



WOMEN'S RESOURCE GUIDE

SPRING 2015

AT-A-GLANCE RESOURCE LIST

These and other Central Okanagan resources can be found at <http://kelowna.cioc.ca/>

EMERGENCY NUMBERS	
CRISIS LINE	1.888.353.2273
Ambulance	9.1.1
RCMP	9.1.1
Kelowna General Hospital	250.862.4000
Medical Clinics and Walk-in Clinics	See pages 32-33
Poison Control Centre	1.800.567.8911
Police-Based Victims' Assistance (RDCO)	250.470.6242
Kid's Help Phone	1.800.668.6868
Helpline for Children	310.1234
KCR Community Information 8:30am - 12pm and 1pm – 4:30pm	250.763.8008 ext.125
ADDITIONAL RESOURCES	
Canadian Mental Health Association	250.861.3644
Central Okanagan Hospice	250.763.5511
MCFD, Child & Youth Mental Health	250.861.7301
Elizabeth Fry Society	250.763.4613
John Howard Society	250.763.1331
Ki-Low-Na Friendship Centre	250.763.4905
Living Positive Resource Centre	778.753.5830
Mental Health Services, Okanagan Boys and Girls Clubs, Outreach	250.869.5093
Mental Health and Substance Use, IHA	250.868.7788
Metro Community	778.478.9727
Ministry of Social Development (Income Assistance)	1.866.866-0800
Okanagan Suicide Awareness Society	info@suicideawareness.ca
Okanagan College	250.762.5445
Peachland Wellness Centre	250.767.0141
Mental Health Individual & Family Support (BCSS Kelowna)	250.868.3119
School District #23	250.860.8888
Seniors Outreach and Resource Society	250.861.6180
The Salvation Army, Community Life Centre	250.765.3450
UBCO	250.807.8000

If you do not see the resource you need here or in the online database of community resources, or would like to advise of updates needed to this publication call 250.763.8008 ext.125



WALK-IN MEDICAL CLINICS

CENTRAL CITY

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 Health Centre **	250.860.5811	207-437 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 St

RUTLAND

Rutland Medical Clinic	250.862.5915	25-590 Hwy 33 W
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WESTSIDE

Highroads Medical Clinic	250.768.7656	2145 Louie Dr
MD Medical Centre Walk-In & Family Practice (located inside Superstore)	250.768.9959	3020 Louie Dr
Towne Centre Medical Clinic	250.768.8315	18-2475 Dobbin Rd
West Kelowna Medical Centre **	250.768.6985	105-2231 Louie Dr

LAKE COUNTRY

Winfield-Lake Country Family Practice **	250.766.3938	1-9966 Pollard Rd
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PEACHLAND

Beach Avenue Medical Clinic	250.767.3432	5848-D Beach Ave
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Services: Walk-in clinics offer primary medical care on a 'no appointment' basis; with available services including physicals, treatment of minor injuries and lacerations, allergy shots. Open weekdays, evenings, Sundays and holidays.

****May be open Saturdays and / or Sundays & holidays. Please call for current information.**

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BASIC NEEDS

FOOD

EMERGENCY FOOD

Society of St. Vincent De Paul of Central Okanagan

 Supplies emergency food and help for families with social and economic problems, disaster crisis, * offers home visitations to shut-ins

Please call the number closest to the area in which you live:

St. Theresa, Rutland * serves area of Rutland * 250.765.0800

Immaculate Conception * serves downtown area from Bernard Ave to KLO Rd * 250.826.5562

St. Charles Garnier * serves lower Mission area south of KLO Rd & East Kelowna * 250.860.2536

St. Pius X * serves area from Bernard Ave north to Glenmore area * 250.762.2577

Our Lady of Lourdes Conference * serves the area of West Kelowna from the bridge to Peachland * 250.801.5905


St. Michael & All Angels Anglican Cathedral, Emergency Food Assistance

608 Sutherland Ave
Kelowna, BC V1Y 5X1

Phone: 250.762.3321

Email: ccsmaa@telus.net

Web: www.stmichaelscathedral.ca

 Aids with food distribution on Friday mornings ONLY between 10am - 11am


The Salvation Army, Family Services: Practical Assistance

200 Rutland RdS
Kelowna, BC V1X 2Z5

Phone: 250.765.3450

Email: clc@kelsa.ca

Web: www.kelownasalvationarmy.ca

 Provides practical assistance through supportive food hampers, clothing and furniture to eligible individuals

FOOD BANKS


Kelowna Christian Center, Rutland Community Food Centre

905 Badke Rd
Kelowna, BC V1X 5Z5

Phone: 250.762.9559

Email: kcc@kcc.net

Web: www.kcc.net

 Provides food hampers to those in need * please call for additional details


Kelowna Community Food Bank, KCFB

1265 Ellis St
Kelowna, BC V1Y 1Z7

Phone: 250.763.7161

Email: info@kcfb.ca

Web: www.kelownafoodbank.com

 Assists local individuals and families who are in temporary financial difficulty and are in need of food * offers various programs including * Tiny Bundles * Special Needs Hampers * Vitality Program * Kids Snack Pack Program * Community Food Share Program * Food Runners * Plant a Row Grow a Row


Kelowna Community Food Bank, Special Needs Hampers

1265 Ellis St
Kelowna, BC V1Y 1Z7

Phone: 250.763.7161

Email: info@kcfb.ca

Web: www.kelownafoodbank.com

 Provides added nutrition support to clients with specific dietary needs, including those with diabetes, HIV/AIDS, eating disorders and food allergies * participants receive milk, eggs, fresh fruits and vegetables, a regular monthly hamper, as well as a supplement bag customized for diets low in sugar and fats; high in calories protein; high in calories and protein, with low acidity, as well as gluten-free diets


Kelowna Community Food Bank, Tiny Bundles

1265 Ellis St
Kelowna, BC V1Y 1Z7

Phone: 250.763.7161

Email: info@kcfb.ca

Web: www.kelownafoodbank.com

 Provides weekly nutrition support including milk and eggs for pregnant and/or nursing mothers * offers fresh fruits and vegetables as well as other nutritional supplements and baby supplies including diapers, baby cereal, baby formula (when needed) and baby food * mothers also receive a one-time layette, containing new baby items, when the baby is born


Kelowna Community Food Bank, Vitality Program

1265 Ellis St
Kelowna, BC V1Y 1Z7

Phone: 250.763.7161

Email: info@kcfb.ca

Web: www.kelownafoodbank.com

 Ensures that the essential nutrients (as outlined in the Canada Food Guide) are provided to seniors (55+) and to families with children under the age of 15

Lake Country Food Assistance Society

3130 Berry Rd
Lake Country, BC V4V 1Z7

CRISIS: 250.766.3038 (Phyllis MacPherson Board of Directors - Coordinator)

Phone: 250.766.0125

 Assists local individuals and families in temporary financial difficulty who are in need of food * also offers a Thrift Store

Peachland Food Bank

4440 5th St
Peachland, BC V0H 1X0

Phone: 250.767.3312

Email: peachlandfoodbank@gmail.com


 Assists local individuals and families in temporary financial difficulty who are in need of food

FOOD BANKS

Westside Community Food Bank Society, Westside Community Food Bank

2545 Churchill Rd
West Kelowna, BC V4T 2B4

Phone: 250.768.1559
Email: info@westsidefoodbank.ca
Web: www.westsidefoodbank.ca


 Assists Westside individuals and families in need of assistance once every three weeks

FOOD COLLECTION PROGRAMS

Kelowna Community Food Bank, Food Runners Program

1265 Ellis St
Kelowna, BC V1Y 1Z7

Phone: 250.763.7161
Email: info@kcfb.ca
Web: www.kelownafoodbank.com


 Offers a perishable food-recovery program that increases nutrition for low-income families and individuals, while helping to reduce food waste in our community * surplus fresh products each day from local food vendors in a refrigerated van, enabling the Food Bank to provide fresh, nutritious food products for their recipients and other local agencies serving youth, seniors, aboriginal peoples and those with health concerns

MEALS AND MEAL DELIVERY

Better Meals

5742 Beresford St
Burnaby, BC V5J 1J1


Phone: 1.888.838.1888
Email: sam@bettermeals.ca
Web: www.bettermeals.ca

 Provides seniors with home delivered meals * special dietary menus available

Canadian Mental Health Association Kelowna & District Branch, Meals Matter

504 Sutherland Ave
Kelowna, BC V1Y 5X1


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

 Provides a flexible, convenient and delicious solution for those seeking balanced, nutritious diets and looking to achieve and maintain a healthy lifestyle * uses local and organic food whenever possible

May Bennett Meal Program, Dinners at Home Program

135 Davie Rd
Kelowna, BC V1X 1Y8


Phone: 250.860.3378
Email: orderokmeals@gmail.com
Web: www.okmeals.info

 Provides prepared, frozen meals that can be heated in a microwave or a regular oven * can be delivered with the hot meal delivery service for use on days when Meals on Wheels is not delivering * operated by Interior Health's Food Services Department * can accommodate low sodium, diabetic, gluten free, renal, minced, soft and pureed food diets; please call to discuss other special diet particulars

May Bennett Meal Program, Kelowna Meal Delivery

135 Davie Rd
Kelowna, BC V1X 1Y8


Phone: 250.860.3378
Email: orderokmeals@gmail.com
Web: www.okmeals.info

 Delivers a three-course meal that includes one protein, two vegetables and a starch with a soup and dessert included * a salad is offered in place of a soup or a dessert if customer prefers * operated by Interior Health's Food Services Department * can accommodate low sodium, diabetic, gluten free, renal, minced, soft and pureed food diets; please call to discuss other special diet particulars ** please see individual records for West Kelowna delivery times and the Dinners at Home program details

May Bennett Meal Program, West Kelowna Meal Delivery

135 Davie Rd
Kelowna, BC V1X 1Y8


Phone: 250.860.3378
Email: orderokmeals@gmail.com
Web: www.okmeals.info

 Delivers a three-course meal that includes one protein, two vegetables and a starch with a soup and dessert included * a salad is offered in place of a soup or a dessert if customer prefers * operated by Interior Health's Food Services Department * can accommodate low sodium, diabetic, gluten free, renal, minced, soft and pureed food diets; please call to discuss other special diet particulars ** please see individual records for West Kelowna delivery times and the Dinners at Home program details

Meals on Wheels and Dinners @ Home

2009A Enterprise Way
Kelowna, BC V1Y 8G6


Phone: 250.763.2424
Email: inquiries@mow-online.com
Web: www.mow-online.com

 Meals on Wheels provides reasonably priced, hot, nutritious meals including soup, entree and dessert * options include meals suitable for diabetics, minced, pureed or vegetarian * delivered over the lunch hour by volunteers * no delivery fee * hot meals provided by Deli City and delivered by Meals on Wheels

Dinners @ Home program provides nutritious frozen meals that are picked up/delivered that can stored in a freezer * all meals accommodate special nutritional needs * a small delivery charge applies

Smart Start Meals Kelowna

Web: www.smartstartmeals.ca

 Provides ready-to-cook meals (including gluten free options) for active seniors, busy people, families and vacationers * convenient online ordering system * delivery available for Kelowna and surrounding areas, including Big White and Silver Star

CONTINUING CARE RETIREMENT COMMUNITIES

Rose Cottage - Supportive Living Seniors Home

453 Morrison Ave
Kelowna, BC V1Y 5E1

Phone: 250.861.1000
Email: Kel.bc.rosecottage@gmail.com
Web: www.rose-cottage-supportive-living.com

 Provides independent, supportive housing

Spring Valley Care Centre

355 Terai Crt
Kelowna, BC V1X 5X6


Phone: 250.979.6000
Email: springvalley@parkplaceseniorsliving.com
Web: www.parkplaceseniorsliving.com

 Provides independent living, assisted and supportive living and complex care housing for seniors

Westbank First Nation, Pine Acres Home Adult Intermediate Care Facility

1902 Pheasant Lane
Westbank, BC V4T 2H4

Phone: 250.768.7676
Web: www.wfn.ca/pineacres.asp


 Intermediate care facility that provides care for community elders, both native and non-native * provides services to residents requiring complex care, including dementia care in the dedicated secure Juniper Unit * currently 63 beds for intermediate care, including 20 beds in the Juniper Unit, and 1 room designated for a short-term stay of one month maximum

HOUSING DEVELOPMENT

Habitat for Humanity Kelowna

1793 Ross Rd
West Kelowna, BC V1Z 3E7

Phone: 778.755.4346
Email: info@hfhkelowna.ca
Web: www.habitatforhumanitykelowna.ca


 Builds and rehabilitates, simple, decent houses with the help of homeowner (partner) families * homes are sold to partner families with no down payment required and are financed with affordable, no-interest mortgages

HOUSING SEARCH ASSISTANCE

Seniors Outreach & Resource Centre, Seniors Housing Outreach

Unit 102-2055 Benvoulin Crt
Kelowna, BC V1W 2C7

Phone: 250.861.6180
Email: seniorshousing@telus.net
Web: www.seniorsoutreach.ca


 Provides support and assistance to seniors to help them maintain wellness and independence * assists with landlord/tenant issues, exploring housing options, choosing appropriate housing, completing forms, and applying for benefits, coordinating services and understanding options

LOW INCOME / SUBSIDIZED RENTAL HOUSING

Central Okanagan Cooperative Housing Association

Ste 13-2421 Last Rd
West Kelowna, BC V4T 2J1

Phone: 250.768.3060
Email: cocha@shaw.ca
Web: www.centralokanagancooperativehousing.org

 Housing association that provides quality housing for seniors 55+ * co-op participation required * co-op share purchase required

Columbian Centennial Housing Society, Columbus Gardens

2175 Burtch Rd
Kelowna, BC V1Y 4B5


Phone: 250.862.3206
Email: info@cchs-housing.ca
Web: www.cchs-housing.ca

 Provides affordable housing for families

Columbian Centennial Housing Society, Columbus Manor

1349 Bertram St
Kelowna, BC V1Y 2E8

Phone: 250.862.3206
Email: info@cchs-housing.ca
Web: www.cchs-housing.ca

 Provides affordable housing for older adults and adults with disabilities

Columbian Centennial Housing Society, Columbus Place

1898 Parkview Cres
Kelowna, BC V1X 7G6

Phone: 250.862.3206
Email: info@cchs-housing.ca
Web: www.cchs-housing.ca

 Provides affordable housing for families and individuals with disabilities

Columbian Centennial Housing Society, Columbus Terrace

1045 Hwy 33 W
Kelowna, BC V1X 2Z3


Phone: 250.862.3206
Email: info@cchs-housing.ca
Web: www.cchs-housing.ca

 Provides affordable housing for families

Columbian Centennial Housing Society, Columbus Villa

1920 Richter St
Kelowna, BC V1Y 2N2

Phone: 250.862.3206
Email: info@cchs-housing.ca
Web: www.cchs-housing.ca

 Provides affordable housing for older adults and adults with disabilities

Columbian Centennial Housing Society, Columbus Village

252 Shepherd Rd
Kelowna, BC V1X 3H5

Phone: 250.862.3206
Email: info@cchs-housing.ca
Web: www.cchs-housing.ca


 Provides affordable housing for families

LOW INCOME / SUBSIDIZED RENTAL HOUSING

Evangel Housing Societies, Evangel Family Manor

Ste 100-969 Harvey Ave
Kelowna, BC V1Y 8M8


Phone: 250.762.6225
Email: parkhousing@shaw.ca
Web: www.evangelhousingsocieties.com

 Provides affordable housing for families * no smoking, no pets and no barbeques * waiting list * subsidized housing available

Evangel Housing Societies, Evangel Senior Apartments

1439 Bertram St
Kelowna, BC V1Y 2G3

Phone: 250.762.6225
Email: parkhousing@shaw.ca
Web: www.evangelhousingsocieties.com

 Provides affordable housing for older adults 55+ * no smoking, no pets, no barbeques * waiting list

Father Delestre Housing Society, Alexander Place

Ste 123-799 Houghton Rd
Kelowna, BC V1X 7J7


Phone: 250.860.1128
Email: fdhousing@shaw.ca

 Provides affordable housing for families

Father Delestre Housing Society, Father Delestre Court Seniors Housing

Ste 123-720 Houghton Rd
Kelowna, BC V1X 5W7

Phone: 250.860.1128
Email: fdhousing@shaw.ca

 Provides affordable housing for seniors, 55+

Father Delestre Housing Society, McGivney Family Housing

2260 Benvoulin Rd
Kelowna, BC V1W 4W9


Phone: 250.860.1128
Email: fdhousing@shaw.ca

 Provides affordable housing for families

Father Delestre Housing Society

Ste 123-799 Houghton Rd
Kelowna, BC V1X 7J9


Phone: 250.860.1128
Email: fdhs@shawcable.com

 Provides subsidized housing units for low-income families, seniors and persons with disabilities * 78 units dedicated to seniors * 56 units subsidized of which 13 units are dedicated to those requiring wheelchair access * 24 units are rented at market value

New Opportunities for Women (NOW) Canada, Ethel Street

1720 Ethel St
Kelowna, BC V1Y 2Y7


Phone: 250.763.3876
Email: info@nowcanada.ca
Web: www.nowcanada.ca

 Provides affordable and supportive housing for women, with and without children, who have a proven financial need

New Opportunities for Women (NOW) Canada, NOW Place Apartments

1720 Ethel St
Kelowna, BC V1Y 2Y7


CRISIS: Emergency pager: 250.979.8360
Phone: 250.763.3876
Email: info@nowcanada.ca
Web: www.nowcanada.ca

 Provides independent, affordable, second stage accommodation to women, with and without children, who demonstrate a financial need * NOW Canada offers 1, 2, and 3 bed units (some handicapped suites) * amenities include security focused, camera monitored buildings, drug and alcohol free living, Tenant Support Worker assistance, 24 hour emergency assistance, laundry facilities at reduced cost, tenant activities, and access to NOW Canada programs and services

New Opportunities for Women (NOW) Canada, Tutt Street Place

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

 Provides independent, affordable, second stage accommodation to women, with and without children, who demonstrate a financial need * NOW Canada offers 1, 2, and 3 bed units (some handicapped suites) * amenities include security focused, camera monitored buildings, drug and alcohol free living, Tenant Support Worker assistance, 24 hour emergency assistance, overnight Commissionaire on-site * laundry facilities at reduced cost, tenant activities, and access to NOW Canada programs and services

Okanagan Métis & Aboriginal Housing Society

Ste 240-1855 Kirschner Rd
Kelowna, BC V1Y 4N7


Phone: 250.763.7747
Email: omahs@telus.net
Web: www.omahs.shawwebspace.ca

 Makes affordable rental housing available to people of native ancestry and focuses primarily on families with dependent children * works on finding new and innovative means of financing and developing further phases of housing inventory to house smaller families, single adults and seniors

Orchard Valley Senior Housing Society, The Burtches

Ste 110-1620 Burtch Rd
Kelowna, BC V1Y 9A9

Phone: 250.861.5221
Email: burtches@shaw.ca
Web: www.burtches.ca

 Provides affordable housing for older adults and adults with disabilities

LOW INCOME / SUBSIDIZED RENTAL HOUSING

Parkdale Place Housing Society, Angus Place

Ste 100-9302 Angus St
Summerland, BC V0H 1Z5

Phone: 250.494.1161
Email: parkdaleinfo@shaw.ca
Web: www.parkdaleplace.ca

 Offers affordable, subsidized and non-subsidized supportive housing for older adults

Parkdale Place Housing Society, Parkdale Lodge

9700 Brown Ave
Summerland, BC V0H 1Z2


Phone: 250.494.1161
Email: parkdaleinfo@shaw.ca
Web: www.parkdaleplace.ca

 Offers affordable, independent living for low-income seniors

Parkdale Place Housing Society, Parkdale Manor

11811 Sinclair Rd
Summerland, BC V0H 1Z8


Phone: 250.494.1161
Email: parkdaleinfo@shaw.ca
Web: www.parkdaleplace.ca

 Offers luxury living to seniors at affordable rates

Peachland Senior Citizens Housing Society, Sutherland and Alexandria Court

4441 5th St
Peachland, BC V0H 1X0


Phone: 250.767.0183
Email: info@peachlandseniorhousing.co
Web: www.peachlandseniorhousing.com

 Provides affordable housing for older adults and adults with disabilities

Pleasantvale Homes Society, Pleasantvale Homes

622 Central Ave
Kelowna, BC V1Y 7M1

CRISIS: 250.215.2817
Phone: 250.448.8828
After Hours: 250.469.1969
Email: pleasantvale_1956@yahoo.ca

 Provides affordable housing for low income for adults age 60 and over * not wheelchair accessible * small pets allowed

Society of Hope, Apple Valley

2055 Benvoulin Crt
Kelowna, BC V1W 2C7


Phone: 250.862.8233
Web: www.societyofhope.org

 Provides affordable housing for seniors

LOW INCOME / SUBSIDIZED RENTAL HOUSING

**Society of Hope,
Birch Manor**
530 Franklyn Rd
Kelowna, BC V1X 6G5

Phone: 250.862.8233
Web: www.societyofhope.org

 Provides affordable housing for seniors


**Society of Hope,
Cedar Court**
10230 Bottom Wood Lake Rd
Lake Country, BC V4V 1E4

Phone: 250.862.8233
Web: www.societyofhope.org

 Provides affordable housing for seniors

**Society of Hope,
Pinewood Villas**
10274 Bottom Wood Lake Rd
Lake Country, BC V4V 1T9

Phone: 250.862.8233
Web: www.societyofhope.org

 Provides affordable housing for seniors

**Society of Hope,
Providence Court**
124 Verna Crt
Kelowna, BC V1V 2J7

Phone: 250.862.8233
Web: www.societyofhope.org

 Provides affordable housing for families

**Society of Hope,
Providence Landing**
333 Whitman Rd
Kelowna, BC V1V 2L8

Phone: 250.862.8233
Web: www.societyofhope.org/housing/family-housing

 Provides affordable housing for families, seniors and adults with disabilities

**Society of Hope,
Providence Meadows**
3250 Woodsdale Rd
Kelowna, BC V4V 2L6

Phone: 250.862.8233
Web: www.societyofhope.org/housing/family-housing

 Provides affordable housing for families

**Society of Hope,
Providence Pines**
5550 Clements Cres
Peachland, BC V0H 1X5

Phone: 250.862.8233
Web: www.societyofhope.org/housing/family-housing

 Provides affordable housing for families

LOW INCOME / SUBSIDIZED RENTAL HOUSING

Society of Hope, Providence Ridge

440 Yates Rd
Kelowna, BC V1V 2P1

Phone: 250.862.8233

Web: www.societyofhope.org/housing/family-housing



Provides affordable housing for families, seniors and adults with disabilities

Society of Hope, Providence Vista

3737 Gellatly Rd
West Kelowna, BC V4T 2W8

Phone: 250.862.8233

Web: www.societyofhope.org



Provides affordable housing for families * wheelchair accessible suites available

Society of Hope, Woodsdale Place

11505 Bottom Wood Lake Rd
Lake Country, BC V4V 2L5

Phone: 250.862.8233

Web: www.societyofhope.org



Provides affordable housing for seniors

Summerland Kiwanis Senior Citizens Housing Society, Kiwanis Lodge

10912 Quinpool Rd
Summerland, BC V0H 1Z5

Phone: 280.494.0883



Provides affordable housing for older adults and adults with disabilities

Summerland Senior Citizens Housing Society, Legion Village

Box 1742-13609 Dickson Ave
Summerland, BC V0H 1Z0

Phone: 280.494.3462



Provides affordable housing for older adults and adults with disabilities

Westbank Lions Seniors' Housing Society

Ste 209-3715 Gellatly Rd
West Kelowna, BC V4T 1W8

Phone: 250.768.9590, ext.104

Email: wlmain@telus.net




40 units of subsidized independent housing for seniors with low income * no smoking, no pets * shared laundry for \$10 per month * individual storage spaces available * assigned parking spot for those with vehicles, \$10 per month * subsidized hydro for all tenants

RENT PAYMENT ASSISTANCE


BC Housing, Rental Assistance Program - For Working Families with Children

Phone: 1.800.257.7756
Web: www.bchousing.org/Options/Rental_market/RAP

 Provides eligible low-income, working families with cash assistance to help with their monthly rent payments

BC Housing, Shelter Aid for Elderly Renters, SAFER


Phone: 1.604.433.2218
Toll Free: 1.800.257.7756
Web: www.bchousing.org/Options/Rental_market/SAFER

 Helps make rents affordable for BC seniors with low to moderate incomes by providing monthly assistance to eligible seniors, age 60 or over, who pay rent for their homes in the private market * seniors who pay pad rental fees for owner-occupied manufactured homes (trailers) may also be eligible

SHELTERS

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


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

 Provides a safe and comfortable women's emergency shelter * individual and group counselling, and follow up support after your stay * also offers information and referrals related to relationship issues, supportive counselling, services and support groups, access to childcare and transportation assistance (for appointment and court), staff accompaniment to appointments and court, and advocacy assistance (when dealing with child protection, income assistance, legal aid, immigration, court or other systems)

Kelowna's Gospel Mission, Women's Emergency Shelter

251 Leon Ave
Kelowna, BC V1Y 6J1


Phone: 250.862.3733
Web: www.kelownagospelmission.ca

 Offers warm, safe, secure emergency shelter beds for women 365 days a year * provides basic care including emergency short term accommodation, hot nutritious meals, showers, laundry and hygiene items * breakfast, lunch, supper, and coffee are also provided * secured storage for clothing and personal items

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

2609 Richter St
Kelowna, BC V1Y 2R3

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

 Provides 24/7 low-barrier emergency shelter for homeless women, youth and children * offers free services including: a 30 day stay for those who are homeless, a warm, clean and safe non-judgmental environment, three nutritious meals a day, 24 hour on-site support, individualized case planning (e.g. assistance in finding housing, employment, accessing medical treatment, referrals to alcohol/drug treatment programs), laundry facilities, referrals to NOW Canada programs and other community services * partners with Kelowna Gospel Mission to provide additional 'overflow' beds for those who are unable to get a bed at the AG House * during the coldest months of the year, also provides mats which offers additional shelter in the winter


SHELTERS

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

1633 Richter St
Kelowna, BC V1Y 9T7

CRISIS: 310.1234

Phone: 250.868.8541 ext.2
After Hours: 250.212.5961
Email: shelter@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca


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

SUPPORTIVE HOUSING

Society of Hope, Francis Avenue (Short-Term Housing)

882 Francis Ave
Kelowna, BC V1Y 5G5


Phone: 250.862.8233
Web: www.societyofhope.org

 Provides short-term housing for women and women with children * offers short term housing for a period of one month to one year * residents receive many additional services from the Society during their residency including food, clothing, encouragement and support

Society of Hope, Gordon Drive (Short-Term Housing)

2071 Gordon Dr
Kelowna, BC V1Y 3J2


Phone: 250.862.8233
Web: www.societyofhope.org

 Provides short-term housing for women and women with children * offers short term housing for a period of one month to one year * residents receive many additional services from the Society during their residency including food, clothing, encouragement and support

Society of Hope (Short-Term Rental Housing)

Ste 101-2055 Benvoulin Crt
Kelowna, BC V1W 2C7

Phone: 250.862.8233
Web: www.societyofhope.org

 Offers 2 central locations that provide eighteen short-term homes for women and women with children * offers short term housing for a period of one month to one year * residents receive many additional services from the Society during their residency including food, clothing, encouragement and support


TRANSITIONAL HOUSING

New Opportunities for Women (NOW) Canada, Residential Safe Home Program

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 safe and supportive transitional housing for women and youth wishing to make positive lifestyle changes * participants can access this continuous-intake abstinence program with just 5 days 'clean time' from their addiction and start to embark on the road to recovery * program highlights include: a warm, safe and supportive transitional living, drug and alcohol free environment, homes run by experienced live-in House Directors/Client Support Workers, learning basic life skills, access to NOW Canada's Essentials Program and all NOW Canada programs * also offers Follow Care Suites for independent living for participants who have graduated from the Essentials program


Okanagan Boys and Girls Clubs, Emergency/Temporary Placement Services for Children and Youth

Phone: 250.859.4616
Web: www.boysandgirlsclubs.ca

 Provide beds, some of which are in foster homes, to children and youth in need, referred by MCFD * these are short-term placements for children/youth in care where the Ministry of Children and Family Development conducts a practical assessment for use in the provision of future care

Okanagan Boys and Girls Clubs, Penny Lane Transition House

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

 Provides short-term support to homeless, at-risk youth, ages 13-18 years in making more positive choices and a healthy lifestyle * a transitional residential program, Penny Lane is a safe, stable home environment meeting the basic needs of the youth * works to provide life skills and appropriate referrals while supporting and working with the youth in developing a plan to address their issues while working with other community resources in the youth's best interests


MATERIAL GOODS AND CLOTHING

THRIFT SHOPS

Anchor Missionary Society Thrift Shop

189 Hwy 33 E
Kelowna, BC V1X 2A1


Phone: 778.753.0553

 Sells clothing, household items, books, furniture at low cost or for free

BCSPCA Thrift Store, Kelowna Branch

3790 Casorso Rd
Kelowna, BC V1W 4M7

Phone: 250.717.3366
Web: www.sPCA.bc.ca/about/locations/thrift-stores/kelowna-thrift-store.html


 Sells used items and contributes a percentage of gross revenue to the Kelowna Branch of the SPCA * accepts donations of housewares, china and cutlery, furniture, rugs, curtains, appliances, electronic equipment, clothing, games, and books * please call to inquire about arrangements for pick-up of larger items

Bibles for Missions, Thrift Store

Unit 121-1889 Springfield Rd
Kelowna, BC V1Y 5V5

Phone: 250.860.4791

Web: www.bfmthriftstores.ca

 Sells and accepts donations of clothing, household items, books, furniture * purchases bibles for China with the funds generated * donations accepted at the back door during hours that the store is open (please buzz for service)

Big Brothers Big Sisters of the Okanagan, Big Deals Used Furniture Store


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

Phone: 250.765.2661

Toll Free: 1.800.404.4483

Email: bigdeals.ok@bigbrothersbigsisters.ca

Web: www.bigs.bc.ca/en/Home/howtosupportus/shopforbigdeals/default.aspx

 Offers good quality, used living room, kitchen/dining, bedroom and office furniture for sale, as well as outdoor items * no item more than \$20

Big Brothers Big Sisters of the Okanagan, ReNew Crew


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

Phone: 250.765.2661

Toll Free: 1.800.404.4483

Email: renewcrew.ok@bigbrothersbigsisters.ca

Web: www.bigs.bc.ca/en/Home/howtosupportus/donateuseditems/default.aspx


 Collects good quality, used clothing, household and furniture items

Kelowna & District S.H.A.R.E. Society

581 Gaston Ave
Kelowna, BC V1Y 7E6

Phone: 250.763.8117

Email: sharesociety@shaw.ca

 Provides household necessities to people at a low cost or in exchange for volunteer work hours * provides pick up and delivery of larger items in the community on a weekly basis * provides basic goods to individuals when requested by Social Services or community organizations * also operates the Work Exchange program and the Christmas Hamper program

Kelowna Right to Life Society, Pro Life Thrift Shop


1159 Sutherland Ave
Kelowna, BC V1Y 5Y2

Phone: 250.762.9266

After Hours: 250.762.4370

Email: kelownarighttolife@telus.net

Web: www.prolifekelowna.com

 Offers used clothing and household items to the public * donations welcome


Kelowna Women's Shelter, Thrift Store

Unit 6-368 Industrial Ave
Kelowna, BC V1Y 7E8

Phone: 250.762.8561

Email: community@coess.ca

Web: www.kelownawomensshelter.ca


 Sells clothing, footwear and linen, dishes/glasses, plastic items, cookware, electrical toys, books/magazines and furniture items * also accepts some small furniture items

THRIFT SHOPS

Kelowna's Gospel Mission, Helping Hands Thrift Store

125 Roxby Rd
Kelowna, BC V1X 8A4


Phone: Thrift Store: 250.862.2404
Pick up and delivery: 250.763.3737
Email: contact@kelownagospelmission.ca
Web: www.kelownagospelmission.ca

 Sells mens, womens and kids clothes, bedding and linens, kitchen and household items, and furniture * all proceeds go to support programs and services provided by Kelowna's Gospel Mission

Lake Country Food Assistance Society, Thrift Store

3250 Berry Rd
Lake Country, BC V4V 1Y6


Phone: 778.480.3250

 Sells items including clothing, bedding, housewares at a reduced cost * all proceeds from sales go to the Lake Country Food Assistance Society

Peachland United Church, Bargain Bin Thrift Shop

4421 4th St
Peachland, BC V0H 1X0


Phone: 1.250.767.2206

 Sells clothing, shoes, and small household items * donations accepted

Rutland Hospital Auxiliary, Thrift Shop

140 Dougall RdN
Kelowna, BC V1X 3K5


Phone: 250.765.2859

 Sells clothing, household goods and miscellaneous items * all proceeds go to Kelowna General Hospital

The Salvation Army, Thrift Store, Kelowna Location

Ste 103-1511 Sutherland Ave
Kelowna, BC V1Y 5Y7


Phone: 778.478.7250
Email: thriftstore@kelsa.ca
Web: www.kelownathriftstore.ca

 Generates funds to support Community programs by offering quality items for sale * items include women's, men's & children's clothing * vintage collectibles * shoes & accessories * books * media & electronics * furniture * housewares & kitchenware * toys, games & puzzles * sewing and knitting supplies * your purchases help recycle goods to recycle lives * visit our website for more info on our community programs

The Salvation Army, Thrift Store, Rutland Location

200 Rutland RdS
Kelowna, BC V1X 2Z5

Phone: 250.765.3450
Email: thriftstore@kelsa.ca
Web: www.kelownathriftstore.ca

 Generates funds to support Community programs by offering quality items for sale * items include women's, men's & children's clothing * vintage collectibles * shoes & accessories * books * media & electronics * furniture * housewares & kitchenware * toys, games & puzzles * sewing and knitting supplies * your purchases help recycle goods to recycle lives * visit our website for more info on our community programs

THRIFT SHOPS


The Salvation Army, Thrift Store, West Kelowna Location

Unit 101-3531 Old Okanagan Hwy
West Kelowna, BC V4T 3L7

Phone: 250.768.1850

Email: thriftstorewest@kelsa.ca

Web: www.westkelownathriftstore.ca

 Offers sale of used clothing, small housewares, furniture, bedding and other items * free pick-up of good used furniture items * generates funds to support The Salvation Army Community Life Centre Emergency Assistance Programs

Westbank United Church, Thrift Shop

3672 Brown Rd
West Kelowna, BC V4T 1P7

Phone: 250.768.3363

Email: wuc@westbankunitedchurch.ca

Web: www.westbankunitedchurch.ca

 Offers the sale of quality clothing, toys, books and household items at reasonable prices


Winfield United Church, Thrift Shop

3751 Woodsdale Rd
Lake Country, BC V4V 1X2

Phone: 250.766.3387

Email: winfieldunitedchurch@shaw.ca

Web: www.winfieldunitedchurch.ca

 Offers reasonably priced and good condition used children's and adult clothing and footwear * children's toys * household items * books * sewing items * craft items * collectables * supports many local charities * drop-off items while Thrift Shop is open * cannot accept large items such as furniture or electronics


TRANSPORTATION

LOCAL TRANSPORTATION

handyDART, handyPASS

Phone: handyDART Office: 250.762.3278

Web: bctransit.com/kelowna/riderinfo/handydart

 Offers an accessible, door-to-door shared transit service to people with permanent or temporary disabilities that prevent them from using fixed-route transit without assistance from another person * the handyDART picks you up at your accessible door and drops you off at the accessible door of your destination ** Please Note: pre-registration is required before using this service


Kelowna Regional Transit System, BC Transit

1494 Hardy St
Kelowna, BC V1Y 8H2

Phone: 250.860.8121

Email: tranmgmt@kelowna.ca


Web: bctransit.com/kelowna

 * Provides regular transit service within the Kelowna, West Kelowna, Westbank First Nations and Lake Country areas * fully accessible buses * fixed schedules * buses do not deviate from routes * Provides community bus service to residents of Peachland, McCulloch, Mission and West Kelowna * fully accessible vehicles * flexible schedules * buses can deviate from route to pick up passengers living beyond normal walk limits or those with disabilities * route deviation times are limited, and a minimum one day advance notice is required * transfer to/from regular transit service

TRANSPORTATION EXPENSE ASSISTANCE


handyDART, Taxi Saver Program

Phone: handyDART Office: 250.762.3278 * DO NOT call this number to book a taxi - call the cab company of your choice
Web: bctransit.com/kelowna/riderinfo/handydart/fares

 Offers vouchers that provide a 50% subsidy towards the cost of taxi rides to permanently registered handyDART riders ONLY * to book a taxi, please call the taxi cab company of your choice * be sure to confirm that the company accepts Taxi Saver vouchers

Ministry of Social Development and Social Innovation, Bus Pass Program

Toll Free: 1.866.866.0800
Web: www.sd.gov.bc.ca/programs/bus-pass.html

 An annual pass for public transit systems is available to assist eligible individuals to participate more fully in their communities * applicants must apply each year * annual bus passes may be purchased by people:

- * who are receiving the federal Old Age Security (OAS), and either the Guaranteed Income Supplement (GIS) or Spouse's Allowance;
- * who are Immigrants to Canada, who would otherwise qualify for the federal Old Age Security (OAS), and either the Guaranteed Income Supplement (GIS) or Spouse's Allowance and are only ineligible for those benefits because they have not resided in Canada for 10 years; or
- * who are age 60 to 64 and receiving BC Employment and Assistance; or
- * who are receiving disability assistance under BC Employment and Assistance for Persons with Disabilities

Phone service is available Mon-Fri, 9am - 4pm * Please note that peak call volume is between 9am - 9:30am and 1pm - 2pm each day

COMMUNITY AND INTERNATIONAL SERVICES

ADVOCACY AND HUMAN RIGHTS GROUPS


CHILDREN'S RIGHTS GROUPS

Representative for Children and Youth, British Columbia

Ste 400-1019 Wharf St
Victoria, BC V8W 2Y9


CRISIS: 310.1234

Phone: 1.250.356.6710
Toll Free: 1.800.476.3933
Email: rcy@rcybc.ca
Web: www.rcybc.ca

 Supports young people and their families in dealing with the provincial child and youth welfare system * provides oversight to this system and makes recommendations to improve it * responsible for working with other public bodies towards informing improvements to services to help prevent injuries or deaths in the future * committed to ensuring that the rights and interests of children and youth are protected and upheld, and that their views are heard and considered by decision-makers

Women's Network of British Columbia, (Réseau-Femmes Colombie-Britannique)

Toll Free: 1.866.736.6900
Email: info@reseaufemmes.bc.ca
Web: www.reseaufemmes.bc.ca

 Brings together French-speaking women and represents, promotes and defends their rights and interests in order to contribute to their social, economic, and political empowerment, and to generate a sense of leadership amongst women * open to all French-speaking women, regardless of age, ability, ethnicity, gender, religion, income or sexual orientation


SENIOR ADVOCACY GROUPS

Senior Citizens Counselor Program

2nd Flr-1835 Gordon Dr
Kelowna, BC V1Y 3H4

Phone: 250.980.1558

Email: brenda.sheppard@interiorhealth.ca


 Volunteers with Interior Health provide information related to seniors' needs, and assist with government related forms, income assistance, pension matters * act as commissioners for taking oaths, and other related inquiries

ARTS AND CULTURE

THEATRE AND MUSIC PERFORMANCES


Kelowna Community Chorus

Web: www.kelownacommunitychorus.com

 Performs a wide variety of music genres including sacred, classical, pop, rock, jazz, folk and show tunes * non-audition SATB adult choir with approx 100 members drawn from throughout the Central Okanagan

White Sails A Cappella Chorus, Sweet Adelines International

Phone: 778.755.0562


 Offers a women's A Cappella Choral group that entertains at various locations throughout the year * also supports the Sing for your Life foundation with regular sessions of singing and music making for older people

CIVIC GROUPS

SERVICE CLUBS AND FRATERNAL ORDERS

Kelowna Lioness Club

Email: bj.griffin@hotmail.com


 Community service group that provides volunteers and supports local organizations such as Camp Winfield, the Food Bank, The Salvation Army, the Women's Shelter, and Kelowna's Gospel Mission through their fundraising efforts

Kelowna Royal Purple Lodge 56, Canadian Royal Purple Society

Phone: 250.768.7733

Email: sheilafalk@shaw.ca

Web: www.royalpurpleofcanada.org

 We are a fun-loving, dynamic, dedicated group of volunteers helping kids and our communities * for additional information, please contact us


COMMUNITY ECONOMIC DEVELOPMENT

BUSINESS ASSISTANCE AND DEVELOPMENT

Women's Enterprise Centre

Ste 201-1726 Dolphin Ave
Kelowna, BC V1Y 9R9

Phone: 250.868.3454
Toll Free: 1.800.643.7014
Email: info@womensenterprise.ca
Web: www.womensenterprise.ca

 Assists women with starting and growing businesses in BC * provides essential business services and resources, as well as referrals to many resources and other business service providers throughout the province * services include professional guidance, business loans, practical skills development, networking connections, resource library, events and workshops


COMMUNITY SERVICES

COMMUNITY SERVICE AGENCIES

Kelowna Community Resources (KCR)

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

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


 Operates a variety of community programs, services and supports including: Community Information * Volunteering Information * Immigrant Services * Translation Services * Family Friend Program * Special Needs Adoption * Public Access computer

255 Lawrence Avenue offers the following services: The Adoption Centre * Crisis Line Administration Office * Kids Count Program * Family Group Conferencing

Service Canada, Kelowna Service Centre

Ste 106-471 Queensway Ave
Kelowna, BC V1Y 6S5

Phone: 250.762.3018
Toll Free: CPP/OAS: 1.800.277.9914
Employers Hiring Foreign Workers: 1.888.367.5693
Record of Employment - Services for Employers: Orders, Information and Record of Employment on the Web (ROE Web): 1.800.367.5693
Telephone Information Service (Employment Insurance): 1.800.206.7218
Telephone Reporting Service (Employment Insurance): 1.800.531.7555
1.800.O-Canada: 1.800.622.6232
TDD: Employment Insurance Program: 1.800.529.3742
Income Security Program: 1.800.255.4786
Record of Employment - Services for Employers: Orders, Information and Record of Employment on the Web (ROE Web): 1.855.881.9874
1.800.O-Canada (TTY): 1.800.926.9105
Web: www.servicecanada.gc.ca/cgi-bin/sc-dsp.cgi?rc=5987&ln

 Service Canada delivers Government Services to Canadians by: 1) phone 1.800.622.6232 (O-Canada), 2) servicecanada.gc.ca, or 3) Kelowna Service Canada Centre (471 Queensway Street) where staff are knowledgeable about federal programs and benefits, and take the time to ensure people are connected to the services they need.

All Canadians:
Apprenticeship Grants * Job Bank * Labour Market Information * Passport Receiving Agent Service * Social Insurance Number Application

Service Canada, Kelowna Service Centre

Con't from previous page/...

Employers and Organizations:

Funding Programs * Hiring Foreign Workers * Labour Market Information * Record of Employment

Families and Children:

Canada Pension Plan Children's Benefits * Canada Pension Plan Death Benefit * Canada Pension Plan Survivor's Pension * Employment Insurance Compassionate Care Benefits * Employment Insurance Maternity and Parental Benefits * Employment Insurance Special Benefits for Parents of Critically Ill Children * Universal Child Care Benefit

Labour and Workplace Information:

Wage Earner Protection Program

Newcomers to Canada:

Foreign Credentials Referral

People with Disabilities:

Canada Pension Plan Disability Benefits

Seniors:

Allowance Program * Allowance for the Survivor Program * Canada Pension Plan Retirement Pension * Guaranteed Income Supplement * International Benefits * Old Age Security

Veterans:

Veterans Affairs Canada

Workers:

Canadian Forces Recruitment Awareness * Employment Insurance Fishing Benefits * Employment Insurance Regular Benefits * Employment Insurance Sickness Benefits *

Royal Canadian Mounted Police Recruitment Awareness

Youth and Students:

Canada Summer Jobs


The Salvation Army, Community Life Centre

200 Rutland RdS
Kelowna, BC V1X 2Z5

Phone: 250.765.3450

Email: clc@kelsa.ca

Web: www.kelownasalvationarmy.ca

 Practical Assistance (includes food, clothing, housewares, and furniture) * Emergency Disaster Services * Christmas Assistance (food and toys) * Family Tracing * Dental Referrals * Advocacy and Pro Bono Legal Service * Income Tax Service


YMCA of Okanagan

375 Hartman Rd
Kelowna, BC V1X 2M9

Phone: 250.764.9621

Email: info@ymcaokanagan.ca

Web: www.ymcaokanagan.ca

 The YMCA of Okanagan is a charity dedicated to strengthening the foundations of community * health, fitness and recreation * child care and day camps * youth leadership * employment and education training * community outreach and international development

Locations:


- Kelowna Family YMCA, 375 Hartman Rd, Kelowna
- H2O Adventure + Fitness Centre, 4075 Gordon Drive, Kelowna
- YMCA Job Options BC, Ste 103 - 565 Bernard Ave, Kelowna
- Silver Lake Kids Camp Registration and Info, 375 Hartman Rd, Kelowna
- Association Services Office, 375 Hartman Rd, Kelowna

HOLIDAY ASSISTANCE

Kelowna & District S.H.A.R.E. Society, Christmas Hamper Program

581 Gaston Ave
Kelowna, BC V1Y 7E6


Phone: 250.763.8117
Email: sharesociety@shaw.ca

 "Adopt a Family" program matches a registered family in need with a family or organization willing to sponsor them by providing a Christmas dinner and gifts for the family

The Salvation Army, Christmas Hamper

200 Rutland RdS
Kelowna, BC V1X 2Z5

Phone: 250.765.3450
Email: clc@kelsa.ca
Web: www.kelownasalvationarmy.ca


 Works in partnership with the community to help families whose income and assets place them below the poverty line and those who are in one time financial crisis due to loss of work and unforeseen emergency

INFORMATION SERVICES

Kelowna Community Resources (KCR), Information Centre

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


Phone: 250.763.8008 ext 125
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

Peachland Wellness Centre

4426 5th St
Peachland, BC V0H 1X6


Phone: 250.767.0141
Email: wellnesscentre@shaw.ca
Web: www.peachlandwellnesscentre.ca

 Provides a local community resource that offers programs and services including: Outreach, Resources and Referral, Transportation, Bereavement Support, Wellness Circle, Writers' Block, Tai Chi for Wellness, Monday Morning Coffee, Jerry Dober Sunday Breakfast, Sunshine Singers, Tea in the Tranquil Room, Men's Coffee and Cars, Volunteer Income Tax Preparation, Computer Literacy, Ladies Crib, Speaker Series, Community Gardens, and Seniors Excursions

Seniors Outreach & Resource Centre

Unit 102-2055 Benvoulin Crt
Kelowna, BC V1W 2C7

Phone: 250.861.6180
Web: www.seniorsoutreach.ca

 Enhances the quality of life for seniors in the community by providing various programs and services

Information and Referral Services: Provides information about community services and resources for seniors

Seniors Regional Housing Program: Housing Outreach Social Worker provides support and assistance to eligible seniors by assisting individuals to locate or maintain stable and affordable housing.

Friendly Visitors: Meets with isolated seniors in their own home or in the community to share common interests such as chatting, playing board/card games, going on outings together * may visit solely by telephone if the senior prefers this

Seniors Coffee Break Groups: Provides drop-in social opportunities * please call before attending

Eldernet Program: Provides one-on-one computer mentoring/training

Community Volunteer Income Tax Program: Prepares income tax forms for low-income seniors


Handyperson Program: Provides one-time help with a simple home maintenance task

INFORMATION SERVICES

Westside Health Network Society, Seniors Information and Referral Service

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

Phone: 250.768.3305
Email: whns@telus.net
Web: www.westsidehealthnetwork.com


 Promotes and enhances West Kelowna and Peachland seniors' wellness through volunteerism, education, referral, and social programs * provides education information and opportunities on health and social issues that include Medwatch, Better at Home, Computer and other Device Tutorials and Assistance, Happy Hookers needlework group, Take-A-Break Library presentations, and the twice per week Walk 'N' Talk * services include Visitation Program, Transportation Program and Grocery Shopping Program

CULTURAL AND SETTLEMENT SERVICES

French Cultural Centre, (Centre Culturel Francophone de l'Okanagan)

702 Bernard Ave
Kelowna, BC V1Y 6P5

Phone: 250.860.4074
Email: info@leccfo.org
Web: www.leccfo.org


 Provides cultural and social support, and awareness of the richness of French language and French-speaking culture to the entire population of Okanagan * unites francophones and francophiles * organizes French artistic and cultural events and offers French classes

Servir les membres, regrouper et unir les francophones et les francophiles, faire connaître la richesse de la langue française et de la culture francophones à toute la population de l'Okanagan

Kelowna Community Resources (KCR), Immigrant Services

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


Phone: 250.763.8008
Web: www.kcr.ca

 Provides integration and settlement services * empowers newcomers to Canada to become independent and contributing members of the community * offers translation services, and referrals to English as a Second Language (ESL) classes

INTERNATIONAL AID


Inter-Cultural Women's Education Network

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

 Raises awareness of the importance of, and increases access to, education for (primarily) marginalized females, by funding education programs in Nepal, Canada, and other countries

Little Women for Little Women in Afghanistan

Email: info@lw4lw.com
Web: www.littlewomenforlittlewomen.com


 Raises funds and awareness to support education of women and girls in Afghanistan * 100% of funds raised to go CW4WAfghan for training teachers, paying salaries, buying mobile library kits that can create rural libraries and buying school supplies, such as science kits and paper and pencils to give women and girls access to an education and allow them to strive to reach their hopes and dreams

OCCUPATIONAL / PROFESSIONAL ASSOCIATIONS

BUSINESS ASSOCIATIONS


Kelowna Women In Business

Email: info@kwib.org
Web: www.kwib.org

 Gives a voice to Kelowna professional women, women business owners and women who work for others * offers as many networking opportunities as possible to promote one another's businesses * hosts interesting and enjoyable social events for both members and the general public

Canadian Federation of University Women - Kelowna

Email: kelownacfuwmembership@gmail.com
Web: www.cfuwkelowna.org


 Networking organization whose members are active in public affairs and work to raise the social, economic and legal status of women, as well as improve education, the environment, peace and human rights

EDUCATION ASSOCIATIONS

Society for Learning in Retirement (SLR)

1434 Graham St
Kelowna, BC V1Y 3A8

Phone: 250.448.1203
Email: registrar@slrkelowna.ca
Web: www.slrkelowna.ca

 Promotes continued studies and educational interests and needs of 50+ retired and semi-retired persons in the Central Okanagan, regardless of formal education * offers lending library of book sand CDs for use of all members


RECREATION, LEISURE AND ARTS INSTRUCTION

SPORTS ASSOCIATIONS

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 individual athletes whose families cannot afford sport registration fees and would otherwise not be able to participate in a season of sport

Kelowna Senior Citizens Centre Branch 17, Senior Citizens Association of BC

1353 Richter St
Kelowna, BC V1Y 2L5


Phone: 250.762.5505 * Hall Rentals: 250.448.5970
Web: www.senioryears.com/seniorcentres-BC.html

 Drop-in centre that provides social and recreational activities * exercise and dance programs, crafts, cards, games and bingo

Lake Country Senior Activity Society

9832 Bottom Wood Lake Rd
Lake Country, BC V4V 1S7

Phone: 250.766.4220
After Hours: 250.766.4568
Email: doso@telus.net

 Offers drop-in centre providing a variety of social and recreational activities including exercise and dance programs, crafts, games and bingo * operates a Seniors Bus so seniors can attend events and programs; call Marg 250.766.3227 or Marian 250.861.4131 for more info * offers frozen meals for \$5; please call Dorothy at 250.766.4568 to arrange * offers Lake Country Seniors Buffet each Tuesday for \$8

Okanagan Mission Senior Center Society

4398 Hobson Rd
Kelowna, BC V1W 1Y3


Phone: 250.763.2781
Email: betsyb7@telus.net
Web: www.senioryears.com/seniorcentres-BC.html

 Drop-in centre that provides social and recreational activities * exercise, crafts, painting, quilting and card games

Parkinson Senior Society

1700 Parkinson Way
Kelowna, BC V1Y 4P9


Phone: 250.762.4108
Email: parkinsonseniorsociety@shaw.ca
Web: www.parkinsonseniors.com

 Drop-in activity centre that provides recreational and social activities * exercise and dance programs, crafts, cards, games * provides computer courses in on-site computer lab using new computers complete with latest Windows operating system

Peachland 50+ Activity Centre

5672 Beach Ave
Peachland, BC V0H 1X0

Phone: 250.767.9133
Email: 50plus@telus.net
Web: www.senioryears.com/seniorcentres-BC.html

 Drop-in centre that provides social and recreational activities for seniors * programs and activities include exercise and dance programs, crafts, games, cards, Peachland Variety Singers choir, AA and TOPS meetings, and movie nights twice per month during the winter

Rutland Senior Citizens Centre Branch 55, Senior Citizens Association of BC

150C Gray Rd
Kelowna, BC V1X 1W6

Phone: 250.765.5531
Email: branch55@telus.net

 Offers a community social club * also offers the Rutland Hall for rent for special events

CONSUMER COMPLAINTS

Ombudsperson of British Columbia

Toll Free: 1.800.567.3247

Web: www.bcombudsperson.ca



Receives enquiries and complaints about the practices and services of a public agencies within its jurisdiction * impartially investigates these complaints to determine whether public agencies have acted fairly and reasonably, and whether their actions and decisions were consistent with relevant legislation, policies and procedures * services are provided free of charge

PROVINCIAL GOVERNMENT SERVICES

Ministry of Technology Innovation and Citizen Services, ServiceBC - Kelowna Office

Phone: 250.861.7500

Web: www.servicebc.gov.bc.ca

Ste 305-478 Bernard Ave
Kelowna, BC V1Y 6N7



Provides access to various provincial government services through face-to-face, online and phone delivery including:


- Ambulance Payments
- Angling Licences
- BC Assessment Searches
- BCeID Point of Service
- Child Care Subsidy Program
- Commissioner for Taking Affidavits (limited authority)
- Community Access Terminal
- Corporate Registry Searches and Registrations
- Consumer Taxation Payments and access to Forms
- Freedom of Information Act Applications
- Gaming Event Licences (class B and Class D)
- Hunting Licences
- Industry Trade Authority Exams
- Legal Change of Name Applications
- Licence and Resident Hunter Number Cards
- Liquor Licence Renewal Payments
- Logging Tax Payments
- Manufactured Home Registry
- Marriage Licences
- Medical Services Plan Registration and Billing Payments
- Mineral Titles Online
- OneStop Business Registration
- Permit Authorization and Service Bureau
- Personal Property Registry
- Pesticide Exams
- Provincial Court Fine Payments and Disputes
- Provincial Sales Tax Collections
- Provincial Voter Registration
- Residential Tenancy Information/Services
- Rural Property Tax Information and Payments
- Vital Statistics Services
- Wills Notice and Wills Search Applications

RECORDS, LICENCES AND PERMITS

IDENTIFICATION CARDS

**Insurance Corporation of BC,
BC Identification Card (BCID)**
1720 Springfield Rd
Kelowna, BC V1Y 7W2


Toll Free: Office: 1.800.950.1498
Road Test Bookings: 1.888.715.7775
Web: www.icbc.com/driver-licensing/BCID

 Provides BCID cards for non-drivers which are typically used as identification in any situation where a driver's license would be used

PASSPORTS

Passport Canada Kelowna Office
Ste 110-1835 Gordon Dr
Kelowna, BC V1Y 3H4


Phone: 1.800.567.6868 (toll-free, calls within Canada or US)
1.819.997.8338 (Outside Canada and US)
TDD: 1.866.255.7655
Web: www.ppt.gc.ca

 Accepts applications for new Canadian passports and requests for renewals * in-person service (10 working days) and express service (4 - 9 working days) are available at this office * urgent service is NOT available at this location

SOCIAL INSURANCE NUMBER CARDS

**Service Canada, Social Insurance Number
Card (SIN) Applications and Replacements**
471 Queensway Ave
Kelowna, BC V1Y 6S5

Phone: 250.762.3018
Toll Free: 1.800.206.7218, selection option "3"
Mon-Fri, 8:30am - 4:30pm (local time) * closed
statutory holidays:
TDD: 1.800.926.9105
Web: www.servicecanada.gc.ca/eng/sc/sin


 Provides Social Insurance Number Card * a SIN card is a nine-digit number that is necessary to work in Canada or to have access to government programs and benefits * face-to-face service at the Service Canada Kelowna office

TAX SERVICES AND INFORMATION

TAX PREPARATION ASSISTANCE

**The Salvation Army,
Income Tax Program**
200 Rutland RdS
Kelowna, BC V1X 2Z5

Phone: 250.765.3450
Email: clc@kelsa.ca
Web: www.kelownasalvationarmy.ca

 Income Tax Returns are completed by trained volunteers.


EDUCATION

EARLY CHILDHOOD EDUCATION

Bankhead Family Place, Preschool Programs

1280 Wilson Ave
Kelowna, BC V1Y 6Y6


Phone: 250.762.4476
Email: bhefp@sd23.bc.ca
Web: www.bhe.sd23.bc.ca

 Provides parents and children the opportunity to build on their parent/child relationship and learn through play in a nurturing and stimulating environment

Heritage Christian Preschool, Kelowna Christian Center


905 Badke Rd
Kelowna, BC V1X 5Z5

Phone: 250.980.5604
Email: childcare@kcc.net
Web: www.kcc.net/preschool

 Offers Preschool from September through June

StrongStart Early Learning Centres, School District No. 23 Central Okanagan

Phone: 250.470.3227 or 250.860.8888
Web: www.sd23.bc.ca

 Provides a drop-in early learning program for children * supports children who are not attending childcare and are in the home with their parent or other caregivers such as grandparents or nannies * offers creative, interactive play time with your child * promotes connections with other parents and provides parenting information and support * program is facilitated by a Licensed Early Childhood Educator

KELOWNA:

A.S. Matheson Elementary, 2090 Gordon Dr * 250.860.6430 * 8:45am - 11:45am
Raymer Elementary, 657 Raymer Ave * 250.870.5125 * 8:45am - 11:45am

RUTLAND:

Pearson Road Elementary, 700 Pearson Rd * 250.765.8855 * 8:45am - 11:45am
South Rutland Elementary, 200 Mallach Rd * 250.765.7785 ext 275 * 8:45am - 11:45am

WEST KELOWNA:

George Pringle Elementary, 3770 Elliot Rd * 250.870.5103 * 8:45am - 11:45am
Hudson Road Elementary, 1221 Hudson Rd * 250.769.4666 * 8:45am - 11:45am

LAKE COUNTRY:

Peter Greer Elementary, 10300 Sherman Rd * 250.766.2104 ext 245 * 8:45am - 11:45am

PEACHLAND:

Peachland Elementary * 5486 Clements Cres * 250.870.5122 * 8:45am - 11:45am

LITERACY PROGRAMS


Project Literacy Kelowna Society

1635 Bertram St
Kelowna, BC V1Y 2G5

Phone: 250.762.2163

Email: admin@projectliteracykelowna.org

Web: www.projectliteracykelowna.org

 Provides free of charge one-to-one tutoring for adults seeking to improve their language and math skills in order to achieve their full potential * increases public awareness of the importance of literacy * provides a safe and friendly environment for learners * offers the literacy programs for adults and the Esteem Program for youth

POST-SECONDARY INSTITUTIONS


Okanagan College

1000 KLO Rd
Kelowna, BC V1Y 4X8

Phone: 250.762.5445

Toll Free: 1.877.755.2266

Web: www.okanagan.bc.ca

 Public, comprehensive, post secondary educational institution * offers career, continuing education, degree, developmental, trades, technology, university transfer and vocational programs

EDUCATION

PRIVATE SCHOOLS


Heritage Christian School

907 Badke Rd
Kelowna, BC V1X 5Z5

Phone: 250.862.2377

Email: office@heritagechristian.ca

Web: www.heritagechristian.ca


 Provides preschool through grade 12 education * high school students participate in Global Citizenship Program

PUBLIC SCHOOLS

Central Programs and Services, School District No. 23 Central Okanagan

Phone: 250.870.5120

Web: www.cps.sd23.bc.ca

 Offers alternate programming for elementary, middle, secondary and adult students * offers Anger Management sessions in conjunction with ARC Programs, for more info, please call 250.870.5120 ext. 6482

Please visit our website for details on programs available at the following locations:

McWilliams Centre, 580 Doyle Ave, Kelowna

Richter St. Site, 1825 Richter St, Kelowna

Rutland Storefront, 150 Asher Rd, Kelowna

Westside Learning Centre, 100-3711 Old Okanagan Hwy, West Kelowna

SCHOOL BASED PARENT PROGRAMS


Kelowna Child Care Society, Young Parents Program

1079A Raymer Ave
Kelowna, BC V1Y 4Z7

Phone: 250.868.1377

Email: kypp@shaw.ca

Web: www.kelownachildcare.com

 Provides quality daycare to children of young adults to assist them in continuing their education * provides an environment where parents can enhance their parenting skills

ENVIRONMENTAL QUALITY AND PUBLIC SAFETY

COMMUNITY ACTION GROUPS

ENVIRONMENTAL BEAUTIFICATION

Okanagan Car Share Co-op

Ste 200-1262 St Paul St
Kelowna, BC V1Y 2C9

Phone: 250.469.6617

Email: info@ogocarshare.ca

Web: www.ogocarshare.ca



Provides a car share co-op program offering individual members, business members and casual drivers convenient access to a vehicle when needed * fixed member usage rate is the only cost * OGO covers the cost of fuel, insurance, maintenance, permanent parking, and roadside assistance in Kelowna and West Kelowna * currently OGO has six fuel-efficient vehicles available

PUBLIC SAFETY EDUCATION AND INSPECTIONS

CHILD PASSENGER SAFETY SEAT INSPECTIONS

Child Car Seat Inspections



Free inspections of PRE-INSTALLED child car seats are offered at the following locations:

BCAA Insurance - Kelowna Office * 250.870.4900 * Appointment Recommended

West Kelowna Fire Department * 250.769.1640 ext.6 * By Appointment Only

Toys R Us, Kelowna Store * 250.862.8697 ext.3 * By Appointment Only

Baby and Me * 250.717.0556 * ONLY inspects items they sell * By Appointment

HEALTH CARE

ADVOCATE AND LIAISON OFFICES

DENTAL CARE

Kelowna's Gospel Mission, Dental Clinic

259B Leon Ave
Kelowna, BC V1Y 6J1

Phone: 1.800.789.0680

Email: contact@kelownagospelmission.ca

Web: www.kelownagospelmission.ca



Provides necessary dental care to individuals who are experiencing dental pain or infection, and who cannot afford treatment in a private clinic * serves low-income families and seniors, those on assistance as well as the homeless and working poor * referral forms will be reviewed and you will be advised if you qualify * once accepted, you are eligible to receive dental appointments

FAMILY PLANNING

DOULA AND MIDWIFERY


Community Midwives Kelowna

Ste 21-1873 Spall Rd
Kelowna, BC V1Y 4R2

Phone: 778.436.8060

Email: communitymidwiveskelowna@gmail.com

Web: www.communitymidwiveskelowna.com


 Provides pregnancy, antenatal, birth, and postnatal care for childbearing women in Kelowna

Kelowna Doula Association

Phone: 250.768.6979

Email: hello@kelownadoulas.com

Web: www.kelownadoulas.com

 Provides referrals to doulas for nurturing support and guidance through the birth and/or postpartum process * offers a diverse group of either trained or certified birth and postpartum doulas with a range of experience from a variety of backgrounds who bring their own unique experiences and education to their work * fees vary and volunteer services are often available


Malachite Midwives

1955 Bowes St
Kelowna, BC V1Y 3C2

Phone: 250.860.3255

Email: mail@malachitemidwives.ca

Web: www.malachitemidwives.ca

 Provides complete prenatal, intrapartum and postpartum care for childbearing families * clients are accepted into care during pregnancy and are supported until 6-8 weeks postpartum * offers support for the intense work that the childbearing year requires, trust in the innate ability of women to birth their babies, and the empowerment of women to achieve their best birth possible

HEALTH EDUCATION AND WELLNESS

AIDS/HIV PREVENTION COUNSELLING


Living Positive Resource Centre

168 Asher Rd
Kelowna, BC V1X 3H6

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 health services including addictions and mental health services, connections with natural support systems, other determinants of health * advocates for people whose rights have been ignored or abused * clients may also receive access to support services including tax preparation, legal assistance with wills and estate planning, chiropractic, and massage; speak with a client advocate to determine your eligibility * provides harm reduction materials for both safer sex and substance use

DISEASE AND DISABILITIES

Interior Health, Diabetes Education Program

Phone: Main Program Reception, 250.980.1400


 Assists individuals through education and clinical support to manage their diabetes and reduce risk of complications * programs include: Getting Started Classes, individual assessments, Staying on Track, Refresher Class, Pre-Diabetes Class, Gestational Diabetes one-to-one counselling and classes * offers specific information sessions, such as weight loss, carbohydrate counting, meal planning, label reading, cholesterol, diabetes medications with pharmacist, and insulin pumps * registration is required for all information sessions * also offers Pediatric Clinic education program for children and youth from birth to 18 years of age and their parents

DISEASE AND DISABILITIES

Kelowna Stroke Recovery Branch

Phone: 250.763.0556

380 Leathhead Rd
Kelowna, BC V1X 2H8


 Provides self-help recovery club for people recovering from stroke and their caregivers * offers weekly meeting that includes coffee, exercise, lunch and socializing, a speaker or activity such as mental aerobics, games, crafts, and bowling

POISON CONTROL

Poison Control Centre BC

Phone: 1.604.682.5050
Toll Free: 1.800.567.8911
Email: info@dpic.ca
Web: www.dpic.org

655 West 12th Ave
Vancouver, BC V5Z 4R4

 Provides emergency phone line 24-hours every day for advice and information about poisoning * fact sheets, prevention material, prevention tips, poison FAQ, and antidote stocking guidelines are available on their website


HEALTH FACILITIES

INPATIENT HEALTH FACILITIES

Interior Health, Kelowna General Hospital

Phone: Main switchboard: 250.862.4000 * Emergency on-call dentist: 250.861.6006
Toll Free: 1.888.877.4442
Web: www.interiorhealth.ca

2268 Pandosy St
Kelowna, BC V1Y 1T2


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

OUTPATIENT HEALTH FACILITIES AND CLINICS

Interior Health, Kelowna Health Centre

Phone: 250.868.7700
Web: www.interiorhealth.ca


1340 Ellis St
Kelowna, BC V1Y 9N1

 Services offered include Air Quality Safety, Baby Talk, BC Early Hearing Program, Child and Youth Immunization Program, Communicable Disease Control, Community Care Facilities Licensing, Community Nutrition Services, Dental Health Services, Environmental Health, Food Safety, Healthy From The Start, Hearing Services, Maternity Services, Mental Health & Substance Use Services, Prenatal Services, Publicly Funded Tuberculin Skin Testing (TST), Recreational Water Safety, School Nursing Support Services, Speech-Language Pathology: Infant & Child, Stop HIV Program, Tobacco Control, Tobacco Reduction Program, and Water Quality Program * also offers well-baby clinics, new parent classes, pregnancy testing and counselling, Teen/Singles Prenatal Program, Nobody's Perfect Program

Interior Health, Rutland Health Centre

Phone: 250.980.4825
Web: www.interiorhealth.ca

155 Gray Rd
Kelowna, BC V1X 1W6


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

OUTPATIENT HEALTH FACILITIES AND CLINICS

Interior Health, West Kelowna Health Centre

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 (done by Opt Clinic * Tue, 6pm - 8pm * drop in or by appointment - 1.800.739.7367) * prenatal services * Nobody's Perfect Program * dental health services * diabetic clinic * A Health Baby is Worth the Weight * acquired brain injury services * adult day services * caregiver support * case management * Choice in Support for Independent Living * community care clinic * community nursing services * community nutrition services * health services for community living * home support * postpartum care * publicly funded Tuberculin Skin Testing (TST) * rehabilitation * school nursing support services * social work services and Stop HIV program

PERSONAL CARE AND IN-HOME ASSISTANCE

Interior Health, Breathe Well Program

Ste 200-1835 Gordon Dr
Kelowna, BC V1Y 3H4

Phone: 250.980.1400
Web: www.interiorhealth.ca


 Helps patients being discharged from hospital to manage their Chronic Obstructive Pulmonary Disease (COPD) * provides intensive home-based respiratory care, education, and case management to address the causes that have led to an acute care visit, including Cardio Respiratory Home assessments, COPD Flare up Plans, ongoing education and home based activity programs; Inhaled Medication Education and review, as well as Tobacco Dependency Counseling

HEALTH INSURANCE

Ministry of Health, Medical Services Plan (MSP)

1515 Blanshard St
Victoria, BC V8W 3C8

Toll Free: 1.800.663.7100
Email: [msпенquiries@hibc.gov.bc.ca](mailto:mспенquiries@hibc.gov.bc.ca)
Web: www.health.gov.bc.ca/insurance

 Insures medically-required services provided by physicians and supplementary health care practitioners, laboratory services and diagnostic procedures * all residents of BC are required to enrol * for complete information on eligibility, please visit the MSP website


HEALTH SCREENING / DIAGNOSTIC SERVICES

CANCER DETECTION

Kelowna Medical Imaging, Screening Mammography Clinic

Ste 108-3330 Richter St
Kelowna, BC V1W 4V5

Phone: 250.861.7560
Toll Free: 1.800.663.9203

 Provides mammograms for women


HEALTH SUPPORTIVE SERVICES

HEALTH SUPPORTIVE SERVICE AGENCIES

Canadian Breast Cancer Foundation, BC and Yukon Chapter

Ste 300-1090 Pender StW
Vancouver, BC V6E 2N7


Phone: 1.604.683.2873
Toll Free: 1.800.561.6111
Email: cbcfbc@cbcf.org
Web: www.cbcf.org/bcyukon

 Funds relevant and innovative research * provides education and awareness programs * advocates for early diagnosis and effective treatment options * supports a positive quality of life for those living with breast cancer

Multiple Sclerosis (MS) Society of Canada, Okanagan Chapter

Ste 230-1855 Kirschner Rd
Kelowna, BC V1Y 4N7


Phone: 250.762.5850
Email: info.okanagan@mssociety.ca
Web: www.mssociety.ca/okanagan

 Provide programs and services to those affected by multiple sclerosis to achieve the highest possible quality of life while living with the daily challenges that MS presents * provides information and support to health professionals, employers, institutions and students * members receive many benefits including access to programs and a resource library * volunteer opportunities available

Ovarian Cancer Canada, BC/Yukon

Ste 330-470 Granville St
Vancouver, BC V6C 1V5

Phone: 1.604.676.3431
Toll Free: 1.800.749.9310
After Hours: 1.604.676.3431 * 1.800.749.9310
Email: tkolwich@ovariancanada.org
Web: www.ovariancanada.org


 Supports women living with the disease and their families * raises awareness with the general public and health care professionals * funds research to develop early detection techniques, improved treatment and, ultimately find a cure * volunteer opportunities available

NUTRITION

Interior Health, Community Nutrition Services

1340 Ellis St
Kelowna, BC V1Y 9N1

Phone: 250.868.7700
Web: www.interiorhealth.ca


 Works with community groups, early childhood education programs, school districts, organizations, health professionals, educators and local government to support and promote healthy eating at a broader population and policy level * aims to improve access to healthy food, improve people's food shopping and preparation skills, and promote the social and cultural aspects of eating through providing consultation on food policy development, supporting the development of new programs and services, and promoting healthy eating initiatives * Community Nutritionists also provide training and resources to support health professionals, Interior Health staff and physicians in providing the public with up to date healthy eating information

PREGNANCY, SEXUALITY AND BIRTH CONTROL

BC Women's Hospital and Health Centre, Pregnancy Options Telephone Service

4500 Oak St
Vancouver, BC V6H 3N1


Phone: 1.604.875.3163
Toll Free: 1.888.875.3163

 Operates a free telephone service to help women with unintended pregnancies find emotional support, information, and services as close to home as possible * also assists BC health care professionals and community workers to help and support women in their communities who are facing an unintended or unplanned pregnancy * provides up-to-date information about available abortion services throughout BC and in the US * works collaboratively with health care providers and community workers to facilitate women's access to safe abortion care * provides materials such as CARE Program and POS brochures, wallet cards, and/or fact sheets about pregnancy options counselling or abortion services

PREGNANCY, SEXUALITY AND BIRTH CONTROL

Kelowna & District Pro-Choice Action Society


Phone: 250.762.2354
Email: kdpcasociety@gmail.com

 Promotes and organizes greater access to reliable, safe contraception, sex education and supportive, non-judgmental and confidential reproductive counselling

Kelowna Right To Life Society

Ste 241-1889 Springfield Rd
Kelowna, BC V1Y 5V5


Phone: 250.862.8202
Email: kelownarighttolife@telus.net
Web: www.prolifekelowna.com

 Works to educate the public about the realities of abortion, euthanasia, assisted suicide, embryonic stem cell research, and other anti-life issues

Okanagan Valley Pregnancy Care Centre

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


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

 Serves and supports women struggling with an unplanned pregnancy * offers pregnancy tests, crisis pregnancy peer counseling, education on pregnancy and fetal development, information on all pregnancy options, including abortion (procedures and risks), parenting and adoption placement, practical support services (maternity items, baby clothes, etc.), advocacy referrals to community services (parenting courses, single parent support networks, family physicians, educational and vocational programs), post abortion recovery support program, ongoing birth mother friendship and support, sexual integrity education (emotional, physical, social and spiritual), counselling and support for miscarriage, infertility, postpartum depression

Options for Sexual Health, Kelowna Clinic

1340 Ellis St
Kelowna, BC V1Y 9N1

Phone: 250.868.7700 * 250.712.6400
Toll Free: 1.800.739.7367 * Mon-Fri, 9am - 9pm to talk with a nurse * Mon-Fri, 9am - 4:30pm to book appointment
Web: www.optionsforsexualhealth.org

 Offers confidential, nonjudgmental support about sex, sexuality; safer sex supplies, women's health screening including PAP, pregnancy and STI testing, emergency contraception; birth control at reduced rates; counselling * to make appointments, please call 1.800.739.7367, Mon-Fri, 9am - 4:30pm

PREGNANCY, SEXUALITY AND BIRTH CONTROL


Options for Sexual Health, West Kelowna Clinic

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

Phone: 250.712.6400

Toll Free: 1.800.739.7367 * Mon-Fri, 9am - 9pm to talk with a
nurse * Mon-Fri, 9am - 4:30pm to book
appointment

Web: www.optionsforsexualhealth.org


 Offers confidential, nonjudgmental support about sex, sexuality; safer sex supplies, women's health screening including PAP, pregnancy and STI testing, emergency contraception; birth control at reduced rates; counselling * to make appointments, please call 1.800.739.7367, Mon-Fri, 9am - 4:30pm

MEDICAL EXPENSE ASSISTANCE

Ministry of Health, Fair PharmaCare Plan, Health Insurance BC

Toll Free: 1.800.663.7100


Web: www.health.gov.bc.ca/pharmacare/plani/planiindex.html

 Provides financial assistance for prescription drugs to families and individuals with low-income * Pharmacare begins assisting with the eligible costs after the deductible is reached * British Columbians with the lowest incomes do not need to meet a deductible and receive immediate assistance

Ministry of Health, PharmaCare Program

Toll Free: 1.800.663.7100

Web: www.health.gov.bc.ca/pharmacare

 Helps British Columbians with the cost of eligible prescription drugs and certain medical supplies * provides reasonable access to drug therapy through seven drug plans, the largest being the income-based Fair PharmaCare plan

MEDICAL INFORMATION LINES

HealthLinkBC


Phone: 1.604.215.8110 (for web-based phone services like Skype)

Toll Free: 811 (British Columbia)

TDD: 711

Email: healthlinkbc@gov.bc.ca


Web: www.HealthLinkBC.ca

 Provides access to non-emergency health information and advice in BC by telephone, on the web, a mobile app, and a collection of print resources, including the BC HealthGuide Handbook * the website be accessed from many different types of devices and will automatically reformat to fit your screen * find the information you need to make healthy decisions for yourself and those you care for at any time * services included are the BC HealthGuide, BC HealthFiles, BC NurseLine, Pharmacist Services, and Dial-a-Dietitian * translation services available in over 130 languages

Ministry of Health, Cancer Information Service

Toll Free: 1.888.939.3333

Web: www.health.gov.bc.ca/cpa/1-800.html

 Offers a national, bilingual, toll-free service providing comprehensive, up-to-date information on cancer and related topics, including prevention, early detection, diagnosis and treatment * helps people find cancer related services and programs in their local community * for other languages, an interpreter service is available


MENTAL HEALTH FACILITIES

BRAIN INJURY REHABILITATION

Interior Health, Acquired Brain Injury Program

Ste 118-1835 Gordon Dr
Kelowna, BC V1Y 3H4

Phone: 250.980.1400
Web: www.interiorhealth.ca


 Helps adults living in the community who are 19 - 64 years old and have a documented brain injury * also helps families, caregivers, and staff in supporting individuals with brain injury and in understanding and managing the changes to their family that may occur after brain injury

CHILDREN AND YOUTH

Interior Health, Adolescent Psychiatry Unit (APU)

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


SPECIALIZED TREATMENT

HOSPICE CARE

Central Okanagan Hospice Association

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

Phone: 250.763.5511
After Hours: Vigil cell: 250.212.5877
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 * a 40-hour Volunteer Training course and other education opportunities are offered for those wishing to volunteer * visit our website for a full list of services available

OUTPATIENT MENTAL HEALTH FACILITIES

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

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


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

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

WEIGHT MANAGEMENT

TOPS (Take Off Pounds Sensibly)

Phone: 250.765.7278
Email: msthompson@telus.net
Web: www.tops.org

-  Encourages healthy lifestyles through weight-management support groups and food and exercise plans * weekly meetings provide members with positive reinforcement and motivation in adhering to their food and exercise plans * new members should consult with their physician to obtain a goal weight


TRANSPORTATION

MEDICAL TRANSPORTATION AND MERCY FLIGHTS

Hope Air

Ste 207-124 Merton St
Toronto, ON M4S 2Z2


Phone: 1.416.222.6335
Toll Free: 1.877.346.4673
Email: mail@hopeair.ca
Web: www.hopeair.ca

-  Arranges free flights for Canadians who are in financial need and must travel to receive healthcare

Ministry of Health, Travel Assistance Program

1515 Blanshard St
Victoria, BC V8W 3C8


Toll Free: 1.800.661.2668
Email: HLTH.TAPBC@gov.bc.ca
Web: www.health.gov.bc.ca/tapbc/index.html

-  Helps alleviate some of the transportation costs for eligible BC residents who must travel within the province for physician referred non-emergency medical specialist services not available in their own community * program is a corporate sponsorship between the Ministry of Health and private transportation carriers * coordinated by the Ministry of Health Services and the transportation partners who agree to waive or discount their regular fees

HEALTH SUPPORTIVE SERVICE AGENCIES

Healthy Families BC

Email: healthyfamiliesbc@gov.bc.ca
Web: www.healthyfamiliesbc.ca

-  Offers an online health and wellness resource, providing information on topics such as food, nutrition, activity, lifestyle, pregnancy and parenting

INCOME SUPPORT AND EMPLOYMENT

EMPLOYMENT

EMPLOYMENT PREPARATION


WorkBC - Kelowna

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

Phone: 778.478.8390

Email: info@maximusworkbc.ca

Web: www.mc-es.ca

 Ensures quick and easy access to information and a flexible menu of services designed to help participants enter the workforce as quickly as possible * offers self-serve resource centre with labour market information, job boards and support from staff members * also offers assisted services providing help with work search, programs and benefits attached to EI and Reachback eligibility, or Income Assistance * offers e-Support website that provides job postings and labour market information, on-line tutorials, workshops and other resources


WorkBC - Rutland

Ste 103-285 Aurora Cres
Kelowna, BC V1X 7N6

Phone: 778.753.6045

Email: info@maximusworkbc.ca

Web: www.mc-es.ca

 Ensures quick and easy access to information and a flexible menu of services designed to help participants enter the workforce as quickly as possible * offers self-serve resource centre with labour market information, job boards and support from staff members * also offers assisted services providing help with work search, programs and benefits attached to EI and Reachback eligibility, or Income Assistance * offers e-Support website that provides job postings and labour market information, on-line tutorials, workshops and other resources


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

 Ensures quick and easy access to information and a flexible menu of services designed to help participants enter the workforce as quickly as possible * offers self-serve resource centre with labour market information, job boards and support from staff members * also offers assisted services providing help with work search, programs and benefits attached to EI and Reachback eligibility, or Income Assistance * offers e-Support website that provides job postings and labour market information, on-line tutorials, workshops and other resources


YMCA of Okanagan, JobOptions BC

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

Phone: 250.861.5627

Email: joptionsbc@ymcaokanagan.ca

Web: www.ymcaokanagan.ca/employment-services

 Offers a four-week employment program offering unemployed, non-EI eligible adults (18+), who have limited work experience, the job skill training needed to gain rewarding employment * two-phase program that provides job seekers with: career assessments and counseling * basic computer skills * life, employability and interpersonal skills * job search training and assistance * a resume, cover letter and business card * work placement * participants will receive First Aid, WorldHost, Food Safe, WHMIS and Serving It Right certifications * a training allowance will also be available to eligible participants during the classroom phase and additionally there will be opportunity to obtain a work placement

LABOUR STANDARDS AND PRACTICES

Ministry of Jobs, Tourism and Skills Training, Employment Standards Branch

Ste 102-1690 Powick Rd
Kelowna, BC V1X 7G5

Phone: Local Office: 250.861.7428

Toll Free: Toll Free Employment Standards General

Enquiries: 1.800.663.3316

Email: ESB.Infoline@gov.bc.ca

Web: www.labour.gov.bc.ca/esb


 Provides answers to questions about wages and working conditions to those working in a non-union workplace

LABOUR STANDARDS AND PRACTICES

Ministry of Jobs, Tourism and Skills Training, Workers' Advisers Office

Ste 101-1726 Dolphin Ave
Kelowna, BC V1Y 9R9

Phone: 250.717.2096
Toll Free: 1.800.663.6695
Web: www.labour.gov.bc.ca/wab


 Provides free advice and assistance to workers and their dependants on disagreements they may have with WorkSafeBC decisions * WAO operates independently of WorkSafeBC

TRAINING AND EMPLOYMENT ASSISTANCE

Kelowna Community Resources (KCR), Employment Program, Immigrant Services

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


Phone: 250.763.8008
Web: www.kcr.ca

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

Ki-Low-Na Friendship Society, Employment Services Division

442 Leon Ave
Kelowna, BC V1Y 6J3


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

 Offers employment counselling, career assessment and planning, essential skills and resume services * assistance/funding provided for aboriginal and referral for non-aboriginal clientele * information on returning to school and upgrading skills * full service computer lab complete with internet, word processing, spreadsheet and other software available for job search and resume completion

Skilled Trades Employment Program (STEP)

Ste 104-151 Commercial Dr
Kelowna, BC V1X 7W2


Phone: 250.491.7330
Email: STEPsouth@bccassn.com
Web: www.stepbc.ca/about/programs

 Helps individuals who have minimal experience in the trades and those wanting to enter the trades, to find employment * targeted to British Columbians who are unemployed and non-EI eligible, or, who are employed but may lack recognized certification, high school diplomas, or essential skills

Westbank First Nation, Employment and Training Services

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

INCOME ASSISTANCE PROGRAMS

CHILD CARE SUBSIDIES

Ministry of Children and Family Development, Child Care Subsidy

Phone: 1.888.338.6622

Web: www.mcf.gov.bc.ca/childcare/subsidy/index.htm



Provides a monthly payment to assist eligible British Columbia families with the cost of child care * payments vary depending on the family's circumstances * can receive full or partial subsidy based on family's circumstances

SENIORS PROGRAMS

Service Canada, Services for Seniors

471 Queensway Ave
Kelowna, BC V1Y 6S5

Toll Free: 1.800.277.9914

Web: www1.servicecanada.gc.ca



Assists seniors with the following programs: Allowance Program * Allowance for the Survivor Program * Canada Pension Plan Retirement Pension * Canadian Government Annuities * Guaranteed Income Supplement * International Benefits * Old Age Security

Ministry of Social Development and Social Innovation, BC Employment and Assistance (BCEA)

Unit 130-1640 Dilworth Dr
Kelowna, BC V1Y 7V3

Phone: 1.866.866.0800

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



Assists British Columbians by helping them move from income assistance to sustainable employment, and by providing income assistance to those who are unable to fully participate in the workforce * applicants are expected to take advantage of all other sources of income and assets before qualifying

INDIVIDUAL AND FAMILY LIFE SERVICES

ADVOCATE AND LIAISON OFFICES

SENIORS

Office of the Seniors Advocate of BC

Phone: 1.877.952.3181

Email: info@seniorsadvocatebc.ca

Web: www.seniorsadvocatebc.ca




Provides a single provincial phone line that will allow seniors and their families to report concerns about care, and to provide such clients with direct support and timely follow-up through to resolution * The Seniors Advocate will monitor and advise on a range of senior's services related to health care, personal care, housing, transportation and income support

CHILD CARE PROVIDERS AND REFERRAL

City of Kelowna, Active Living & Culture, Licensed Before/ After School Program


475 Yates Rd
Kelowna, BC V1V 1R3

Phone: 250.762.4495
Email: wraspkelowna@gmail.com

 Before Care provides a gentle start to a child's day, a healthy breakfast, a variety of activities, including crafts, games, colouring and outdoor play * After Care provides students with the opportunity to have a snack, play indoors and outdoors, partake in unique crafts, projects and games, as well as read and catch up on homework

City of Kelowna, Active Living & Culture, Licensed Out of School Care Program


Phone: 250.762.0766
Email: creavie@kelowna.ca

 Provides a service for the parents/guardians and children by creating a safe environment which encourages each child's growth and development in after-school care

Kelowna Child Care Society, Child Care Referral Program

Ste 4-1890 Ambrosi Rd
Kelowna, BC V1Y 4R9


Phone: 250.762.3536
After Hours: 250.762.3536
Email: resource@kelownachildcare.com
Web: www.kelownachildcare.com

 Offers online Child Care Referrals for parents seeking child care providers in the Kelowna, West Kelowna, Peachland, and Lake Country * offers referrals to licensed and registered child care settings, including preschool and school age programs, information and referrals to neighbourhood-based development and family support programs * child care subsidy applications are available in our office

Lake Country Boys and Girls Club, Licenced Care

3130 Berry Road
Lake Country, BC V4V 1V2


Phone: 250.766.5277
Email: clindsay@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

 Provides daycare for children ages 2.5 to 5 years of age in a safe, nurturing environment * provides before and after school care, where children will participate in sports, games, cooking, arts and crafts

YMCA of Okanagan, Out of School Care Programs

375 Hartman Rd
Kelowna, BC V1X 2M9


Phone: 250.491.9622
Email: info@ymcaokanagan.ca
Web: www.ymcaokanagan.ca/childcare

 Offers quality child care for children before and after school during scheduled school breaks * programs are centered on core values of caring, honesty, respect and responsibility, and include a healthy program structure of: 45 minute of daily exercise * art, games, reading and science activities * healthy snacks and nutritional learning * community giving and charity * out trips and local exploration * lessons in sharing and healthy relationships

CHILD CARE PROVIDERS AND REFERRAL

YMCA of Okanagan, YMCA Playing to Learn Childcare & Preschool, Little Scholars

Phone: 250.862.5653 ext.4
Web: www.ymcaokanagan.ca


 Offers Okanagan families a professionally developed curriculum for their children at Okanagan College, the Kelowna Family YMCA, and Glenrosa Elementary, as follows:

Glenrosa Elementary, Preschool, 3-4 years, 250.491.9622 ext.212
Okanagan College, Little Scholars Program, 12-30 months, 3-5 years and 3-4 years, 250.8625653 ext.4
Kelowna Family Y, Preschool, 3-5 years, 250.491.9622 ext.221

DISABILITY RELATED SUPPORT SERVICES

Down Syndrome Family Connection


Phone: 250.863.4101
Email: dsfc@shaw.ca

 Offers support, connection, advocacy, resources, education and recreation for families and parents of children, primarily under the age of 6, with Down Syndrome and for parents with a prenatal diagnosis

Interior Health, Children's Assessment Network

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 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

Okanagan Centre for Autism Intervention, Early Intensive Behaviour Intervention Program

Ste 207-1767 Harvey Ave
Kelowna, BC V1Y 6G4


Phone: 250.801.0820
Email: autismservices@shaw.ca
Web: www.ocai.ca

 Provides Early Intensive Behaviour Intervention (EIBI) for children diagnosed with an Autism Spectrum Disorder (ASD) * services include: initial assessment for programming * development of individualized EIBI program * monitoring and evaluating child's progress * developing and implementing positive behaviour support (PBS) plans * liaising with speech language pathologists * occupational therapists * schools, supported child development and other professionals * training behaviour interventionists * facilitating parent workshops * providing community workshops

Starbright Children's Development Centre


1546 Bernard Ave
Kelowna, BC V1Y 6R9

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

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


DISABILITY RELATED SUPPORT SERVICES

Western Institute for the Deaf and Hard of Hearing Phone: 1.888.736.7391
2125 West 7th Ave TDD: 1.888.736.2527
Vancouver, BC V6K 1X9 Email: info@widhh.com
Web: www.widhh.ca

 Provides high quality services to Deaf, Deafblind, Deafened, and Hard of Hearing individuals through innovative products, services, and programs that help to provide accessibility equality * offers assistance in finding employment * provides interpreters for medical and community appointments * assists individuals to acquire and use assistive devices * provides permanent loans of hearing aids to persons with low incomes, hearing aid fitting and evaluation * offers an outreach program for isolated Deaf seniors

DONATION PROGRAMS


**Rutland Adventist Church,
iServe - Quilts and Needles Program** Phone: 250.860.5096
130 Gerstmar Rd Email: rutlandchurch@shaw.ca
Kelowna, BC V1X 4A7 Web: www.rutlandadventist.ca

 Provides quilts and bags for the Bags of Love and Bundles of Joy Programs and for individuals and families in need * quilts will also for sale to fundraise for future projects


FAMILY SUPPORT SERVICES

ABORIGINAL SUPPORT AND PRESERVATION PROGRAMS

**Ki-Low-Na Friendship Society,
Aboriginal Infant Development Program** Phone: 250.763.4905
442 Leon Ave Web: www.kfs.bc.ca
Kelowna, BC V1Y 6J3

 Provides culturally sensitive support for families with children ages 0-6 who are at risk or have developmental delays * incorporates all four aspects of the medicine wheel ensuring healthy mental, social, emotional, physical and spiritual growth * support can include home visits, play groups, educational programs, prenatal and post-natal care, parenting support, developmental screening assessments, and individual activity plans supporting each child's healthy development * helps link families to cultural teachings and activities

**Ki-Low-Na Friendship Society,
Family Services** Phone: 250.763.4905
442 Leon Ave After Hours: 250.859.5461 or 250.859.1061
Kelowna, BC V1Y 6J3 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 (MCFD) * attends investigations, family group conferences, safety planning meetings, and court to give input and support to the Aboriginal families involved * works closely with the Family Support Workers and the A&D Counselling services, CAPC, AIDP Outreach and all other KFS programs to ensure the families receive the support and services they need in a culturally appropriate manner * provides support for families involved, or at risk of being involved with the Ministry of Children and Family Development * works cooperatively with families and the Ministry to support goals promoting child safety, parenting and lifeskills * supports families emotionally and advocates for them * connects families to other resources such as the health unit, legal aid, and the food bank

ABORIGINAL SUPPORT AND PRESERVATION PROGRAMS

Métis Community Services Society of BC, A Child's Roots Are Forever Program

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


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

 Ensures that Aboriginal children and youth in care of MCFD have a placement plan to respect and preserve their Aboriginal identity and their ties to their family, community and heritage * identifies children for whom a return to family and community may be appropriate, and assists in developing and implementing appropriate reunification plans * implements strategies to strengthen a connection to their community and culture, as well as the community's involvement in planning for the child

Métis Community Services Society of BC, Aboriginal Infant Development Program

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


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

 Works in respectful ways to support families, their infants and children through developmental stages * provides home visits, cultural activities and developmental screening * focuses on health, intellectual, emotional, physical and spiritual well-being

Métis Community Services Society of BC, Aboriginal Supported Childhood Development

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


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

 Offers culturally appropriate services to children who may benefit from additional support in the physical, cognitive, communicative, social, emotional, or behavioural domains * activities in this program include inclusive groups for children and youth, individual support for children in child care centres, after school programs, at home or in the community * provides advocacy and support in accessing services

Métis Community Services Society of BC, Family Preservation Program

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


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

 Promotes the safety and well-being of Métis children and families, as well as the preservation of family unity where children's safety can be supported * works to maintain permanency for children by empowering families to achieve or sustain independence and self-sufficiency * works to prevent out-of-home placement of Métis children * services can be provided or coordinated with other service agencies to assist families in achieving or maintaining family safety, stability, independence and unity * Program Mandate: provide support to families who are impacted by substance misuse and/or inter-generational trauma; advocate on behalf of clients to ensure the fair and equitable treatment by local Ministries and Family Court; ensure families are connected to other relevant community resources that promote family health and ensure the safety of children; and provide support individually or in groups through workshops, presentations and parent training with the goal of facilitating independence through empowerment

Métis Community Services Society of BC, Trauma Therapy

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

Phone: 250.868.0351 ext.112
Toll Free: 1.877.965.6237
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

ABORIGINAL SUPPORT AND PRESERVATION PROGRAMS

Métis Community Services Society of BC

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


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

Ministry of Children and Family Development, Aboriginal Services, Kelowna

Ste 304-260 Harvey Ave
Kelowna, BC V1Y 7S5


Phone: 250.861.7236

 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

Okanagan Nation Alliance

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


Phone: 250.707.0095
Toll Free: 1.866.662.9609
Web: www.sylx.org

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

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

 Provides 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

ADOPTION SERVICES

Ministry of Children and Family Development, Adoption Reunion Registry

Phone: 1.250.387.3660
Toll Free: 1.877.387.3660
Web: www.mcf.gov.bc.ca/adoption/reunion

 The Adoption Reunion Registry has a legislated mandate to provide search, intermediary, and support services to those whose lives have been affected by a BC adoption * the web site will tell you about our services, outline step-by-step instructions for registering with us, and provide you with useful adoption-related information and links

Ministry of Children and Family Development, Children and Youth With Special Needs, At Home Program

Ste 301-1475 Ellis St
Kelowna, BC V1Y 2A3

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



Provides funding to purchase respite care for eligible children, either in their home or at another location * families may choose the type of respite services that best suit their needs * the program does not cover respite services provided by a parent of the child * benefits are typically \$2,400 - \$2,800 per year, depending on family income * in some cases, benefits may be enhanced to meet extraordinary need * respite funding may not be available immediately * families may be waitlisted for benefits

Ministry of Children and Family Development, Children and Youth With Special Needs, Autism Spectrum Disorder

Ste 301-1475 Ellis St
Kelowna, BC V1Y 2A3

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



Provides two Autism Funding Programs: Autism Funding - Under Age 6 and Autism Funding - Ages 6-18 * Children and youth with Autism Spectrum Disorder (ASD) often benefit from an intervention program, which is effective in maximizing communication, social-emotional, academic and functional life skills development * Autism Funding programs allow families maximum choice and flexibility, are available in all service delivery areas of the province and are intended to assist parents in purchasing intervention services that best suit their child's needs

Ministry of Children and Family Development, Children and Youth With Special Needs, Family Support Services

Ste 301-1475 Ellis St
Kelowna, BC V1Y 2A3

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 support for families of children and youth with a diagnosis of a developmental disability, a diagnosis of Autism Spectrum Disorder or who are eligible for the At Home Program * services are intended to help promote children's healthy development, maximize quality of life and assist families in their role as primary caregivers * not all Family Support Services are available in every community

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

Professional Support Services: Provides specialized support services by qualified professionals including assessment, training, counselling, planning and other supports to children, families and caregivers

Child and Youth Care Worker: Provides a specialized child-care worker who assists the child to learn social and life skills, and/or to support the family to learn parenting/child management skills

Parent Support Program: Provides a range of services to assist parents and/or children to develop skills and access information and community programs, and may include parent support groups, parent skills training, counselling, life skills and organized activities

Homemaker Support: Provides home support services including direct care of children and training in household management skills on a short term, on-going, intermittent or as needed basis

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

Ministry of Children and Family Development, Children and Youth With Special Needs, Transition Planning


Ste 301-1475 Ellis St
Kelowna, BC V1Y 2A3

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


Ministry of Children and Family Development, Children and Youth With Special Needs

Ste 301-1475 Ellis St
Kelowna, BC V1Y 2A3

Phone: 250.861.7610

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 * works in partnership with the Ministries of Health and Education, and regional and community agencies to plan and coordinate services * delivers accessible high-quality intervention and support services through an integrated service delivery approach


The Bridge Youth & Family Services, The Parent Place - Kelowna Location

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, weekly parent support groups, and resources consisting of brochures and pamphlets available to take home and keep as reference material * check the Parent Place Calendar to view dates and times of programs offered


The Bridge Youth & Family Services, The Parent Place - Rutland Location

760 Hwy 33 W
Kelowna, BC V1X 1Y4

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, weekly parent support groups, and resources consisting of brochures and pamphlets available to take home and keep as reference material * check the Parent Place Calendar to view dates and times of programs offered

Kelowna Family Centre, Adult Individual Counselling Services

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


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

 Provides individual and group counselling services adults experiencing relationship conflicts, difficulty balancing the demands of family life, struggles with life transitions or losses

Kelowna Family Centre, Child and Youth Counselling

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


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

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

Kelowna Family Centre, Child, Youth and Family Services

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, youth 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

Kelowna Family Centre, Children and Change

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


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

 Offers 6-8 session group for children aged 5-12 years (children will be grouped into age appropriate sessions) who have experienced their parents' separation or divorce * topics include: feelings, loss and change, loyalty and "being in the middle", hopes and wishes and self-esteem * children experience separation differently than adults and may react with anger, profound sadness, anxiety, guilt or confusion; they may experience sleep problems, regression, school difficulties, aggression, or align with one parent over the other * during this fun, interactive process, kids will use art, games, discussion, and other activities to explore the changes in their lives

Kelowna Family Centre, Sexually Intrusive Behaviour Program for Children Under 12

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


Phone: 250.860.3181
Email: kelfamcr@shawbiz.ca

 Offers counselling services for children who are exhibiting inappropriate sexual behaviour

COUNSELLING AND THERAPY SERVICES

Kelowna Women's Shelter, Supernova: Children Who Witness Abuse Program


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

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

The Bridge Youth & Family Services, Family Counselling

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

EXPECTANT AND NEW PARENT ASSISTANCE

Breastfeeding Clinic, Rutland Health Centre

155 Gray Rd
Kelowna, BC V1X 1W6


Phone: 250.980.4825
Web: www.interiorhealth.ca

 Public Health Nurses are available to provide one-to-one consultation for women experiencing difficulties with breastfeeding

Building Healthy Families Society, First Step

1390 KLO Rd
Kelowna, BC V1W 3P6


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

 Provides group training sessions and weekly in-home coaching support for parents with children under the age of 2 to learn new skills for nurturing and healthy communication

Interior Health, Prenatal Breastfeeding Class

1340 Ellis St
Kelowna, BC V1Y 9N1


Phone: 250.868.7700
Web: www.interiorhealth.ca

 Offers a two hour class for pregnant women and their support person about the advantages, basics and challenges of breastfeeding * please bring a life-sized baby doll for practice

Kelowna Community Resources (KCR), Family Friend Program

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

Phone: 250.763.8008 ext 136
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

INDIVIDUAL AND FAMILY LIFE SERVICES

FAMILY SUPPORT SERVICES

EXPECTANT AND NEW PARENT ASSISTANCE

Kelowna Multiple Births Association

Email: kelownamultiplebirths@gmail.com

Web: www.kelownamultiplebirths.ca



Provides information, community resources, and emotional and social support for other families with multiples or families pregnant with multiples

La Leche League Canada - Kelowna

Phone: 250.859.4200 * 250.317.6892 * 250.979.2805

Web: www.lllc.ca



Offers mother-to-mother breastfeeding information and support for new moms and moms-to-be * offers assistance at any time by telephone, Email or in person * learn more about breastfeeding and parenting while meeting other nursing women at monthly meetings * babies and bellies always welcome * no charge for any of these services

Motherisk Helplines, Sick Kids Hospital

Phone: Alcohol and Substance Use Helpline: 1.877.327.4636

Exercise in Pregnancy: 1.866.937.7678

HIV and HIV Treatment in Pregnancy Helpline: 1.888.246.5840

Motherisk Helpline: 1.877.439.2744

Nausea and Vomiting in Pregnancy Helpline: 1.800.436.8477

Web: www.motherisk.org



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

- Alcohol and Substance Use Helpline: provides information about the effects of alcohol, nicotine and drugs like marijuana, cocaine and ecstasy during pregnancy and breastfeeding

- Exercise in Pregnancy Helpline: provides evidence-based recommendations on how to safely exercise during pregnancy, and after delivery when new mothers begin breastfeeding

- HIV and HIV Treatment in Pregnancy: provides information about the possible effects of HIV and HIV treatment during pregnancy

- Motherisk Helpline: provides information about safety of various exposures in pregnancy and breastfeeding, including over-the-counter medications, herbal products, chemicals, chronic disease and infection, x-rays, and everyday exposures

- Nausea and Vomiting in Pregnancy Helpline: provides information on "morning sickness" and how to treat it

Parenting with Pizzazz Online

Web: www.parentingwithpizzazz.kcr.ca




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

EXPECTANT AND NEW PARENT ASSISTANCE

The Bridge Youth & Family Services, Prenatal Wellness Education


760 Hwy 33 W
Kelowna, BC V1X 1Y4

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

 Offers a free, informative program focusing on wellness in pregnancy * learn to take a balanced approach to body, mind and spirit during pregnancy * activities include fitness components, discussing healthy lifestyle and nutrition choices, learning ways to identify and manage stress, information on community resources available during and after pregnancy

The Bridge Youth & Family Services, Special Deliveries Pregnancy Nutrition Program


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

 Provides a weekly prenatal program that offers a nutritious lunch, prenatal vitamins (at no cost), food certificates to enhance healthy eating, information on healthy eating during pregnancy, and information on breastfeeding * this program receives visits from a Public Health Nurse to discuss topics of interest * please call for further details

Willow Park Church, The Baby Basket


439 Hwy 33 W
Kelowna, BC V1X 1Y2

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

 Provides much needed infant supplies (formula and diapers) to parents in need * items supplied by donations

YMCA of Okanagan, Prenatal Wellness Program

Phone: 250.491.9622
Email: prenatal@ymcaokanagan.ca
Web: www.ymcaokanagan.ca/prenatal


 Offers a wellness program that includes weekly fitness classes, exercise guidelines, nutrition tips, healthy lifestyle tips, and connections to the wealth of knowledge in our community to give you and your baby a healthy start * attend class as early in your pregnancy as you can to use this information for your whole pregnancy * educational sessions cover six topics * offered in collaboration with The Bridge Youth and Family Services and Interior Health * for more information and current schedule, please Email or visit our website

FAMILY PRESERVATION SERVICES

BC Council for Families

Ste 208-1600 6th AveW
Vancouver, BC V6J 1R3


Phone: 604.678.8884
Email: bccf@bccf.ca
Web: www.bccf.ca

 Provides educational resources on topics such as parenting, childhood development, parent-teen relationships, work-life balance and suicide awareness * supports family education professionals by coordinating professional development workshops and symposiums, and disseminating research and resources * advocates for families

Big Brothers Big Sisters of the Okanagan

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

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

 Offers a wide range of school based mentoring programs designed to meet the varied needs of the children and youth

Building Healthy Families Society

1390 KLO Rd
Kelowna, BC V1W 3P6


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

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

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

Kelowna Youth & Family Services

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


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

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

Okanagan Boys and Girls Clubs, The Family Support Program

1633 Richter St
Kelowna, BC V1Y 2M3


Phone: 250.870.0899
Email: info@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

 Provides help to families in need whose children may be at risk of being placed in the care of the Ministry of Children and Families Development * specialized family support program provides intensive in home family support services and counseling to high need, high-risk families normally referred to the program from the Ministry of Children and Family Development (MCFD) * this service is flexible to the needs of the families in the community

Rutland Adventist Church, iServe - Bags of Love Program

130 Gerstmar Rd
Kelowna, BC V1X 4A7

Phone: 250.860.5096
Email: bagsoflove7@gmail.com
Web: www.rutlandadventist.ca

 Provides an outreach program, in conjunction with the Ministry of Child and Family Development (MCFD), that helps ease the transition of children who are removed from their homes because of parental neglect or abuse * bags containing a hand-made quilt, age-appropriate toys and games, books, and personal care items are provided for these children at the time of their removal


INDIVIDUAL AND FAMILY LIFE SERVICES

FAMILY SUPPORT SERVICES

Kelowna Child Care Society

Ste 4-1890 Ambrosi Rd
Kelowna, BC V1Y 4R9

Phone: 250.762.3536
Email: resource@kelownachildcare.com
Web: www.kelownachildcare.com


 Facilitates quality child care and provides a wide range of programs, services, and resources * supports parents, child care providers, businesses and community organizations to help promote the availability of quality child care services in the area * provides parents with child care referrals and information on evaluating quality child care, plus resources on various parenting issues * offers child care providers access to valuable training and support services for new or established programs

FAMILY PRESERVATION SERVICES

The Bridge Youth & Family Services

760 Hwy 33 W
Kelowna, BC V1X 1Y4


Phone: 250.763.0456
Toll Free: 1.855.760.0456
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 programs and services that include counselling, consultation, and support, foster home support, Kids in Control, family counselling, Transition Suite Support, Youth Transitions, Kelowna Youth in Care Network, The Path, Connected by 25, Prenatal Wellness, Parent Talk, Community Action program for Children (CAPC), Literacy Support, Special Deliveries Pregnancy Nutrition Program, Health Weights for Children Project * offers Residential Treatment and Withdrawal Management

PARENT AND CHILD GROUPS


Interior Health, Baby Talk

Phone: Rutland: 250.980.4825
Kelowna: 250.868.7700
Westbank: 250.980.5150
Web: www.interiorhealth.ca

 Offers an informal 1-hour weekly drop-in support group for families with babies that discusses various health related topics ranging from nutritional requirements to infant massage to safety and childhood illness


Kelowna Breastfeeding Cafe

Phone: 250.718.7522 or 250.300.4600
Email: breastfeedingiscool@gmail.com
Web: kelownabreastfeedingcafe.com

 Offers a relaxed, non-judgmental place to find breastfeeding support and information

Kelowna Child Care Society, Central Okanagan Family Resource Program


Phone: 250.762.3536
After Hours: 250.762.3536
Email: resource@kelownachildcare.com
Web: www.kelownachildcare.com

 Offers a drop-in program for parents, grandparents and careproviders with their children * provides a place to connect with other parents, have creative fun with their children and learn about community resources * shares and provides information on community resources, child development, family support, parenting information, play-based learning, early literacy, learning and care

PARENT AND CHILD GROUPS


**Lake Country Boys and Girls Club,
Community Living Room and Toy Lending Library**
3130 Berry Rd
Lake Country, BC V4V 1V2

Phone: 250.766.5277
Email: receptionlc@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

 Provides a space for parents to access resources or to relax and have a cup of coffee and take a toy home from the lending library


Mats 'n' Chats
1309 Bernard Ave
Kelowna, BC V1Y 6R5

Phone: 250.861.5425
Email: info@fbckelowna.com
Web: www.fbckelowna.com

 Offers a drop-in, gym time for parents and preschoolers to play with their children and connect with other moms and dads on a menagerie of gym equipment and mats for climbing, tumbling, sliding and moving

**Rutland Adventist Church,
iServe - Moms Network Program**
130 Gerstmar Rd
Kelowna, BC V1X 4A7


Phone: 250.860.5096
Email: rutlandchurch@shaw.ca
Web: www.rutlandadventist.ca

 Offers a program designed to help young mothers in the community by offering friendship, fellowship, counselling, and occasional financial aid, if warranted * also offers a limited amount of new or newly-new infant and children's clothing

PARENTING EDUCATION


**Building Healthy Families Society,
Parenting Through Recovery**
1390 KLO Rd
Kelowna, BC V1W 3P6

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

 Offers a support program for substance addicted mothers

**Building Healthy Families Society,
Self Help Opportunity for Parents, (SHOP)**
1390 KLO Rd
Kelowna, BC V1W 3P6

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

 Helps parents build healthy lifelong relationships with their children * offers interactive parenting and life skills sessions to acquire knowledge and learn new strategies in the areas of parenting * offers group support training sessions and weekly in home visits from a family support worker


**Building Healthy Families Society,
The Zone**
1390 KLO Rd
Kelowna, BC V1W 3P6

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

 Provides a support program to help families with children and youth ages 10-16

Interior Health, Nobody's Perfect Program


Phone: Kelowna: 250.868.7700
Rutland: 250.980.4825
West Kelowna: 250.980.5150

 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

Kelowna Family Centre, Parenting After Separation Program

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


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

 Offers 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

Kelowna Family Centre, Parenting Wisely


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

Kelowna Parenting, My Tween and Me


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 to 12, to prevent their early use of drugs and alcohol and other high-risk behaviors * Topics include: Healthy Tween Development, Life at school, Family Relationships, Peer Relationships, Today's World, Building Community

The Bridge Youth & Family Services, Community Action Program for Children (CAPC)

760 Hwy 33 W
Kelowna, BC V1X 1Y4

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

 Offers parenting education and support groups, that include Creative Playtime – a drop-in parent support group; Special Deliveries- a prenatal education and support group; and Wee-Tots- parent and tot education and support group * all programs offer a warm and welcoming environment for parents and their children (0-6y) where they can have some creative fun, connect with other families, relax and enjoy healthy snacks and find out more about other resources in the community * also offers guest speakers occasionally who provide information and expertise in the area of health, nutrition, wellness and life-skills * all CAPC groups are led by qualified and experienced parenting support facilitators

PARENTING EDUCATION

The Bridge Youth & Family Services, Parent Talk Drop-In

760 Hwy 33 W
Kelowna, BC V1X 1Y4


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

 Offers Parent Talk weekly drop-in program, a time to connect with other parents and add some tools and strategies to your parenting tool box * weekly sessions include a 'talk' by a guest on a topic related to parenting and child development * please visit our website for up-coming topics * no registration required * childminding is provided

Westbank First Nation, Family and Parenting Services

1900 Quail Lane
Westbank, BC V4T 2H3


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

 Offers family and children programs based on mandates from Success by Six and Head start that focus on education, language and culture, health promotion, parent and family involvement, social support and nutrition

PERSONAL EMERGENCY RESPONSE SYSTEMS


Interior Health, BC Association of Lifeline Programs

Phone: 250.762.0200
Toll Free: 1.800.994.8414
Web: www.interiorhealth.ca/YourCare/HomeCommunityCare/Lifeline/Pages/default.aspx

 Provides 24 hour home monitoring and personal emergency response to assist clients to maintain their independence and remain safe in their homes * available 24 hours a day, seven days a week

MedicAlert Foundation Canada Inc.


Phone: 1.800.668.1507
Web: www.medicalert.ca

 Sells Medical ID items engraved with an individual's most urgent medical needs to provide life-saving information to emergency medical personnel

Senior Contact Program, KLO Community Policing Office, RCMP

1450 KLO Rd
Kelowna, BC V1W 3Z4


Phone: 250.764.0600
Web: www.kelowna.ca

 Contacts senior briefly by telephone at a predetermined time each day (usually between 9am - 11am) and verifies their safety status * if contact attempts are unsuccessful one of the emergency contact individuals is contacted

Westside Health Network Society, Medwatch Program

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


Phone: 250.768.3305
Email: whns@telus.net
Web: www.westsidehealthnetwork.com/programs

 Provides a method to have a person's current medical information recorded in a book and stored in a vial * the vial is placed in the refrigerator door with a sticker on the door to alert emergency response teams that vital information is readily at hand * saves valuable time which could mean the difference between life and death

SENIORS PROGRAMS

**Ki-Low-Na Friendship Society,
Elder Care (Health and Wellness)**
442 Leon Ave
Kelowna, BC V1Y 6J3


Phone: 250.763.4905
After Hours: 250.859.1058
Web: www.kfs.bc.ca

 Focuses on the needs of the urban Aboriginal community through one-on-one support and group activities * provides home visits and phone calls with Elders on a regular basis * addresses the expressed concerns of the Elders in a holistic and culturally relevant way through individual home support, group activities to reduce isolation, and referrals to treatment or disease management services * increases Elder participation in the community through healing circles, workshops, education and monthly outreach activities * services involve case management, distribution of culturally relevant materials and open access to any other services provided by the Elder Care Coordinator

WISH FOUNDATIONS

Children's Wish Foundation of Canada
Ste 450-319 Pender St
Vancouver, BC V6B 1T3


Phone: 1.604.299.2241
Toll Free: 1.800.267.9474
Email: bc@childrenswish.ca
Web: www.childrenswish.ca

 Helps Canadian children, families and communities by granting the favourite wishes of a child diagnosed with a life-threatening illness

WOMEN'S SUPPORT SERVICES

**Rutland Adventist Church,
iServe - Bundles of Joy Program**
130 Gerstmar Rd
Kelowna, BC V1X 4A7

Phone: 250.860.5096
Email: bundlesofjoy9@gmail.com
Web: www.rutlandadventist.ca


 Offers an outreach program, in conjunction with the social workers at Kelowna General Hospital, to provide a baby layette for unwed mothers and mothers in crisis * includes a baby quilt sewn by Okanagan Adventist Academy students, newborn clothing items, and other necessary baby supplies

HOUSING

OUTREACH PROGRAMS

**Ki-Low-Na Friendship Society,
Aboriginal Homelessness Outreach Program**
442 Leon Ave
Kelowna, BC V1Y 6J3

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


 Provides a variety of services for homeless and at risk clients * places individuals in stable permanent housing if possible, and supports them to maintain that housing * finds emergency and transitional shelter for clients * connects with clients on the street or in our office * manages cases with partner agencies through Partners in Community Collaboration (PICC) * meets often complex client needs that may involve a range of health, addictions, and other poverty-related issues * assists with referrals to medical services, provides transportation, hygiene packs and clothing * assists with Income Assistance and Disability applications * provides breakfast each Saturday morning at 8:30am (volunteers needed for the breakfast program) * focuses on the needs of the urban Aboriginal community, but about half our clients are non-Aboriginal * works closely with other KFS programs and community partners like Outreach Urban Health, the Kelowna Gospel Mission, CMHA and NOW Canada

INDIVIDUAL SUPPORT SERVICES

LGBT COMMUNITY


Gay Okanagan Network

Email: info@gayokanagan.net
Web: www.gayokanagan.net

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

Okanagan Pride Society, Kelowna LGBTQI Resources

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

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

PFLAG Canada - Kelowna BC

Toll Free: English: 1.888.530.6777
French: 1.888.530.6483
Kamloops Regional Office: 1.250.851.9385
English Gender Identity Support Line: 1.888.530.6777 ext.226
Email: inquiries@pflagcanada.ca
Web: www.pflagcanada.ca

 Helps all Canadians with issues of sexual orientation, gender identity and gender expression * supports, educates and provides resources to all individuals with questions or concerns, 24 hours a day, 7 days a week

QMUNITY, BC's Queer Resource Centre


1170 Bute St
Vancouver, BC V6E 1Z6

Phone: 1.604.684.5307 ext.100
Toll Free: 1.800.566.1170
Email: reception@qmunity.ca
Web: www.qmunity.ca

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

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


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

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

UBCSUO Pride Centre, UBC Okanagan

UNC 132A-3333 University Way
Kelowna, BC V1V 1V7


Email: prc@ubcsuo.ca
Web: www.ubcsuo.ca/services/pride-resource-centre

 Provides a positive space for gay, lesbian, bisexual, transgender, two-spirited, intersex and queer students on campus * creates a sense of community amongst LGBTTTQI students and their friends and allies * provides peer support, and eliminates marginalization and exclusion based on sexual orientation or identity * supports an inclusive and tolerant atmosphere in which the human rights and equality of all people are respected * provides an ever-growing library of reference material, books, pamphlets, DVDs, magazines and other resources that can be borrowed * provides information and access to services on campus and in the community * students are welcome to come in and hang out, chat with like-minded people, eat lunch, enjoy a quiet space to do homework, or participate in some of the fun events such as OutWeek in February

Big Brothers Big Sisters of the Okanagan, In-School 1:1 Mentoring Program

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


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

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

Big Brothers Big Sisters of the Okanagan, Seniors Mentoring

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


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

 Provides seniors' (75-90) group-volunteering mentor program to children 7-12 years old * each group of seniors mentors at one elementary school for 1 hour/week for the duration of the school year

Big Brothers Big Sisters of the Okanagan, Teen Mentoring

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


Phone: 250.765.2661
Toll Free: 1.800.404.4483
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

Building Healthy Families Society, Anger Management

1390 KLO Rd
Kelowna, BC V1W 3P6

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

 Provides adults with a supportive, non-judgmental group setting to assist them in addressing anger and its affect on their lives

Building Healthy Families Society with Karis Support Society, Building Healthy Connections

1390 KLO Rd
Kelowna, BC V1W 3P6

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


 Offers a support group for parents and grandparents of individuals struggling with substance abuse

SUPPORT GROUPS AND DROP-IN

GriefShare, Calvary Chapel Kelowna

Phone: 250.768.1014

1434 Graham St
Kelowna, BC V1Y 3A8

 Delivers a 13-session seminar for people who are grieving the death of someone close to them * next session March 31-June 23, 2015

WOMEN'S HEALTH SERVICES


Kelowna Family Centre, Finding Our Voices Drop-in Group

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

Phone: 250.860.3181

Email: kelfamcr@shawbiz.ca

Web: www.kfscs.com


 Provides a safe non-judgmental counselling group for women exploring abuse and unhealthy patterns in partner relationships from childhood * topics are varied, and can include breaking the cycle, deciding whether/how to leave or stay in a relationship, boundaries, anger, trust, anxiety, depression, parenting, developing healthier present day relationships and healing and thriving after abuse

Perinatal Mood Disorder Awareness Ltd.

Phone: 778.215.7418

Email: info@ppda.ca

Web: www.ppda.ca

 Increases awareness and resources for postpartum depression and 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

WOMEN'S SUPPORT SERVICES


Elizabeth Fry Society, Central Okanagan, Women's Outreach Counselling

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

Phone: 250.763.4613

Email: info.efry@empowerific.com

Web: www.empowerific.com

 Provides outreach counselling, education, and practical assistance to women affected by domestic and/or sexual violence


Elizabeth Fry Society, Central Okanagan

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

Phone: 250.763.4613


Email: info.efry@empowerific.com

Web: www.empowerific.com

 Seeks to bring about an end to violence, eliminate poverty, and seek justice for women and children the Central Okanagan Valley through raising awareness of our cause, engaging in activism and raising funds to support the services we offer women and children in our community * offers information about Rights and Options, Criminal Justice System, and immediate safety measures * offers abuse counselling and support groups, Women's Bridging Employment Program, Shoplifting Prevention, Victim Services and Outreach Services

Kelowna Assistance for Postpartum Depression Support Group


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 Church of the Nazarene, Ladies Haven Women's Coffee House

1305 Hwy 33 W
Kelowna, BC V1X 1Z3

Phone: 250.868.2238
Web: www.kelownanaz.org/?i=2975

 Offers a drop-in program for women with or without children * provides a social environment with light meal served at noon * no cost to attend

Kelowna Family Centre, Reaching Out to Women (ROW)

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


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

 Provides group for women 50 and older who have experienced or are currently experiencing relationship abuse

Kelowna Family Centre, Stopping the Violence Women's Counselling Service

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

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

 Provides counselling for women who are either currently experiencing or have historically experienced physical, sexual and/or emotional abuse in an intimate relationship or during childhood * no cost * no referral necessary

Kelowna Women's Shelter, Central Okanagan Emergency Shelter Society

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

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

24-hr emergency accommodation for women and children seeking a safe haven away from relationship abuse

* Women's Interim Supportive Home (WISH): A home for women who have experienced relationship abuse and need a longer period of safe, supportive and affordable housing before transitioning into their own homes

* Supportive Women's Programs: Individual and group counselling sessions, life skills programs


* Supernova: Children Who Witness Abuse Program: Group and individual counselling for children who have experienced abuse in the family

* Inside/Out Violence Prevention Program for Youth: Offers a violence prevention program for female and male children and youth that operates in schools and other community settings

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

Kelowna Women's Shelter, Outreach Support and Groups

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

 Provides free, safe and confidential services for women, 18 years and older, who have experienced abuse in relationships * offers drop-in support groups:


- Wed, afternoon and evening * please call for additional information * childcare is usually available for the afternoon group by pre-arrangement
- Tue, afternoon * for women who require longer term support in dealing with relationship abuse issues
- Nurturing Mothers Group * by registration only * please call for additional information

New Opportunities for Women, (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 a client-centered continuum of care for women, youth and their children who are vulnerable, exploited or homeless * provides emergency shelter as well as transitional housing and affordable, independent living to women, with and without children, who have a proven financial need * Alexandra Gardner Women and Children Safe Centre * Residential Safe Home Program * Essentials-Life Skills and Client Support Programs * NOW Place Apartments * Tutt Street Place * Follow Care Program * Healthy Living Program and Peer Mentor Program * Therapy programs * offers homeless prevention programs: housing outreach, an outreach worker and short-term rental supplements

New Opportunities for Women (NOW) Canada, Follow Care Program

2970 Tutt St
Kelowna, BC V1Y 2H5

CRISIS: Emergency Cell: 250.979.8360


Phone: 250.763.3876
Email: info@nowcanada.ca
Web: www.nowcanada.ca

 Offers a client-initiated program on an ongoing but declining basis to graduates of the Essentials Program and/or the Residential Safe Home Program to help them become fully independent * support includes, but is not limited to, one-to-one support for emotional needs, ongoing drug screening for accountability, ongoing access to trauma therapy, equine therapy, yoga therapy and Peer Mentor Programs, assistance in finding accommodation, support in meetings with Ministry of Children and Family Development, court and probation

Rutland Adventist Church, iServe - Postpartum Counselling Program

130 Gerstmar Rd
Kelowna, BC V1X 4A7


Phone: 250.860.5096
Email: rutlandchurch@shaw.ca
Web: www.rutlandadventist.ca

 Provides counselling services to mothers who suffer from postpartum depression by an experienced facilitator

UBCSUO Women's Resource Centre, UBC Okanagan

UNC 132-3333 University Way
Kelowna, BC V1V 1V7


Email: wrc@ubcsuo.ca
Web: www.ubcsuo.ca/services/women-s-resource-centre

 Offers a wide variety of events and resources for women, including a full library of books and magazines * creates a safe atmosphere which fosters the bonds of support and friendship between women, which is fully inclusive of all, regardless of race, ethnicity, age, ability, class, nationality, sexuality, and religious or political affiliation * seeks the full equality of women, promotes an awareness of women's issues on campus and in the community, and strives toward the elimination of all barriers to post-secondary education for women * volunteer opportunities available

OUTREACH PROGRAMS

H.O.P.E. Outreach


Phone: 250.864.0399, 24 hours or 250.899.1535
Email: hope.okanagan@gmail.com
Web: www.hope-outreach.com

 Provides volunteer-operated service that builds relationships, provides personal care supplies, encourages and supports street-entrenched women in downtown Kelowna * volunteers note their names and ages and staff try to track them to ensure their safety * volunteers take "bad date reports" and report instances of violence and abuse * volunteers provide information and referral to local resource centres and services in the Okanagan

Metro Community

1470 Water St
Kelowna, BC V1Y 1J6


Phone: 778.478.9727
Email: info@metrocommunity.ca
Web: www.metrocommunity.ca/metro-central

 Offers various services, programs, and ministries including: Sunday morning gatherings * hot lunches * frozen meals * public computers * free local and long-distance phone calls * free laundry * free clothing room * music room * art room * community garden * social enterprise coffee shop * Wednesday night BBQs * Metro Up Financial Literacy * Metro Moving Crew * Volunteer Income Tax Clinic * Education Grant * Street Survival Pack * Community Initiatives * Community Shepherds * Metro Men * Metro Women

Okanagan Boys and Girls Clubs, Reconnect Program

1633 Richter St
Kelowna, BC V1Y 9T7

Phone: Kelowna: 250.868.8541 ext.4 * Hours: Mon-Fri, 12pm- 8pm,
West Kelowna: 250.859.2524 * services available Mon-Fri
Web: www.boysandgirlsclubs.ca


 Provides outreach, support, advocacy, referrals and mediation for high-risk youth, youth who are homeless, or at risk of homelessness * provides short-term service to youth ages 13-18, parent teen mediation, residency issues, alcohol and drug referrals, one-to-one support/counselling, hygiene and contraceptive education and products, and street outreach

PERSONAL CARE AND IN-HOME ASSISTANCE

Hands In Service

Ste 207-1889 Springfield Rd
Kelowna, BC V1Y 5V5


Phone: 250.861.5465
Email: info@handsinservice.ca
Web: www.handsinservice.ca

 Provides basic house cleaning, laundry and simple food preparation at no cost for those in our community under the age of 65 who have health concerns or disabilities that limit basic activities * also partners with local food banks to deliver regular food hampers

Interior Health, Home & Community Care Office

Ste 118-1835 Gordon Dr
Kelowna, BC V1Y 3H4

Phone: 250.980.1400
Web: www.interiorhealth.ca


 Provides a range of health care and support services for eligible residents who have acute, chronic, palliative or rehabilitative health care needs * services are designed to complement and supplement, but not replace the efforts of individuals to care for themselves with the assistance of family, friends and community * the range of services includes home based services such as assessment and case management, nursing, rehabilitation, home support and palliative care

PERSONAL CARE AND IN-HOME ASSISTANCE

Interior Health, May Bennett Wellness Centre

135 Davie Rd
Kelowna, BC V1X 1Y8


Phone: 250.980.1400
Web: www.interiorhealth.ca

 Offers the following services at this location: Acquired Brain Injury Services * Adult Day Services * Caregiver Support * Case Management * Choice in Support for Independent Living * Community Care Clinic * Community Nursing Services * Community Nutrition Services * Diabetes Education Program * Health Services for Community Living * Home Support * Rehabilitation * Social Work Services

Interior Health, Shop By Phone

Ste 118-1835 Gordon Dr
Kelowna, BC V1Y 3H4

Phone: 250.980.1558
Email: brenda.sheppard@interiorhealth.ca
Web: www.interiorhealth.ca


 Assists people who are unable to grocery shop for themselves * volunteers call registered clients for their grocery list and shop for them * groceries are delivered

PROTECTIVE SERVICES

ADULT PROTECTIVE SERVICES

Community Response Network, Kelowna

Phone: 250.718.5634
Email: micki.smith@bccrns.ca
Web: www.bccrns.ca


 Provides education regarding the implementation of the Adult Guardianship Legislation * promotes awareness regarding abuse, neglect and self-neglect of vulnerable adults

CHILDREN'S PROTECTIVE SERVICES

Ministry of Children and Family Development, Family Service Team

Ste 301-1475 Ellis St
Kelowna, BC V1Y 2A3


CRISIS: 310.1234
Phone: 250.861.7610
After Hours: 310.1234
Web: www.gov.bc.ca/mcf

 Provides child protection services for children and families

Missing Children Society of Canada

Ste 219-3501 23 StNE
Calgary, AB T2E 6V8

CRISIS: Toll-free international tip line: 1.800.661.6160
Phone: 1.403.291.0705
Email: info@mcsc.ca
Web: www.mcsc.ca


 Reunites missing children with their searching families through professional investigations, emergency response, public awareness and family support programs * offers a powerful search program to assist in locating abducted or runaway children that utilizes The World's Most Valuable Project, CodeSearch and Marketwired alerts

CHILDREN'S PROTECTIVE SERVICES

Public Guardian and Trustee of British Columbia, Child and Youth Services

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

Phone: Trust Service: 1.604.775.3480
Legal Intake: 1.604.660.3040
Toll Free: 1.800.663.7867
Email: cys@trustee.bc.ca
Web: www.trustee.bc.ca

 Protects the legal and financial interests of children and youth under the authority of a range of provincial laws * 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 as well as with their parents or guardians


RECREATION, LEISURE AND ARTS INSTRUCTION

CAMPS

YMCA of Okanagan, H2O Adventure & Fitness Centre Day Camps

4075 Gordon Dr
Kelowna, BC V1W 5J2


Phone: 250.764.4040
Email: h2oinfo@ymcaokanagan.ca
Web: www.h2okelowna.com

 Offers a variety of fun, active day camps during holidays and school breaks * age specific camps encourage your child to develop their strength, agility and coordination while learning about teamwork, fair play and social skills

YMCA of Okanagan, Kelowna Family Y Day Camps

375 Hartman Rd
Kelowna, BC V1X 2M9

Phone: 250.491.9622
Email: info@ymcaokanagan.ca
Web: www.ymcaokanagan.ca


 Offers a variety of fun, active day camps during holidays and school breaks * age specific camps encourage your child to develop their strength, agility and coordination while learning about teamwork, fair play and social skills

CHILDREN AND YOUTH

Lake Country Boys and Girls Club Recreation

3130 Berry Rd
Lake Country, BC V4V 1H2


Phone: 250.766.5277
Email: clindsay@boysandgirlsclubs.ca
Web: www.boysandgirlsclubs.ca

 Provides recreation programs Mon-Fri for children and youth * please visit our website for daily program and event details

RECREATIONAL ACTIVITIES, SPORTS, PHYSICAL FITNESS

City of Kelowna, Active Living & Culture, Active Living for the Older Adult

Phone: 250.469.8800
Web: www.kelowna.ca/recreation

 Offers a wide variety of recreation and cultural opportunities at the Parkinson, Rutland and Okanagan Mission Senior Centres:

- Parkinson Activity Centre * 1700 Parkinson Way * 250.762.4108
- Okanagan Mission * 4398 Hobson Road * 250.764.7642
- Rutland * 765 Dodd Road * 250.765.3723

RECREATIONAL ACTIVITIES, SPORTS, PHYSICAL FITNESS

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, Sherpa hiking and snowshoeing opportunities for people with disabilities * offers multi-day trips * programs promote independence, assist with integration, reduce isolation and improve mental well-being of people with physical and mental disabilities

Kelowna & District Society For People In Motion, Kids In Motion Phone: 250.861.3302
Email: info@pimbc.ca
Web: www.pimbc.ca
Ste 23-1720 Ethel St
Kelowna, BC V1Y 2Y7

✿ Identifies unmet recreational needs for a child with disabilities, finds a similar existing activity or program and works to integrate the child into it * if there is no existing program, Kids In Action looks for a community leader to start a new program

Kelowna Ladies Friendship Group Web: www.meetup.com/Kelowna-Ladies-Friendship-Group

✿ Provides women opportunities to socialize and expand their interests or social circles * offers both newcomers and residents an active, web-based calendar to select and participate in activities of their choice * no business activity allowed--building friendships and having fun is what this group is all about

UBC Okanagan, Soccer Summer Camps for Boys and Girls Phone: 250.807.9200
Email: camps.okanagan@ubc.ca
Web: goheat.ca/camps
3333 University Way
Kelowna, BC V1V 1V7

✿ Emphasizes sportsmanship and team play, visualization and mental preparation for athletes, concentration on sport fundamentals with daily games and contests * low athlete to coach ratio and consistent personal interaction with Heat coaches and student athletes

YMCA of Okanagan, Aquatic Programs Phone: 250.491.9622 * 250.764.4040
Email: info@ymcaokanagan.ca
Web: www.ymcaokanagan.ca

✿ Provides aquatic and aquatic specialty courses * parent and tot classes * adult lessons * child and youth lessons * aqua dance, aquafit, intro aqua, aqua zumba, deepwater aquafit * junior lifeguard club * private rentals and private lessons * offered at:

- Kelowna Family Y, 375 Hartman Road
- H2O Adventure & Fitness Centre, 4075 Gordon Drive, Kelowna

YMCA of Okanagan, Children & Youth Programs Phone: 250.491.9622
Email: info@ymcaokanagan.ca
Web: www.ymcaokanagan.ca
375 Hartman Rd
Kelowna, BC V1X 2M9


✿ Provides programs for infants, children, youth and families * MEND program * Active Arts * Aquatic Science 'n' Swim * Junior Leaders * Let's Dance! * Baby Talk FREE * Karate * Zoned In * Youth Time * Boys in Action * Spring Break Fun Camps * Pro Day Adventure Camp * Movie Mania * Girls Only * drop-in programs and pre-registration classes

RECREATIONAL ACTIVITIES, SPORTS, PHYSICAL FITNESS

YMCA of Okanagan, H2O Adventure & Fitness Centre, Child and Youth Programs

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 such as Family Day Fun & Fitness Frenzy! * Craft 'n' Swim * Science 'n' Swim * Try Hip Hop and Pre-teen Hip Hop * Weekend Boredom Busters * Sweat 'n' Swim * Home Alone and Prepared * Girl Power * Guy Stuff * Active Kids Camp and Jr. Active Kids Camp * Spring Break Fun Camps * Fuel Your Fun * Movie 'n' Swim Night * Pro-D Day Camp * Kinder Gym * Toy Story * Babysitter Training Course * Junior and Youth Leaders in Training * drop-in programs and pre-registration classes

RECREATIONAL FACILITIES

YMCA of Okanagan, H2O Adventure & Fitness Centre

4075 Gordon Dr
Kelowna, BC V1W 5J2


Phone: 250.764.4040
Email: h2oinfo@ymcaokanagan.ca
Web: www.h2okelowna.com

 Recreation facility for recreation, fitness/wellness, learning new skills and training * features an Olympic length 50 meter pool, wave pool, river run, 60m, 80m, and 90m long water slides, Flowrider, children's water play area, fitness and exercise rooms, including a weight room and cardio area, and an aerobics studio * adaptive equipment for disabled users *

YMCA of Okanagan, Kelowna Family Y

375 Hartman Rd
Kelowna, BC V1X 2M9

Phone: 250.491.9622
Email: kfyinfo@ymcaokanagan.ca
Web: www.ymcaokanagan.ca


 Offers aquatic, children, family programs, programs for youth, young adults and adults, child care, prenatal wellness program, seniors programs, and group fitness classes

SOCIAL, SPECIAL INTEREST CLUBS

Kelowna Newcomers' Club Society

4091 Lakeshore Rd
Kelowna, BC V1W 1V6

Web: www.kelownanewcomers.org


 Offers numerous activities for new arrivals to participate in providing opportunities to meet others, develop lasting friendships, and learn about the community

SUBSIDIZED RECREATION

City of Kelowna, Active Living & Culture, Access Passes

1800 Parkinson Way
Kelowna, BC V1Y 4P9

Phone: 250.469.8467
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

City of Kelowna, Active Living & Culture, JumpStart

1800 Parkinson Way
Kelowna, BC V1Y 4P9

Phone: 250.469.8467

Web: www.kelowna.ca/recreation


 Helps families with a financial need enroll their kids in recreational activities through the Canadian Tire Foundation * helps pay for organized activities such as hockey, dancing, soccer, swimming, baseball, karate, ballet, gymnastics, and skating, and more * through participation in these programs, children develop important life skills, self-esteem and confidence through teamwork

City of Kelowna, Active Living & Culture, Recreation Opportunities Coupons

1800 Parkinson Way
Kelowna, BC V1Y 4P9

Phone: 250.469.8467

Web: www.kelowna.ca/recreation

 Distributes Recreational Opportunities Coupons through agencies in the community for use by individuals and families in financial need to assist them in accessing facilities and programs * may be used for admission to Parkinson Recreation Centre Aquatic and Fitness Classes, Drop-in Basketball, Public Skating and Babysitting services * recreation opportunities funding is available for a discount on membership and program registration up to \$50


YMCA of Okanagan, Assisted Memberships and Passes: H2O Adventure & Fitness Centre

4075 Gordon Dr
Kelowna, BC V1W 5J2

Phone: 250.764.4040

Email: info@ymcaokanagan.ca

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 * for full details on this program, including eligibility and documentation required, click the 'Additional Info' link above


YMCA of Okanagan, Assisted Memberships and Passes: Kelowna Family Y

375 Hartman Rd
Kelowna, BC V1X 2M9

Phone: 250.491.9622

Email: kfyinfo@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

SUPPORT GROUPS AND DROP-IN

ADDICTIONS AND DEPENDENCY


Al-Anon

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 * for adults age 21 and up

Alcoholics Anonymous

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


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

Co-Dependents Anonymous Support Groups, Web: www.cdrs.ca/Meetings/bc.html Co-Dependents Recovery Society

 Provides support for men and women whose common purpose is to develop healthy relationships * 12 Step and 12 Tradition program


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


Narcotics Anonymous

Phone: 1.877.604.7613
Web: www.bcrna.ca

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


Overeaters Anonymous

Web: www.oa.org

 Offers a fellowship of individuals who, through shared experience, strength and hope, are recovering from compulsive overeating * uses the 12 Step Program and 12 Traditions * provides a fellowship of experience, strength and hope where members respect one another's anonymity * addresses physical, emotional and spiritual well-being * practices unity with diversity, and welcomes everyone who wants to stop eating compulsively

Sexaholics Anonymous

Phone: 250.862.7122 (cell)
After Hours: 250.862.7122
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

BEREAVEMENT AND CAREGIVERS


New Hope Support Group

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

Phone: 250.860.6376 (Kelowna) * 250.545.6004 (Vernon)


Email: newhope.bc.ca@gmail.com

Web: www.newhope-grief.org

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

Online Grief Support - A Social Community

Web: 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, I Love My Dad, Losing Someone to Cancer, and others * you can blog/journal, join forums, chat with other members in a members only section, or upload your photos or videos to honour your loved one


Peachland Wellness Centre, Bereavement Group

4426 5th St
Peachland, BC V0H 1X6

Phone: 250.767.0141

Email: wellnesscentre@shaw.ca


Web: www.peachlandwellnesscentre.ca

 Supports individuals in the community who are dealing with various stages of grief management due to a significant loss * offers a compassionate and confidential environment

The Compassionate Friends of Kelowna, Bereaved Parent Support Group

Phone: 250.807.2487

Email: tcfkelowna@shaw.ca

 Offers friendship, understanding and hope to bereaved parents who have experienced the death of a child * self-help group meets regularly

INDIVIDUAL AND FAMILY


Elizabeth Fry Society, Central Okanagan, Girl's United

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

Phone: 250.763.4613

Email: info.efry@empowerific.com

Web: www.girlsunited.ca

 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

YOUTH SUPPORT SERVICES


The Bridge Youth & Family Services, Kelowna Youth in Care Network

760 Hwy 33 W
Kelowna, BC V1X 1Y4

Phone: 250.763.0456

Email: info@thebridgeservices.ca

Web: www.thebridgeservices.ca

 Provides support for youth between the ages of 9-24 who are in and from care * youth can have a voice, form friendships, and learn about health living while being involved in fun outings and activities * promotes the views and opinions of youth in/from care * promotes the improvement of conditions for youth in/from care * promotes services for youth leaving care from the ages 18-24 * researches and reports on the needs specific to youth in/from care * educates the public on these issues * encourages support and friendship for youth in/from care


LEGAL SERVICES & CRIMINAL JUSTICE

CRIME PREVENTION PROGRAMS

ABUSE AND VIOLENCE RELATED

Kelowna Women's Shelter, Inside/Out Violence Prevention Program for Youth

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


 Offers a community-based program whose purpose is to reduce the risk of young people becoming involved in unhealthy/abusive relationships * engages youth and helps them identify and address issues and challenges they face * explores contributors to engaging in healthy relationships with self and others * fosters the development of critical thinking and the skills needed to empower and make positive life choices * topics covered include: * Self-Esteem * Values * Empathy * Respect * Boundaries * Communication * Feelings * Friendships * Dating/Teen Dating Violence * Family * Safety * Social Networking * Digital Responsibility * Social Responsibility

CHILDREN AND YOUTH

Elizabeth Fry Society, Central Okanagan, Community Presentations

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

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

 Offers Community Presentations to any school, church, community group or agency that would like to learn more about services available and how to empower positive change for victimized and criminalized women and children


LEGAL SERVICES & CRIMINAL JUSTICE

CRIME VICTIM / WITNESS SUPPORT

Central Okanagan RCMP Victim Services

350 Doyle Ave
Kelowna, BC V1Y 6V7

Phone: 250.470.6242
Toll Free: VictimLINK: 1.800.563.0808 * 24/7 * offers confidential, multilingual and TTY accessible services
Web: www.regionaldistrict.com/departments/crime/crime_victim.aspx

 Offers emotional support, practical assistance, court support, crisis intervention, and referrals to other agencies * provides information on the Victim Services available to you, the Crime Victim Assistance Program, how the criminal justice system works, the status of the police investigation and the court case, the administration of the offender's sentence, and your rights to privacy * offers assistance with Crime Victim Assistance Program applications

Elizabeth Fry Society, Central Okanagan, Specialized Victim Assistance Program

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

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

CRIMINAL CORRECTIONAL SYSTEM

ALTERNATIVE DISPUTE RESOLUTION

**Okanagan Boys and Girls Clubs,
Youth Restorative Justice Program**
1633 Richter St
Kelowna, BC V1Y 9T7

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


 Provides a non-court alternative for RCMP referrals involving youth ages 12-17 who commit minor offenses * youth participate in a process where they acknowledge responsibility, learn how others are affected and take steps to repair the harm done * a trained Volunteer Mentor assists the youth in completing the agreement on time

JUDICIAL SERVICES

PROVINCIAL / FEDERAL CROWN COUNSEL

**Ministry of Justice, Criminal Justice Branch,
Crown Counsel Regional Office, Kelowna**
1355 Water St
Kelowna, BC V1Y 9R3


Phone: 250.470.6822
Toll Free: 1.888.758.2888

 Crown Counsel lawyers act as prosecutor on behalf as society as a whole, but do not represent individual victims * ensures that the trial process is fair to all * upon receipt of a investigative report from police or investigative agencies, conduct a charge assessment and decide whether criminal charges will be laid * Crown Counsel prosecute all offences and appeals in BC that arise under Canada's Criminal Code and provincial regulatory offences

LAW ENFORCEMENT AGENCIES


**RCMP,
Kelowna Detachment**
350 Doyle Ave
Kelowna, BC V1Y 6V7

CRISIS: Police, fire or ambulance emergency: 9-1-1
Phone: Non-emergency: 250.762.3300 * 24/7
Web: www.rcmp-grc.gc.ca

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


**RCMP,
Lake Country Detachment**
3231 Berry Rd
Lake Country, BC V4V 1T8

CRISIS: Police, fire or ambulance emergency: 9-1-1
Phone: Non-emergency: 250.766.2288
Web: www.rcmp-grc.gc.ca

 Provides policing services for the District of Lake Country * offers Crime Prevention Programs, Community Support Programs, and Police Information Checks

**RCMP,
West Kelowna Detachment**
2390 Dobbin Rd
West Kelowna, BC V4T 2H9

CRISIS: Police, fire or ambulance emergency: 9-1-1
Phone: Non-emergency: 250.768.2880 * 24/7
Web: www.rcmp-grc.gc.ca

 Provides policing services for West Kelowna and Westside * an additional 25 provincial RCMP officers police Peachland, the Central Okanagan West Electoral Area, Hwy 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


LEGAL ASSISTANCE

ADVOCACY

Elizabeth Fry Society, Central Okanagan, Community Justice Program

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


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

 Offers support, information and referrals to incarcerated and at-risk women * assists women's social re-integration by offering mutual support, goal setting, personal planning and assistance in accessing counselling, affordable housing, and employment services * women gain skills and resources to live independent, healthy lives and to make positive choices for themselves, their families, and their community

Ki-Low-Na Friendship Society, Legal Advocacy Services

442 Leon Ave
Kelowna, BC V1Y 6J3


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

 Offers a range of legal advocacy assistance, including Aboriginal Status applications, independent assessment processes, persons with disabilities applications and appeals, income assistance appeals, residential tenancy issues, human rights complaints, referrals and case management services, Residential School payments, family law info and referrals * offers letters of support and other social service information * do not provide services for criminal cases, but will offer referral to the Native Courtworker or Criminal Duty Counsel

FAMILY LAW

Families Change, Guide To Separation and Divorce


Web: www.familieschange.ca

 Provides interactive, online information on separation and divorce in easy to navigate sections: children, teens, Changeville interactive game, parents/professionals, parenting after separation: finances, and parenting after separation * offers Guides and Workbooks to help families and youth better cope with divorce or separation

Kelowna Family Justice Services

Ste119, 2nd Flr-565 Bernard Ave
Kelowna, BC V1Y 8R4


Phone: 250.712.3636
Toll Free: 1.888.227.7734
Web: www.justicebc.ca/en/fam/index.html

 Provides services to families going through separation or divorce * each Family Justice Centre is staffed by accredited Family Justice Counsellors, specially trained to help families with parenting arrangements, contact with a child, guardianship, and support issues * provides help to parents to resolve disagreements without going to court, provides short-term counselling, mediation, emergency and community referrals and other free services

Legal Services Society of BC, Family Duty Counsel


1355 Water St
Kelowna, BC V1Y 8N3

Phone: Duty Counsel Office: 250.763.8613
Legal Aid Society Applications: 1.866.577.2525
Legal Aid Society General Inquiries Only: 1.604.601.6000
Web: www.legalaid.bc.ca

 Provides lawyer paid by Legal Aid who can help people with lower incomes with their family law, criminal law, or immigration law problems * Duty Counsel can give free legal advice, but can't take on whole case or represent you at trial


Legal Services Society of BC, Family Law in BC

Email: familylawinquiries@lss.bc.ca
Web: www.familylaw.lss.bc.ca

 Provides on-line information to help families understand how to use the law in matters of separation, divorce, child and spousal support, parenting, guardianship, contact with a child, custody, access, child protection/removal, division of family property and debt, and adoption * limited information is available on related matters such as family violence if children aren't affected, income assistance, and immigration issues such as sponsorship breakdown

Ministry of Justice, BC Family Maintenance Enforcement Program Box 830 Kamloops, BC V2C 5N1


Phone: 1.250.434.6020
Toll Free: Info-line: 1.800.668.3637
Northern and Interior Client Office: 1.800.663.3933
Web: www.fmep.gov.bc.ca

 Third party that monitors and enforces maintenance orders and agreements for either child support or spousal support
* collects payments made voluntarily or initiates enforcement action if necessary

LEGAL ASSISTANCE


Courthouse Libraries BC, Clicklaw

Email: editor@clicklaw.bc.ca
Web: www.clicklaw.bc.ca

 Provides a website that features legal information and education designed for the public * offers variety of ways to connect with legal information and resources in the Solve Problems, Learn & Teach, Reform & Research and HelpMap tabs * available in many other languages


Legal Services Society of BC, Legal Aid Ste 210-347 Leon Ave Kelowna, BC V1Y 8C7

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

 Offers a range of free services * gives priority to people with low incomes, but many services are available to all residents of BC * information provided by: our Aboriginal website, Family Law In BC website, intake assistants, publications, and in some communities, legal information outreach workers and Aboriginal community legal workers * offers advice from duty counsel lawyers, or family advice lawyers * offers representation if you qualify and have serious family problems, child protection matters, some immigration, mental health and prison law issues * offers mediation services for family law matters through Mediation Referral pilot program

The Canadian Bar Association, BC Branch, Dial-A-Law 10th Flr-845 Cambie St Vancouver, BC V6B 5T3


Phone: 1.604.687.4680
Toll Free: 1.800.565.5297
Web: www.dialalaw.org

 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)

LEGAL ASSISTANCE

The Canadian Bar Association, BC Branch, Lawyer Referral Service

Phone: 1.800.663.1919
Web: www.lrsbc.org

 Refers the public to the right lawyer * individuals arrange an appointment with the lawyer they are referred to and are entitled an initial consultation of up to 30 minutes for a fee of \$25 plus taxes * if an individual knows they have a legal problem and need to hire a lawyer, the Lawyer Referral Service can help them find a lawyer at the lawyer's regular rate

The Salvation Army, Pro-Bono Program 200 Rutland RdS Kelowna, BC V1X 2Z5

Phone: 250.765.3450
Email: clc@kelsa.ca
Web: www.kelownasalvationarmy.ca


 Volunteer lawyers offer free legal advice for clients twice per month

LEGAL SERVICES

CITIZENSHIP, IMMIGRATION, REFUGEE SERVICES

Citizenship and Immigration Canada

Phone: 1.888.242.2100 * Mon-Fri, 8am - 4pm
TDD: 1.888.576.8502
Web: www.cic.gc.ca


 Facilitates the arrival of immigrants, provides protection to refugees, and offers programming to help newcomers settle in Canada * grants citizenship, issues travel documents (such as passports) to Canadians, and promotes multiculturalism

MENTAL HEALTH, SUBSTANCE ABUSE AND ADDICTIONS

COUNSELLING SERVICES


Elizabeth Fry Society, Central Okanagan, Adult Sexual Assault / Abuse Counselling and Residential Historical Abuse Counselling Ste 280-1855 Kirschner Rd Kelowna, BC V1Y 4N7

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

 Provides specialized therapy to adult women and men who have experienced sexual assault, childhood sexual abuse, and/or ritual abuse

Elizabeth Fry Society, Central Okanagan, Child & Youth Sexual Abuse Intervention Program Ste 280-1855 Kirschner Rd Kelowna, BC V1Y 4N7


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

COUNSELLING SERVICES


Grief to Grace

Phone: 250.878.7603
Email: G2GKelowna@shaw.ca
Web: www.griegtograce.org

 Offers four-day spiritual/psychological intensive treatment program for people who have been physically, emotionally, spiritually or sexually abused as children or youths * sponsored by the Catholic Diocese of Nelson

Rachel's Vineyard - Kelowna Retreat, Post-Abortion Recovery Program


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.

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 * coordinates national Aboriginal Addictions Awareness Week

HEALTH EDUCATION AND WELLNESS

ADDICTIONS AND DEPENDENCY

DrugCocktails.ca

Web: www.drugcocktails.ca

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


MENTAL HEALTH

OUTREACH PROGRAMS

Canadian Mental Health Association Kelowna & District Branch, Community Navigation & Outreach Services

504 Sutherland Ave
Kelowna, BC V1Y 5X1


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

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

Okanagan Boys and Girls Clubs, Outreach Mental Health Services

1633 Richter St
Kelowna, BC V1Y 9H2

Phone: 250.868.8541 ext.7 *
250.869.5093
Web: www.boysandgirlsclubs.ca


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

YOUTH SUPPORT SERVICES

Canadian Mental Health Association Kelowna & District Branch, Supper Club

504 Sutherland Ave
Kelowna, BC V1Y 5X1


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

 Offers a 12-week program set in a safe and supportive environment where young people can learn about and gain valuable life skills in a group environment * offers FoodSafe Training, nutritional information & programming, discussion of food security issues, prepare and share a meal, arts and recreation, peer support, cultural activities, life skills programming, community resource information

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

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, and aims to empower youth by facilitating access to the social, emotional and material supports they need * designed to assist young people at risk of falling through the cracks * young people will experience increased resilience and sense of belonging while learning skills to help mitigate risk

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


MENTAL HEALTH, SUBSTANCE ABUSE AND ADDICTIONS

MENTAL HEALTH FACILITIES

Interior Health, Mental Health Services

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, individual services and support groups for adults with mental health issues and their families * youth substance use services and Early Psychosis Intervention are also provided at this location

Interior Health, Psychiatric Services, Kelowna General Hospital

2268 Pandosy St
Kelowna, BC V1Y 1T2

Phone: 250.862.4478
Web: www.interiorhealth.ca

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


MENTAL HEALTH SUPPORTIVE SERVICES

EDUCATIONAL PROGRAMS

Ki-Low-Na Friendship Society, Family Assessment Services

442 Leon Ave
Kelowna, BC V1Y 6J3

Phone: 250.763.4905
After Hours: 250.859.1055
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.

SUPPORT GROUPS AND DROP-IN

Elizabeth Fry Society, Central Okanagan, Beginnings Groups for Women

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

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

 Provides education and group therapy to help women understand and overcome the effects of trauma related to sexual violence * professionally led 26-week group therapy program combines education, cognitive therapy, life skills, expressive art therapy, yoga, and teamwork to help women restore safety, dignity and wholeness after experiencing sexual assault or abuse

MENTAL HEALTH SUPPORTIVE SERVICES

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

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

Okanagan Mental Health Services Society

Phone: 250.717.3007

Web: www.okanaganmentalhealth.com

- Operates five, six-resident, comfortable, safe, home environment assisted living homes that support the independence of residents * daily support provided by qualified caring individuals and free social activities are offered * also provides short-term, intensive rehabilitative support in a ten-bed residence * all homes are Registered Assisted Living Homes with the Province of British Columbia

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT

Karis Support Society, Bernard House

Phone: 250.762.7175

Email: info@karis-society.org

Web: www.karis-society.org

- Provides a recovery home for women struggling with mental illness and/or addiction and have difficulty managing to live on their own * aims to provide women with a safe environment while they maintain their recovery * there is no time limit on the length of their stay * encourages residents to attend programs available at the house and those within the community, which deal with issues such as anger, self-esteem, and relapse prevention * residents work and attend school if they are able

Karis Support Society, Esther Place Recovery House

Phone: 250.762.0809

Email: info@karis-society.org

Web: www.karis-society.org

- Offers a faith-based, year-long residential centre for women ages 19 and up with a program that consists of daily group alcohol and drug addictions studies, individual studies, art therapy, dance therapy, individual counselling, and relapse prevention therapy * promotes a healthy lifestyle for the whole person, spirit, soul and body

Karis Support Society, Fuller House

Phone: 250.762.7175

Email: info@karis-society.org

Web: www.karis-society.org


- Provides homes for women with mental health and/or addiction issues who are looking to make life changes who and are willing to work towards achieving those changes * to help women accomplish this goal, both in-house programs and programs with other community agencies are offered addressing issues such as Women and Anger, Mind over Mood, and Self-esteem * assists women in developing Life and Communication skills * assists residents to move on independently or helps them find a place to live * offers continued support for seven years

Fuller House is a partnership between Adult Integrated Mental Health Support Society and the Karis Support Society

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT


Karis Support Society, Karis Village

Phone: 778.478.2239
Email: info@karis-society.org
Web: www.karis-society.org

 Karis Village is for women who might be experiencing high-risk pregnancies or who have children and need safe housing, good medical care and support for themselves in fully supported, semi-independent or independent residences * this provides a safe environment where recovery from addictions and attention to personal needs provides the opportunity for healthier pregnancies and a chance to parent children in a supported environment


Karis Support Society, Sutherland House

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

 Provides first and second stage recovery house for women * incorporates a combination of in-house and community-based programming with ultimate goal of women re-entering mainstream of society, although some women might require further housing after a period of time


Karis Support Society, Wallace House

Phone: 250.448.6788
Email: info@karis-society.org
Web: www.karis-society.org

 Provides safe, affordable, supportive, long-term housing for single moms or dads with children, who have struggled with addiction and are in recovery and wanting to make life changes * length of stay would be 2 years during which time parenting skills, counselling and many other programs, which will aid them in their parenting and recovery are available * assists residents to become more independent and able to move into low-income housing where support from the Karis Support Society would continue for up to 7 years

Karis Support Society


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

 Seeks to impact the community and the Province of British Columbia by providing safe housing, support, life skills, and training for people caught in life altering addictions and mental health issues * operates the Bernard House, Esther House, Fuller House, Karis Village, Sutherland House, Tomat House and Wallace House

Interior Health, Kelowna Alcohol and Drug Services

Phone: 250.868.7788
Web: www.interiorhealth.ca

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


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

SUBSTANCE ABUSE SUPPORTIVE SERVICES

Ki-Low-Na Friendship Society, Addictions Program

442 Leon Ave
Kelowna, BC V1Y 6J3

Phone: 250.763.4905
After Hours: 250.859.1025
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 * links to other community partners through the PCCC Committee - Partners in Community Collaboration to help clients access community services * attends case management meetings with MCFD to assist mutual clients with family and other presenting problems * works closely with the other services and teams at the Ki-Low-Na Friendship Society

New Opportunities for Women (NOW) Canada, Essentials Programs

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

 Comprises of two programs which offer the opportunities needed to leave a life of addiction, abuse and exploitation and work towards physical, social and emotional health:

Life Skills is a four-month, full-time day abstinence-based program covering topics such as: coping and social skills, boundaries, personal development, anger management, relapse prevention, healthy relationships, problem solving, group equine and yoga therapy, employability assistance and readiness, as well as additional presentations, workshops and outings

Client Support runs in tandem with the day program and offers individually planned, one-on-one support to help participants get their lives back on track, including: twice weekly drug screening, one-to-one meetings as needed (with a minimum of weekly meetings), help with Income Assistance applications, referrals for Drug and Alcohol Counsellors, support in meetings with Ministry of Children and Family Development, court and probation, referral to NOW Canada's Trauma Therapy Program/Healthy Living Program/Follow Care Program and Peer Mentor Program, and ongoing support after graduation from Essentials


TELEPHONE ASSISTANCE AND INTERVENTION

DISTRESS LINES

Crisis Intervention and Suicide Prevention Centre of BC, Distress Phone Services

763 East Broadway
Vancouver, BC V5T 1X8

DISTRESS LINE (BC Wide): 1.800.784.2433 (1.800.SUICIDE)
SENIORS' DISTRESS LINE: 1.604.872.1234
MENTAL HEALTH SUPPORT (BC Wide): 310.6789
ONLINE DISTRESS SERVICES: www.youthinbc.com * www.crisiscentrechat.ca
Phone: 1.604.872.1811
TDD: 1.866.872.0113
Email: info@crisiscentre.bc.ca
Web: www.crisiscentre.bc.ca

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

Crisis Intervention and Suicide Prevention Centre of BC, YouthInBC.com

Toll Free: 1.866.661.3311
Email: youthinbc@crisiscentre.bc.ca
Web: www.youthinbc.com



Provides a safe, respectful place for youth and young adults to access information about different issues and provides help and support to deal with them * 24 hour distress line * live online one-to-one chat available 12pm - 1am every day in BC and the Yukon * Email support (responds within two business days) * also provides topic-specific information and resources about various youth-related issues

Helpline for Children, 310-1234

CRISIS: 310.1234
Phone: MCFD in Kelowna: 250.712.7586
Toll Free: 1.800.663.9122
TDD: 1.866.660.0505
After Hours: 310.1234 or 1.800.663.9122
Web: www.safekidsbc.ca



Provides help for children and families experiencing or suspected of experiencing physical, emotional or sexual abuse * abandonment * desertion * neglect * ill-treatment * failure to meet the physical, emotional needs or medical needs of a child

Kelowna Community Resources (KCR), Crisis Line

1.888.353.2273 (1.888.353.CARE)
Email: crisisline@kcr.ca
Web: www.kcr.ca



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

VictimLink BC

Toll Free: 1.800.563.0808
TDD: 1.604.875.0885 * collect calls accepted * please call the Telus Relay Service at 711
Text Message: 1.604.836.6381
Email: VictimLinkBC@bc211.ca
Web: www.victimlinkbc.ca



Provides confidential, multilingual information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services across BC and Yukon 24 hours per day, 7 days per week

Alcohol and Drug Information and Referral Service

Phone: BC211 Office: 1.604.875.6431

Toll Free: 1.800.663.1441

TDD: 1.604.875.0885 * Text messages: 1.604.836.6381

Email: help@bc211.ca

Web: www.bc211.ca



Responds to inquiries on all aspects of alcohol and drug use and misuse * certified information and referral specialists provide information on, and referral to, a full range of counselling and treatment services across BC * services are confidential, multilingual, free and available 24 hours per day, 7 days per week

SCHOOL DISTRICT NO. 23 CENTRAL OKANAGAN

ADMINISTRATION

Hollywood Road Educational Services	1040 Hollywood Rd, Kelowna, BC V1X 4N2	P: 250.860.9729 F: 250.870.5086
School District No. 23 Central Okanagan	1940 Underhill St, Kelowna, BC V1X 5X7	P: 250.860.8888 F: 250.860.9799

ABORIGINAL, IMMIGRANT AND ALTERNATE EDUCATION PROGRAMS

Aboriginal Education Department	1040 Hollywood Rd, Kelowna, BC V1X 4N2	P: PROGRAMS/ 250.870.5144 F: PROGRAMS/ 250.870.5061
Central Programs and Services	1825 Richter St, Kelowna, BC V1Y 2M8	P: 250.870.5120 F: 250.870.5020
Welcome Centre Services	1040 Hollywood Rd, Kelowna, BC V1X 4N2	P: 250.470.3258 F: 250.870.5188

ELEMENTARY SCHOOLS

A.S. Matheson Elementary School	2090 Gordon Dr, Kelowna, BC V1Y 3H9	P: 250.860.2525 F: 250.870.5012
Anne McClymont Elementary School	4489 Lakeshore Rd, Kelowna, BC V1W 1W9	P: 250.870.5133 F: 250.870.5070
Bankhead Elementary School	1280 Wilson Ave, Kelowna, BC V1Y 6Y6	P: 250.763.2603 F: 250.870.5014
Belgo Elementary School	125 Adventure Rd, Kelowna, BC V1X 1N3	P: 250.765.8900 F: 250.870.5015
Black Mountain Elementary School	1650 Gallagher Rd, Kelowna, BC V1P 1G7	P: 250.765.1955 F: 250.870.5035
Casorso Elementary School	3675 Casorso Rd, Kelowna, BC V1W 3E1	P: 250.870.5135 F: 250.870.5019
Chief Tomat Elementary School	3365 Boundary Rd, West Kelowna, BC V4T 2R8	P: 250.768.6628 F: 250.870.5071
Chute Lake Elementary School	5240 Lark St, Kelowna, BC V1W 4K8	P: 250.870.5139 F: 250.870.5039
Davidson Road Elementary School	2115 Davidson Rd, Lake Country, BC V4V 1R3	P: 250.870 5117 F: 250.870.5017
Dorothea Walker Elementary School	4346 Gordon Dr, Kelowna, BC V1W 1S5	P: 250.870 5138 F: 250.870.5024
Ellison Elementary School	3735 Parkdale Rd, Kelowna, BC V1X 6K9	P: 250.765.8104 F: 250.870.5081
George Pringle Elementary School	3770 Elliott Rd, West Kelowna, BC V5T 1W9	P: 250.870.5103 F: 250.870.5003
Glenmore Elementary School	960 Glenmore Dr, Kelowna, BC V1Y 4P1	P: 250.870 5136 F: 250.870.5030
Glenrosa Elementary School	3430 Webber Rd, West Kelowna, BC V4T 1G8	P: 250.768.5181 F: 250.870.5033
Helen Gorman Elementary School	3230 Salmon Rd, West Kelowna, BC V4T 1A7	P: 250.768.7250 F: 250.870.5031
Hudson Road Elementary	1221 Hudson Rd, West Kelowna, BC V1Z 1J5	P: 250.769.4666 F: 250.870.5037
Mar Jok Elementary School	2101 McDougall Rd, West Kelowna, BC V1Z 2L6	P: 250.870.5104 F: 250.870.5026
North Glenmore Elementary School	125 Glenmore Rd, Kelowna, BC V1V 2E3	P: 250.762.3535 F: 250.870.5044

Oyama Traditional Elementary School	15525 Greenhow Rd, Kelowna, BC V4V 2E1	P: 250.548.3783 F: 250.870.5050
Peachland Elementary School	5486 Clements Cres, Peachland, BC V0H 1X5	P: 250.767.2686 F: 250.870.5051
Pearson Road Elementary School	700 Pearson Rd, Kelowna, BC V1X 5H8	P: 250.765.8855 F: 250.870.5049
Peter Greer Elementary School	10300 Sherman Dr, Kelowna, BC V4V 1Y8	P: 250.766.2104 F: 250.870.5029
Quigley Elementary School	705 Kitch Rd, Kelowna, BC V1X 5V8	P: 250.870.5134 F: 250.870.5013
Raymer Elementary School	657 Raymer Ave, Kelowna, BC V1Y 4Z6	P: 250.870.5125 F: 250.870.5054
Rose Valley Elementary School	1680 Westlake Rd, West Kelowna, BC V1Z 3G6	P: 250.870.5146 F: 250.870.5047
Rutland Elementary School	620 Webster Rd, Kelowna, BC V1X 4V5	P: 250.765.9771 F: 250.870.5055
Shannon Lake Elementary School	3044 Sandstone Dr, West Kelowna, BC V4T 1T2	P: 250.870.5132 F: 250.870.5073
South Kelowna Elementary School	4176 Spiers Rd, Kelowna, BC V1W 4B5	P: 250.861.1122 F: 250.870.5058
South Rutland Elementary School	200 Mallach Rd, Kelowna, BC V1X 2W5	P: 250.765.7785 F: 250.870.5060
Springvalley Elementary School	470 Ziprick Rd, Kelowna, BC V1X 4H4	P: 250.860.4526 F: 250.870.5065
Watson Road Elementary School	475 Yates Rd, Kelowna, BC V1V 1R3	P: 250.870.5137 F: 250.870.5072

MIDDLE SCHOOLS

Constable Neil Bruce Middle School	2010 Daimler Rd, West Kelowna, BC V1Z 3Y4	P: 250.769.7343 F: 250.870.5077
Dr. Knox Middle School	121 Drysdale Blvd, Kelowna, BC V1V 2X9	P: 250.870.5130 F: 250.870.5007
Glenrosa Middle School	2974 Glen Abbey Pl, West Kelowna, BC V4T 2N1	P: 250.768.1889 F: 250.870.5076
KLO Middle School	3130 Gordon Dr, Kelowna, BC V1W 3M4	P: 250.870.5106 F: 250.870.5006
Rutland Middle School	715 Rutland Rd, Kelowna, BC V1X 3B6	P: 250.765.2988 F: 250.870.5009
Springvalley Middle School	350 Ziprick Rd, Kelowna, BC V1X 4H3	P: 250.862.3274 F: 250.870.5011

SECONDARY SCHOOLS

George Elliot Secondary School	10241 Bottom Wood Lake Rd, Lake Country, BC V4V 1Y7	P: 250.766.2734 F: 250.870.5002
Kelowna Secondary School	1079 Raymer Ave, Kelowna, BC V1Y 4Z7	P: 250.762.2805 F: 250.870.5005
Mount Boucherie Senior Secondary School	2751 Cameron Rd, West Kelowna, BC V1Z 2T6	P: 250.712.7040 F: 250.870.5001
Okanagan Mission Secondary School	4544 Gordon Dr, Kelowna, BC V1W 1T4	P: 250.870.5108 F: 250.870.5008
Rutland Senior Secondary School	705 Rutland Rd, Kelowna, BC V1X 3B6	P: 250.870.5110 F: 250.870.5010



CENTRAL OKANAGAN PUBLIC COMPUTER ACCESS LOCATIONS

Kelowna

Inn from the Cold - Office

1829 Chandler St
Phone: 250.448.6403

Mon, Tue, and Wed, 9am - 12pm * general public access * 1 terminal

Kelowna Community Food Bank

1265 Ellis St
Phone: 250.763.7161

Mon-Thu, 9:30am - 1pm * available to those currently looking for work or resources * 2 terminals

KCR

120 - 1735 Dolphin Ave
Phone: 250.763.8008

Mon-Fri, 8:30am - 12pm and 1pm - 4:30pm * general public access * 30 min max * 1 terminal

Kelowna Library

1380 Ellis St
Phone: 250.762.2800

Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&W printing * residents require Library Card with PIN# * visitors must have picture ID * 16 terminals

Ki-Low-Na Friendship Society

442 Leon Ave
Phone: 250.763.4905

Mon-Fri, 10am - 12pm and 1pm - 3:30pm * currently looking for work or resources * call for details on availability * 4 terminals

Metro Central Church

1420 Water St
Phone: 778.478.9727

Tue-Fri, 8:30am - 1:30pm * general public access * 2 terminals

Ministry of Employment & Income Assistance

130-1640 Dilworth Dr
1.866.866.0800

Mon-Fri, 9am - 4pm * general public access * 3 terminals

Mission Library

4105 Gordon Dr
Phone: 250.764.2254

Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&W printing * residents require Library Card with PIN# * visitors must have picture ID * 8 terminals

Seniors Outreach & Resource Centre

102-2055 Benvoulin Crt
Phone: 250.861.6180

Mon-Fri, 9am - 4pm * must be 55+ years old * computer, tablet and smart phone assistance available * 2 terminals

Work BC - Kelowna

1460 Pandosy St
Phone: 778.478.8390

Mon-Fri, 8:30am - 4:30pm * available to those currently looking for work * 8 terminals

Rutland

Hope Centre, Willow Park Church

439 Hwy 33 W
Phone: 250.765.6622

Tue and Thu, 10am - 2pm * general public access * 2 terminals

Rutland Library

32 - 301 Hwy 33 W
Phone: 250.765.8165

Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&W printing * residents require Library Card with PIN# * visitors must have picture ID * 12 terminals

Work BC - Rutland

285 Aurora Cres
Phone: 778.753.6045

Mon-Fri, 8:30am - 4:30pm * available to those currently looking for work * 5 terminals

Lake Country

Lake Country Library

2 - 10150 Bottom Wood Lake Rd
Phone: 250.766.3141

Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&W printing * residents require Library Card with PIN# * visitors must have picture ID * 4 terminals

West Kelowna

Westbank First Nation, Health & Wellness Building

1900 Quail Lane, 2nd Floor, Westbank
Phone: 250.768.0227

Mon-Fri, 8:30am - 4:30pm * general public access * 10 terminals

Westbank Library - Westridge Mall

Main St and Hwy 97, West Kelowna
Phone: 250.768.4369

Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&W printing * residents require Library Card with PIN# * visitors must have picture ID * 9 terminals

Peachland

Peachland Tourist Information Centre / Chamber of Commerce

5812 Beach Ave, Peachland
Phone: 250.767.2455

Winter: Mon-Fri, 10am - 4pm * Summer: Mon-Fri, 9am - 5pm * general public access * 1 terminal

Peachland Library

Peachland Centre Mall, Peachland
Phone: 250.767.2455

Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&W printing * residents require Library Card with PIN# * visitors must have picture ID * 3 terminals

Summerland

Summerland Library

9525 Wharton St, Summerland
Phone: 250.494.5591

Open hours vary * 1 hour/day max usage * Wi-Fi access; \$0.25/ sheet for B&W printing * residents require Library Card with PIN# * visitors must have picture ID * 3 terminals

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