WHERE CAN I GET LOW-COST CLOTHING?

Mission Thrift Store, 120-1889 Springfield Rd	Mon-Fri, 10am-5pm	250-860-4791
S.H.A.R.E Society, 581 Gaston Ave	Mon-Sat, 10am-4:30pm	250-763-8117
Kelowna Women's Shelter Thrift Store, #6-368 Industrial Ave	Mon-Sat, 10am-4:30pm	250-762-8561
Kelowna's Gospel Mission Thrift Store, 125 Roxby Rd	Mon-Sat, 9:30am-4pm	778-753-2210
Salvation Army Thrift Store, 200 Rutland Rd South	Mon-Sat, 10am-5pm	778-478-7000

WHERE CAN I GET GROCERIES?

Central Okanagan Food Bank, 2310 Enterprise Way	Supports individuals & families who are in need. Food distribution by appointment only- please call to book. Mon-Fri, 9-11:30am & 12-3pm.	250-763-7161
Central Okanagan United Church, 721 Bernard Ave	Tues, 10am- Outreach team provides meal and grocery distribution.	250-762-3311
Evangel Church Free Store, 3261 Gordon Dr	Thurs, 1-4pm. If further assistance is needed, contact the church office Tues-Fri, 9am-4pm.	250-762-0682
Society of St. Vincent De Paul	Emergency food & help: Lower Mission: 250-860-2536 / Rutland: 250-765-0800 / Glenmore: 250-762-2577 / Downtown: 250-826-5562	
St. Michael's Cathedral, 608 Sutherland Ave	"Cathedral Cupboard" for basic food and clothing supplies- Fri, 9:30-11am	250-762-3321

WHERE CAN I CALL FOR HELP?

Crisis Line	**24/7 telephone crisis intervention service**	**1-888-353-2273**
Downtown On-Call	Patrol, escort and emergency services. 7 days a week, 7am-10pm	250-470-9058
Elizabeth Fry Society, 649 Leon Avenue	Domestic violence and sexual assault services, including specialized victim assistance.	250-763-4613
H.O.P.E Outreach	Provides nighttime outreach, 7 days a week, to women in Kelowna & Vernon.	24/7 Support Hotline: 250-258-7879
PEOPLE'S Connect, Queensway Bus Loop	Community link and information to support services available from 8am-8pm daily.	
RCMP Victim Services	Emotional support and practical assistance for victims of crime.	250-470-6242
Sexual Assault Response Team, Kelowna General Hospital, 2268 Pandosy Street	Medical and emotional support for victims of sexual assault, whether or not they chose to report the assault.	250-862-4000
United Against Discrimination, KCR Community Resources	Report an incident of discrimination or racism. Community resources for victims and witnesses.	250-763-8008 ext.253
VictimLink	Provides support to victims of sexual assault, violence in relationships, elder abuse, sudden death of a loved one, and human trafficking.	TF: 1.800-563-0808 Text: 2-1-1
KUU-US Crisis Line Society	Provides culturally aware crisis support for Indigenous peoples in BC.	1-800-588-8717

WHERE CAN I GET GENERAL COMMUNITY INFO & SUPPORTS?

KCR Community Resources	Provides employment supports and information on community resources. Community Information Database - https://kelowna.cioc.ca	250-763-8008

KCR COMMUNITY RESOURCES

STREET SURVIVAL GUIDE

Last Update: June 2025

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620 Leon Ave, Kelowna BC, V1Y 9T2
Download a copy of this publication at www.kcr.ca/publications

IF YOU ARE IN CRISIS:

Call the Interior Crisis Line- **1-888-353-2273, 24/7**

Text *or* call 9-8-8 Suicide Suicide Crisis Helpline- **9-8-8, 24/7**

For other resources, call KCR Community Resources at 250-763-8008, Mon-Fri, 8:30am-4:30pm

IMPORTANT PHONE NUMBERS

City of Kelowna- Bylaw Services	**250-469-8686**	**If you are in an emergency**	**9-1-1**
If you are considering suicide or are concerned about someone who may be	**1-800-SUICIDE (1-800-784-2433)**	**Information and resources specific to mental health (No area code required)**	**310-6789**

WHERE CAN I SHOWER, GET A HAIRCUT, OR DO LAUNDRY?

Hygiene Program, Metro Community Church, 100-1262 St Paul St	Program intake Mon-Fri, 9am-4pm	778-478-2466

WHERE CAN I FIND A WARM BED?

Cornerstone Shelter, 425 Leon Ave	Men, women, & couples, 19+; Pets welcome; Intake all hours	250-317-6678
Kelowna's Gospel Mission Men's Shelter, 250 Leon Ave	Men, 19+; Intake 9am-9pm	250-862-3733
Kelowna's Gospel Mission Emergency Shelter (Bay Ave), 858 Ellis Ave	Men & women; Intake 8am-10pm	236-420-0899
Turning Points Collaborative Society, 1083 Richter Street	Men & women, 19+; Intake 10am, 4pm, & 9pm	778-212-1401
Kelowna Women's Shelter	Women fleeing abusive situations	250-763-1040
Alexandra Gardner Women and Children Safe Centre	Women, youth, & women with children; Intake all hours	250-763-2262
West Kelowna- Turning Points Collaborative Society, 2515 Bartley Rd	Men & women, 19+; Intake Mon-Fri, 2-4pm	778-583-4881

WHERE CAN I GET A WARM MEAL OR A CUP OF COFFEE?

Breakfast	Wed, Fri, Sat, & Sun, 7:20am-8am; Rutland Lions Park, behind Save on Foods; Kelowna's Gospel Mission outreach
	Daily, 8:30am-9:30am; OS4 (Tent City), Weddell Pl.; Kelowna's Gospel Mission outreach
Snacks/Coffee	Mon-Fri, 9am-4pm; snacks & coffee; 1262 St. Paul St.; Metro Cafe & Courtyard (Metro Community Church)
Lunch	Daily, 12-12:30pm; next to the library parkade off Ellis St.; Kelowna's Gospel Mission outreach
	Daily, 1pm-1:30pm; Rutland Lions Park, behind Save on Foods; Kelowna's Gospel Mission outreach
Dinner	Daily, 5pm-5:30pm; OS4 (Tent City) Weddell Pl.; Kelowna's Gospel Mission outreach

WHERE CAN I CHARGE MY PHONE?

Okanagan Regional Library, 1380 Ellis St

WHERE CAN I FIND MENTAL HEALTH & SUBSTANCE USE SERVICES?

Alcoholics Anonymous	Call or visit www.bcyukonaa.org for meeting times and locations	1-800-735-7520
Alcohol and Drug Information Referral	Responds to inquiries on all aspects of alcohol and drug use and misuse. Referral to full range of counselling and treatment services across BC. Confidential, multilingual, free, available 24/7.	1-800-663-1441
The Bridge Youth & Family Services	Variety of mental health & substance use/overdose prevention services for youth & adults.	250-763-0456 1-855-760-0456
Celebrate Recovery (Metro Community Church), at Evangel Church, 3262 Gordon Drive	12-step Christ-centered recovery program. Fri, 7-9pm www.facebook.com/CRKELOWNA	
Ki-Low-Na Friendship Society, Addictions Program, 442 Leon Ave	Culturally appropriate counselling based on holistic teachings of the Medicine Wheel. "Wellbriety" meetings: Wed, 5pm-7pm; Alcoholics Anonymous: Mon-Fri (except holidays), 9:30am-10:30am	250-763-4905
Kalano Club of Kelowna, 2108 Vasile Rd	Alcohol and drug-free social club. Holds Alcoholics Anonymous, etc., meetings.	250-762-4999
Kelowna Mental Health & Substance Use (MHSU), Interior Health, 2nd Floor - 505 Doyle Ave	Assessment, treatment, individual and group counselling, referrals, outreach services (crisis intervention). Mon-Fri, 8am-4:30pm	250-469-7070
Mental Health & Substance Use (MHSU) Help Line	Connects anyone in BC to the nearest MHSU centre and staff who can direct them to the right mental health and substance use service.	310-MHSU(6478)
Ministry of Mental Health and Addictions	Visit www.wellbeing.gov.bc.ca to find services and support relating to wellbeing, mental health, and substance use.	
Narcotics Anonymous	Call or visit www.bcrna.ca for meeting times and locations.	1-877-604-7613
NOW Canada, Essentials Program, 2970 Tutt Street	NOW Canada supports women, youth and their children who are vulnerable, exploited or homeless. Essentials Program is a 4 month life skills program for women.	250-763-3876
Opioid Agonist Treatment, Interior Health MHSU, 2nd Floor - 505 Doyle Ave	Treatment for people wanting to reduce or stop using opioids.	250-469-7070
Outreach Urban Health Centre, Interior Health, 1649 Pandosy St	Primary healthcare services, harm reduction supplies and services, mental health and substance use services.	250-868-2230
Downtown Overdose Prevention Site, 1649 Pandosy St (behind Outreach Urban Health)	Place where people can use their drugs while being safely monitored. Enhanced harm reduction services/supplies and overdose prevention.	
SMART Recovery	Non-religious peer support group. Meetings are online/phone (through Zoom) meetings.smartrecovery.org/meetings/	

For more resources and where you can get a Naloxone kit, visit www.drugchecking.ca or www.towardtheheart.com/site-finder

WHERE CAN I REPORT A BAD DATE?

Crisis Line	**24/7 telephone crisis intervention service**	**1-888-353-2273**
Downtown On Call	Patrol, escort, and emergency services.	250-470-9058
Elizabeth Fry Society, 649 Leon Avenue	Domestic violence and sexual assault services.	250-763-4613
RCMP Victim Services	Emotional support and practical assistance for victims of crime.	250-470-6242
Sexual Assault Response Team, Kelowna General Hospital, 2268 Pandosy St	Medical and emotional support for victims of sexual assault.	250-862-4000

HOW DO I GET THE COVID-19 VACCINE?

If you don't have a Personal Health Number (PHN), you can still register by phone: 1-833-838-2323, 7am-7pm, 7days a week.
Telephone for the Deaf: Dial 711

WHERE CAN I FIND A PUBLIC TOILET?

Ben Lee Skate Park, 901 Houghton Road
City Hall, 1435 Water Street (Mon-Fri)
Okanagan Regional Library - Downtown Branch, 1380 Ellis Street
City Park, Cold Sands/Hot Sands Pavillions, 1600 Abbott Street
Parkinson Rec. Centre, 1800 Parkinson Way
Stuart Park, 1430 Water Street
Waterfront Park, 1200 Water Street
Rutland Lions Park, 205 Gray Road
Boyce-Gyro Beach Park, 3400 Lakeshore Road
H2O Pool & Fitness Centre, 4075 Gordon Drive
Narcotics Anonymous
Rail Trail - Leckie Place Location (portable toilet)
Kelowna Visitor Centre, 238 Queensway Avenue
Mission Creek Regional Park, 2363 Springfield Road
Recreation Avenue Park, 552 Gaston Avenue
Gerstmar Park, 955 Gerstmar Road
Queensway Exchange/Bus Loop, Queensway
Rowcliffe Park, 536 Rowcliffe Avenue
Strathcona Park, 2290 Abbott Street

WHERE CAN I FIND A NEEDLE DROP BOX?

Metro Community, 1262 St. Paul Street
City Park- Rose Garden & Hot Sands/Cold Sands Pavillions, 1600 Abbott Street
Strathcona Beach Park, 2290 Abbott Street
Maude Roxby Wetlands/Francis Ave Beach Access, 340 Francis Avenue
Roxby Square, 250 Hwy 33 W
Parkinson Rec Centre, 1700 block Harvey Avenue & 1800 Parkinson Way
Stuart Park, 1430 Water Street
Knowles Heritage Park, 865 Bernard Avenue
Rutland Lions Park, 205 Gray Road (Apr 15-Oct 31)
Barlee Park, 1890 Barlee Road
Memorial Arena, 1425 Ellis Street
Osprey Park, 2600 Richter Street
Rutland Centennial Park, 310 Rutland Road N
Outreach Urban Health (in alley), 455 Leon Avenue
Recreation Ave Park, 552 Gaston Avenue
Richmond Park, 1625 Richmond Street
Pacific Ct Park, 1961 Pacific Court
Living Positive Resource Centre, 255 Lawrence Avenue
Gerstmar Park, 955 Gerstmar Road

WHERE CAN I GET MEDICAL ATTENTION? (PLEASE CALL FIRST)

Health Link BC	To speak with a registered nurse, dietitian, or pharmacist.	8-1-1
Kelowna General Hospital, 2268 Pandosy St	Provides medical care.	250-862-4000
Kelowna's Gospel Mission Community Dental	Restorative dental care for homeless and low-income individuals.	1-800-789-0680
Kelowna Pride Society	LGBT2Q+ resources and advocacy for adults and youth.	info@kelownapride.com
Options for Sexual Health, Rutland Aurora Health Centre, #102-285 Aurora Cres	Mon-Fri, 9am-1om & 2pm-4pm. By appointment only. Offers care related to sexual health including safer sex supplies, PAP tests, pregnancy tests, STI testing, emergency contraception, and birth control at reduced rates.	1-800-739-7367
Outreach Urban Health Centre, Interior Health, 1649 Pandosy St	Provides primary health care services including medical care, wound care and blood borne infection care, podiatry, harm reduction, addiction support, social work support, MSD support, and dental psychiatric and addiction referrals.	250-868-2230
Sexual Assault Response Team, Kelowna General Hospital, 2268 Pandosy St	Medical and emotional support for victims of sexual assault.	250-862-4000

WHERE CAN I ACCESS DRUG TESTING?

Outreach Urban Health Centre, Interior Health, 1649 Pandosy St	On-site drug testing, take-home testing kits, and supervised injection site.	250-868-2230
UBC Okanagan, 337 University Centre	Thurs, 6-8pm	Harm.Reduction@ubc.ca