywood Rd
Kelowna, BC V1X 4N2

SERVICE DETAILS

Provides services to students of Aboriginal ancestry to enhance their school experience * an Aboriginal student is someone who self identifies as being of Aboriginal Ancestry (First Nations, status and non-status, Inuit, and Métis) * only the student, parent or guardian can "self-identify", not Bands or district staff * the program includes academic advising and coaching, career planning, cultural teachings, goal setting, personal and emotional support, Nsyilxcen (Okanagan) Language, and liaising with parents, guardians and community agencies

ACCESSIBILITY

Located in: Kelowna
Areas Served: Peachland to Oyama

Immigrant Services Employment Program, Kelowna Community Resources (KCR)

CONTACT

Phone: 250.763.8008

Web: www.kcr.ca

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

SERVICE DETAILS

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

REFERRAL

Eligibility: Newcomers * Naturalized Citizens * Permanent Residents * Refugees
* Provincial Nominees

Fee: None

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

ACCESSIBILITY

Located in: Kelowna

Areas Served: Central Okanagan ; Kelowna

Accessibility: Fully Accessible

IMMIGRANTS ~ REFUGEES

International Programs and Services, UBC Okanagan

CONTACT

Main Office: 250.807.8000
Email: ips.ubco@ubc.ca
Web: students.ok.ubc.ca/international/welcome.html

Address: Ste UNC, 227-3272 University Way
Kelowna, BC V1V 1V7

SERVICE DETAILS

Provides advising, transition services, and programs for international students * assists with issues related to safety, health insurance, employment, and the transition to UBC Okanagan

ACCESSIBILITY

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

International Education, School District No. 23 Central Okanagan

CONTACT

Phone: 250.860.9729
Email: International.Education@sd23.bc.ca
Web: www.sd23.bc.ca

Address: 1040 Hollywood Rd
Kelowna, BC V1X 4N2

SERVICE DETAILS

Offers student registration and settlement services to newly arrived families through the enhanced Settlement Workers in Schools (eSWIS) program * provides English language assessments for school aged students * provides English language instruction by BC certified teachers at all schools * provides connections and referrals to other community organisations

HOURS Office, 8am - 4pm

ACCESSIBILITY

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

IMMIGRANTS ~ REFUGEES

International Education, Okanagan College

CONTACT

Phone: 250.762.5443

Toll Free: 1.877.755.2266

Email: inted@okanagan.bc.ca

Web: www.okanagan.bc.ca/Programs/Areas_of_Study/International_Education.html

Address: Unit E, 110 - 1000 KLO Rd
Kelowna, BC V1Y 4X8

SERVICE DETAILS

Offers career, continuing education, degree, developmental, trades, technology, university transfer and vocational programs to international students

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

ACCESSIBILITY

Located in: Kelowna

Areas Served: Central Okanagan

Connected by 25, Canadian Mental Health Association Kelowna / The Bridge Youth & Family 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

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 * young people will experience increased resilience and sense of belonging while learning skills to help mitigate risk

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 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 Hours, Mon-Fri, 9am - 4pm

Please contact the Youth Transitions Navigator for details on the meeting times for the Ready to Rent for Youth (R2R) workshops, Got to be Me Yoga, and Art-Works

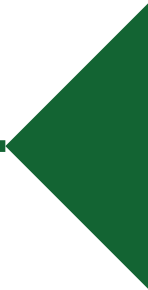
ACCESSIBILITY

Located in: Kelowna

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

Accessibility: Fully Accessible

COUNSELLING Public



Kelowna Family Centre

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 affordable counselling to adults, children and families * offers both group and individual counselling * all counselling is confidential and provided by counsellors with a Master's Degree * programs and services include: adult services; Stopping the Violence Women's counselling service, Parenting Wisely, Children and Change, Finding our Voices, Reaching Women 50+ (ROW), and Men's Relationship Drop-In group sessions; couples counselling, child, youth and family services, and Parenting After Separation * also offers Fee for Service counselling

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 Youth & Family Services

CONTACT

Phone: 250.763.2405
Email: kyfs@shawcable.com
Web: www.kelownayouthandfamily.com

Address: Ste 301-260 Harvey Ave
Kelowna, BC V1Y 7S5

SERVICE DETAILS

Provides family counselling and therapy for parents, children and youth experiencing challenges in the areas of parent/teen conflict * children's acting out behaviour * stress and trauma * grief and loss * anxiety and depression * self harming and suicide * bullying * family transitions (ie., separation, divorce, blending) * parenting and attachment * relationship or marital problems * committed to building a stronger community by working systemically and collaboratively with families in all forms

REFERRAL

Eligibility: Ages 17 year(s) and under

Application: Self referrals welcomed

Fee: Free or sliding scale user-fee

HOURS Open Hours, Mon-Fri, 8:30am - 4:30pm * closed between 12pm - 1pm

ACCESSIBILITY

Located in: Kelowna
Areas Served: Kelowna ; Lake Country, to Beaver Lake Road
Accessibility: Fully Accessible

COUNSELLING

Public

Outreach Mental Health Services, Okanagan Boys and Girls Clubs

SERVICE DETAILS

Please see Okanagan Boys and Girls Clubs, Outreach Mental Health Services under Diagnosis and Treatment, Treatment/Prevention and Intervention



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

Offers a variety of services to youth and adults between the ages of 13 - 25 and to their families * programs and services include Youth Counselling, Parents and Families, Single Adults over 25 and Couples Counselling, It's Great to Be Me Program, Reach program * workshops, support groups and drop-in programs provided at various times throughout the year * no one is turned away due to financial difficulty

REFERRAL

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

- On-site 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 Mon-Thu, 9am - 5pm

ACCESSIBILITY

Located in: Kelowna

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

Family Counselling, The Bridge Youth & Family Services

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 intensive, supportive and community based activities * designed for families who are experiencing emotional and behavioural challenges that may be impacting a child * families are supported through both in-home and office-based meetings and are provided opportunities to enhance skills through education, communication and relationship building

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

COUNSELLING Public



LINC Hub (Living Independently Needs Connection), Canadian Mental Health Association Kelowna & District Branch

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 an intake, assessment, and service delivery hub for youth and young adults, ages 16-24, which facilitates connections to mental health services, community resources, and emotional and material supports * each week, CMHA brings together health and community supports to interact with individual youth to form a collaborative plan of action and follow up, providing immediate access to clinical, vocational, and community services * this process saves time and money and connects key professionals with youth to address their individual needs

LINC is a key element of CMHA's Connected by 25, an initiative designed to provide supports to young people vulnerable in their transitions to adulthood, and is delivered by the Kelowna Youth Transitions Working Group: CMHA Kelowna, The Bridge Youth & Family Services, Interior Health, and the Ministry of Children and Family Development

REFERRAL

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

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

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

ACCESSIBILITY

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



Touchstone Counselling Evangel Church

CONTACT

Phone: 250.762.0682
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

REFERRAL

Eligibility: Ages 18 year(s) and up * not suitable for special needs clients

Fee: \$20 per session

HOURS Office, Tue-Thu, 9am - 4pm

ACCESSIBILITY

Located in: Kelowna
Areas Served: Central Okanagan

COUNSELLING

Private

NAME /CREDENTIALS	CONTACT INFO	AREAS OF PRACTICE AND SPECIALTIES
Dr. Kate Aubrey Registered Psychologist #2170	210-347 Leon Ave Kelowna, BC V1Y 8C7 P: 236.420.1867 F: 250.861.4247 E: info@drkateaubrey.com W: www.drkateaubrey.com	<ul style="list-style-type: none"> • Child, adolescents, adults, families • Assessment and treatment
Bill Maniago Registered Psychologist #1543	204 - 3001 Tutt St Kelowna, BC V1Y 2H4 P: 250-864-4847	<ul style="list-style-type: none"> • Adolescents, adults
Kelowna Psychologists Group	1631 Dickson Ave Kelowna, BC V1Y 9X1 P: 250.762.2525 F: 250.762.7987 E: admin@kelownapsychologists.com W: www.kelownapsychologists.com	<ul style="list-style-type: none"> • Child, Adolescents, adults, families • Assessment and treatment
Okanagan Abilities Centre	101-2040 Springfield Rd. Kelowna, BC V1Y 9N7 P: 250.762.7790 F: 250.762-7903 E: abilitycentre@telus.net W: www.okanaganabilitycentre.com	<ul style="list-style-type: none"> • Child, adolescents • Assessment only
<h3>Clinical Counsellors</h3> <p>(Note: Only counsellors who hold at least a Master's degree in a related field were included in list for quality control purposes)</p>		
Maria De Giovanni MA, 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"> • Adolescents, adults • Eating disorders only
Kim Ewing MA, M.Sc, 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"> • Children, adolescents, adults, families

NAME /CREDENTIALS	CONTACT INFO	AREAS OF PRACTICE AND SPECIALTIES
Heather Fisher MA, RCC	105 - 347 Leon Ave Kelowna, BC V1Y 8C7 P: 250.763.9496 E: heather@counsellingwellness.com W: www.counsellingwellness.com	• Children, adolescents, adults
David Fung M.Sc., RMFT 29058	1227 Panorama Lane Kelowna, BC V1P 1B1 P: 250.317.3458 E: fungpsychotherapy@shaw.ca W: www.fungpsychotherapy.com	• Children, adolescents, adults, families, couples
Linda Hamm M.Ed., RCSW	1100 - 1631 Dickson Ave Kelowna, BC V1Y 0B5 P: 250.878.3959 E: lindahamm@telus.net	• Adolescents, adults
Eva Helpard Ph.D., RCSW	111 - 1912 Enterprise Way Kelowna, BC V1Y 9S9 P: 250.808.2054 E: eva@doctoreva.ca W: www.doctoreva.ca	• Adolescents, adults, families
Ellen Maniago M.Sc., RCC	204 - 3001 Tutt St Kelowna, BC V1Y 2H4 P: 250.869.7965	• Families, adults
Andrew Portwood MC, CCC	102 - 1441 Ellis St Kelowna, BC V1Y 2A3 P: 250.862.2673 E: andrew@thecorekelowna.com W: www.clarowellness.ca	• Children, adolescents, families
Jody Summerfield MC, RCC	204 - 3001 Tutt St Kelowna, BC V1Y 2H4 P: 250.870.8650 E: jsommerfield.rcc@outlook.com	• Children, adolescents, families

COUNSELLING

Private

NAME /CREDENTIALS	CONTACT INFO	AREAS OF PRACTICE AND SPECIALTIES
Jan Sutherland M.Sc., RMFT	204 - 616 KLO Rd Kelowna, BC V1Y 4X4 P: 250.826.8255 E: jansutherland@shaw.ca W: www.jansutherland.com	• Families, couples
Leora Split M.Ed., RCC	208 - 616 KLO Rd Kelowna, BC V1W 4X4 P: 250.860.6661 E: lasplett@telus.net	• Children, adolescents, adults
Okanagan Clinical Counselling Services	201-1460 Pandosy St. Kelowna, BC V1Y 1P3 P: 250.718.9291 E: info@okclinical.com W: www.steppingstonesokanagan.ca	• Children, adolescents, families
Stepping Stones Counselling Group	1369 Richter St. Kelowna, BC V1Y 2L6 P: 250.763.7414 TF: 1.855.763.7414 E: info@steppingstonesokanagan.ca W: www.steppingstonesokanagan.ca	• Children, adolescents, families

This Guide is produced by the Community Services Department of KCR,
and is free for download from: www.kcr.ca | Publications



If you would like additional child, youth, family, mental health/substance use or other resources, visit:
www.kcr.ca | Services, Programs & Organizations.
You can also email info@kcr.ca or call 250.763.8008 ext.125.