

MENTAL HEALTH RESOURCES FOR CHILDREN AND YOUTH



 **Central Okanagan**
Division of Family Practice
A GPSC initiative

SPRING 2014

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CRISIS LINES AND COMMUNITY INFORMATION

CRISIS LINE, KCR

CRISIS: 1.888.353.2273 (1.888.353.CARE)
Phone: Admin only: 250.763.8058 ext 233
Email: crisisline@kcr.ca
Web: www.kcr.ca



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

INFORMATION CENTRE, KCR

Ste 120-1735 Dolphin Ave
Kelowna, BC V1Y 8A6
Phone: 250.763.8008 ext 25
Email: info@kcr.ca
Web: www.kcr.ca



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

BC PROBLEM GAMBLING HELP LINE, RESPONSIBLE AND PROBLEM GAMBLING PROGRAM

CRISIS: 1.888.795.6111 * Mon-Sun, 24 hours
Phone: 250.953.3177
Email: info@bcresponsiblegambling.ca
Web: www.bcresponsiblegambling.ca



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 for anyone adversely affected by gambling habits.

DISTRESS PHONE SERVICES , CRISIS INTERVENTION AND SUICIDE PREVENTION CENTRE OF BC

763 East Broadway
Vancouver, BC V5T 1X8
CRISIS: 1.800.784.2433 (1.800.SUICIDE)
Phone: 1.604.872.1811
Email: info@crisiscentre.bc.ca
Web: www.crisiscentre.bc.ca



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

HIV/AIDS HOTLINE, CANADIAN AIDS SOCIETY

Ste 100-190 O'Connor St
Ottawa, ON K2P 2R3
Phone: 613.230.3580
Email: casinfo@cdnaids.ca
Web: www.cdnaids.ca



HIV/AIDS Hotline: Mon-Sun, 24 hours

KIDS HELP PHONE

Ste 1100-1200 West 73rd Ave
Vancouver, BC V6P 6G5
CRISIS: 1.800.668.6868
Phone: 604.267.7057
Email: bc@kidshelpphone.ca
Web: www.kidshelpphone.ca



Offers confidential and anonymous 24/7 phone and online professional counselling, referral and information services for children and youth ages 5-20 * no matter the question, no matter the problem, Kids Help Phone can help.

CRISIS LINES AND COMMUNITY INFORMATION

MOTHERISK HELPLINES

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



Provides helplines for pregnancy related issues: Alcohol and Substance Use, HIV and HIV Treatment in Pregnancy, Motherisk, and Nausea and Vomiting in Pregnancy.

PFLAG CANADA - KELOWNA BC

Web: www.pflagcanada.ca

Provides support, information, education and resources to anyone with questions or concerns about sexual orientation and/or gender identity issues * provides local support with toll-free access nationwide and a comprehensive resource library online.



POISON CONTROL CENTRE BC

655 West 12th Ave
Vancouver, BC V5Z 4R4
Phone: 604.707.2789
Email: info@dpic.ca
Web: www.dpic.org



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.

YOUTH AGAINST VIOLENCE LINE

Email: info@youthagainstviolenceline.com
Web: www.youthagainstviolenceline.com



Offers a safe, confidential and anonymous way for youth to report crime or violent incidents, or to talk through problems such as bullying, gangs, sexual exploitation, dating violence, substance misuse, hate crimes and discrimination with a supportive person.



WHO'S WHO: PROGRAM 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 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.

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 for children and youth ages 6-16 years.

BUILDING HEALTHY FAMILIES SOCIETY

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

Provides a variety of family programs and services * First Step, Self Help Opportunity for Parents, Nurturing Fathers, Parenting Through Recovery, The Zone, Outreach one-to-one in home support and coaching, Building Healthy Connections, Anger Management for adults.

CANADIAN MENTAL HEALTH ASSOCIATION

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 and Family Services, Peer Support, Housing, Meals Matter, Mental Health First Aid, Mental Health Promotion, Outreach and Navigation Services, Connecting the Dots, Connected by 25, the Wellness Development Centre.

ELIZABETH FRY SOCIETY

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

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

Provides services for youth at risk, ages 13-18 * programs and services include: Empowerment Through Employment * Outreach Mental Health * Club 180 Drop-in Center * Richter St Overnight Emergency Youth Shelter * Bail Support and Supervision Program * Reconnect Program * Transitional Housing Program * Youth Restorative Justice Program.

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: The Crisis Line * Community Information * Volunteering Information * Immigrant Services * Translation Services * Family Friend Program * Special Needs Adoption * Public Access computer * The Adoption Centre of BC * Kids Count Program * Family Group Conferencing.

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 * provides confidential counselling services for children, youth, women, men and families * drop-in groups * Parenting After Separation Program * Couples Counselling.

KELOWNA WOMEN'S SHELTER

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 * programs and services include: 24-hr emergency transition house for women and children, 2nd Stage Housing, Supportive Women's Programs, Supernova: Children Who Witness Abuse Program, and the Inside/Out Violence Prevention Program for Youth.

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 to age 17 * offers assistance to parents experiencing difficulties with child behaviour in family, community or involvement with the law * improves relationships, communication and parenting skills.

WHO'S WHO: PROGRAM QUICK LIST

KI-LOW-NA FRIENDSHIP SOCIETY

442 Leon Ave
Kelowna, BC V1Y 6J3
Phone: 250.763.4905
Email: reception@kfs.bc.ca
Web: www.kfs.bc.ca

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 * offers health and wellness, community/family support services, children's programs, employment and education, youth services, and administration programming.

LAKE COUNTRY BOYS AND GIRLS CLUB

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

Youth serving organization that provides programs and support services to children, youth and their families.

LIVING POSITIVE RESOURCE CENTRE

168 Asher Rd
Kelowna, BC V1X 7K7
Phone: 778.753.5830
Email: info@lprc.ca
Web: www.lprc.ca

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.

METIS COMMUNITY SERVICES SOCIETY OF BC

Ste 201-2949 Pandosy St
Kelowna, BC V1Y 1W1
Phone: 250.868.0351
Email: admin@mcsbc.org
Web: www.mcsbc.org

Provides integrated, holistic, family centered, wrap-around services to all those who need assistance with special emphasis on Aboriginal populations, specifically Metis populations * programs and services include: Aboriginal Infant Development Program, Aboriginal Supported Childhood Development, Family Preservation Program, ROOTS Program, Trauma Therapy.

MENTAL HEALTH INDIVIDUAL & FAMILY SUPPORT

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 * offers Iris Lending Library, Strengthening Families Together Education Course, Partnership Public Education Presentations, B.R.I.D.G.E.S. Education Course, Your Recovery Journey Program.

NOW CANADA

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 * 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.

OKANAGAN NATION ALLIANCE

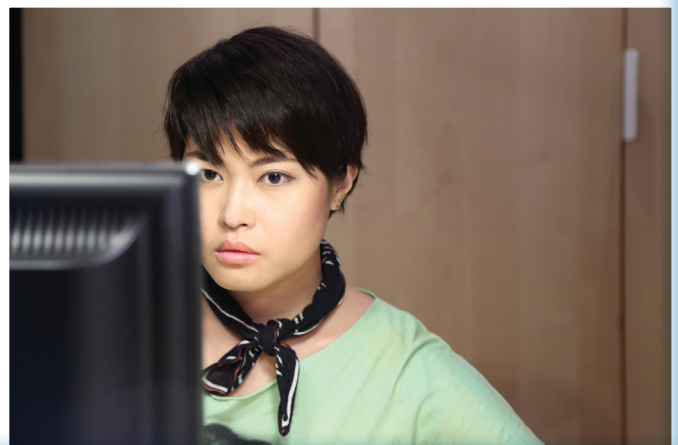
Ste 106-3500 Carrington Rd
West Kelowna, BC V4T 3C1
Phone: 250.707.0095
Web: www.syilx.org/

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.

OKANAGAN PRIDE SOCIETY

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

Creates a supportive environment for the community by providing LGBTQ resources and hosting events for the LGBTTIQQ-2SA community * organizes the annual Gay Pride festival.



WHO'S WHO: PROGRAM QUICK LIST

PATHWAYS ABILITIES SOCIETY

123 Franklyn Ave
Kelowna, BC V1X 3X5
Phone: Administrative Office: 250.763.4837
Email: ed@pathwayskelowna.ca
Web: www.pathwayskelowna.ca/

Assists people with disabilities to reach their individual goals and contribute as equal members of community * programs and services include: Activity Service, Social Recreation Service, Integrated Career Opportunities, Social Ventures, Individualized Funding and Home Support, Residential Services * also participates in and supports community events, ensures the rights of people with disabilities are upheld, and supports the Kelowna Self Advocates * for those age 5 and up, apply for a referral for service through Community Living British Columbia (CLBC), microboards or the Ministry for Children and Family Development.

RUTLAND BOYS AND GIRLS CLUB

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

Youth serving organization that provides programs and support services to children, youth and their families that include, daycare for ages 3-5 years, Family Playtime, for infant-5 years of ages (with parent), Drop-in program for ages 5-12, Before School Program, and After School Care for ages 6-12.



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.

WESTBANK FIRST NATION

Ste 201-515 Hwy 97 S
West Kelowna, BC V1Z 3J2
Phone: 250.769.4999
Email: mail@wfn.ca
Web: www.wfn.ca

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.

WESTSIDE BOYS AND GIRLS CLUB

2466 Main St
West Kelowna, BC V4T 1Z1
Phone: 250.768.9139
Email: wyc@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

Youth serving organization that provides programs and support services to children, youth and their families * programs and services include: daycare programs for children ages 3-5, pre-school programs for children ages 3-5, school age child care for children ages 6-12, playgroups for parents and children ages infant-5, drop-in programs for children ages 6-12 and youth ages 11-16, recreation, sports leisure, creative arts/personal growth and life skills, and special interest programs.

WESTSIDE YOUTH CENTRE

2466 Main St
West Kelowna, BC V4T 1Z1
Phone: 250.768.9139
Email: wyc@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

Offers Drop-in Programs for ages 13-19, the Westside Storefront School Alternate Education Facility for Grades 7-10 (250.768.2557), Reconnect for ages 13-18 (250.589.2524), the Empowerment Through Employment Program for ages 14-18, and hosts Westside Youth Centre Youth Council meetings once a month.



BC MENTAL HEALTH ACT

All Canadian provinces and territories have varying legislation about the treatment and protection of people with severe mental disorders. BC's Mental Health Act (Bill 22) provides guidelines for those working in the mental health system and safeguards for securing the dignity of individuals, whether they are voluntarily or involuntarily admitted to a psychiatric facility.

	VOLUNTARY	INVOLUNTARY
WHAT IS IT?	<ul style="list-style-type: none"> Person admits themselves into a facility by their own free will If a person has been examined by a doctor and has a mental disorder, the director may admit them if asked by the person, or a parent / guardian on their behalf if they are under 16 years. When a person under 16 years is admitted, they must be examined by a doctor once a month for the first 2 months, then within 3 months after the second exam, then within 6 months thereafter. Voluntary admission is described in the Act under section 20. 	<ul style="list-style-type: none"> Person is admitted, not by their free will, into a facility by a doctor, police officer, or court. The director may admit a person for up to 48 hours with 1 Medical Certificate (valid for 14 days following the date of examination.) Once admitted, the second doctor's examination and certificate must be issued within 48 hours. A police officer may take a person into custody for a doctor's examination if s/he believes the person may put at risk her/his/someone else's safety. Anyone may ask a judge to issue a warrant if they feel a person meets the committal criteria. Involuntary admission is described in the Act under section 22.
DISCHARGE	<ul style="list-style-type: none"> A patient under 16 years must be discharged if the parent/guardian requests it, or if the patient does not have a mental disorder. If the patient is under 16, without consent from the parents for discharge, the request will go to a Review Panel hearing (section 25). 	<ul style="list-style-type: none"> A request for discharge will go through a Review Panel hearing. Obtain application Form 7 for a Review Panel hearing only after second Medical Certificate is completed. A person is entitled to representation at the hearing by a lawyer, advocate or person of choice.
TREATMENT CONSENT	<ul style="list-style-type: none"> Patients must consent before treatment is administered. The physician must inform the patient of the nature of their condition and the reasons for and consequences of the treatment. 	<ul style="list-style-type: none"> The Act provides for compulsory treatment of all involuntary patients. The patient or someone on their behalf may ask for a second opinion on diagnosis.
APPLICATION TO COURT FOR DISCHARGE	<ul style="list-style-type: none"> See section, Discharge above. 	<ul style="list-style-type: none"> If the patient or their representative does not agree with the order of admission into a facility then an application may be made to the court to reverse the involuntary committal certificate.
MEDICAL CERTIFICATE ACCESS	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> All patients are allowed access to their Medical Certificates.

For more plain language information on the Mental Health Act, visit:

<http://www.health.gov.bc.ca/library/publications/year/2005/MentalHealthGuide.pdf>

Make sure you speak to a qualified advocate or legal professional for more specific information about how the Mental Health Act applies to your individual situation.

ADOLESCENT PSYCHIATRY UNIT (APU), INTERIOR HEALTH AUTHORITY

5th Flr-2268 Pandosy St
Kelowna, BC V1Y 1T2
Phone: 250.862.4346
Web: www.interiorhealth.ca



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.

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

Ste 204-260 Harvey Ave
Kelowna, BC V1Y 7S5
Phone: 250.861.7301
Web: www.cf.gov.bc.ca/mental_health/index.htm



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 * for ages 19 and under * referrals can be made to CYMH by the child or youth themselves, by individuals who are directly involved with the child and youth such as family members, or by other agencies/service providers.

KELOWNA ASSISTANCE FOR POSTPARTUM DEPRESSION

Phone: 250.860.5096

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.

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

Ste 100-540 Groves Ave
Kelowna, BC V1Y 4Y7
Phone: 250.870.5777
Email: mary.lamoureux@interiorhealth.ca



Offers a specialized outpatient treatment service for youth ages 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.

MENTAL HEALTH AND SUBSTANCE USE, INTERIOR HEALTH AUTHORITY

1340 Ellis St
Kelowna, BC V1Y 9N1
Phone: 250.868.7788
Web: www.interiorhealth.ca



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

OKANAGAN SUICIDE AWARENESS SOCIETY

Email: info@suicideawareness.ca
Web: www.suicideawareness.ca/



Educates the public by providing a resource library, courses, seminars and workshops about suicide awareness and survivor support * establishes and supports community programs for those who have lost loved ones to suicide * cooperates with other organizations having the same or similar objectives as those of this Society * operates a private, online support group.

OUTREACH MENTAL HEALTH SERVICES, OKANAGAN BOYS AND GIRLS CLUBS

1633 Richter St
Kelowna, BC V1Y 9H2
Phone: 250.869.5093
Web: www.boysandgirlsclubs.ca



Provides mental health services to high risk youth, ages 12-18, 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 required.

PERINATAL MOOD DISORDER AWARENESS LTD.

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



Increases awareness and resources for perinatal mood disorders and helps individuals and families get the support they need * provides a wide variety of resources, support groups and a resource website.

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

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



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.

PSYCHIATRIC SERVICES, KELOWNA GENERAL HOSPITAL, INTERIOR HEALTH AUTHORITY

2268 Pandosy St
Kelowna, BC V1Y 1T2
Phone: 250.862.4478
Web: www.interiorhealth.ca



Provides emergency response psychiatric assessment, chemical dependency program, McNair ambulatory care service, psychiatric intensive care unit, electroconvulsive therapy (ECT), and a child and youth mental health liaison.

THE FORCE SOCIETY FOR KIDS MENTAL HEALTH

Phone: Kelowna Office: 778.478.9855
Email: traci@forcesociety.com
Web: www.forcesociety.com



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.

SELF-HELP

AL-ANON / ALATEEN

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



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.

ALCOHOLICS ANONYMOUS

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



Provides support and information for individuals with alcohol related problems.

AUTISM SUPPORT KELOWNA

Phone: 250.860.2740 * 250.859.3584
Email: fthellmig@shaw.ca
Web: www.clarocentres.com



Offers a support network for parents and caregivers of people living with Autism Spectrum Disorder through 'any time phone support' * helps others gain some perspective regarding available therapies and resources in the area.

BC TEEN CHALLENGE

4550 Glenmore Rd
Lake Country, BC V4V 1L7
Phone: 1.877.575.3930
Email: aho@bcteenchallenge.com
Web: www.bcteenchallenge.com



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

OVERCOMERS' 12 STEP, BRIDGES TO NEW LIFE SOCIETY

3261 Gordon Dr
Kelowna, BC V1W 3N4
Phone: 250.448.6975
Email: hope@bridgestnl.org
Web: www.bridgestnl.org



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 * Ages: 16 year(s) and up * must be able to read and write.

COCAINE ANONYMOUS

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



Offers a 12-Step program for men and women * the only membership requirement is the desire to stop using cocaine and all other mind altering substances.

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

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



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.

FAMILY EMPOWERMENT VILLAGE PROGRAM, THE SALVATION ARMY

1480 Sutherland Ave
Kelowna, BC V1Y 5Y5
Phone: 250.860.2329
Email: office@kelsa.ca
Web: www.kelownasalvationarmy.ca



Offers a recovery-oriented support and education group for people impacted by a loved one's mental illness and/or addiction * introduces resources and provides a safe place for people to learn and share * supports family members as they reclaim their lives and build a better future.

FROM GRIEF TO ACTION

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



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.

KELOWNA SECULAR SOBRIETY GROUP

CRISIS: 250.859.4300
Phone: 250.859.4300
Email: soberkelowna@gmail.com



Provides safe, respectful and anonymous peer support group for individuals who want to abstain from alcohol or other addictive substances in a non-religious context * anyone who wants to work toward becoming and staying alcohol and drug free, regardless of their religious beliefs or lack of them is welcome.

SEXAHOLICS ANONYMOUS

Phone: 250.862.7122 (cell)
Email: kelownabcsa@gmail.com
Web: www.sanorthwest.org



Provides support and information for individuals who want to stop their sexually self-destructive thinking and behaviour.

LEGAL RESOURCES

CENTRAL OKANAGAN RCMP VICTIM SERVICES, REGIONAL DISTRICT OF CENTRAL OKANAGAN



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 * self referrals welcome; please call our office.

350 Doyle Ave
Kelowna, BC V1Y 6V7
250.470.6242

www.regionaldistrict.com/departments/crime/crime_victim.aspx

CLICKLAW, COURTHOUSE LIBRARIES BC



Provides a website that features legal information and education designed for the public * provides a HelpMap that assists with finding specific legal help and programs within British Columbia * legal resources in the Solve Problems section and services on the HelpMap in are available in many other languages.

www.clicklaw.bc.ca

COMMUNITY LEGAL ASSISTANCE SOCIETY (CLAS)

Offers legal assistance to people who are physically, mentally, socially, economically or otherwise disadvantaged, or whose human rights need protection on a case-by-case basis in the areas of Human Rights and Mental Health law * provides essential legal advice and representation to those who have been involuntarily detained pursuant to the BC Mental Health Act or to those who have custody or conditional discharge orders pursuant to the mental disorder provisions of the Criminal Code of Canada * available to Kelowna residents.

1.888.685.6222
www.clasbc.net

LAWYER REFERRAL SERVICE, CANADIAN BAR ASSOCIATION, BC BRANCH



Refers the public to the right lawyer * lawyers who participate in the program offer an initial consultation of up to 30 minutes for a fee of \$25 plus taxes.

1.800.633.1919
www.lrsbc.org

LEGAL AID SERVICES SOCIETY



Assists with legal services to qualifying low income clients * criminal charges * mental health and prison issues * serious family problems * child protection matters * immigration * apply in person to the Legal Aid Office in Kelowna or phone the Call Centre.

1.866.577.2525
www.lss.bc.ca



YOUTH RESTORATIVE JUSTICE PROGRAM, OKANAGAN BOYS AND GIRLS CLUBS



Provides a non-court alternative for youth, ages 12-17, 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 * RCMP referral.

1633 Richter St
Kelowna, BC V1Y 9T7
250.868.8541 ext 5
www.boysandgirlsclubs.ca

DIAL-A-LAW, CANADIAN BAR ASSOCIATION, BC BRANCH



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

1.800.565.5297
www.dialalaw.org

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

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.

Guardianship Services and Trust Management: 604.775.3480
Legal Intake: 604.660.3040
www.trustee.bc.ca

R.C.M.P.

KELOWNA



350 Doyle Ave
Kelowna, BC V1Y 6V7
CRISIS: 911
Phone: Non-emergency 250.762.3300 * 24/7

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

WEST KELOWNA



2390 Dobbin Rd
West Kelowna, BC V4T 2H8
CRISIS: 911
Non-emergency: 250.768.2880 * 24/7

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.

Social and Recreational

ACCESS PASSES, ACTIVE LIVING & CULTURE, CITY OF KELOWNA

1800 Parkinson Way
Kelowna, BC V1Y 4P9
Phone: 250.469.8849
Email: pvbrooks@kelowna.ca
Web: www.kelowna.ca/recreation



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 * to submit an application, you will require:
A). 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, B). 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.

JUMPSTART, ACTIVE LIVING & CULTURE, CITY OF KELOWNA

1800 Parkinson Way
Kelowna, BC V1Y 4P9
Phone: 250.469.8849
Email: pvbrooks@kelowna.ca
Web: www.kelowna.ca/recreation

Provides financially disadvantaged children ages 4-18 with the opportunity to participate in sports and recreational activities through the Canadian Tire Foundation * promotes essential life skills, self-esteem and confidence * for physical activities only * each child is allowed one activity or program per season * Jan-Jun OR Jul-Dec.

ARION THERAPEUTIC FARM

2457 Saucier Rd
Kelowna, BC V1W 4B8
Phone: 778.477.1006
Email: arionfarm@shaw.ca
Web: www.arionfarm.org

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 * ages: 5 year(s) and up.



ASSISTED MEMBERSHIPS AND PASSES: H2O ADVENTURE & FITNESS CENTRE, YMCA OF OKANAGAN

4075 Gordon Dr
Kelowna, BC V1W 5J2
Phone: 250.764.4040
Web: www.h2okelowna.ca/



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.

ASSISTED MEMBERSHIPS AND PASSES: KELOWNA FAMILY Y, YMCA OF OKANAGAN

375 Hartman Rd
Kelowna, BC V1X 2M9
Phone: 250.491.9622
Email: info@ymcaokanagan.ca
Web: www.ymcaokanagan.ca/



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.



ABLE SAIL PROGRAM, CENTRAL OKANAGAN SAILING ASSOCIATION

4220 Hobson Rd
Kelowna, BC V1W 1Y3
Phone: 250.764.2203
Email: cosa@okanagan.net
Web: www.cosa.bc.ca

Offers integrated sailing programs for adults and youth with disabilities.

CHILDREN & YOUTH PROGRAMS, YMCA OF OKANAGAN

375 Hartman Rd
Kelowna, BC V1X 2M9
Phone: 250.765.5916
Email: info@ymcaokanagan.ca
Web: www.ymcaokanagan.ca/



Provides programs for children and youth age 18 and under * 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 * free for members; facility drop in fee for public ; fee assistance available.

SOCIAL AND RECREATIONAL

CLUB 180 OKANAGAN BOYS AND GIRLS CLUBS

1633 Richter St
Kelowna, BC V1Y 9T7
Phone: 250.868.8541 ext.3
Email: club180@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca



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.

COMMUNITY RECREATIONAL INITIATIVES SOCIETY (CRIS)

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

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

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

442 Leon Ave
Kelowna, BC V1Y 6J3
Phone: 250.763.4905
Web: www.kfs.bc.ca



Provides group activities with a focus on Aboriginal Culture for children and youth ages 6-20, 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.

SOCIAL AND RECREATIONAL

DROP IN PROGRAMS, WESTSIDE BOYS AND GIRLS CLUB

2466 Main St
West Kelowna, BC V4T 1Z1
Phone: 250.768.9139
Email: wyc@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

Offers drop-in programs for ages 6-12 where members may visit and take part in a variety of activities such as crafts, games, free time and outside play.

ELEVATION OUTDOOR EXPERIENTIAL PROGRAMS ASSOCIATION

1405 St Paul St
Kelowna, BC V1Y 9N2
Phone: 250.808.1626
Email: info@elevationoutdoors.ca
Web: www.elevationoutdoors.ca



Enhances the lives of underprivileged youth ages 12-17 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.

CHILD AND YOUTH PROGRAMS, H2O ADVENTURE & FITNESS CENTRE, YMCA OF OKANAGAN

4075 Gordon Dr
Kelowna, BC V1W 5J2
Phone: 250.764.4040
Web: www.h2okelowna.ca



Offers a variety of recreational, dance and physical fitness programs for children and youth ages 6 months-17 years.

SPECIAL OLYMPICS BC, KELOWNA BRANCH

Unit 20-1886 Parkview Cres
Kelowna, BC V1X 7G6
Web: www.sobc-kelowna.org/



Provides individuals ages 8 and up with an intellectual disability the opportunity to enhance their life and celebrate personal achievement through positive sport experiences.

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

Ste 23-1720 Ethel St
Kelowna, BC V1Y 2Y7
Phone: 250.861.3302
Email: info@pimbc.ca
Web: www.pimbc.ca



Creates opportunities for children with disabilities ages 4-18 to integrate and participate in sport and recreational activities in their home communities.

KIDSPORT KELOWNA, KIDSPORT CANADA

645 Dodd Rd
Kelowna, BC V1X 5H1
Phone: 250.469.8852
Web: www.kidsportcanada.ca







KidSport Kelowna is the local chapter of KidSport Canada that provides grants to child and youth athletes ages 6-18 whose families cannot afford sport registration fees and would otherwise not be able to participate in a season of sport * 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.

WEBBER ROAD COMMUNITY CENTRE, OKANAGAN BOYS AND GIRLS CLUBS

2829 Inverness Rd
West Kelowna, BC V4T 1J5
Phone: 250.768.3049
Email: webber@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

Drop-in centre with recreational activities * open gym * video games * movies * basketball * floor hockey.

SHELTERS AND HOUSING

<p>Aboriginal Homelessness Outreach Program, Ki-Low-Na Friendship Society</p> <p>442 Leon Ave Kelowna, BC V1Y 6J3 Phone: 250.763.4905 Email: outreach@kfs.bc.ca Web: www.kfs.bc.ca</p> 	<p>Provides a variety of services for homeless and at risk clients, meeting often complex client needs that may involve a range of health, addictions, and other poverty-related issues * focuses on the needs of the urban Aboriginal community, but about half our clients are non-Aboriginal.</p>
<p>Alexandra Gardner Women & Children Safe Centre, NOW Canada</p> <p>2609 Richter St Kelowna, BC V1Y 2R3 Phone: 250.763.2262 Email: safecentre@nowcanada.ca Web: www.nowcanada.ca</p> 	<p>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.</p>
<p>Ethel Street, NOW Canada</p> <p>1720 Ethel St Kelowna, BC V1Y 2Y7 Phone: 250.763.3876 Email: info@nowcanada.ca Web: www.nowcanada.ca</p>	<p>Provides affordable and supportive housing for women, with and without children, who have a proven financial need.</p>
<p>Family Den, Ki-Low-Na Friendship Society</p> <p>442 Leon Ave Kelowna, BC V1Y 6J3 Phone: 250.763.4905 Web: www.kfs.bc.ca</p> 	<p>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.</p>
<p>Kelowna Women's Transition House, Kelowna Women's Shelter</p> <p>Phone: 250.763.1040 Email: community@coess.ca Web: www.kelownawomensshelter.ca</p> 	<p>Emergency housing, including food and other necessities at a confidential location for 16 residents * a woman's stay can be up to 30 days</p>
<p>Okanagan Métis & Aboriginal Housing Society</p> <p>Ste 240-1855 Kirschner Rd Kelowna, BC V1Y 4N7 Phone: 250.763.7747 Email: omahs@telus.net Web: www.omahs.shawwebpace.ca</p>	<p>Makes affordable rental housing available to people of native ancestry and focuses primarily on families with dependent children under the age of 19 * develops and maintains affordable and comfortable rental housing units, integrated within the urban communities of the Okanagan * works on finding new and innovative means of financing and developing further phases of housing inventory to house smaller family units, seniors and students.</p>
<p>Penny Lane Transition House, Okanagan Boys and Girls Clubs</p> <p>Phone: 250.861.5593 Email: pennylane@boysandgirlsclubs.ca Web: www.boysandgirlsclubs.ca</p> 	<p>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.</p>
<p>Richter Street Overnight Program - Kelowna Youth Shelter, Okanagan Boys and Girls Clubs</p> <p>1633 Richter St Kelowna, BC V1Y 9T7 Phone: 250.868.8541 ext 9 Email: shelter@boysandgirlsclubs.ca Web: www.boysandgirlsclubs.ca</p> 	<p>Provides emergency shelter 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 * youth may self-refer, be referred by anyone in the community (including MCFD), or other youth serving organizations.</p>

ADOPTION AND FOSTER CARE

Adoption Centre of British Columbia, KCR 255 Lawrence Ave Kelowna, BC V1Y 6L2 Phone: 250.763.8002 Email: adoptioninfo@kcr.ca Web: www.kcr.ca	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.
Adoptive Families Association of BC Email: dmortensen@bcadoption.com Web: www.bcadoption.com	Offers support, education, resources, and social events, for families at any stage of the adoption process.
Adoption Services, Ministry of Children and Family Development Ste 401-1726 Dolphin Ave Kelowna, BC V1Y 9R9 Phone: 250.717.2070 Web: www.gov.bc.ca/mcf	Provides adoption services involving children who are in government care.
Children and Youth in Care, ARC Programs Ltd. 513 Bernard Ave Kelowna, BC V1Y 6N9 Phone: 250.763.2977 Email: info@arcprograms.com Web: www.arcprograms.com	 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.
Federation of BC Youth in Care Networks Ste 500-625 Agnes St New Westminster, BC V3M 5Y4 Phone: 1.604.527.7762 Email: info@fbcyicn.ca Web: www.fbcycn.ca	 Youth-driven, provincial, non-profit organization dedicated to improving the lives of young people between the ages of 14-24, 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.
Foster Home Support, 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	 Provides training, support, consultation and education to foster parents that enhance skills to care for the children in their homes * professional referral by MCFD only.
Kelowna Youth in Care Network, 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	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 * for ages 9- 24.
Representative for Children and Youth, British Columbia Ste 201-546 Yates St Victoria, BC V8W 1K8 Email: rcy@rcybc.ca Web: www.rcybc.ca	 Ensures that youth to age 19 who are 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-advocates * reviews and investigates critical injuries and deaths of children and youth in care.
Supports and Networking for Adoption and Permanency Planning, KCR Ste 401-1726 Dolphin Ave Kelowna, BC V1Y 9R9 Phone: 250.717.2076 Email: nancy@kcr.ca Web: www.kcr.ca	Prepares children ages 3-12 years 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 * younger or older children may be considered * 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.

ADOPTION AND FOSTER CARE

The Path, 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



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 * professional referral required.

Transition Suite Support, 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



Provides young people, including pregnant or parenting youth, with self-contained accommodation that offers a realistic living experience * professional referral required.

BASIC HEALTH CARE

HEALTHLINKBC

Email: healthlinkbc@gov.bc.ca
Web: www.HealthLinkBC.ca



8-1-1 provides phone access 24/7/365 to non-emergency health service and advice * website provides medically-approved information on health topics, symptoms, tips for maintaining a healthy lifestyle, and an integrated search and mapping function to find local health services * translation services in 130 languages are available upon request

ABORIGINAL PATIENT NAVIGATOR, INTERIOR HEALTH AUTHORITY

2268 Pandosy St
Kelowna, BC V1Y 1T2
Phone: 250.488.1230
Email: jayne.taylor@interiorhealth.ca



Coordinates a holistic and action-oriented response to create a respectful, trusting, responsible partnership between Aboriginal People and Interior Health.

COMMUNITY ABORIGINAL NAVIGATOR, KI-LOW-NA FRIENDSHIP SOCIETY

442 Leon Ave
Kelowna, BC V1Y 6J3
Phone: 250.763.4905
Email: navigator@kfs.bc.ca
Web: www.kfs.bc.ca



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.

KELOWNA CENTRAL HEALTH CENTRE, INTERIOR HEALTH AUTHORITY

1340 Ellis St
Kelowna, BC V1Y 1Z8
Phone: 250.868.7700
Web: www.interiorhealth.ca



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.

OUTREACH URBAN HEALTH CENTRE INTERIOR HEALTH AUTHORITY,

455 Leon Ave
Kelowna, BC V1Y 6J4
Phone: 250.868.2230
Web: www.interiorhealth.ca



Provides a variety of services including: physician services * psychiatry services * street nurse services including wound care, HIV/AIDS & Hepatitis prevention and education * harm reduction supplies (condoms, needle exchange) * mental health and addiction support * social work support * Tuberculosis nursing and outreach and pharmacy support * provides one-to-one counselling for persons with substance abuse issues * referrals to detox, rehabilitation, and treatment centres

RUTLAND HEALTH CENTRE, INTERIOR HEALTH AUTHORITY

155 Gray Rd
Kelowna, BC V1X 1W6
Phone: 250.980.4825
Web: www.interiorhealth.ca



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

WEST KELOWNA HEALTH CENTRE, INTERIOR HEALTH AUTHORITY

Ste 160-2300 Carrington Rd
West Kelowna, BC V4T 2N6
Phone: 250.980.5150
Web: www.interiorhealth.ca



Provides health services * public health nursing * well-baby clinics * "Baby Talk" new parent classes * pregnancy testing * counselling * Teens/ Singles Prenatal Program * Nobody's Perfect Program * immunization * audiology * dental health services * nutrition services.

BASIC HEALTH CARE

OPTIONS FOR SEXUAL HEALTH, KELOWNA

1340 Ellis St
Kelowna, BC V1Y 9N1
Phone: 250.868.7700 * 250.712.6400
Email: optionsforsexualhealth@hotmail.com
Web: www.optionsforsexualhealth.org



Offers drop-in or by appointment 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 * services covered by MSP * fee for service if clients do not have a BC medical care card.

OPTIONS FOR SEXUAL HEALTH, WEST KELOWNA

Ste 160-2300 Carrington Rd
West Kelowna, BC V4T 2N6
Phone: 250.712.6400
Web: www.optionsforsexualhealth.org



Offers drop-in or by appointment 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 * free with BC Care Card * low cost birth control.

KELOWNA GENERAL HOSPITAL, INTERIOR HEALTH AUTHORITY

2268 Pandosy St
Kelowna, BC V1Y 1T2
Phone: 250.862.4000
Web: www.interiorhealth.ca



Provides high-level, specialty medical care

MEDICAL SERVICES PLAN (MSP), MINISTRY OF HEALTH

1515 Blanshard St
Victoria, BC V8W 3C8
Web: www.health.gov.bc.ca/insurance



Provides basic medical coverage to British Columbians * insures medically required services provided by physicians and supplementary health care practitioners, laboratory services and diagnostic procedures * to be eligible, 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.

GRIEF AND LOSS

BC BEREAVEMENT HELPLINE

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



Maintains a toll-free, province-wide, confidential, free helpline that offers compassionate listening and referrals for individuals suffering from grief and bereavement.

CENTRAL OKANAGAN HOSPICE ASSOCIATION

Ste 104-1456 St. Paul St
Kelowna, BC V1Y 2E6
Phone: 250.763.5511
Email: hospice@hospicecoha.org
Web: www.hospicecoha.org



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.

GRIEF SHARE RUTLAND, WILLOW PARK CHURCH,

439 Hwy 33 W
Kelowna, BC V1X 1Y2
Phone: 250.765.6622
Email: info@willowparkchurch.com
Web: www.willowparkchurch.com



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

NEW HOPE SUPPORT GROUP

Unit 004-3402 27th Ave
Vernon, BC V1T 1S1
Phone: 250.860.6376 (Kelowna) * 250.545.6004 (Vernon)
Email: lorna@bohn.ca
Web: www.newhope-grief.org



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

POST-ABORTION RECOVERY PROGRAM, RACHEL'S VINEYARD - KELOWNA RETREAT

Phone: 250.762.2273
Email: rv.kelowna@hotmail.com
Web: www.rachelsvineyard.org

Offers sensory-based treatment model in a supportive, confidential and non-judgmental environment where women and men can express, release and reconcile painful post-abortive emotions to begin the process of restoration, renewal and healing * offers group weekend retreats and one-on-one counselling.



WALK-IN MEDICAL CLINICS

CENTRAL KELOWNA

CAPRI MEDICAL CENTRE **	250.717.3211	132-1835 GORDON DR
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

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

LAKE COUNTRY

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, etc.

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

Life Skill Development, Peer Support and Mentorship

CONNECTED BY 25,

CANADIAN MENTAL HEALTH ASSOCIATION KELOWNA & DISTRICT BRANCH AND THE BRIDGE YOUTH & FAMILY SERVICES



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

Focuses on meeting the needs of 16-24 year olds who are vulnerable in their transition to adulthood * aims to empower youth, and assist those at risk of falling through the cracks by increasing resilience and sense of belonging while learning skills to help mitigate risk * to apply for Nexus, Supper Club, Youth Transitions and Connected by 25 information, please contact the Youth Transitions Navigators.

IN-SCHOOL 1:1 MENTORING PROGRAM, 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

Provides a role model and a friend to talk to and share the experiences of growing up with, within school grounds for one hour per week * promotes importance of staying in school, healthy relationships with family and peers, encourages healthy decisions by instilling trust and self-confidence, and encourages leadership skills and independent thinking * for boys and girls ages 7-12.

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



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

Offers a community-based violence prevention group program for children and youth that promotes critical thinking about healthy relationships and abuse * topics include alcohol and drugs, identity, self-care, self-harm, dating, bullying, depression and suicide * School aged children from K-University.

NEXUS WELLNESS PROJECT, 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

Provides a safe and supportive environment where young people can learn about and gain valuable life skills in a group setting through purpose-driven programming * participants receive support in developing the skills necessary to address mental health concerns * creates opportunities for peer support and socialization * arts and recreation, life skills programming, peer support, community resource information, and cultural activities * for ages: 16- 24 * referrals are through community professionals working with (or who have worked with) the young person being referred * participation in an intake and orientation session is required.

SUPPER CLUB, 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

Offers a 12-week program where young people learn valuable life skills * 16-24 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 * there are 4 Supper Club intakes per year * referrals must come from a community professional who is working with or who has worked with the youth * participation in an intake and orientation session is required



LIFE SKILL DEVELOPMENT, PEER SUPPORT AND MENTORSHIP

TEEN MENTORING, 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

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.

YOUNG PARENTS PRENATAL CLASS, KELOWNA HEALTH CENTRE



1340 Ellis St
Kelowna, BC V1Y 9N1
Phone: 250.868.7844
Web: www.interiorhealth.ca

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 * open to 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.

YOUTH OPTIONS PROJECT, OKANAGAN BOYS AND GIRLS CLUBS



1633 Richter St
Kelowna, BC V1Y 6X8
Phone: 250.869.6983
Email: youthoptions@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

Provides a fun and interactive program to help youth, ages 13-16, make positive choices in life, including avoiding or stopping use of drugs and/or alcohol * runs in 10-week cycles and is designed to improve overall health, safety and well-being * free of charge, includes meals, and provides opportunities for life skill development, participation in recreational activities, and a weekend retreat at Camp ArrowFlight



COUNSELLING

CHILD AND YOUTH COUNSELLING, KELOWNA FAMILY CENTRE

Ste 204-347 Leon Ave
Kelowna, BC V1Y 6H9
Phone: 250.861.7301
Email: kelfamcr@shawbiz.ca
Web: www.kfscs.com



Individual and family counselling for children to age 19 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.

CHILDREN OF CHANGE, KELOWNA FAMILY CENTRE

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



Provides a counselling group to assist children age 6 and up whose parents have separated or are in the process of separating.

CHILD, YOUTH AND FAMILY SERVICES, KELOWNA FAMILY CENTRE

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



Provides counselling services for children and youth to age 18 and their families who may be experiencing challenges in the following areas: difficult behavior * living in a blended or separated family situation * parent/child conflicts * sole parenting * conflicting parenting styles * grief and loss * sexual intrusive behavior * please consult the Child and Youth Mental Health team for a referral * 250.861.7301.

FAMILY ASSESSMENT SERVICES, KI-LOW-NA FRIENDSHIP SOCIETY

442 Leon Ave
Kelowna, BC V1Y 6J3
Phone: 250.763.4905
Email: mbrewer@kfs.bc.ca
Web: www.kfs.bc.ca



Provides one-to-one counselling for individuals seeking assistance for depression, anxiety and bi-polar, but we refer clients for clinical and psychiatric services* offers workshops throughout the year such as: "Relationships - The Good The Bad and The Ugly", Anger Management and "Holding Hands", a women's group that focuses on support, cultural learning and education.

FAMILY COUNSELLING, 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



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) * referrals are primarily through the Ministry of Children and Family Development for children and youth to age 19.

FAMILY SUPPORT PROGRAM, OKANAGAN BOYS AND GIRLS CLUBS

1633 Richter St
Kelowna, BC V1Y 2M3
Phone: 250.868.8541 ext.7 * 250.870.0899
Email: info@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca



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 * referrals are accepted only through the Ministry of Children and Family Development.



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

Ste 207-2040 Springfield Rd
Kelowna, BC V1Y 9N7
Phone: 778.821.0005
Email: okanagancounselling@shaw.ca



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 * for ages 16 years and up * please call to apply.

REACH OUT YOUTH COUNSELLING, OKANAGAN BOYS AND GIRLS CLUBS

2466 Main St
West Kelowna, BC V4T 1Z1
Phone: 250.768.9139
Email: wyc@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca



Free counselling services for youth, ages 12-24, and their families * appointment required.

COUNSELLING

REACH OUT YOUTH COUNSELLING & FAMILY SERVICES SOCIETY

1868 Ambrosi Rd
Kelowna, BC V1Y 4R9
Phone: 250.763.7892
Email: reachout@shaw.ca
Web: www.reachoutyouthcounselling.com



Provides onsite counseling 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 * scheduled appointments only * call in advance to begin intake and assessment * please call for details on fees; fee scaled according to family income for those ages 13-18 * for those 19-25, to personal income * subsidies available for those who qualify * no one is turned away due to financial difficulty.

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

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



Offers counselling for children under 12 years of age who are exhibiting inappropriate sexual behaviour * referral required by a Child and Youth mental health team or family physician.

STEPPING STONES COUNSELLING GROUP

1369 Richter St
Kelowna, BC V1Y 2L6
Phone: 250.763.7414
Email: sstones@telus.net
Web: www.steppingstoneskelowna.ca

Provides specialized therapeutic treatment for children, youth and families * specialized therapeutic team offers Play and Expressive Therapies, Cognitive Behavioral Therapy, Eye Movement Desensitization and Reprocessing, Trauma and Dissociative Processing, Autism Spectrum Disorder support including individual, sibling and family counselling * offers recurring Social Skills groups for individuals with ASD/ FASD ages 7-11 and ages 12-16 focusing on friendship, relationship building, non-verbal communication and social thinking.

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

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



Provides individual and group counselling to children ages 3-18 who have witnessed or experienced abuse * also offers parenting support, education, and counselling for mothers and guardians, through individual and groupwork sessions, free summer programs to children who have been impacted by family violence/abuse, and educational groups/presentations focusing on the impact of abuse on children to community agencies and schools.

TOUCHSTONE COUNSELLING, EVANGEL CHURCH

3261 Gordon Dr
Kelowna, BC V1W 3N4
Phone: 250.762.0682 ext 106
Email: sharone@evangelbc.org
Web: www.evangelbc.org



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

WESTBANK FIRST NATION, ADDICTIONS AND COUNSELLING SERVICES

1900 Quail Lane
Westbank, BC V4T 2H3
Phone: 250.768.0227
Email: mail@wfn.ca
Web: www.wfn.ca

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.



DROP-IN SERVICES AVAILABLE



FREE SERVICE OR PROGRAM



COST FOR PROGRAM/ WORKBOOK, ETC.



ASK ABOUT SLIDING SCALE ELIGIBILITY



REFERRAL REQUIRED

EDUCATION AND TRAINING FOR FAMILIES

B.R.I.D.G.E.S. EDUCATION COURSE, 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

Peer-taught, 10-week recovery course for those living with a mental illness for ages 18 and up * please call to register.

MENTAL HEALTH FIRST AID, 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/public-education/mhfa

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 * for ages 19 and up.

OUTREACH PROGRAM, BUILDING HEALTHY FAMILIES SOCIETY



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

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 from Ministry of Children and Family Development (MCFD) social workers only.



PARENT EDUCATION, 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

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.

PARENTING THROUGH RECOVERY, BUILDING HEALTHY FAMILIES SOCIETY

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

Offers life skills training and support program for mothers who are in the recovery process from substance abuse * offers group and weekly in-home coaching * improves health, well being, parenting and life successes* referrals accepted from: Ministry of Children and Family Development * Alcohol and Drug Centre * Public Health * other community agencies * self-referrals also accepted.

EDUCATION AND TRAINING FOR FAMILIES

PARENTING WISELY, KELOWNA FAMILY CENTRE



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

Offers guidance to parents of children ages 4-14 * 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 * groups run twice per year, pre-registration mandatory.

PEER SUPPORT SERVICES, 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

Peer Support Services are for people for ages 19 and up coping with isolating effects and stigma of mental health issues who wish to connect with others with lived experience in a wellness-based environment * programs include Peer Support Group, One-to-one Peer Support, Hospital Support * 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.

STEPS FORWARD - INCLUSIVE POST-SECONDARY EDUCATION SOCIETY

890 Greenchain St
Vancouver, BC V5Z 3Z3
Phone: 250.807.8555
Email: jenica@steps-forward.org
Web: www.steps-forward.org

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

STRENGTHENING FAMILIES TOGETHER COURSE, 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

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 * please call to register.

THE ZONE, BUILDING HEALTHY FAMILIES SOCIETY



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

Provides anger management and conflict resolution for parents with youth ages 10-16 * focuses on building healthy relationships and communication within the family unit * youth and parents or guardians attend all sessions together * referrals accepted from the Ministry of Children and Family Development * Alcohol & Drug Centre * Public Health * other community agencies * also accepts self referrals.

YOUR RECOVERY JOURNEY PROGRAM, 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 the 'Your Recovery Journey' mental health literacy course * explores aspects of recovery, the role of personal goals, knowledge and wellness toolbox * encourages active participation in managing illness, wellness and recovery * course is for peers and facilitated by peers * for ages 18 and up.

EMPLOYMENT PROGRAMS

BREAKTHROUGH EMPLOYMENT PROGRAM, THE SALVATION ARMY

1480 Sutherland Ave
Kelowna, BC V1Y 5Y5
Phone: 250.860.2329
Email: programming@kelsa.ca
Web: www.kelownasalvationarmy.ca

Offers a program for those needing support to overcome obstacles to gaining and maintaining employment * key strategies combine learning in the classroom, mentoring, work readiness, and job training to create the opportunity for change and growth.

EMPLOYMENT AND TRAINING SERVICES, WESTBANK FIRST NATION

1900 Quail Lane
Westbank, BC V4T 2H3
Phone: 250.768.0227
Web: www.wfn.ca

Provides employment and training services to Aboriginal people including resume writing, job counselling, referrals and more * status and non-status, on and off reserve.

EMPOWERMENT THROUGH EMPLOYMENT, OKANAGAN BOYS AND GIRLS CLUBS

Phone: 250.868.8541 ext 1
Web: www.boysandgirlsclubs.ca

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 * offered at Westside Youth Centre and Jaycee's Downtown Centre.

ESTEEM PROGRAM FOR YOUTH, PROJECT LITERACY KELOWNA SOCIETY

Ste 204-1456 St Paul St
Kelowna, BC V1Y 2E6
Phone: 250.762.2123
Email: esteem1@shaw.ca
Web: www.projectliteracykelowna.org

Assists participants, ages 16-29, 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.

JOB OPTIONS BC, YMCA OF OKANAGAN

2nd Flr, Unit 103-565 Bernard Ave
Kelowna, BC V1Y 8R4
Phone: 250.861.5627
Email: joboptionsbc@ymcaokanagan.ca
Web: www.ymcaokanagan.ca/employment-services/

Offers an 8-week employment program to unemployed, non-EI eligible adults (18+) who have limited work experience * 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.

WORKBC - KELOWNA

Ste 102-1460 Pandosy St
Kelowna, BC V1Y 1P3
Phone: 778.478.8390
Email: info@maximusworkbc.ca
Web: www.mc-es.ca/

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.

WORKBC - RUTLAND

285 Aurora Cres
Kelowna, BC V1X 7N6
Phone: 778.753.6045
Email: info@maximusworkbc.ca
Web: www.mc-es.ca/

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.

WORKBC - WEST KELOWNA

Ste 1-2448 Main St
West Kelowna, BC V4T 2S7
Phone: 778.754.5890
Email: info@maximusworkbc.ca
Web: www.mc-es.ca/

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.



HELP FOR FAMILIES

ABORIGINAL INFANT DEVELOPMENT PROGRAM, METIS COMMUNITY SERVICES SOCIETY OF BC

Ste 201-2949 Pandosy St
Kelowna, BC V1Y 1W1
Phone: 250.868.0351
Email: aidp@mcsbc.org
Web: www.mcsbc.org



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 * for infants to 5 years of age.

ABORIGINAL SERVICES, KELOWNA, MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

147 Park Rd
Kelowna, BC V1X 3E3
Phone: 250.491.7025



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.



ABORIGINAL SUPPORTED CHILDHOOD DEVELOPMENT, METIS COMMUNITY SERVICES SOCIETY OF BC

Ste 201-2949 Pandosy St
Kelowna, BC V1Y 1W1
Phone: 250.868.0351
Email: wellness@mcsbc.org
Web: www.mcsbc.org

Offers culturally appropriate services to children ages 13 and under who may benefit from additional support * provides services for children who require home visits and community service.



CENTRAL OKANAGAN CHILD DEVELOPMENT ASSOCIATION

1546 Bernard Ave
Kelowna, BC V1Y 6R9
Phone: 250.763.5100
Email: info@cocda.com
Web: www.cocda.com

Supports families to meet the exceptional developmental needs of children through early intervention * provides Infant Development Program (birth to 3 years) * Supported Child Development Program * Behavior Intervention Program * Speech Language Therapy (including Early Hearing) * Occupational Therapy * Physiotherapy (including Therapeutic Riding) * Counselling * for children 5 year(s) and under * Exceptions: Autism to 6 years * Supported Child Development to 12 years (within specific parameters) * Self-referral, preschool, physician, pediatrician or PHN with the parent/ guardian's consent.

CHILD & YOUTH SEXUAL ABUSE INTERVENTION PROGRAM, 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



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.

HELP FOR FAMILIES

CHILDREN'S ASSESSMENT NETWORK, INTERIOR HEALTH AUTHORITY

Ste 309-1664 Richter St
Kelowna, BC V1Y 8N3
Phone: 250.763.4122
Web: www.interiorhealth.ca



Provides assessment and diagnosis clinic for children and youth 18 years of age and under 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 * referrals must be driven by a pediatrician, psychiatrist, or medical specialist.

EARLY YEARS FAMILY PROGRAM, WESTBANK FIRST NATION

1900 Quail Lane
Westbank, BC V4T 2H3
Phone: 250.768.0227
Email: mail@wfn.ca
Web: www.wfn.ca



Offers a structured early childhood development program that incorporates culture, language, nutrition, health promotion, parent/care-giver participation, education and social support with two daytime Rhyme With Me sessions and one evening Family Night session per week * primarily serves Aboriginal families but inclusive of community members in the West Kelowna area.

FAMILIES IN TOUCH

Phone: 250.878.8789
Email: familiesintouch@shaw.ca



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

FAMILY FRIEND PROGRAM, KCR

Ste 120-1735 Dolphin Ave
Kelowna, BC V1Y 8A6
Phone: 250.763.8008 ext 36
Email: familyfriend@kcr.ca
Web: www.kcr.ca



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



FAMILY PRESERVATION PROGRAM, METIS COMMUNITY SERVICES SOCIETY OF BC

Ste 201-2949 Pandosy St
Kelowna, BC V1Y 1W1
Phone: 250.868.0351
Email: preservation@mcsbc.org
Web: www.mcsbc.org



Promotes the safety and well-being of Metis children and families and works to prevent out-of-home placement of Metis 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.

FAMILY SERVICES, KI-LOW-NA FRIENDSHIP SOCIETY

442 Leon Ave
Kelowna, BC V1Y 6J3
Phone: 250.763.4905
Email: familysupport@kfs.bc.ca
Web: www.kfs.bc.ca



Assists and empowers urban Aboriginal families involved with the Ministry of Children and Family Development * attends investigations, family group conferences, safety planning meetings, supports goals promoting child safety, parenting and lifeskills, and attends court to give input and support to the family * works closely with all KFS programs to ensure the family receives the support and services needed in a culturally appropriate manner.

TIPS FOR DEALING WITH STRESS AND TENSION

Stress and tension are normal reactions to events that threaten us. Such threats can come from accidents, financial troubles and problems on the job or with family. The way we deal with these pressures has a lot to do with our mental, emotional and physical health.

The following are suggestions to get you started on managing the stress in your life:

1. **Recognize your symptoms** of stress.
2. **Look at your lifestyle** and see what can be changed - in your work situation, your family situation, or your schedule.
3. **Use relaxation techniques** - yoga, meditation, deep breathing, or massage.
4. **Exercise** - Physical activity is one of the most effective stress remedies around!
5. **Time management** - Do essential tasks and prioritize the others. Consider those who may be affected by your decisions, such as family and friends. Use a check list; you will receive satisfaction as you check off completed jobs!
6. **Watch your diet** - Alcohol, caffeine, sugar, fats and tobacco all put a strain on your body's ability to cope with stress. A diet with a balance of fruits, vegetables, whole grains and foods high in protein but low in fat will help create optimum health. Contact your local Heart and Stroke Foundation for information about healthy eating.
7. **Get enough rest and sleep.**
8. **Talk with others** - Talk with friends, professional counsellors, support groups or relatives about what's bothering you.
9. **Help others** - Volunteer work can be an effective and satisfying stress reducer.
10. Get away for awhile - **Read a book**, watch a movie, play a game, listen to music or go on vacation. **Leave yourself some time** that's just for you.



11. Work off your anger - Get physically active, **dig in the garden**, start a project, or get your spring cleaning done.
12. Give in occasionally - **Avoid quarrels** whenever possible.
13. **Tackle one thing at a time.** Don't do too much at once.
14. **Don't try to be perfect.**
15. Ease up on criticism of others.
16. **Don't be too competitive.**
17. Make the first move to be friendly.
18. **HAVE SOME FUN!!** Laugh with people you enjoy!

HELP FOR FAMILIES

FAMILY SUPPORT GROUP, 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 advocacy and support for families and friends of people diagnosed with a mental illness.



FAMILY TREATMENT PROGRAM, ARC PROGRAMS LTD.

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

Provides an outreach community based mental health service designed to reduce the risk to children/youth and build the capacity of their families * ages 7-17 * referrals through Child and Youth Mental Health (MCFD) clinics



GAY OKANAGAN NETWORK

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

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



GIRL'S UNITED, 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 small-group prevention/education and self-esteem enhancement program designed to meet the developmental needs of girls ages 12 to 17 * through dynamic sessions and highly participatory activities, girls explore their own and societal attitudes and values as they build skills for personal wellness, safety, and positive relationships with peers and adults.



KIDS COUNT PROGRAM, KCR

255 Lawrence Ave
Kelowna, BC V1Y 6L2
Phone: 250.717.5437 (250.717.KIDS)
Email: kidscount@kcr.ca
Web: www.kcr.ca

Delivers a voluntary, family-centered home visiting program to first-time parents with children 5 years and under, 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 * 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 * requests for referral are made directly to the Kids Count Program.



HELP FOR FAMILIES

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

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



Offers community information, peer support, and social events for lesbian, bisexual, and questioning women ages 16 and up who meet for social events.

MY TWEEN AND ME, KELOWNA PARENTING

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



Offers a parenting program that strengthens the confidence and ability of parents to positively influence the lives of their school-aged children, ages 7-12, 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.



NOBODY'S PERFECT PROGRAM, INTERIOR HEALTH AUTHORITY

Phone: 250.868.7700

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



OKANAGAN ABILITY CENTRE

Ste 102-2040 Springfield Rd
Kelowna, BC V1X 9N7
Phone: 250.762.7790
Email: abilitycentre@telus.net
Web: www.okanaganabilitycentre.com/index.html

Provides assessment and diagnosis of children and youth with presenting problems such as developmental delays, learning and cognitive/intellectual disabilities, ADHD, ASD, FASD, as well as social-emotional and behavioural difficulties * psychologists are doctoral level clinical psychologist trained and registered with the College of Psychologists of BC.



OKANAGAN VALLEY PREGNANCY CARE CENTRE

Ste 201-2622 Pandosy St
Kelowna, BC V1Y 1V6
CRISIS: Secure confidential message line: 250.763.2112
Phone: 250.763.2112
Email: twhite@ovpcc.com
Web: www.ovpcc.com

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



PARENTING AFTER SEPARATION PROGRAM, KELOWNA FAMILY CENTRE

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

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 * please visit our website for times and dates * pre-registration is mandatory.



HELP FOR FAMILIES

RECONNECT PROGRAM, OKANAGAN BOYS AND GIRLS CLUBS

1633 Richter St
Kelowna, BC V1Y 9T7
Phone: Kelowna: 250.868.8541 ext 4
West Kelowna: 250.859.2524
Web: www.boysandgirlsclubs.ca

Provides outreach, support, advocacy, referrals and mediation for at risk youth or youth that are homeless or experiencing conflict in the home * for ages 13 -18.



ROOTS PROGRAM, METIS COMMUNITY SERVICES SOCIETY OF BC

Ste 201-2949 Pandosy St
Kelowna, BC V1Y 1W1
Phone: 250.868.0351
Email: roots@mcsbc.org
Web: www.mcsbc.org

Ensures that Metis 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 Metis children * implements strategies to strengthen a connection with the Metis community and culture for children in care.

SPECIALIZED VICTIM ASSISTANCE PROGRAM, 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

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.



THE PARENT PLACE, THE BRIDGE YOUTH & FAMILY SERVICES

630 Cadder Ave
Kelowna, BC V1Y 5N4
Phone: 250.763.0456
Email: info@thebridgeservices.ca
Web: www.thebridgeservices.ca

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.



TRAUMA THERAPY, METIS COMMUNITY SERVICES SOCIETY OF BC

Ste 201-2949 Pandosy St
Kelowna, BC V1Y 1W1
Phone: 250.868.0351 ext.112
Email: Ecd@mcsbc.org
Web: www.mcsbc.org

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



VENTURE ACADEMY

Phone: 250.491.4593
Email: info@ventureacademy.ca
Web: www.ventureacademy.ca

Provides help for teens and young adults ages 13-21 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.



INTEGRATED TREATMENT AND SUPPORT PROGRAMS

ADDICTIONS PROGRAM, KI-LOW-NA FRIENDSHIP SOCIETY

442 Leon Ave
Kelowna, BC V1Y 6J3
Phone: 250.763.4905
Email: addictions@kfs.bc.ca
Web: www.kfs.bc.ca



Provides assessment, counselling, prevention, support groups, education and referrals to appropriate services for people with addictions * includes one-to-one counselling and family violence education to families and support in addressing anger and grief issues * makes referrals to treatment centres * offers aftercare support to individuals who have completed treatment * uses the Medicine Wheel concept and the AA Twelve Step Program with a co-ed, women's and men's Wellbriety group and other group programs

ADULT INTEGRATED MENTAL HEALTH SERVICE SOCIETY, (AIMHSS)

Ste 101-1455 Ellis St
Kelowna, BC V1Y 6S5
Phone: 250.868.2115
Email: aimhss@shawcable.com



Provides supportive/affordable housing and front-line services for clients with mental health and/or addiction issues * Referrals required: Davies and Fuller House submitted to AIMHSS or to Karis Support Society * GAP referrals can be submitted to Sue Hawrelak at AIMHSS

COMMUNITY INTERVENTION AND TREATMENT SERVICES, ARC PROGRAMS LTD.

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



Provides non-residential programs and services for youth between the ages of 12 to 18, designed to meet the needs of youth at-risk who are experiencing difficulties such as alcohol and/or drug misuse, street-life involvement, on probation, homelessness

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

2970 Tutt St
Kelowna, BC V1Y 2H5
CRISIS: Emergency pager: 250.979.8360
Phone: 250.763.3876
Email: info@nowcanada.ca
Web: www.nowcanada.ca



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 the Follow Care Program, and the Healthy Living Program * for NOW Canada Society participants ages 15-40.

KELOWNA ALCOHOL AND DRUG SERVICES, INTERIOR HEALTH AUTHORITY

2nd Flr-1340 Ellis St
Kelowna, BC V1Y 9N1
Phone: 250.868.7788
Web: www.interiorhealth.ca



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 * offers support to family members affected by substance use

INTEGRATED TREATMENT AND SUPPORT PROGRAMS

YOUTH TRANSITIONS, 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



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.

YOUTH TRANSITIONS NAVIGATOR, CANADIAN MENTAL HEALTH ASSOCIATION

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



Provides assistance to young people ages 16-24 to navigate systems of care, including services such as mental health, addictions counselling, health care * offers life skill development, assists with educational and vocational supports and services, helps young people get involved in leisure, recreational, spiritual, and cultural activities * assists young people to recognize and enhance their skills by connecting them with community volunteer activities * assists with connection to primary health care providers and supports * Referral requirements: young person is vulnerable in their transition to adulthood, is ready and willing to engage with and participate in the services offered through Connected by 25 * referral agent is able to remain involved with young person until they are actively engaged in Connected by 25 services

TIPS TO SUPPORT FAMILIES

Families can play a valuable role in supporting a family member with a mental health problem. Having a family member with a mental illness is stressful. In addition to coping with the practical issues of day-to-day living, families can experience tremendous guilt, fear, grief, anxiety, self-doubt and uncertainty. The person with the mental illness benefits most from support and encouragement. Family members and friends who have a good understanding of the illness and treatment options will be better equipped to be supportive. Each family member may react differently to the situation. The person dealing with a mental illness must always be treated with dignity and respect. Many self-help organizations offer information and support to families.

Here are a few **TIPS** for Families:

- **TIP:** Find out about mental health resources in the community.
- **TIP:** Keep a journal of notes about what has been happening, which can help you to see patterns, etc.
- **TIP:** Make a list of questions you may want to ask the doctor.
- **TIP:** Ask for information about the illness and the treatment.
- **TIP:** Offer choices to the person such as "Will you go to the hospital with me or would you prefer (name a friend) go with you?"
- **TIP:** Have a plan for dealing with crisis situations such as who to call, what services are available, and who can support the person and family through a crisis.
- **TIP:** Make sure you are looking after yourself: maintain outside interests, gain support from others, seek counselling if necessary.

SPECIAL NEEDS

BEHAVIOURAL ASSESSMENT SUPPORT SERVICES PROGRAM, ARC PROGRAMS LTD.

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



Offers services for children and youth with special needs, and their families/caregivers who are experiencing difficulties that can include challenging behaviors * for children or youth ages 1-18 diagnosed on the autism spectrum, FASD, complex developmental behavioural conditions, or other special needs * contact the Ministry for Children and Development, CYSN Services, in Kelowna or Penticton, or contact the Program Director for additional information

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

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



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

CHILDREN & YOUTH WITH SPECIAL NEEDS SERVICES AND MENTAL HEALTH SERVICES, ARC PROGRAMS LTD.

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



Reduces challenging behavior and develops pro-social alternatives in the home, school and/or community for children and youth, age 6-18, and for their families.



SPECIAL NEEDS

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

Ste 107-1664 Richter St
Kelowna, BC V1Y 8N3
Phone: Kelowna: 250.712.3609
Vernon: 250.549.5404
Email: mcf.childrenyouthspecialneeds@gov.bc.ca
Web: www.mcf.gov.bc.ca/spec_needs/index.htm

Provides At Home Medical Benefits and/or Respite Benefits to eligible children and youth with special needs * 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 are diagnosed with an Intellectual disability according to DSM IV Definition.

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

Ste 107-1664 Richter St
Kelowna, BC V1Y 8N3
Phone: Kelowna: 250.712.3609
Vernon: 250.549.5404
Email: mcf.childrenyouthspecialneeds@gov.bc.ca
Web: www.mcf.gov.bc.ca/spec_needs/index.htm

Provides funding to families of children ages 6-18 diagnosed with Autism Spectrum Disorder (ASD) to assist with cost of purchasing eligible autism intervention services that promote the child's communication, social-emotional, pre-academic/academic and functional life-skills development.



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

Ste 107-1664 Richter St
Kelowna, BC V1Y 8N3
Phone: Kelowna: 250.712.3609
Vernon: 250.549.5404
Email: mcf.childrenyouthspecialneeds@gov.bc.ca
Web: www.mcf.gov.bc.ca/spec_needs/index.htm

Provides a range of programs intended to support parents to care for special needs children in-home * subject to funding availability and eligibility * child could be wait-listed * priority wait-lists vary depending on availability, needs of the child/youth, situation of the family and existing supports * not all Family Support Services are available in every community * programs include: Direct Funded Respite, Respite Relief, Child and Youth Care Worker, Behavioural Support, Summer Program, and Homemaker Support.

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

Ste 107-1664 Richter St
Kelowna, BC V1Y 8N3
Phone: Kelowna: 250.712.3609
Vernon: 250.549.5404
Email: mcf.childrenyouthspecialneeds@gov.bc.ca
Web: www.mcf.gov.bc.ca/spec_needs/index.htm

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.

SPECIAL NEEDS

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

Ste 107-1664 Richter St
Kelowna, BC V1Y 8N3
Phone: Kelowna: 250.712.3609
Vernon: 250.549.5404
Email: mcf.childrenyouthspecialneeds@gov.bc.ca
Web: www.mcf.gov.bc.ca/spec_needs/index.htm



Helps parents plan for the transitional years from adolescence to adulthood, when the services they receive end upon their child's 19th birthday * a Children and Youth with Special Needs worker will support the parents to plan for their child's future starting at age 16, and may assist with referrals to adult Community Living BC services, adult health services, applying for Persons with Disabilities, or identifying what supports may be needed in the future for their child.

EARLY INTENSIVE BEHAVIOUR INTERVENTION PROGRAM, OKANAGAN CENTRE FOR AUTISM INTERVENTION

Ste 206/ 207-1767 Harvey Ave
Kelowna, BC V1Y 6G4
Phone: 250.801.2172 * 250.801.0820
Email: autismservices@shaw.ca
Web: www.ocai.ca

Provides early intensive behaviour Intervention (EIBI) for children under 6 years of age diagnosed with an autism spectrum disorder (ASD) in the home or community settings * offers parent workshops and training * will continue service with child over age 6, if already an existing client.

KIDSCAN THERAPY SERVICES

Unit 104-1441 Ellis St
Kelowna, BC V1Y 2A3
Phone: 250.764.8910
Email: diane@kidscantherapy.ca
Web: www.kidscantherapy.ca



Offers occupational therapy for children and youth ages 3-17 with special needs, particularly those with "invisible disabilities" such as Autism Spectrum Disorder, Developmental Coordination Disorder/ Delays, Sensory Processing Disorder and Learning Disabilities * self referral.

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

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



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 * referral required from the Ministry of Children and Family Development.

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



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

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



Provides a community-based outreach service to enhance protective factors and reduce risk factors for children and youth living with FASD or a similar neurodevelopment condition, that focuses on working directly with caregiver to build their capacity to provide ongoing support for children * ages: 18 year(s) and under * professional referrals * self-referrals also accepted.

WEB RESOURCES

- **CRISIS CENTRE – YOUTH IN BC:**

<http://youthinbc.com/>

Provides information on a variety of youth-related issues, as well as a list of organizations and websites where you can get help. You can also get support via email by writing to us at youthinbc@crisiscentre.bc.ca.

- **CRISIS INTERVENTION AND SUICIDE PREVENTION CENTRE OF BC:**

<http://www.crisiscentre.bc.ca/>

Provides youth and adults with an opportunity to talk openly yet confidentially when in distress, or crisis, seek emotional support, and locate referral services in their community.

- **HERETOHELP, BC PARTNERS FOR MENTAL HEALTH AND ADDICTIONS INFORMATION:**

www.heretohelp.bc.ca

Offers resource and referral service for mental health and addiction issues.

- **KIDS HELP PHONE WEBSITE:**

<http://www.kidshelpphone.ca/teens/home/splash.aspx>

Canada's only toll-free, 24-hour, completely anonymous and confidential bilingual phone counselling, web counselling and referral service for children and youth.

- **QMUNITY:**

www.qmunity.ca

Provides a queer resource centre for the lesbian, gay, trans, bi and queer community * offers print resources, referrals, education, advisory and advocacy to BC residents.

- **VICTIMLINK BC:**

www.victimlinkbc.ca

Provides 24/7 information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence

- **'SURVIVING OUR LOVED ONE'S SUICIDE' ONLINE SUPPORT GROUP, OKANAGAN SUICIDE AWARENESS SOCIETY:**

www.facebook.com/groups/solosokanagan

Offers private, member's only group on Facebook where individuals can come together with no shame, and help each other heal the wounds of the untimely deaths of loved ones * offers survivors the freedom to share, knowing that they are not alone.

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

www.youthinbc.com

Provides topic-specific information and resources about various youth-related issues for youth and young adults * offers live online one-to-one chat from 12pm - 1am every day

CRISIS AND INFORMATION SUICIDE

- **HOSPICE OF THE VALLEY:**

<http://www.hov.org/teen-grief-support>

Provides help for teens working their way through grief * offers support groups for teens as well as young adults, children and parents.

- **ONLINE GRIEF SUPPORT - A SOCIAL COMMUNITY**

www.onlinegriefsupport.com

Offers grief support through online groups such as Helping Others Through Grief Recovery, Missing My Son or Daughter, I Miss My Mom/Dad, Losing Someone to Cancer, and others * you can blog or journal, join forums, chat with other members in a members only section, or upload your photos or videos to honour your loved one.

GRIEF

WEB RESOURCES

MENTAL HEALTH

- **CHILD AND YOUTH MENTAL HEALTH:**
http://www.mcf.gov.bc.ca/mental_health/index.htm
 Provides a wide range of community-based specialized mental health services to mentally ill children and their families.
- **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.
- **MINDCHECK.CA:**
<http://mindcheck.ca/>
 Assists young people to identify and understand mental distress they may be experiencing and to link them to sources of help that will enable them to learn skills and strategies to manage these problems.
- **TEEN MENTAL HEALTH:**
<http://teenmentalhealth.org/>
 Helps improve the mental health of youth by the effective translation and transfer of scientific knowledge * develops 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.
- **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.
- **HERE TO HELP BC:**
<http://heretohelp.bc.ca/>
 Offers resource and referral service for mental health and addiction issues.
- **KELTY MENTAL HEALTH RESOURCE CENTRE:**
<http://keltymentalhealth.ca/>
 Provides mental health and substance use information, resources, and peer support to children, youth and their families from across BC.

DEPRESSION-ANXIETY

- **ANXIETY BC:**
<http://www.anxietybc.com/>
 Provides information, programs and video home management strategies to begin to help reduce excess anxiety in yourself.
- **ANXIETY DISORDERS ASSOCIATION OF CANADA:**
<http://www.anxietycanada.ca/>
- **CANADIAN NETWORK FOR MOOD AND ANXIETY TREATMENTS:**
<http://www.canmat.org/>
 Offers key disease information and detailed treatment advice to the public.
- **DEALING WITH DEPRESSION:**
http://www.mcf.gov.bc.ca/mental_health/pdf/dwd_printable.pdf
 Printable PDF book for teens dealing with depression.
- **MOOD DISORDERS ASSOCIATION OF BC:**
<http://www.mdabc.net/>
 Provides support, options, education, and hope of recovery for people living with a mood disorder or other mental illness. We serve to build awareness and understanding in communities throughout the province.

INCOME SUPPORT: INCOME ASSISTANCE OFFICE

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

1.866.866.0800

Assists British Columbians age 19 and up 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 * eligibility requirements: 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.

To Apply:, 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

Mon-Fri, 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

Mon-Fri, 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

DEBT MANAGEMENT: CREDIT COUNSELLING

• CREDIT COUNSELLING SOCIETY

Ste 230-1855 Kirschner Rd
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