

Compiled by Community Services, a program of Kelowna Community Resources,
this publication is updated regularly.
This Guide is NOT a full list of all services available.

For the current version, please visit:
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Community Services, Kelowna Community Resources
120 - 1735 Dolphin Avenue
Phone: 250.763.8008 ext.125
Email: info@kcr.ca

Please phone the organizations listed in the Guide for dates, times, & additional information before visiting the location.



2016
Youth
Services
Guide

COFFEE, SNACK AND MEAL CALENDAR

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
7am	Breakfast: Kelowna's Gospel Mission, 251 Leon Ave						
8:30am-9:30am						Breakfast: Ki-Low-Na Friendship Society 442 Leon Ave	
9am							Breakfast: Hosted by Metro Central, at the French Cultural Centre 702 Bernard Ave
10am-11:30am		Coffee & Sandwich: First United Church 721 Bernard Ave		Coffee & Sandwich: First United Church 721 Bernard Ave			
10am-2pm		Coffee & muffin: Hope Centre, Willow Park Church, 439 Hwy 33		Coffee & muffin: Hope Centre, Willow Park Church, 439 Hwy 33			
11am-2pm							Lunch Sikh Temple 1111 Rutland Rd N
11:30am	Lunch Cedar's Restaurant 130 Rutland Rd S	Hot Lunch Hope Centre, Willow Park Church, 439 Hwy 33		Hot Lunch Hope Centre, Willow Park Church, 439 Hwy 33			
12 noon		Lunch * LADIES ONLY * Ladies Haven Coffee House Church of the Nazarene 1305 Hwy 33 W					
12 noon	Lunch: Kelowna's Gospel Mission, 251 Leon Ave						
12 noon		Lunch: Metro Central, 1470 Water St		Lunch: Metro Central, 1470 Water St			
2pm-9pm	Snacks, hot drinks, sandwiches * AGES 13-18 Club 180 - Okanagan Boys and Girls Clubs Jaycees Downtown Centre, 1633 Richter St						
5pm	Dinner: Kelowna's Gospel Mission, 251 Leon Ave						
5pm-9pm			Hot Dogs: Metro Central, 1470 Water St				
6pm	Dinner: Club 180 - Okanagan Boys and Girls Clubs Jaycees Downtown Centre, 1633 Richter St						

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	Ste 104-1990 Cooper Rd
Spall Medical Centre & Walk-in	250.860.9909	Ste 150-1940 Harvey Ave

GLENMORE / CLIFTON / DILWORTH

Glenvalley Medical Centre	250.860.5811	Ste 207-437 Glenmore Rd
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MISSION

Lakeshore Medical Clinic	250.764.8878	3970 Lakeshore Rd
Mission Medical Centre	250.868.8222	Ste 102-3320 Richter St

RUTLAND

Rutland Walk-in Clinic	250.862.5915	25-590 Hwy 33 W
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WESTSIDE

Highroads Medical Clinic (formerly Oasis)	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 (Walk-In, Family Practice, & Pediatrics)**	250.768.6985	105-2231 Louie Dr

LAKE COUNTRY

Winfield-Lake Country Family Practice	250.766.3938	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, lacerations and allergy shots.

Please call the Clinic of your choice for current days and hours of operation.

EMERGENCY SHELTERS AND TRANSITIONAL HOUSING

Alexandra Gardner Women & Children Safe Centre, (NOW) Canada	Provides 24/7 low-barrier emergency shelter for homeless women, youth and children * offers free services regardless of age, race, or circumstances * provides 3 meals and 24 hour on-site support * offers extra accommodation by providing mats during the winter months as necessary	250.763.2262 2609 Richter St
Inn from the Cold - Kelowna	Provides emergency, overnight winter shelter, during the coldest winter months between Nov - Apr * 1157 Sutherland Ave * for men and women 19 years of age and up * shelter intake hours: 7pm - 8pm * 1157 Sutherland Ave * Inn Home Support: 250.859.6411 * Outreach: 250.300.0567	Office: 250.448.6403 Shelter: 250.448.5153 1187 Sutherland Ave
Kelowna Women's Shelter	Provides sanctuary, advocacy, support and self development opportunities for women and children during and after crisis from physical, emotional and sexual abuse	250.763.1040
Men's Hostel, Kelowna's Gospel Mission	For age 19 years and up * provides short-term accommodations, comfortable, clean beds and sleepwear for men and women * offers showers, hygiene items, access to a barber and laundry facilities * provides breakfast, lunch, supper, and coffee breaks * offers free clothing, access to free dental clinic, chiropractors, secured storage for clothing, personal items, bikes, shopping carts and pets * caseworkers * outreach worker * thrift store	250.763.3737 251 Leon Ave
NOW Place Apartments, (NOW) Canada	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)	250.763.3876 1720 Ethel St
Penny Lane Transition House, Okanagan Boys and Girls Clubs	Provides short-term program to support homeless and at risk youth, ages 13-18 years of age * transitional residential program provides a safe, stable home environment that meets the basic needs of youth, helps them develop a plan to address issues, provides life skills and appropriate community referrals	250.861.5593
Residential Safe Home Program, (NOW) Canada	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	250.763.3876 2970 Tutt St
Richter Street Overnight Program - Kelowna Youth Shelter, Okanagan Boys and Girls Clubs	Provides a voluntary resource for youth ages 13-18 who are homeless, 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	250.868.8541 ext.9 1633 Richter St
Tutt Street Place, (NOW) Canada	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)	250.763.3876 2970 Tutt St
Women's Emergency Shelter, Kelowna's Gospel Mission	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 * come to the shelter at 251 Leon Ave to register	250.862.3733 251 Leon Ave
Venture Academy	Provides help for teens and young adults ages 13-21 struggling with family conflict, criminal behaviour, negative peers, school suspensions, low self-esteem, suicidal thoughts, drug and alcohol abuse and other significant behavioural challenges * offers 30 Day Assessment, Behaviour Treatment, Drug & Alcohol Treatment, and Education	250.491.4593

More resources



www.kcr.ca



CRISIS / ABUSE / MENTAL HEALTH

CRISIS LINE	Offers phone-line staffed by trained volunteers who provide emotional support, resources, referrals and crisis intervention	1.888.353.2273
Canadian Mental Health Association	Offers mental health resources and support services for youth and young adults	250.861.3644 504 Sutherland Ave
Downtown On Call	Assists with personal safety related issues * provides information, direction and emergency assistance, Mon-Thu, 7:30am - 9:30pm * Fri and Sat, 7:30am - 11pm * Sun, 10am - 5pm	Patroller: 250.470.9058 287 Bernard Ave, Ste 200
Elizabeth Fry Society	Offers support services to those affected by sexual abuse, exploitation or violence in relationships	250.763.4613 1855 Kirschner Rd, Ste 280
Outreach Urban Health Centre, Interior Health	Offers physician and psychiatry services, mental health, social work support, pharmacy support and outreach * Clinic Open: Mon-Fri, 10am - 4pm	250.868.2230 455 Leon Ave
RCMP Victim Services	Provides emotional support, practical assistance, and services to victims of crime or tragedy who may or may not have reported the crime	250.470.6242 350 Doyle Ave
Reconnect Program, Okanagan Boys and Girls Clubs	Provides outreach, support, advocacy, referrals and mediation for high-risk youth, youth that 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 Kelowna: 250.868.8541 ext.205 * Hours: Mon-Fri, 12pm- 8pm West Kelowna: 250.859.2524 * services available Mon-Fri	
Crisis Intervention and Suicide Prevention Centre of BC	Provides a safe, respectful place for youth and young adults to access information on 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 days) * also provides topic-specific information and resources about various youth-related issues www.youthinbc.com * youthinbc@crisiscentre.bc.ca	1.866.661.3311
Helpline for Children	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 * Mon-Fri, 8:30am - 4:30pm MCFD in Kelowna: 250.712.7586	310-1234
Kid's Help Phone	Helps kids, teens and young adults manage overwhelming emotions, and build skills and abilities to support mental health and well-being * no matter the question, no matter the problem * 24/7 service	1.800.668.6868 1200 W 73rd Ave, Ste 1100
Sexual Assault Counselling Centre Elizabeth Fry Society	Provides individual and group trauma therapy for adult, youth, and child survivors of sexual assault, abuse and exploitation	250.763.4613 1855 Kirschner Rd, Ste 280
VictimLink BC	24/7 confidential, multilingual information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence	1.800.563.0808 www.victimlinkbc.ca
Youth Against Violence Line	Offers a safe, confidential and anonymous way for youth to report crime or violent incidents, or talk through problems * 24/7 service	1.800.680.4264
Youthspace.ca	Provides a safe place for Canadian youth under 30 years of age to access emotional support, resources, and crisis response * volunteers are available on Youthspace Chat everynight from 6pm - 12 midnight (Pacific Time)	Youthspace.ca

HEALTH CARE RESOURCES

Child and Youth Mental Health, Ministry of Children and Family Development	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 * No Appointment Needed Intake Hours: Tue, 9am - 11am and 1pm - 3pm * Office Hours: Mon-Fri, 8:30am - 12pm and 1pm - 4:30pm * ages 19 and under	250.861.7301 260 Harvey Ave, Ste 204
Dental Clinic, Kelowna's Gospel Mission	Provides restorative dental care to homeless, at risk of being homeless and those with low-income * expect to be on wait-list * assessment and proof of income required	1.800.789.0680 259B Leon Ave
Kelowna Eating Disorders Outpatient Program, Interior Health Authority	Provides specialized outpatient treatment services to youth and adults diagnosed with anorexia or bulimia nervosa * Mon-Fri, 8:30am - 4:30pm	250.870.5777 540 Groves Ave, Ste 100
Kelowna General Hospital, Interior Health Authority	Provides high-level, specialty medical care	250.862.4000 2268 Pandosy St
Living Positive Resource Centre	Provides support services and assistance navigating government systems, referrals to community program and housing, help with forms and applications * provides harm reduction supplies	778.753.5830 168 Asher Rd
On-call Dental Emergency Service	For dental emergencies * regular dental fees apply * call for details	250.861.6066
Options for Sexual Health, Kelowna Clinic	Provides confidential, nonjudgmental, youth-friendly, pro-choice, and sex-positive sexual and reproductive health services for all genders, all orientations and all ages * services include low-cost contraception, STI care, Pap screening, pregnancy testing and pregnancy options counselling (please note: services provided in each of our clinics are clinician dependent and may vary from clinic to clinic) * to make appointments, please call 1.800.739.7367, Mon-Fri, 9am - 4:30pm.	250.868.7700 1340 Ellis St
Options for Sexual Health, West Kelowna	Kelowna Clinic: Mon and Thu, 6pm - 9pm West Kelowna Clinic: Tue, 6pm - 8pm www.optionsforsexualhealth.org * www.wontgetweird.com	250.712.6400 2300 Carrington Rd, Ste 160
Outreach Mental Health Services, Okanagan Boys and Girls Clubs	Provides mental health services to high-risk youth with psychiatric issues aged 12-18 who are not willing or able to access mainstream mental health services * referral required	250.869.5093 1633 Richter St
Outreach Urban Health Centre, Interior Health Authority	Clinic Open: Mon-Fri, 10am - 4pm * Provides primary health care services that include medical care, wound care and blood borne infection care, podiatry, harm reduction, addiction support, social work support, MSD support, and dental, psychiatric, and addiction referrals * Clinicians include: Physicians, Nurse Practitioners, RN's, Addiction Counselors, and Social Workers	250.868.2230 455 Leon Ave
Psychiatric Services, Interior Health Authority	Psychiatric assessment treatment, stabilization and care services	250.862.4478 2268 Pandosy St

APPOINTMENTS/DOCTOR'S NAME/PHONE NO.'S

CULTURAL CONNECTIONS

Immigrant Services Kelowna Community Resources	Provides integration and settlement services * offers translation and interpretation services, and referrals to English as a Second Language (ESL) classes	250.763.8008 1735 Dolphin Ave, Ste 120
Translation Services, Kelowna Community Resources	Provides translation services for many languages	250.763.8008 ext 130 / 139 1735 Dolphin Ave, Ste 120
French Cultural Centre, (Centre Culturel Francophone de l'Okanagan)	Provides cultural support and awareness of the French language and culture * organizes French artistic and cultural events and offers French classes	250.860.4074 702 Bernard Ave
German Canadian Harmonie Club	Provides a place for members to meet and share in their German heritage, history and culture, as well as a variety of events and functions for all to enjoy	250.712.0354 1696 Cary Rd
Global Citizen Kelowna,with The Intercultural Society of the Central Okanagan	Hosts annual Global Citizen events * communicates the role that we all share through music, photography, film and artisans * brings awareness to the 8 United Nations' Millennium Development Goals (MDGs)	info@globalcitizenkelowna.org www.globalcitizenkelowna.org/
Intercultural Society of the Central Okanagan	Ensures access to language training, settlement and any other training or services to assist immigrants to participate fully in Canadian society, supports ethnic groups, organizes cultural programs and events, promotes tolerance of other cultures and ethnic groups by all, helps newcomers to Canada such as Citizenship Ceremonies, Global Citizen Week, Multiculturalism Day Events, and English Conversation Classes * for the full list of programs and events, please visit our website	info@interculturalkelowna.com www.interculturalkelowna.com
Kelowna Polish Cultural Society	Upholds Polish tradition, language and culture * offers Polish Eagles dance group for ages 3 and up * teaches Polish classes to ages 4-11+ years	info@kpcs.ca 250.764.4219
Ki-Low-Na Friendship Society	Provides support for the mental, emotional, physical and spiritual well-being of all peoples * shares and promotes Aboriginal cultural distinctiveness	250.763.4905 442 Leon Ave
Lake Country Native Association	Facilitates cultural, self-development, and recreational activities for off-reserve and Duck Lake Reserve Aboriginal families * works to continue to develop essential programs to help meet the needs of the local Aboriginal population * operates under a contract with the Ministry for Children and Family Development	250.548.3723 14350 Oyama Rd
Métis Community Services Society of BC	Provides integrated, holistic, family centered, wrap-around services to all those who need assistance with special emphasis on Aboriginal populations, specifically Métis populations	250.868.0351 2949 Pandosy St, Ste 201
Okanagan Filipino Canadians	Preserves the culture and traditions of the Philippines and assists Filipino-Canadians in the Okanagan	okanaganfilipinocanadians@shaw.ca
Okanagan Korean Culture and Knowledge Society	Provides an opportunity to connect with Koreans/Korean Canadians in the Okanagan * offers various skill-based volunteer opportunities, Korean Language School, Korean Social Club, Tae Kwon Do Classes, and performance teams	250.864.0820
Okanagan Nation Alliance	Works collectively to advance and assert title and rights over the Okanagan Nation Territory * protects, preserves and enhances the peoples, lands and resources of the member bands	250.707.0095 3500 Carrington Rd, Ste 106
Okanagan Sikh Temple and Cultural Society	Offers a Punjabi school and a seniors centre	250.765.7477 1111 Rutland Rd S
Westbank First Nation	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	250.769.4999 515 Hwy 97 S, Ste 201

ALCOHOL / DRUGS

Addictions and Counselling Services, Westbank First Nation	Provides NNADP Counselling Services, Youth Counselling Services, and Family and Individual Counselling	250.768.0227 1900 Quail Lane
Inside/Out Violence Prevention Program for Youth Community Program, Kelowna Women's Shelter	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	250.763.1040
Karis Support Society	Offers 15 week biblical approach to restoration and healing to help with a wide range of issues * Wed, Evangel Church, 3261 Gordon Dr, Kelowna	250.860.9507
Kelowna Alcohol and Drug Services, Interior Health	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 * Office Hours: Mon-Fri, 8am - 4:30pm * Intake Hours: Mon-Fri, 9am - 12pm * Youth, ages 13 and up, or their guardian or other service provider, may call and ask to speak to a Youth Alcohol and Drug clinician to request an intake appointment.	250.868.7788 1340 Ellis St, 2nd Flr
Overcomers' 12 Step, Bridges to New Life Society	Offers 15 week biblical approach to restoration and healing to help with a wide range of issues * Wed, 6:30pm - 8pm * Evangel Church, 3261 Gordon Dr, Kelowna * Ages: 16 year(s) and up * must be able to read and write	250.448.6975 3261 Gordon Dr

PUBLIC WASHROOMS/TOILETS/PORTA POTTIES & NEEDLE DROP BOX LOCATIONS

Ben Lee Skate Park 900 Houghton Rd <i>[Mar 15-Oct 31]</i>	T	McDonald Restaurant <i>(behind on path)</i> 251 Harvey Ave	N	Recreation Ave Park <i>(by Curling Club)</i> 552 Gaston Ave	N
Central Green <i>(adjacent to Boston Pizza)</i> 545 Harvey Ave	N	Martin Avenue Park 1434 Graham St <i>[Apr 15-Sep 30]</i>	T	Richmond Park 1625 Richmond St	N
City Hall 1435 Water St	T	Memorial Arena 1425 Ellis St	N	Rowcliffe Dog Park 536 Rowcliffe Ave	T
City Park Rose Garden 1600 Abbott St	N	Millbridge Park <i>(under wooden bridge)</i> 1900 Gordon Dr	N	Rutland Lion's Park 205 Gray Rd <i>[Apr 15-Oct 31]</i>	T / N
Cold Sands/Hot Sands Pavillions 1600 Abbott St	T / N	Mohawk Gas Station 1575 Harvey Ave <i>[Apr 15-Sep 30]</i>	N	Rutland Recreation Park 645 Dodd Rd	T
Enterprise Dog Park 2500 Enterprise Way	T	Outreach Urban Health <i>(in alley)</i> 455 Leon Ave	N	Strathcona Park 2290 Abbott St	T
Gerstmar Park 955 Gerstmar Rd	T / N	Parkinson Rec Centre <i>(Tennis courts/Angel Way)</i> <i>[Mar 15-Nov 15]</i>	T / N	Stuart Park <i>(across from City Hall)</i> 1430 Water St	T / N
Hartman Dog Park 1250 Hartman Rd	T	Parkinson Rec Centre <i>(Mill Creek and Overpass area)</i>	N	The Salvation Army <i>(next to Mill Creek)</i> 1480 Sutherland Ave <i>[Apr 15-Sep 30]</i>	T
Kasugai Garden Park 1435 Water St	T	Parkinson Rec Centre <i>(by Cricket Club)</i> Harvey Ave <i>[Apr 15-Oct 31]</i>	T	Waterfront Park 1200 Water St <i>[Oct 15-Mar 31]</i>	T / N
Living Positive Resources 168 Asher Rd	N	Rails with Trails <i>(along Clement Ave)</i> High Rd Location	T	LEGEND Porta-potty/public washrooms/toilets T Needle drop box locations N	
Lombardy Park <i>(by playground)</i> 1320 Wilson Ave <i>[Apr 1-Oct 31]</i>	N	Rails with Trails <i>(end of Leckie Pl by tracks)</i> Leckie Pl Location	T		



**Do you know
of a program or
service that would
be an appropriate
resource for this
Guide?**

Please let us know:
info@kcr.ca
250.763.8008 ext.125

COMMUNITY SUPPORTS

Aboriginal Services, Kelowna, Ministry of Children and Family Development	Supports comprehensive, integrated and culturally sustainable community-based programs in Aboriginal communities throughout BC and ensures they have access to <u>effective services that reflect and support culture and tradition</u>	250.861.7236 260 Harvey Ave, Ste 304
Building Healthy Families Society	Provides a variety of family programs and services * Mon-Fri, 8am - 4:30pm	250.861.4933 1390 KLO Rd
Connected by 25 Canadian Mental Health Association & The Bridge Youth & Family Services	Focuses on meeting the needs of 16-24 year olds who are vulnerable in their transition to adulthood * 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 <u>sense of belonging while learning skills to help mitigate risk</u>	250.861.3644 504 Sutherland Ave
Elevation Outdoor Experiential Programs	Enhances the lives of underprivileged youth via participation in specially designed outdoor sports programs * helps youth develop lasting passion for these sports while drawing parallels to life through the experience and learning life skills along the way * <u>programs are offered to eligible youth free of charge</u>	info@elevationoutdoors.ca www.elevationoutdoors.ca
Family Counselling, The Bridge Youth & Family Services	Individual and family counselling both in-home and office based * youth to age 19	250.763.0456 760 Hwy 33 W
Family Treatment Program, ARC Programs Ltd.	Provides an outreach community based mental health service designed to reduce the risk to children/youth and build the capacity of their families * ages 7-17 * <u>referrals through Child and Youth Mental Health (MCFD) clinics</u>	250.763.2977 513 Bernard Ave
Girl's United, Elizabeth Fry Society	Offers a program specifically designed to meet the unique needs of pre-teen and adolescent girls * fosters safe and healthy emotional development of young girls by strengthening their sense of connection, belonging and resiliency * provides opportunities for girls to live safer, healthier lives and fulfill their rights to freedom <u>from violence, exploitation and abuse</u>	250.763.4613 1855 Kirschner Rd, Ste 280
Kelowna Family Centre	Provides confidential counselling services for children, youth, women, men and families	250.860.3181 347 Leon Ave, Ste 204
Kelowna Youth & Family Services	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 <u>attachment; relationship or marital problems</u>	250.763.2405 260 Harvey Ave, Ste 301
Ki-Low-Na Friendship Society	Provides support for the mental, emotional, physical and spiritual well-being of all peoples * <u>shares and promotes Aboriginal cultural distinctiveness</u>	250.763.4905 442 Leon Ave
Métis Community Services Society of BC	Provides integrated, holistic, family centered, wrap-around services to all those who need assistance with special emphasis on Aboriginal populations, specifically Métis populations	250.868.0351 2949 Pandosy St, Ste 201
MindUP, Big Brothers Big Sisters of the Okanagan	Fosters a classroom learning environment where a child's ability to academically succeed and personally thrive is maximized and directly linked to their overall state of well-being * proven to reduce stress, improve academic performance, strengthen abilities for concentration and help children and educators thrive in a setting that becomes a community of learners * program is delivered by professionally trained agency staff	250.765.2661 151 Commercial Dr, Ste 102
Okanagan Boys & Girls Clubs	Youth serving organization that provides programs and support services to children, youth and their families * offers Employment Services * Reach Out Youth Counselling * Early, Middle Childhood and Afterschool Programs * Family Resource Programs * Spring Break Camps and Outdoor Programs * Emergency Youth Shelters * Restorative Justice * Drop-in Programs	250.762.3914 info@boysandgirlsclubs.ca
Reach Out Youth Counselling & Family Services Society	One-to-one on-site counselling services to homeless/at risk youth & their families	250.763.7892 1868 Ambrosi Rd
Supper Club, Canadian Mental Health Association	Offers a 12-week program where young people learn valuable skills to both help them as they seek employment and in their personal health and nutrition in a safe, <u>supportive group environment</u>	250.861.3644 504 Sutherland Ave

TEEN PREGNANCY / NEW PARENT RESOURCES & SUPPORTS

Family Friend, Kelowna Community Resources	Provides pregnant and single mothers with support, companionship, encouragement, home-visits and connections to resources in the community	250.763.8008 ext 136 1735 Dolphin Ave., Ste 120
First Step, Building Health Families Society	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	250.861.4933 1390 KLO Rd
Healthy From The Start, Interior Health	Provides information, screening and referral based upon individual expectant mother's needs * find out about available community programs and services * have questions answered and get important information	1.855.868.7710 www.interiorhealth.ca/Healthy-FromTheStart
Kelowna Breastfeeding Cafe	Offers a relaxed, non-judgmental place to find breastfeeding support and information * breastfeeding support is always available	250.718.7522 250.300.4600
Kelowna Health Centre, Interior Health	Pregnancy testing and counselling, STI testing, public health nurse, well-baby clinics, new parent and breast feeding classes, Teen/Singles Prenatal Program, Nobody's Perfect Program, immunization, audiology clinic	250.868.7700 1340 Ellis St
Kid's Count Program, Kelowna Community Resources	Promotes positive parent-child interaction * offers home visits, prenatal support and referrals to community resources to meet the family's needs	250.717.5437 (250.717.KIDS) 255 Lawrence Ave
OK Breastfeeding	Works to promote, protect and support breastfeeding in the Okanagan through a group comprised of breastfeeding women and their families, health professionals, childbirth educators, doulas and community leaders	okanaganbreastfeeding.org
La Leche League Canada - Kelowna	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	250.859.4200 250.317.6892 250.979.2805
Okanagan Valley Pregnancy Care Centre	Serves and supports women struggling with an unplanned pregnancy * offers pregnancy tests, crisis pregnancy peer counseling, education on pregnancy, fetal development, and 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 * all our services are free and completely confidential	250.763.2112 2622 Pandosy St, Ste 201
Postpartum Counselling Program, Rutland Adventist Church iServe Outreach	Provides counselling services to mothers who suffer from postpartum depression by an experienced facilitator	250.860.5096 130 Gerstmar Rd
Prenatal Breastfeeding Class, Interior Health	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 * offered 2nd Sat each month, 10am - 12pm * some evening classes available, please call to enquire	250.868.7700 1340 Ellis St
Prenatal Wellness Program YMCA of Okanagan	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	250.491.9622 prenatal@ymcaokanagan.ca
Rutland Health Centre, Interior Health	Pregnancy testing and counselling, public health nurse, well-baby clinics, 'Baby Talk', Nobody's Perfect Program, immunizations, breastfeeding centre	250.980.4825 155 Gray Rd
Special Deliveries Pregnancy Nutrition Program, The Bridge Youth & Family Services	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	250.763.0456 info@thebridgeservices.ca
West Kelowna Health Centre, Interior Health	Provides health services * public health nursing * well-baby clinics * Baby Talk new parent classes * prenatal services * Nobody's Perfect Program * A Health Baby is Worth the Weight * postpartum care * pregnancy testing (done by Opt Clinic * Tue, 6pm - 8pm * drop in or by appointment * please call 1.800.739.7367 to arrange appointment)	250.980.5150 2300 Carrington Rd, Ste 160
Young Parents Prenatal Program, Interior Health	Offers free support program and classes for expectant parents who are isolated, without support or who are low income * includes four group classes and one hospital tour * open to expectant parents under 20 years of age	250.868.7844 1340 Ellis St
Young Parents Program, Kelowna Child Care Society	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	250.868.1377 1079A Raymer Ave

EMERGENCY FOOD, MEALS, AND COFFEE

Club 180, Okanagan Boys and Girls Clubs	Mon-Fri, 8am - 5pm * snacks, drinks and meals throughout the day for youth	250.868.8541 ext.200 1633 Richter St
Community Life Centre, The Salvation Army	Call the Community Life Centre, Mon-Fri, about receiving emergency food	250.765.3450 200 Rutland Rd S
Ladies Haven, Women's Coffee House, Kelowna Church of the Nazarene	Tue-Wed, 9:30am - 1pm, Sep-Jun * 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	250.868.2238 1305 Hwy 33 W
Outreach Services, First United Church	Coffee, Tue and Thu, 10am-11:30am * please ask for outreach such as emergency food or clothing from the Thrift, etc., if needed	250.762.3311 721 Bernard Ave
Rutland Community Food Centre, Kelowna Christian Center	Provides food hampers to those in need * please call for additional details on eligibility	250.762.9559 905 Badke Rd
The Hope Centre, Willow Park Church	Offers a free cup of coffee and a muffin	250.765.6622 439 Hwy 33 W
Warm Meals and Coffee, Kelowna's Gospel Mission	Men, women and families welcome Breakfast, 7am-7:30am * Lunch, Noon-1pm * Dinner, 5pm-6pm * Coffee and Snacks, 10am and 3:30pm	250.763.3737 251 Leon Ave
Central Okanagan Community Food Bank - Kelowna	Assists local individuals and families who are in temporary financial difficulty and are in need of food * please call for registration details, days and times	250.763.7161 1265 Ellis St
Central Okanagan Community Food Bank - West Kelowna	Assists local individuals and families who are in temporary financial difficulty and are in need of food * Wed, 5:30pm - 7:30pm * Thu, 9:30am - 11:15am	250.768.1559 2545 Churchill Rd
Lake Country Food Assistance Society	Assists local individuals & families in temporary financial difficulty who need of food	250.766.0125 9830 Bottom Wood Lake Rd
Metro Community	Hot lunches, 12noon, Tue and Thu * free hot chocolate, hotdogs and snacks, Wed, 5pm - 9pm * coffee for sale at social enterprise cafe * open Tue-Fri, 8:30am - 1:30pm * Wed, 5pm - 8pm	778.478.9727 1470 Water St

REPORT A BAD DATE OR GET HELP FOR AN ASSAULT

Crisis Line	24/7 telephone crisis intervention service	1.888.353.2273
Downtown On Call, Downtown Kelowna Association	Patrol, escort and emergency services * Mon-Thu, 7:30am - 9:30pm * Fri and Sat, 7:30am - 11pm * Sun, 10am - 5pm	250.470.9058
Elizabeth Fry Society	Domestic violence and sexual assault services * Mon-Fri, 830am - 4:30pm	250.763.4613
H.O.P.E. Outreach	Report a bad date * 24 hours	250.864.0399
Sexual Assault Response Team (SART) Kelowna General Hospital	Provides confidential, compassionate and culturally sensitive medical care and emotional support to anyone who has been sexually assaulted * upon arrival at the Emergency Department, advise the triage desk you would like to see a SART physician * 24/7	250.862.4000 2268 Pandosy St
RCMP Victim Services	Provides emotional support, practical assistance, and services to victims of crime or tragedy who may or may not have reported the crime * Mon-Sat, 8am - 5pm	250.470.6242 350 Doyle Ave

THRIFT SHOPS

BCSPCA Thrift Store - Kelowna Location	Mon-Sat, 10am - 5pm	250.717.3366 3790 Casorso Rd
BCSPCA Thrift Store - Rutland Location	Mon-Sat, 10am - 5pm	778.753.6363 160 Dougall Rd N
Bibles for Missions, Thrift Store	Mon-Fri, 9:30am - 5pm * Sat, 10am - 4pm	250.860.4791 1889 Springfield Rd
First United Church, Thrift Shop	Sep-May: Wed-Fri, 10am - 3pm	250.762.3311 721 Bernard Ave
Imperial Order of Daughters of the Empire (IODE) Thrift Shop	Mon, Tue, Wed, Fri, 10am - 3pm * Thu and Sat, 11am - 3pm	778.478.9939 1425 Ellis St
Kelowna & District S.H.A.R.E. Society	Mon-Sat, 9:30am - 4:30pm	250.763.8117 581 Gaston Ave
Kelowna Women's Shelter, Thrift Store	Mon-Sat, 10am - 4:30pm	250.762.8561 368 Industrial Ave, Unit 6
Kelowna's Gospel Mission, Helping Hands Thrift Store	Mon-Fri, 10am - 5pm * Sat, 10am - 4pm	250.862.2404 125 Roxby Rd
Lake Country Food Assistance Society, Thrift Store	Tue-Thu, 11am - 4pm	250.766.0125 3130 Berry Rd
Mennonite Central Committee (MCC), Thrift Store	Mon-Sat, 9:30am - 5pm	250.765.7838 155 Rutland Rd S
Metro Community, Free Clothing Room	Tue-Fri, 9:30am - 11:30am	778.478.9727 1470 Water St
Pro Life Thrift Shop, Kelowna Right to Life Society	Wed, Thu, Fri, and Sat, 10am - 4pm	250.762.9266 1159 Sutherland Ave
Rutland Hospital Auxiliary, Thrift Shop	Tue-Sat, 9am - 4pm	250.765.2859 140 Dougall Rd N
The Salvation Army Thrift Store, Kelowna Location	Mon-Sat, 10am - 5pm	250.860.2329 1511 Sutherland Ave, Ste 103
The Salvation Army Thrift Store, Rutland Location	Mon-Wed, 9am - 6pm * Thu-Fri, 9am - 8pm * Sat, 9am - 5pm	250.765.3450 200 Rutland Rd S
The Salvation Army Thrift Store, West Kelowna Location	Mon-Wed, 9am - 6pm * Thu-Fri, 9am - 8pm * Sat, 9am - 5pm	250.768.1850 2405 Main St
Westbank United Church, Thrift Shop	Mon-Fri, 9am - 3pm	250.768.4426 3672 Brown Rd
Winfield United Church Thrift Shop	Tue-Sat, 10am - 2pm	250.766.3387 3751 Woodsdale Rd

PERSONAL NEEDS

Metro Community	Laundry: Tue-Fri, 8:30am - 11:30am Women's Showers: Tue-Fri, 9:30am - 11:30am	778.478.9727 1470 Water St
Kelowna's Gospel Mission	Showers: Men, women and families: 10am - 11:45am * 3:30pm - 4:45pm Laundry: Please come to the Mission and make an appointment Drop-in Barber: during weekdays, 10am - 12pm * (when volunteer barber is available) * please phone for the barber's hours	250.763.3737 251 Leon Ave

LEGAL SERVICES

BC Identification Card (BCID), Insurance Corporation of BC	Provides identification cards for ages 12 and up * youth living independently will need a Letter of Support * for full details, contact ICBC * Mon-Thu, 8am - 5:30pm * Fri, 8am - 4:30pm	1.800.950.1498 1720 Springfield Rd
BC Services Card, Insurance Corporation of BC	Offers three different versions of the BC Services Card: BC Driver's Licence and Services, Photo BC Services, and Non-Photo BC Services Card, that are designed to make it easier for BC residents to access provincial government services * Mon-Thu, 8am - 5:30pm * Fri, 8am - 4:30pm	1.800.950.1498 1720 Springfield Rd
Child and Youth Services, Public Guardian and Trustee of BC	Protects legal and financial interests of minors and acts in the roles of Trustee, Guardian of Estate and Litigation Guardian, ensuring that the interests of children and youth are protected and well-managed Trust Service: 1.604.775.3480 Legal Intake: 1.604.660.3040	1.800.663.7867
Clicklaw, Courthouse Libraries BC	Website designed for the public that features legal information and education	www.clicklaw.bc.ca
Employment Standards Branch, Ministry of Jobs, Tourism & Skills Training	Provides answers to questions about wages and working conditions to those working in a non-union workplace	Local Office: 250.861.7404 1690 Powick Rd, Ste 102
Lawyer Referral Service, The Canadian Bar Association	Provides the opportunity to consult with a lawyer for up to 30 minutes for \$25 plus tax	1.800.663.1919
Legal Advocacy Services, Ki-Low-Na Friendship Society	Offers legal advocacy assistance * please call for details	250.763.4905 442 Leon Ave
ServiceBC - Kelowna Office	Provides access to various provincial government services through face-to-face, online and phone delivery * please call or visit the website for service details	250.861.7500 www.servicebc.gov.bc.ca 478 Bernard Ave, Ste 305
Specialized Victim Assistance Program, Elizabeth Fry Society	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	250.763.4613 280-1855 Kirschner Rd
Women's Community Justice Program, Elizabeth Fry Society	Offers pre-charge to post incarceration support, advocacy, counselling, and group work for women at risk of criminalization * runs 3 times per year, with 10 participants per group	250.763.4613 1855 Kirschner Rd, Ste 280
Youth Restorative Justice Program, Okanagan Boys and Girls Clubs	Provides a non-court alternative for youth aged 12-17 who commit minor offences	250.868.8541 ext.206 1633 Richter St

Transit service is available in Lake Country, Kelowna, West Kelowna, and West Bank First Nations, with connections to Vernon and Peachland.

For the latest schedules and fares:

Visit: www.transitbc.com/regions/kel/

Call: 250.860.8121

CENTRAL OKANAGAN PUBLIC ACCESS COMPUTER 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

Kelowna Community Resources (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 and 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

Oyama Library

15718 Oyama Rd
Phone: 250.548.3377
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

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

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

Work BC - West Kelowna

1-2448 Main St
Phone: 778.753.5890
Mon-Fri, 8:30am - 4:30pm * available to those currently looking for work

Peachland and Summerland

Peachland Tourist Information Centre / Chamber of Commerce

5684 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 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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