



STREET SURVIVAL GUIDE

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Produced by: KCR Community Resources

620 Leon Ave, Kelowna BC, V1Y 9T2

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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?

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

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| 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 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?

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|-------------------------|---|--------------|
| KCR Community Resources | Provides employment supports and information on community resources. Community Information Database - https://kelowna.cioc.ca | 250-763-8008 |
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| 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? | | WHERE CAN I FIND A NEEDLE DROP BOX? | |
|---|--|---|--|
| Ben Lee Skate Park, 901 Houghton Road | | Metro Community, 1262 St. Paul Street | |
| City Hall, 1435 Water Street (Mon-Fri) | | City Park- Rose Garden & Hot Sands/Cold Sands Pavillions, 1600 Abbott Street | |
| Okanagan Regional Library - Downtown Branch, 1380 Ellis Street | | Strathcona Beach Park, 2290 Abbott Street | |
| City Park, Cold Sands/Hot Sands Pavillions, 1600 Abbott Street | | Maude Roxby Wetlands/Francis Ave Beach Access, 340 Francis Avenue | |
| Parkinson Rec. Centre, 1800 Parkinson Way | | Roxby Square, 250 Hwy 33 W | |
| Stuart Park, 1430 Water Street | | Parkinson Rec Centre, 1700 block Harvey Avenue & 1800 Parkinson Way | |
| Waterfront Park, 1200 Water Street | | Stuart Park, 1430 Water Street | |
| Rutland Lions Park, 205 Gray Road | | Knowles Heritage Park, 865 Bernard Avenue | |
| Boyce-Gyro Beach Park, 3400 Lakeshore Road | | Rutland Lions Park, 205 Gray Road (Apr 15-Oct 31) | |
| H2O Pool & Fitness Centre, 4075 Gordon Drive | | Barlee Park, 1890 Barlee Road | |
| Narcotics Anonymous | | Memorial Arena, 1425 Ellis Street | |
| Rail Trail - Leckie Place Location (portable toilet) | | Osprey Park, 2600 Richter Street | |
| Kelowna Visitor Centre, 238 Queensway Avenue | | Rutland Centennial Park, 310 Rutland Road N | |
| Mission Creek Regional Park, 2363 Springfield Road | | Outreach Urban Health (in alley), 455 Leon Avenue | |
| Recreation Avenue Park, 552 Gaston Avenue | | Recreation Ave Park, 552 Gaston Avenue | |
| Gerstmar Park, 955 Gerstmar Road | | Richmond Park, 1625 Richmond Street | |
| Queensway Exchange/Bus Loop, Queensway | | Pacific Ct Park, 1961 Pacific Court | |
| Rowcliffe Park, 536 Rowcliffe Avenue | | Living Positive Resource Centre, 255 Lawrence Avenue | |
| Strathcona Park, 2290 Abbott Street | | 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. | |
| Kelowna General Hospital, 2268 Pandosy St | | Provides medical care. | |
| Kelowna's Gospel Mission Community Dental | | Restorative dental care for homeless and low-income individuals. | |
| Kelowna Pride Society | | LGBT2Q+ resources and advocacy for adults and youth. | |
| Options for Sexual Health, Rutland Aurora Health Centre, #102-285 Aurora Cres | | Mon-Fri, 9am-10m & 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. | |
| 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. | |
| Sexual Assault Response Team, Kelowna General Hospital, 2268 Pandosy St | | Medical and emotional support for victims of sexual assault. | |
| 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. | |
| UBC Okanagan, 337 University Centre | | Thurs, 6-8pm | |
| | | Harm.Reduction@ubc.ca | |