

Youth Mental Health Systems Guide

Acknowledgement:

A dedicated group of like-minded community members in the Central Okanagan came together to examine service areas and agencies supporting youth facing mental health challenges. The guiding question was, “*How can we ensure the youth we work with receive the supports they need?*” Over the course of three years—through numerous community gatherings and collaborative efforts to expand resources—this guide was developed.

This guide is designed to provide service providers with knowledge and insight into identifying the most appropriate supports for youth experiencing mental health concerns. It outlines key details, including which agencies require referrals, which do not, the duration of services, and any associated costs (if applicable).

Importantly, this guide focuses on services where mental health is the primary presenting concern. Programs specifically addressing substance use as a primary issue are not included.

The Central Okanagan is proud to present this systems map as a resource to guide youth on their mental health journey. Thank you for your commitment to supporting our youth and for utilizing this guide in your work.





Land Acknowledgement

We acknowledge that the City of Kelowna sits on the traditional, ancestral unceded territory of the Syilx/Okanagan people. We recognize, honour, and respect the presence of Indigenous Peoples, past, present, and future.

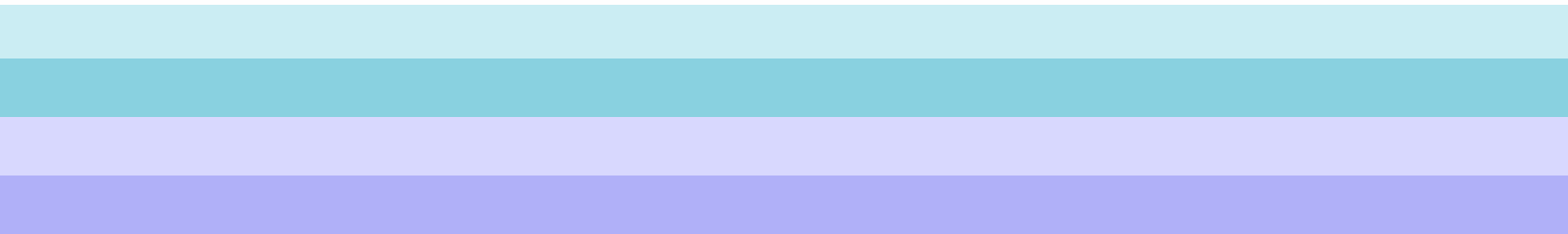


Table of Contents

Services in this guide are divided into four levels, or “steps”.
As the steps increase, so does the level of need and intensity of the supports.

STEP 1

pages
2 - 22

Supports that are:

- Open-ended services with low barrier access, they likely do not require a referral
- May be one-off groups or ongoing drop-in based groups
- Community education or information, such as generalized public health information, guides, or other literacy material
- Online guides or resources
- Peer support, meaning peers helping peers based on shared experiences

BC Schizophrenia Society Youth	4
Central Okanagan Elizabeth Fry Society	5
Cris Adaptive	6
Elevation Outdoors	7
Etcetera	8
<i>The Bridge Youth & Family Services</i>	
Family Connection Centre	9
<i>arc programs</i>	
Family Doctor	10
Family Support Institute of BC	11
Foundry Kelowna CMHA	12
Jordan’s Principle	13
Kelowna Urgent & Primary Care Centre	14
Kelty Mental Health Resource Centre	15
Ki-Low-Na Friendship Society	16
Mindshift	17
<i>Anxiety Canada</i>	
MyHEARTSMAP Mental Health Self-assessment Tool	18
Okanagan Nation Alliance	19
Outreach Urban Health Centre	20
School District Counsellors	21
UBCO Student Wellness & Student Health Clinic	22
211	23
811	24
988 Suicide Crisis Helpline	25

Table of Contents

Services in this guide are divided into four levels, or “steps”.
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STEP 2

pages
23 - 29

Supports that are:

- Low intensity- brief or drop-in services, may be group therapy or short term interventions (lasting less than 4 sessions)
- Brief therapy, generally less than 6 sessions
- Family education

arc programs - Counselling Services_____	26
Connect Counselling_____	27
Foundry Kelowna - Walk-in Counselling_____	28
University of British Columbia Okanagan (UBCO) Counselling_____	29
Westbank First Nation_____	30

STEP 3

pages
30 - 38

Supports that are:

- Moderate intensity- short-term individual and group interventions that target specific symptoms
- Family counselling

Access Mental Health & Substance Use Services (MHSU)_____	31
<i>Interior Health</i>	
Child & Youth Mental Health (CYMH) - Kelowna_____	32
<i>Ministry of Children and Family Development (MCFD)</i>	
Child & Youth Mental Health (CYMH) - West Kelowna_____	33
<i>Ministry of Children and Family Development (MCFD)</i>	
Crisis Response Team _____	34
<i>Interior Health</i>	
Healthy Essentials Clinic_____	35
Parenting Your Anxious Youth _____	36
<i>The Bridge Youth & Family Services</i>	
This Space_____	37
Westbank First Nation Health and Wellness_____	38

Table of Contents

Services in this guide are divided into four levels, or “steps”.
As the steps increase, so does the level of need and intensity of the supports.

STEP 4

pages
39 - 45

Supports that are:



- High intensity- these services usually require a referral and/or intake assessment to access

Adolescent Psychiatric Unit (APU) _____	39
<i>Interior Health</i>	
BGC Okanagan- Outreach Mental Health _____	40
Child & Youth Mental Health (CYMH) _____	41
<i>Ministry of Children and Family Development (MCFD)</i>	
Developmental Disabilities Mental Health Services _____	42
<i>Interior Health</i>	
Early Psychosis Intervention (EPI) _____	43
<i>Interior Health</i>	

STEP 1



BC Schizophrenia Society Youth

 @bcss_youth
 @BCSS Youth

Service Details: BCSS Youth is a part of the BC Schizophrenia Society that provides programs, workshops, resources, educational materials, and more for children and youth aged 8-18 dealing with a family member with a mental illness. The programs offered through BCSS Youth are called Kids in Control (KIC), Tweens in Control (TwIC), and Teens in Control (TIC). These programs aim to foster resilience through self-care and boundary-setting and to increase the knowledge and understanding of serious and persistent mental illness.

Contact: 604-270-7841, 1-888-888-0029 (Toll-Free)
1100 - 1200 West 73rd Ave Vancouver, BC
V6P 6G5 (BCSS Provincial Office)
info@bcss.org

Website: <https://bcssyouth.org/>

Referrals: No referrals needed

My Notes:

Central Okanagan Elizabeth Fry Society

Service Details: This organization offers community based victim services for survivors of sexual assault, intimate partner violence, and child abuse and neglect. They also offer sexual assault counselling services and peer support groups for those who have experienced sexual violence.

Contact: 250 763 4613
649 Leon Avenue, Kelowna, BC
info@efryokanagan.com

Website: <https://www.efryokanagan.com/>

Hours: 8:30am - 4:30pm, Monday to Friday

Referrals: No referrals needed

Accessibility: Located: Kelowna, Serves: Central Okanagan

My Notes:



Cris Adaptive

 @crisadaptive
 @CRISAdaptive

Service Details: CRIS Adaptive provides support to anyone by developing and implementing outdoor and wilderness recreation and sport programs that help improve mental well-being.

Contact: 250-979-3941
835 Bay Ave, Kelowna BC
admin@adaptiveadventures.ca

Website: adaptiveadventures.ca



Fees: For a single trip: \$30 - 4 Trip Package deal: \$99 - 8 Trip Package deal: \$179. We also have a NOR-Val Rentals#GetOutside Fund, which supports those who need some financial assistance to access our programs.

Referrals: No referral needed

Accessibility: Located in Kelowna, we run programs in the Okanagan

My Notes:

Elevation Outdoors

 @elevationoutdoors
 @elevationoutdoorscanada

Service Details: Elevation Outdoors' mission is to enhance the lives of youth through specially designed outdoor sports programs offered free of charge!

Contact: 250-870-9094

P.O. Box 20071 Towne Centre Mall, Kelowna, BC

info@elevationoutdoors.ca

Website: <https://elevationoutdoors.ca/>

Hours: Programs occur on evenings and occasionally weekends

Fees: If youth meet eligibility criteria (follow this link [<https://elevationoutdoors.ca/programs/>] and scroll down to 'Who We Serve'), they can participate for free. Partial and paid spots are also offered.



Referrals: No referral needed, any youth aged 12 - 18 can apply. All program applications can be found on the website here: <https://elevationoutdoors.ca/programs/>

Accessibility: Located in Kelowna, we have pick up locations for youth in West Kelowna, Orchard Park Mall, and Rutland.

My Notes:

Etcetera

The Bridge Youth & Family Services

 @etcetera_youth
 @EtceteraKelowna

Service Details: A weekly, facilitated program where youth ages 11-18 who identify as 2SLGBTQIA+ and their allies can meet supportive peers in a safe environment. Etcetera offers social activities, empowering discussions and special events.

Contact: 250-763-0456
630 Cadder Avenue, Kelowna, BC
info@thebridgeservices.ca

Website: <https://thebridgeservices.ca/youth-and-family-services/youth-services/etcetera>

Hours: Thursdays, 4:30pm - 5:30pm for 11 - 14 year olds
6:00pm - 7:00pm for 15 - 18 year olds

Fees: None

Referrals: No referral needed

Accessibility: Youth 11-18 years old

My Notes:



Family Connection Centre

arc programs

Service Details: Individual and group-based prevention, treatment and support services designed to help families with children and youth ages 0-18 achieve their developmental goals.

Services include developmental monitoring and consulting, educational workshops, parenting support groups, and facilitation of connections to community resources.

Contact: 778-760-1445

Toll free: 1-844-944-1445

513 Bernard Ave, Kelowna BC

fcc@arcprograms.com

Website: <https://arcprograms.com/fcc/>

Fees: None

Referrals: Can self refer on website registration form or in-person

Accessibility: For families with children and youth aged 0-18 years old

My Notes:

Family Doctor

Service Details: Family Doctors (a.k.a. General Practitioners or Family Physicians) provide a wide range of healthcare services, including diagnosing and treating illness and injuries, and also prescribing medicine. Family Doctors also make referrals and consult with specialists to support patient's mental and physical health.

Contact: Book an appointment with your family doctor, or, if you do not have a family doctor or have a concern that needs to be addressed more quickly (but does not require going to the Emergency Room) you can access a **walk-in clinic** or the **Kelowna Urgent and Primary Care Centre**.

Website & Referrals: To find a list of clinics in your area check out Pathways, an online directory, here: <https://pathwaysbc.ca/login>

My Notes:

Family Support Institute of BC

Service Details: The Family Support Institute of BC (FSI) is a provincial not for profit society committed to supporting families who have a family member with a disability. FSI's supports and services are FREE to any family.

Contact: 1-800-441-5403

Email through contact form on website

Website: <https://familysupportbc.com/>

Fees: None

Referrals: No referral needed

Accessibility: Online resource

My Notes:

Foundry Kelowna

CMHA



Service Details: Mental Health and Substance Use services for 12 to 24 y/o's living between Peachland and Lake Country. Counselling, Youth Navigation, Peer Support, Works Program, Medical Clinic, Family navigation

Contact: 236-420-2803
100 - 1815 Kirschner Road, Kelowna BC V1Y 4N7
foundry@cmhakeLOWNA.org

Websites: cmhakeLOWNA.ca
<https://www.cmhakeLOWNA.com/programs-supports/foundry-kelowna>

Hours: 9:00am - 5:00pm, Monday, Tuesday, Wednesday, & Friday
9:00am - 7:00pm, Thursday

Fees: None

Referrals: No referral needed

Accessibility: Kelowna and satellite places in West Kelowna and Lake Country, service Peachland to Lake Country

My Notes:



Jordan's Principle

Service Details: Jordan's Principle makes sure all First Nations children living in Canada can access the products, services and supports they need, when they need them. Funding can help with a wide range of health, social and educational needs, including the unique needs that First Nations Two-Spirit and LGBTQQIA children and youth and those with disabilities may have.

Contact: 1-855-572-4453, BC: 778-951-0716,
principedejordancb-bcjordansprinciple@sac-isc.gc.ca

Website: <https://www.sac-isc.gc.ca/eng/1568396042341/1568396159824>

Hours: BC: 8:00am - 4:00pm, Monday to Friday

Fees: There is no fee for First Nations children to access Jordan's Principle.

Referrals: Contact through the call centre, open 24 hours a day, 7 days a week, or your regional focal point (can be found on the website) to start your request to access services through Jordan's Principle.

Accessibility: Across Canada, with regional focal points in the provinces/territories as well as local service coordinators for First Nations communities.

My Notes:

Kelowna Urgent & Primary Care Centre

Service Details: The Kelowna Urgent and Primary Care Centre provides care for non-emergency health concerns to individuals who require same-day attention. This includes: minor injuries, sprains and strains, infection, child illness and injury, high fever, cuts, wounds, and skin conditions. You may see a family physician, nurse practitioner, registered nurse, social worker, physiotherapist, or mental health and substance use clinicians.

Contact: 250-469-6985
1141 Harvey Avenue, Kelowna BC V1Y 6E8

Website: <https://www.interiorhealth.ca/locations/kelowna-urgent-primary-care-centre>

Hours: 9:30am - 8:30pm, Monday to Sunday
(including statutory holidays)

Fees: None

Referrals: No referral needed

Accessibility: Located in Kelowna, serves individuals in Kelowna

My Notes:

Kelty Mental Health Resource Centre

Service Details: Kelty Mental Health Resource Centre (part of BC Children's Hospital) is an online resource centre for parents and caregivers who are looking for support and information to care for a child/youth experiencing mental health challenges.

Websites: <https://keltymentalhealth.ca/>
<https://keltyeatingdisorders.ca/>

Fees: None

Referrals: No referral needed

Accessibility: Online resource for parents & caregivers in BC

My Notes:



Ki-Low-Na Friendship Society

 @kilownafriendshipsociety

Service Details: Community events, job fairs, children's program events, Elder events, workshops, performances. Some limited counselling available by appointment. Please contact for further information about the youth program.

Contact: 250-763-4905
442 Leon Ave, Kelowna BC
kailyn.y@kfs.bc.ca

Website: kfs.bc.ca

Hours: 8:30am - 4:30pm

Referrals: No referrals needed- please contact for further information

Accessibility: Kelowna

My Notes:



Mindshift

Anxiety Canada



Service Details: MindShift is a free app that employs Cognitive Behavioral Therapy (CBT) techniques to help you learn to relax and be mindful. The MindShift CBT App features include; healthy habits, coping cards, a thought journal, belief experiments, a chill zone (guided meditation), facing fears, CBT-based tools, quick relief tools, a community forum, goal setting, mood check-ins, and expanding your comfort zone. It is a great tool to tackle worry, panic, perfectionism, social anxiety, and phobias.

Contact: 604-620-0744

Website: <https://www.anxietycanada.com/resources/mindshift-cbt/>

Fees: None

Referrals: No referral needed, free to download the app on Android and IOS

Accessibility: Online resource

My Notes:

MyHEARTSMAP Mental Health Self-assessment Tool

Service Details: MyHEARTSMAP is a digital tool that will help families, children and youth self-assess their mental health needs. Once the self-assessment is completed, the tool will recommend appropriate resources.

Website: bcchildrens.ca/our-services/mental-health-services/assessment-treatment/myheartsmap-mental-health-self-assessment-tool

Fees: None

Referrals: No referral needed

Accessibility: Online tool

My Notes:

Okanagan Nation Alliance

Service Details: The Okanagan Nation Alliance Wellness Department includes Aboriginal Child & Youth mental health services.

Contact: 250-707-0095

Toll free: 1-866-662-9609

101 – 3535 Old Okanagan Hwy, Westbank BC

Website: <https://syilx.org/wellness/our-programs-and-services/>

Hours: Office is open 8:30am - 4:30pm, Monday to Friday

Fees: The Okanagan Nation Alliance (ONA) Wellness Programs are free services with the majority of funding from: the Interior Health Authority; Ministry of Children and Family Development and First Nations Health Authority.

Referrals: You may be referred by your local band office and or urban centre

My Notes:

Outreach Urban Health Centre

Service Details: The Outreach Urban Health Centre has a health-care team that works collaboratively and offers a range of services on-site. The centre provides the following services: - Harm Reduction Supplies and Services - Intensive Case Management for Mental Health and Substance Use - Primary Care - Supervised Consumption and Overdose Prevention Services

Contact: 250-868-2230
1649 Pandosy Street, Kelowna BC V1Y1P6

Website: <https://www.interiorhealth.ca/locations/outreach-urban-health-centre>

Hours: 10:00am - 4:00pm, Monday to Friday

Fees: None

Referrals: No referral needed

Accessibility: Located in Kelowna, serves all areas of the Interior

My Notes:

School District Counsellors

Service Details: Educational counsellors work for K-12 schools and post-secondary institutions, where they provide support and information to students. They offer academic guidance, career information or personal counsel – or a combination of all three – to help students succeed in their studies and beyond.

Contact: Counsellors are available in most Central Okanagan Public Schools.

Referrals: Students (and their guardians) can access school counsellors in their schools. If you are not already familiar with your school counsellor(s), reach out to your teacher or school administration.

My Notes:



University of British Columbia (UBCO) Student Wellness & Student Health Clinic

Service Details: A team of Registered Nurses, Nurse Practitioner and General Practitioners can assist UBCO students with:

- Assessment and treatment of health concerns
- Prescriptions
- First Aid
- Sexual and reproductive health
- Gender affirming care (please contact the clinic for specifics)
- Referrals for lab tests, blood work, x-rays, ultrasounds, and diagnostic scans
- Harm reduction supplies
- Allergy shots (please contact the clinic for specifics)
- Mental health support
- Free nicotine gum and support quitting smoking/vaping
- Health education
- Athletic/sports medicine

Contact: Student Health Clinic:

To book an appointment call: 250-807-9270

Hours: 9:00am - 4:00pm, Monday to Friday
(closed lunchtime from 12:30pm - 1:30pm)

To contact Student Wellness:

250-807-9270

Located at: UBC 337

healthwellness.okanagan@ubc.ca

Referrals: No referral needed, for UBCO students

Accessibility: For UBCO students

My Notes:

211

Service Details: 211 is a free and confidential service that connects people to helpful and vital resources in their community. We provide information and referral to a broad range of community, government, and social services.

Contact: 2-1-1

Website: <https://bc.211.ca/>

- Submit your inquiry by email at <https://bc.211.ca/contact-us/#email> to receive a response within 24 hours.

Hours: 24 hours a day, 365 days a year

Fees: None

Referrals: No referral needed

My Notes:

811

Service Details: HealthLink BC operates the 8-1-1 phone line, and by calling 8-1-1 you can speak to a health service navigator who can provide you with information and services, or connect you to a registered nurse, registered dietitian, qualified exercise professional, or a pharmacist. 8-1-1 provides translation services in more than 130 languages upon request. Dial 7-1-1 for Teletypewriter (TTY) relay service. To use VRS, visit Video Relay Services and give them the number 604-215-5101 to call us.

Contact: 8-1-1

Website: <https://www.healthlinkbc.ca/more/contact-us/8-1-1>

Hours: 24 hours a day, 365 days a year

Fees: None

Referrals: No referral needed


Accessibility: British Columbia

My Notes:

9-8-8

Suicide Crisis Helpline

988 Suicide Crisis Helpline

 @988canada

Service Details: A safe space to talk (or text), 24 hours a day, every day of the year. If you are feeling like you have lost hope and are struggling to cope, if you are dealing with thoughts of suicide, or if you are worried about someone else, 9-8-8: Suicide Crisis Helpline is here for you. When you reach out, a trained responder will listen without judgement, provide support and understanding, and can connect you with further resources.

Contact: 9-8-8 (Call or Text)

Website: <https://988.ca/>

Hours: 24 hours a day, 365 days a year

Fees: None

Referrals: No referral needed

Accessibility: This resource is Canada wide. However, you will be connected with the closest available responder to your location.

My Notes:

STEP 2



arc programs - Counselling Services

Service Details: Concurrent counseling services for youth attending School District 23 schools. Counseling support is for youth that are experiencing mental health and substance use issues.

Contact: 250-763-2977
513 Bernard Ave, Kelowna, BC
arcprograms@arcprograms.com

Website: <http://arcprograms.com>

Fees: None

Referrals: Referrals can be made through the school counselors in Central Okanagan Public Schools.

Accessibility: Central Okanagan Public School district.

My Notes:

Connect Counselling

Service Details: Connect Counselling provides child, youth, and family counselling services at no cost for young people and their families who may be experiencing challenges in the following areas:

- Difficult behaviour
- Living in a blended or separated family situation
- Parent/child conflicts
- Sole parenting
- Conflicting parenting styles
- Grief and loss
- Sexually intrusive behaviour

Contact: 250-860-3181

1890 Cooper Rd, Unit 4, Kelowna BC

reception@connectcounsellingsociety.ca

Website: <https://www.connectcounsellingsociety.ca/child-youth-and-family-services/>

Hours: 8:30am - 4:30pm, Monday to Friday
(closed 12:00pm - 1:00pm for lunch)

Fees: Free for youth referred by Child & Youth Mental Health (CYMH)

Referrals: Please consult the Child & Youth Mental Health (CYMH) team for a referral at 778-699-2272

My Notes:

Foundry Kelowna- Walk-in Counselling CMHA

Service Details: Mental Health & Substance Use Services –
Single session counseling and brief therapy

Contact: 236-420-2803
100 - 1815 Kirschner Rd, Kelowna, BC
foundry@cmhakilowna.org

Website: <https://foundrybc.ca/kelowna/>

Hours: 9:00am - 5:00pm, Monday, Tuesday, Wednesday, & Friday
9:00am - 7:00pm, Thursday

Referrals & Fees: All young people 12-24 with valid BC MSP cards
can access Foundry services.

Accessibility: Kelowna and satellite places in West Kelowna and
Lake Country, service Peachland to Lake Country

My Notes:



University of British Columbia Okanagan (UBCO) Counselling

Service Details: Counselling services for a variety of concerns, including personal, social, or academic life.

Contact: 250-807-9270

Website: <https://students.ok.ubc.ca/health-wellness/counselling-mental-health/>

Hours: 9:00am - 4:00pm, Monday to Friday
(lunch closure from 12:30pm - 1:30pm)

Fees: Free for UBC students, but cancellation fees may apply

Referrals: No referral needed, can call or book online (through website)

Accessibility: For UBCO students, must be in BC to receive services

My Notes:



Westbank First Nation

Service Details: Youth programs and services, including Children and Youth Counselling services, provide youth, ages 12 to 18, with cultural and traditional learning. The provision of high quality youth programming and services will continue to serve as a WFN government priority. All youth living on WFN lands are encouraged to come out to meet new friends and get involved. Unless otherwise noted, activities are held at the Youth Centre.

Contact: 250 768 4838

Youth Centre 1880 Quail Lane, Westbank, BC

Website: <https://www.wfn.ca/programs-services/youth.htm>

Hours: Youth Centre- 4:00pm - 9:00pm, Monday to Friday
12:00pm - 5:00pm, Saturday

Fees: Free- for youth living on Westbank First Nations lands

Referrals: No referral needed- you can self refer through the Youth Program Registration Form available on the website

Accessibility: For youth living on Westbank First Nations Lands

My Notes:

STEP 3



Access Mental Health & Substance Use Services (MHSU) *Interior Health*

Service Details: After receiving your referral the intake clinician will ask you a series of screening questions to understand you better, and connect you with the right team, program, or resources. This could include a variety of services including support groups, counseling, online resources, or other programs.

Contact: 505 Doyle Avenue, Kelowna BC
310-6478

Website: <https://www.interiorhealth.ca/services/access-mental-health-and-substance-use-services>

Hours: 8:30am - 4:30pm, Monday to Friday

Fees: None

Referrals: You may self-refer by calling 310-6478 or by visiting your local MHSU Centre. You may also ask your family doctor or nurse practitioner for a referral.

Accessibility: Kelowna

My Notes:

Child & Youth Mental Health (CYMH) - Kelowna

Ministry of Children and Family Development (MCFD)

Service Details: Services are accessed by first attending a CYMH Intake Clinic.

Some of the services available include:

- Mental health assessments to better understand how your symptoms affect your quality of life.
- Therapy including one-on-one, group, and for families.
Medication prescribed by a psychiatrist (when necessary).
- Integrated services to create a community of care with your family, primary care provider (doctor/ nurse practitioner), psychiatrist, Traditional Healer, other mental health practitioners, and/or your school counsellor (but only with consent).

You can learn more about the services and intake process here:



<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health/what-to-expect-from-cymh-services>

Contact: Intake Clinic, CYMH Kelowna:

778-699-2272

1340 Ellis St, Kelowna BC

Website: <https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health>

Intake Hours: 9:00am - 11:00am and 1:00pm - 3:00pm, Tuesday
9:00am - 11:00am, Thursday

Fees: None

Referrals: No referral needed

Accessibility: Children & youth ages 0-18 years. Youth can access services without a parent/caregiver, although parent/caregiver involvement may be helpful and encouraged. Younger children will need to access services with a parent/caregiver.

Child & Youth Mental Health (CYMH) - West Kelowna

Ministry of Children and Family Development (MCFD)



Service Details: Services are accessed by first attending a CYMH Intake Clinic.

Some of the services available include:

- Mental health assessments to better understand how your symptoms affect your quality of life.
- Therapy including one-on-one, group, and for families.
Medication prescribed by a psychiatrist (when necessary).
- Integrated services to create a community of care with your family, primary care provider (doctor/ nurse practitioner), psychiatrist, Traditional Healer, other mental health practitioners, and/or your school counsellor (but only with consent).

You can learn more about the services and intake process here:



<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health/what-to-expect-from-cymh-services>

Contact: Intake Clinic, CYMH West Kelowna:

250-707-2732

15-2484 Main Street, West Kelowna

Website: <https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health>

Intake Hours: 9:00am - 11:00am and 1:00pm - 3:00pm, Tuesday

Fees: None

Referrals: No referral needed

Accessibility: Children & youth ages 0-18 years. Youth can access services without a parent/caregiver, although parent/caregiver involvement may be helpful and encouraged. Younger children will need to access services with a parent/caregiver.

Crisis Response Team

Interior Health

Service Details: Crisis Response Teams help with crisis intervention, including assessment and linkages to appropriate community and hospital resources when you are experiencing an acute mental health or substance use crisis.

Specialized teams respond to the hospital (acute care and emergency departments) and community locations to provide you with urgent assessment, intervention and referral. Services may involve collaborative approaches across a number of community services and may be based in the hospital or community.

Contact: 250-469-7070 / 310-MHSU (6478)

Website: <https://www.interiorhealth.ca/>

Fees: None

Referrals: No referral needed

My Notes:

Healthy Essentials Clinic

Service Details: Healthy Essentials Clinic (HEC) is a BC Association Community Health Centre. Healthy Essentials Clinic is for people struggling with mental health and healthcare issues who need quality integrated care from multiple practitioners. They are dedicated to providing timely access to individual and family needs. Their structured programs are personalized for the mild, moderate or acute need.

Contact: 250-766-3433
#224- 3121 Hill Rd, Lake Country BC
admin@healthyessentialsclinic.com

Website: <https://healthyessentialsclinic.ca/>

Hours: Office hours are: 8:30am - 5:00pm, Monday to Friday

Fees: Call to inquire, some fees may be covered by extended healthcare benefits

Referrals: Doctor referrals to see their specialists; self- referral for their allied healthcare providers, such as counsellors

Accessibility: Located in Lake Country, we serve the Okanagan area

My Notes:

Parenting Your Anxious Youth

The Bridge Youth & Family Services

Service Details: The Parenting Your Anxious Youth group is dedicated to supporting families and youth by helping them better understand anxiety and learn effective coping skills.

Contact: 250-763-0456
info@bridgeservices.ca

Website: <https://thebridgeservices.ca/>

Hours: Check with The Bridge for dates & times of when the next session is taking place

Fees: None

Referrals: Parenting Your Anxious Youth is a free group suited for parents/caregivers of youth experiencing anxiety. Pre-registration is required.

My Notes:

This Space

 @thisspacebelongstoyou
 This Space Belongs to You Society

Service Details: This Space is a "for community, by community" grassroots non-profit organization. This Space provides free, interdisciplinary mental health care for 2SLGBTQIA+ and/or IBPOC youth aged 12-24 in the Okanagan. Services include individual counseling, group programs, gender-affirming wear as well as workshops/community consultation. This Space is committed to addressing mental health disparities and gaps faced by IBPOC and/or queer communities in this area, creating spaces intentionally designed by and for these groups to help ensure safety, inclusivity, and belonging and increase mental health care access.

Contact: admin.manager@thisspacebelongstoyou.com

Website: <https://www.thisspacebelongstoyou.com/>

Fees: None

Referrals: Anyone can refer, referral form on website.

Accessibility: Okanagan and surrounding areas

My Notes:



Westbank First Nation Health and Wellness

Service Details: Various health and wellness programs, including counselling, aim to promote physical, mental, emotional and spiritual well-being and healing.

Contact: 250-768-0227 ext. 2

WFN Health and Wellness Building (unless otherwise noted)
1900 Quail Lane, Westbank, BC

Website: <https://www.wfn.ca/community-programs-services/children-families.htm>

Hours: 8:30am - 4:30pm (Evenings as required), Monday to Friday

Referrals: Call contact number above.

My Notes:

STEP 4



Adolescent Psychiatric Unit (APU) *Interior Health*

Service Details: Specialized hospital unit for youth who are struggling with significant psychiatric symptoms that require an extended hospital stay.

Contact: 250-469-7070 / 310-MHSU (6478)

Website: <https://www.interiorhealth.ca/>

Fees: None

Referrals: Admissions by referral only

Accessibility: Youth aged 12-17 years, residing in Interior Health region

My Notes:

BGC Okanagan- Outreach Mental Health

Service Details: The Outreach Mental Health Program is designed for youths 12-18 years old who are unable or unwilling to access traditional mental health services, and their families. Outreach Mental Health services are by referral from Child and Youth Mental Health.

Contact: 250-762-3914
1434 Graham Street, Kelowna BC
info@bgco.ca

Website: <https://www.bgco.ca/>

Hours: 8:00am - 5:00pm with flexible daytime hours

Fees: None

Referrals: Referrals come through Child and Youth Mental Health in Kelowna or West Kelowna

Accessibility: Service area is Oyama to Peachland - office located in Kelowna, BC

My Notes:

Child & Youth Mental Health (CYMH)

Ministry of Children and Family Development (MCFD)



Service Details: Services are accessed by first attending a CYMH Intake Clinic.

Community based assessment and treatment services include:

- **Referral and Intake Services** - Screening interview, initial supports and service plan, referrals and linkages
- **Initial Services** - Brief, time-limited early interventions following the intake process
- **Assessment Services** - Comprehensive and holistic mental health and other specialized assessments through clinical diagnostic interview, and diagnosis
- **Therapy & Intervention Services** - Treatment plan, individual, family or group psychotherapeutic interventions
- **Consultation Services** - Providing mental health information and advice to other service providers and families/caregivers to build capacity and support problem-solving

Contact: Intake Clinic, CYMH Kelowna:

778-699-2272

1340 Ellis St, Kelowna BC

Website: <https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/child-teen-mental-health>

Intake Hours: 9:00am - 11:00am and 1:00pm - 3:00pm, Tuesday

9:00am - 11:00am, Thursday

Fees: None

Referrals: No referral needed

Accessibility: Children & youth ages 0-18 years. Youth can access services without a parent/caregiver, although parent/caregiver involvement may be helpful and encouraged. Younger children will need to access services with a parent/caregiver.

Developmental Disabilities Mental Health Services

Interior Health

Service Details: Mental health services for people who have both an intellectual developmental disorder and a mental health disorder.

Contact: 250-469-7070 / 310-MHSU (6478)

Website: <https://www.interiorhealth.ca/>

Fees: None

Referrals: Referrals are required- Referrals can come from Interior Health Mental Health & Substance Use (MHSU), psychologists, nurse practitioners, family doctors, pediatricians, Community Living BC, hospital physicians

Accessibility: Ages 14+

My Notes:

Early Psychosis Intervention (EPI)

Interior Health

Service Details: Specialized mental health assessment and treatment service for those who have recently developed psychosis. For EPI under 19, contact MCFD CYMH.

Contact: 250-469-7070 / 310-MHSU (6478)

Website: <https://www.interiorhealth.ca/>

Fees: None

Referrals: No referral needed

Accessibility: Ages 19+. For EPI under 19, contact MCFD Child & Youth Mental Health

My Notes: