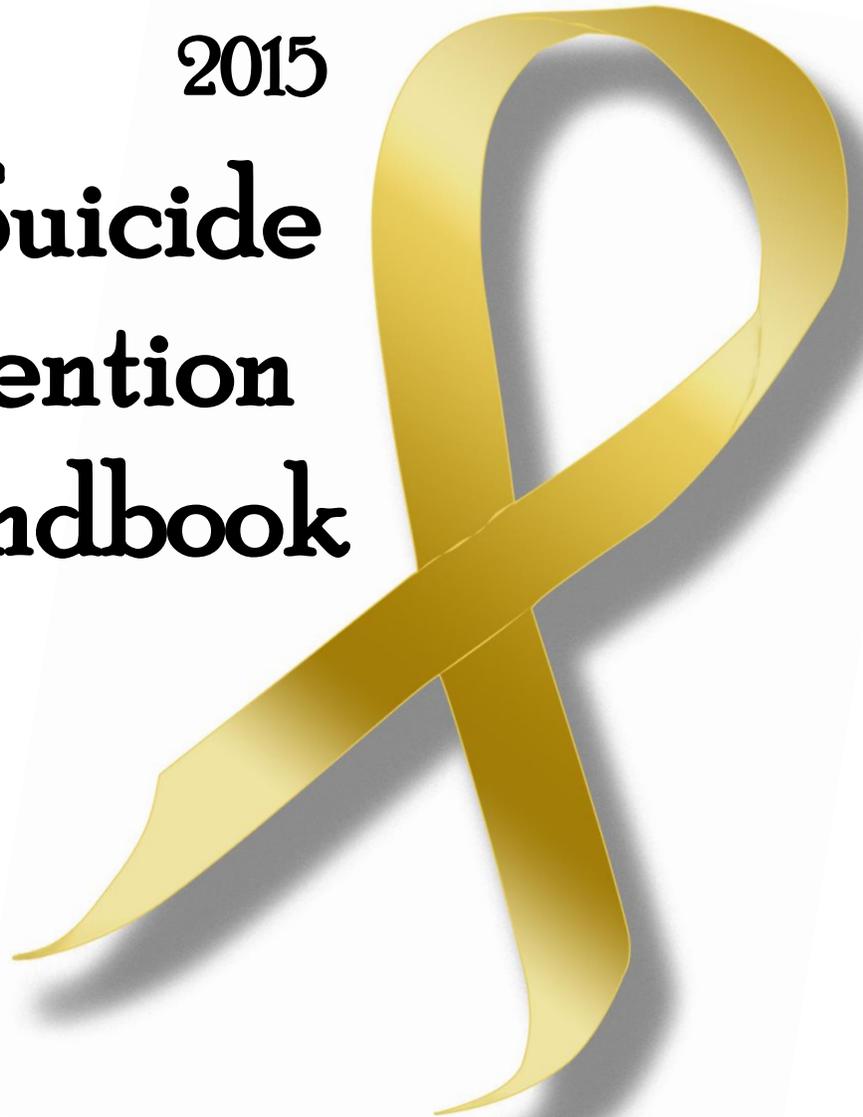


CENTRAL OKANAGAN COMMUNITIES

2015 Suicide Prevention Handbook



Compliments of
The Okanagan Suicide Awareness Society
Regional District of Central Okanagan
Kelowna Community Resources



Adapted from the Vernon & District Suicide Prevention Committee Handbook, January 2002

DIRECTORY OF PRIMARY EMERGENCY RESOURCES

These and other Central Okanagan resources can be found online in the KCR Online Directory of Community Services: <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 page 25
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 * MCFD Kelowna: 250.712.7586
KCR Community Information 8:30am - 12pm and 1pm – 4:30pm	250-763-8008 ext. 125
EMERGENCY SHELTERS	
Kelowna's Gospel Mission, Men's Shelter	250-763-3737
Kelowna Women's Emergency Shelter	250-763-1040
NOW Canada, AG Safe Centre Women's Shelter	250-763-2262
Okanagan Boys & Girls Clubs, Youth Shelter	250-868-8541 ext.2 After Hours: 250.212.5961
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
Income Assistance/ Welfare Office Ministry of Social Development & Social Innovation, BC Employment and Assistance	1-866-866-0800
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
Mental Health Individual & Family Support, (formerly called BC Schizophrenia Society)	250-868-3119
Metro Community	778-478-9727
Okanagan Suicide Awareness Society	info@suicideawareness.ca / 250.300.7990
Okanagan College	250-762-5445
Outreach Urban Health, IH	250-868-2230
Peachland Wellness Centre	250-767-0141
School District #23 Central Okanagan	250-860-8888
Seniors Outreach and Resource Society	250-861-6180
The Salvation Army, Community Life Centre	250-765-3450
UBCO	250-807-8000

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INTENT OF THIS HANDBOOK

This resource was developed in acknowledgement of the critical need for continuing education, accessible information and knowledge exchange around proactively, positively responding to an individual's risk for death by suicide.

In the Central Okanagan, families/friends have been devastated by the suicide of a loved one. It is our hope that this resource may be used as a guide as well as a means of encouraging open dialogue and discussion around this potentially preventable action.

SECTION A: Suicide Awareness Information for service providers

SECTION B: Intervention information for Allied Health Professionals & persons with specific suicide intervention training

Did you know???

- One million people die from suicide yearly = 1 death every 40 seconds.
- Over 3,500 suicide deaths per year in Canada = about 10 deaths every day.
- Every year there is an average of about 495 suicide deaths in BC with approximately 98 of those suicide deaths in the Interior region.
- Men's death rate is 3 times greater but women attempt suicide more frequently.
- 24% of deaths in Canada among ages 15–24 are by suicide (2nd leading cause).
- Older adults also at increasing risk, especially older males.
- There is a strong association between suicide and mental health concerns, particularly depression.
- There are approximately 20 attempts to every suicide death.

In Kelowna there were 23 suicide deaths in 2008 and an average of 17 suicide deaths each year between 1998 and 2008. There were total of 54 female suicides and 128 male suicides during the same period.

Suicide Awareness Information For Service Providers

Suicide Warning Signs/Significant Indicators

Changes in Behaviour

Normally active people may become withdrawn; cautious people may start taking unusual risks. Any significant change may be cause for special concern.

Problems in School/Work

A dramatic drop in performance/grades, falling asleep at desk, emotional outburst or other behaviour that's uncharacteristic of a particular student/employee may be cause for concern.

Themes of Death

A desire to end one's life may show up in the person's artwork, poetry, essays, listening to heavy metal music, or preoccupation with an occult group or activity.

A Previous Suicide Attempt

A significant number of people who die by suicide have attempted suicide before.

Substance Abuse

Alcohol and other drug abuse appear to be significantly linked to increased risk-taking and suicide attempts.

Signs of Depression

These may include changes in eating, sleep, increased anxiety, restlessness, fatigue, feelings of hopelessness, guilt, despair and a loss of interest in 'usual' activities. Alcohol & drug abuse are common ways for people to self-medicate themselves from depressive feelings.

Verbal Statements

Comments such as "*you'd be better off without me*" or "*I wish I were dead*" or "*I don't know if I can go on*" should always be taken seriously.

Giving Away Possessions

Someone who has decided to attempt suicide may give away personal possessions: cell/smart phone, iPod, favourite clothing, etc.

Poor Coping Skills

The inability to see options for managing life challenges as well as lacking optimism for a brighter future may increase vulnerability to suicide.

Other

May include physical complaints, frequent accidents, hyperactivity, aggressiveness, increased sexual behaviour, or prolonged grief after a loss.

ADDITIONAL CONSIDERATIONS LINKED TO SUICIDE

1. Medical problems [including chronic and life-threatening] or the individuals belief that they exist.
2. Family members with psychiatric problems (mood disorders, alcohol and/or other drug problems).
3. History of abuse.
4. History of school/work problems including learning disabilities & cognitive deficits.
5. Early childhood experiences of parental loss through death, separation or emotional deprivation.
6. Prior suicide attempts, belief that death would occur.
7. Having a close friend die by suicide.
8. Recent accumulation and/or feelings of loss, failure, rejection, pressures, criticisms, punishment, or unwanted changes.
9. Absence of available safety or support systems.
10. Alcohol and/or other drug abuse (prescription & over-the-counter drugs included).
11. History of antisocial behaviour.
12. Friction between the individual and his/her home, work or school environment.
13. Depression.
14. Recent televised program or movie detailing suicide – without an educational component.
15. History of suicide in the family.
16. Chronic discord in a parental and/or marital relationship.
17. Hallucinations.
18. Self-harm (self-inflicted injury).
19. Impulsivity.
20. High level of anxiety or panic attacks.
21. Persistent insomnia.
22. Pattern of agitation.
23. Any type of “suicide rehearsal” behaviour.
24. Sustained loss of ability to concentrate.
25. Loss of the ability to experience pleasure.

DO

**Be A Good Listener**

Be calm, speak quietly and gently. Listen carefully. Look for non-verbal clues that show how the person is feeling and report what you see. For example, say "you seem sad", and then wait for a response.

**Be Direct**

Talking openly is the only way you can find out how serious the person is about ending his or her life. Ask, "*have you ever felt so low that you felt life was not worth living?*"

**Show That You Care**

Advise the person you are available to listen as well as talk about things that are troubling him/her. Be mindful of body language; a warm expression and physical contact (for example, touching a hand) may reassure him/her that you care.

**Get Help**

Seeking professional help is a must! Although sometimes depression can disappear as quickly as it came, it can develop to a point where a person may impulsively see suicide as the only way out.

DON'T

**Don't Minimize**

Avoid offering cliché reassurances. Don't dismiss the person's problems as trivial. From the suffering individual's perspective, the problems may be overwhelming.

**Don't Make Moral Judgments**

Don't act shocked or disgusted. Don't tell them they have a lot to live for, argue, lecture or punish them. If what the person tells you makes you feel angry – don't disclose to the person and instead seek help.

**Don't Leave the Person Alone**

If you suspect there may be any immediate danger, don't leave the person alone, and eliminate all access to lethal weapons, drugs, ropes and vehicles. Availability of mood altering substances (legal/illicit drugs & alcohol) usually reduces inhibitions and may increase the chance of an impulsive action that can potentially cause death.

**Don't Ignore the Problem**

Just because a person may be perceived as dramatic or attention seeking doesn't mean they are not also suicidal.

Intervention information for Allied Health Professionals and Persons with Specific Suicide Intervention Training

ASKING THE QUESTION – OUTLINE Initial Interview

1. The Question:

- Ask directly & openly about suicide.
- Be aware of your tone, timing and relationship.
- Rephrase the question throughout the interview.
- There will generally be two responses to this question ~
 - “No”: If this is the response, be sure to discuss a suicide safety plan in case the person becomes suicidal in the future, or in case he/she is not comfortable discussing his/her real feelings. Continue on to #6
 - “Yes” or “Maybe”: If this is the response, continue on to #2....

Example:

- “Has it been so bad that you’ve thought of suicide?”
- “...and that makes you think/believe/feel like _____.”
 - (i) ending your life.
 - (ii) killing yourself.
- If “No”: “My reason for asking is _____.”
- “If you were to become suicidal, what would you do to help yourself be safe?”
- Continue on to #6 on SAFETY....
- If “Yes” or “Maybe”: Continue on to #2....

2. Maintaining Rapport:

- Offer the person an opportunity to share more information and validate their emotional pain.
- Listen to their story without judgment, which will naturally help to reduce their anxiety around stigma and secrecy.

Example:

- “Tell me about it.”
- “It sounds like you’re in a lot of pain. Can you tell me more about that?”

Initial Interview, Con't.

3. Current Stressors:

- Empathize by paraphrasing and by maintaining good eye contact as well as an attentive listening posture.
- Explore current stressors and events.
- Explore symptoms such as substance misuse, constriction of thought, feeling or behaviour, inability to communicate, perceptions & distortions, sleeping & eating irregularities, and changes in mood & energy.

Example:

- “What has brought these feelings up now?”
- “It sounds like that was very important to you.”
- “What’s happening with substance use?”
- “Has there been a recent loss or trauma?”
- “I sense that you’re really overwhelmed.”

4. History:

- Determine the lethality of prior attempts and what intervention was employed; for example, was there self-rescue (adherence to a safety plan)?
- Current intervention strategies may depend on this information; for example, if it helped to see a counsellor in the past, would he/she attempt to re-establish contact?

Example:

- “Have you felt like this before?”
- “Have you harmed yourself in the past?”
- “What happened?”

5. Urgency:

- Explore if they have the means and/or a date to kill themselves.
- Get a sense of their impulse control; for example, are they able to tolerate these painful feelings for a while until they can connect, access counselling and/or other significant supports?

Example:

- “Have you actually thought about and/or made a plan to kill yourself?”
- “Have you thought about exactly how you’d do it?”
- “Have you picked a date/time/place to die?”

Initial Interview, Con't.

6. Safety:

- Develop intervention strategies based on the person's current risk level.
- Reinforce the individual's strengths ~ observed skills & capacities to cope.
- Make referrals for follow-up; for example, family physician, hospital emergency, relevant community agencies, support groups, etc.

Example:

- "Who do you think/know you can really talk to?"
- "What may help?"
- "Let's make a plan for you to be safer."

DETERMINATION OF LEVEL OF RISK

HIGH	<ul style="list-style-type: none"> • Suicide intent • Previous suicide attempt • Believes he/she is a burden • No perceived supports - isolation • Means (to attempt suicide) have a high degree of lethality <ul style="list-style-type: none"> ❖ Do not leave individual alone ❖ Contact assistance ~ Family Physician, Mental Health Centre, Hospital Emergency, School, involved resources
MEDIUM	<ul style="list-style-type: none"> • Indicated suicide intent • May have plan & means • Perceived support • Aspirations for future <ul style="list-style-type: none"> ❖ Consult with Mental Health/other identified supports
LOW	<ul style="list-style-type: none"> • Suicide ideation • Does not have a clear plan or means to attempt suicide • Feels hopeless, helpless but identifies available & accessible supports <ul style="list-style-type: none"> ❖ Individual may require counselling and/or other support

**If a youth's life is in danger, usual rules of confidentiality must be broken and legal guardians must be informed. Yet, if informing the legal guardian is perceived to increase the level of risk to the youth, Child Protection must be informed.*

PROCEDURES FOR INTERVENING

HIGH	<p>Procedures</p> <ul style="list-style-type: none"> • Communicate a caring attitude • Seek immediate medical help • Escort to Emergency Department • DO NOT LEAVE ALONE • Inform youth that family doctor (if available) or parent(s)/guardian needs to be contacted • Inform adult that family doctor or other identified support person needs to be contacted • Consult with Mental Health • Discuss with adult/youth's parent(s) {if involved/supportive} suggested counselling services • Document carefully • Ongoing support & follow-up is required.
MEDIUM	<p>Procedures</p> <ul style="list-style-type: none"> • Communicate a caring attitude • Explain concern around reported problems to the person • Obtain commitment from the individual to abstain from a suicide attempt. If a commitment is not obtained, consider the person HIGH RISK • Inform youth/adult that family physician needs to be contacted parent(s) if appropriate. • Consult with Mental Health • Discuss with adult/youth's parent(s) {if involved/supportive} suggested counselling services • Document carefully • Ongoing support & follow-up is required.
LOW	<p>Procedures</p> <ul style="list-style-type: none"> • Communicate a caring attitude • Evaluate supports • Inform youth that parent(s) will be contacted ...if deemed appropriate • Consultation with Mental Health is advisable • Discuss with adult/youth's parent(s) {if involved/supportive} suggested counselling services • Document carefully • Consultation with family physician is recommended.

CHECKLIST FOR INTERVIEW TOPICS

Ask directly and openly about

- √ Suicidal thoughts
- √ Previous attempt
- √ Substance Abuse
- √ Presence of depression, psychiatric disorder
- √ Significant loss
- √ Generalized anxiety or panic
- √ Lack of interest/pleasure in usually enjoyable activities
- √ Hopelessness, helplessness, despair
- √ Low self-esteem or excessive guilt
- √ Frequent suicidal ideation
- √ Level of self-control (for example, history of impulsive behaviour)
- √ Suicide plan – lethality & availability
- √ Perceived burdensomeness
- √ Perceived alienation
- √ Fearlessness about dying
- √ Query history of self-harming behaviour (not suicide attempt related)

CHECKLIST FOR HELPERS

- √ Have you obtained relevant history?
- √ If available & relevant to role, have you obtained previous physical & psychological treatment records?
- √ Have you discussed limits of safety and confidentiality with client?
- √ Have you shared concerns, if at imminent risk, with family physician, identified supportive family members?
- √ Have you arranged for appropriate referral & consultation?
- √ Have you made a safety plan with the vulnerable individual if necessary?

CHECKLIST OF SIGNIFICANT CONTACTS

- √ Parent/guardian of client/youth
- √ Mental Health and/or community-based clinician/support
- √ Family Physician (verify with clinician who will contact)
- √ Mental Health Centre, other psychiatric/psychological supports
- √ Hospital Emergency
- √ R.C.M.P./Ambulance

ACTION PLAN CHECKLIST

- √ Suicide-means removed from home/alternate planned site (for example, gun, pills, rope, keys to vehicle, etc.)
- √ 24-hour supervision available
- √ Supports/resources identified and phone/contact numbers provided
- √ Next contact time scheduled
- √ Conference with family, significant other, physician, others scheduled
- √ Referral entered for further counselling
- √ Procedures/process documented

FOLLOW-UP FOR PROFESSIONALS

Following the assessment of level of risk and treatment of any individual, there is a need for follow-up. Regardless of risk level, the important task is to ensure that the individual is receiving appropriate care.

Examples of follow-up services are listed:

1. Suicide prevention safety plan
2. Medical treatment
3. Family involvement including:
 - a. Watching the individual at his/her home or alternate place of residence
 - b. Education to family, friends & other supports regarding danger signs
 - c. Removal of identified or suspected dangerous articles from the individual's environment/residence
4. Family therapy
5. Individual counselling
6. Identifying any ongoing support to monitor individuals [at risk]
7. Provision of life and communication skills to the individual & family
8. Provision of emergency phone numbers for 24 hour [where available] assistance.

**Concurrent treatment using medication and cognitive therapy is said to promote greater positive treatment responses to depression and related challenges.*

Follow-up available to any at-risk individual is essential. The method of follow-up may combine several of the listed options or other treatment plans selected by supports. It is important to ensure that someone involved in the individual's life assume a coordination of care role and communicate responsibilities.

BASIC NEEDS

HOUSING

SHELTERS

**Alexandra Gardner Women & Children Safe Centre,
New Opportunities for Women (NOW) Canada**
2609 Richter St
Kelowna, BC V1Y 2R3

P: 250.763.2262
E: safecentre@nowcanada.ca
W: www.nowcanada.ca

Hours: Shelter Hours: 24 hours a day, 7 days a week

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

Inn from the Cold - Kelowna
1829 Chandler St
Kelowna, BC V1Y 3Z1

Office: 250.448.6403
Shelter: 250.448.5153
Inn Home Support: 250.859.6411
Outreach: 250.300.0567
E: info@innfromthecoldkelowna.org
W: www.innfromthecoldkelowna.org

Eligibility: Ages: 19 year(s) and up
Pet-friendly shelter welcomes animal companions
Application: Please call or visit our office * drop-ins welcome
Hours: Office Hours: Mon-Thu, 8:30am - 4:30pm * 1829 Chandler St
Shelter Hours: 7pm - 7am * Intake Hours: 7pm * 1187 Sutherland Ave

Honours the inherent dignity of all, where everyone, especially the most vulnerable, are safe, respected, and included * responds to the needs of people experiencing, or at-risk of, homelessness in a welcoming, compassionate and mutually respectful manner

Services Include:

- The Inn: provides emergency, overnight winter shelter, during the coldest months winter months between Nov and Apr * offers personal locked storage, showers, laundry, computer and phone access, and breakfast, dinner, and lunch
 - Outreach Program: one-to-one assistance in navigating and accessing wellness resources and manageable goal setting
 - Inn Home Support Program: volunteer-based program that supports and assists adults, couples and sometimes families by pairing them with volunteers for long-term emotional and social support
 - Chandler Street Housing Program: provides long-term housing with 24/7 staff support to eight men who have experienced chronic homelessness
 - Kelowna Kodiaks: local street soccer team * practices twice a week, travels to tournaments
 - Free Store: offers free clothing, outdoor gear and toiletries, available to guests and the community at large * open Mon-Wed, 9am - 12noon
 - Inspire Social Enterprise: sells beauty soaps made from all-natural ingredients, and types including Tea Tree, Honey Oatmeal, Lemon Grass, etc.
-

SHELTERS

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

Crisis: 250.763.1040

P: 250.763.1040

E: community@coess.ca

W: www.kelownawomensshelter.ca

Application: All programs are self-referral

Hours: Mon-Sun, 24 hours

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)

**Men's Hostel,
Kelowna's Gospel Mission**

251 Leon Ave
Kelowna, BC V1Y 6J1

P: Shelter: 250.763.3737

Dental Clinic: 1.800.789.0680

Aft Hrs: 250.862.3733

E: contact@kelownagospelmission.ca

W: www.kelownagospelmission.ca

Eligibility: Ages: 19 year(s) and up

Application: In person at 251 Leon Ave

Hours: Staffed 24/7

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

Feeds the hungry, shelters the homeless * helps the hurting by meeting basic practical needs * shares hope, faith and love through the Gospel of Jesus Christ * ministers to the whole person: spirit, soul, and body * seeks to end the cycle of loneliness, destitution and despair, and replace all that with fellowship, prosperity, and hope * leads people from homelessness into wholeness

**Penny Lane Transition House,
Okanagan Boys and Girls Clubs**

Crisis: 310.1234

P: 250.861.5593

E: pennylane@boysandgirlsclubs.ca

W: www.boysandgirlsclubs.ca

Eligibility: Ages: 13 year(s) - 18 year(s)

Hours: 24 hours

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

SHELTERS

**Richter Street Overnight Program - Kelowna Youth Shelter,
Okanagan Boys and Girls Clubs**
1633 Richter St
Kelowna, BC V1Y 9T7

Crisis: 310.1234
P: 250.868.8541 ext.2
Aft Hrs: 250.212.5961
E: shelter@boysandgirlsclubs.ca
W: www.boysandgirlsclubs.ca

Eligibility: Ages: 13 year(s) - 18 year(s)

Application: Youth may self-refer, be referred by an individual or organization (including MCFD), or other youth serving organizations

Hours: Open 6pm - 8am, 7 days a week

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

**Women's Emergency Shelter,
Kelowna's Gospel Mission**
251 Leon Ave
Kelowna, BC V1Y 6J1

P: 250.862.3733
W: www.kelownagospelmission.ca

Eligibility: Ages: 19 year(s) and up

Application: Please register with NOW Canada, 250.763.2262

Hours: Registration begins at 7pm * **register with NOW Canada at 250.763.2262**

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

COMMUNITY AND INTERNATIONAL SERVICES

COMMUNITY SERVICES

COMMUNITY SERVICE AGENCIES

**Community Life Centre,
The Salvation Army**
200 Rutland Rd S
Kelowna, BC V1X 2Z5

P: 250.765.3450
E: clc@kelsa.ca
W: www.kelownasalvationarmy.ca

Application: Please call for additional information or to book an appointment

Hours: Mon, Wed, 9am - 4pm * Tue, Thu, 1pm - 4pm * Fri, 9am - 3 pm * closed 12pm - 1pm every day

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

COMMUNITY SERVICE AGENCIES

John Howard Society of the Central and South Okanagan

1440 St. Paul St
Kelowna, BC V1Y 2E6

P: 250.763.1331
E: info@jhscso.bc.ca
W: www.jhscso.bc.ca

Application: See individual program and services records for specifics

Hours: Mon-Fri, 8:30am - 4:30pm

Provides services and operates programs within the fields of community justice, social services, health and public interest problems * works with people who have come into conflict with the law * reviews, evaluates and advocates for changes in the criminal justice process * engages in public education on matters relating to criminal law and it's application * promotes crime prevention through community and social development activities * programs and services include: Probation Outreach Program, Forensic Outreach Services, The Gateway mentoring & Outreach Program, BladeRunners Employment Training Program, RenEW - Residential Energy Efficiency Works Program, One Cup at a Time Employment Training Program, Adult Restorative Justice Program, Prostitution Offender Program (POP) Okanagan

Kelowna's Gospel Mission

251 Leon Ave
Kelowna, BC V1Y 6J1

P: 250.763.3737
Aft Hrs: 250.862.3733
E: sonja@kelownagospelmission.ca
W: www.kelownagospelmission.ca

Application: In person for hostel

Hours: Office hours: Mon-Fri, 9am - 4pm * shelter staff on site 24/7

Provides food, shelter, recovery and care for those in need * provides meals (breakfast, lunch, dinner and snacks) * men's and women's emergency shelter * comprehensive counseling, employment and independence training, and affordable transitional housing * thrift store * free clothing bank (work clothes and boots may be available) * dental clinic * two women's recovery houses * street level services * outreach workers * haircuts * showers and laundry facilities available * kennels available for client dogs * secure area available for client belongings, ie shopping carts or bicycles

INFORMATION SERVICES

Information Centre, Kelowna Community Resources (KCR)

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

P: 250.763.8008 ext.125
E: info@kcr.ca
W: www.kcr.ca

Hours: Mon-Fri, 8:30am - 4:30pm * closed 12pm - 1pm

Provides information about the community, its resources and volunteer opportunities by phone, email, in-person, or online utilizing KCR's regional online database

Lake Country Health Planning Society

P: 778.215.5247
E: info@lakecountryhealth.ca
W: www.lakecountryhealth.ca

Strives to streamline/address access to services for all residents and visitors to the central Okanagan Valley * refers individuals to appropriate physical or mental health services, and supports a range of non-medical home support services * offers social events such as Prime Time, a special event for seniors, the disabled, shut-ins and provides transportation to/from Prime Time to make this activity easily accessible * serves individuals and families (regardless of race, religion, age, gender) who have "fallen through the cracks of provincial support systems" and need a helping hand. * works to connect with existing community partners and strives to ensure appropriate advocacy and planning for a variety of health and wellness services * partners with the District of Lake Country and Interior Health to assess the needs of the community in regards to Health Service Planning

INFORMATION SERVICES

Peachland Wellness Centre

4426 5th St
Peachland, BC V0H 1X6

P: 250.767.0141
E: wellnesscentre@shaw.ca
W: www.peachlandwellnesscentre.ca

Hours: Mon-Fri, 9am - 3 pm * Jerry Dober Sunday Breakfast: Sun, 8am - 11am

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 Information and Referral Service, Westside Health Network Society

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

P: 250.768.3305
E: whns@telus.net
W: www.westsidehealthnetwork.com

Hours: Mon-Fri, 8am - 2pm

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

Seniors Outreach & Resource Centre

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

P: 250.861.6180
W: www.seniorsoutreach.ca

Eligibility: Eligibility criteria differs by program so please call for details

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
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EDUCATION

POST-SECONDARY INSTITUTIONS

Okanagan College
1000 KLO Rd
Kelowna, BC V1Y 4X8

P: 250.762.5445
T: 1.877.755.2266
W: www.okanagan.bc.ca

Hours: Mon-Fri, 8am - 4:30pm

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

UBC Okanagan
3333 University Way
Kelowna, BC V1V 1V7

P: 250.807.8000
W: ok.ubc.ca/welcome.html

Post-secondary institution of higher education and research, which grants academic degrees in a variety of subjects * offers Continuing Studies, Distance Education, Graduate and Undergraduate Programs

PUBLIC SCHOOLS

School District No. 23 Central Okanagan
1940 Underhill St
Kelowna, BC V1X 5X7

P: 250.860.8888
W: www.sd23.bc.ca

Hours: 8am - 4:30pm

Administration offices for School District No. 23 (Central Okanagan) encompassing the area from Oyama to Peachland

HEALTH CARE

ADVOCATE AND LIAISON OFFICES

**Aboriginal Patient Navigator,
Interior Health**
2268 Pandosy St
Kelowna, BC V1Y 1T2

P: 250.488.1230
E: jayne.taylor@interiorhealth.ca

Eligibility: All Ages

Application: Self referrals, agency and community referrals, health care provider referrals * accepted by phone and email

Hours: Mon-Fri, 8:30am - 4pm * closed weekends and statutory holidays

Coordinates a holistic and action-oriented response to create a respectful, trusting, responsible partnership between Aboriginal People and Interior Health * supports the development of a holistic health and wellness system that is responsive to the needs of diverse Aboriginal Communities * provides access to community events and resources to know what other groups and communities are currently engaged in

HEALTH EDUCATION AND WELLNESS

POISON CONTROL

Poison Control Centre BC

655 West 12th Ave
Vancouver, BC V5Z 4R4

P: 1.604.682.5050

T: 1.800.567.8911

E: info@dpic.ca

W: www.dpic.org

Hours: Mon-Sun, 24 hours

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

**Kelowna General Hospital,
Interior Health**

2268 Pandosy St
Kelowna, BC V1Y 1T2

P: 250.862.4000

T: 1.888.877.4442

W: www.interiorhealth.ca

Hours: Visiting hours: 10am - 8pm

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

**Kelowna Health Centre,
Interior Health**

1340 Ellis St
Kelowna, BC V1Y 9N1

P: 250.868.7700

W: www.interiorhealth.ca

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

**Outreach Urban Health Centre,
Interior Health**

455 Leon Ave
Kelowna, BC V1Y 6J4

P: 250.868.2230

W: www.interiorhealth.ca

Hours: Clinic Hours: Mon-Fri, 10am - 4pm

Services include: physician services * psychiatric services * street nurse services including wound care, HIV/AIDS and Hepatitis prevention and education * harm reduction supplies (condoms, needle exchange) * mental health and addiction support * social work support * Tuberculosis nursing and outreach and pharmacy support * provides one-to-one counselling for persons with substance abuse issues * referrals to detox, rehabilitation, and treatment centers

OUTPATIENT HEALTH FACILITIES AND CLINICS

**Rutland Health Centre,
Interior Health**
155 Gray Rd
Kelowna, BC V1X 1W6

P: 250.980.4825
W: www.interiorhealth.ca

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

Medical Clinics, Walk-In

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 Medical Centre **	250.860.5811	107-437 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

RUTLAND

Rutland Walk-in 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 (located inside Read Canadian Superstore)	250.768.9959	3020 Louie Dr
Towne Centre Medical Clinic	250.768.8315	18-2475 Dobbin Rd
West Kelowna Medical Clinic**	250.768.6985	102-2231 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	5848D 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.**

OUTPATIENT HEALTH FACILITIES AND CLINICS

**West Kelowna Health Centre,
Interior Health**
2300 Carrington Rd, Ste 160
West Kelowna, BC V4T 2N6

P: 250.980.5150
W: 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

MEDICAL INFORMATION LINES

HealthLinkBC

P: 1.604.215.8110 (for web-based phone services like Skype)
T: 811 (British Columbia)
TDD: 711
E: healthlinkbc@gov.bc.ca
W: www.HealthLinkBC.ca

Hours: 24 hours a day, 7 days a week, all year

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

**HIV/AIDS Hotline,
Canadian AIDS Society**
190 O'Connor St, Ste 100
Ottawa, ON K2P 2R3

P: 1.800.661.4337
E: casinfo@cdnaids.ca
W: www.cdnaids.ca

Hours: Mon-Fri, 9am - 5pm EST

Provides information to those who think they may be infected, or would like to find out how to arrange for testing in their community

SPECIALIZED TREATMENT

HOSPICE CARE

Central Okanagan Hospice Association

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

P: 250.763.5511
Aft Hrs: Vigil cell: 250.212.5877
E: hospice@hospicecoha.org
W: www.hospicecoha.org

Hours: Mon-Thu, 9am - 4pm * Fri, 9am - 1pm

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

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

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

P: 250.870.5777
E: mary.lamoureux@interiorhealth.ca

Eligibility: Referrals for people under age 19 must be first submitted to Child and Youth Mental Health who will refer to the Eating Disorders program as appropriate
Application: Please contact your family doctor for a full assessment and diagnosis relevant to this referral * referral forms can be forwarded to your doctor by calling 250.870.5777
Hours: Office: Mon-Fri, 8am - 4:30pm

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

INCOME SUPPORT AND EMPLOYMENT

INCOME ASSISTANCE PROGRAMS

**Employment and Assistance (BCEA),
Ministry of Social Development and Social Innovation, BC**
1640 Dilworth Dr, Unit 130
Kelowna, BC V1Y 7V3

P: 1.866.866.0800
W: www.hsd.gov.bc.ca/bcea.htm

Eligibility: Ages: 19 year(s) and up

- * Out of work or earning very little
- * Awaiting other income
- * Unable to work, or
- * In immediate need of food, shelter or urgent medical attention

He or she may be able to receive income assistance or be referred to an employment programming. Income and asset levels impact both eligibility and monthly assistance rates. Monthly assistance rates are also dependent on family size and case designation. If it is determined that an applicant has an immediate need, the immediate need will be addressed within the same business day. Hardship assistance may be issued in some situations when an individual is not eligible for income assistance

Application: Please visit the BC Employment and Assistance website for full details on the application process or call 1.866.866.0800

Hours: Office Hours: Mon-Fri, 9am - 4pm * telephone services available during lunch period * closed statutory holidays

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

P: 1.877.952.3181
E: info@seniorsadvocatebc.ca
W: www.seniorsadvocatebc.ca/

Hours: Mon-Fri, 8:30am - 4:30pm

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

FAMILY SUPPORT SERVICES

ABORIGINAL SUPPORT AND PRESERVATION PROGRAMS

Ki-Low-Na Friendship Society

442 Leon Ave
Kelowna, BC V1Y 6J3

P: 250.763.4905
E: reception@kfs.bc.ca
W: www.kfs.bc.ca

Hours: Mon-Fri, 8:30am - 4:30pm

Provides support for the mental, emotional, physical and spiritual well-being of all peoples, through the development of community based services, while encouraging the community to preserve, share and promote Aboriginal cultural distinctiveness * works to support the achievement of success and well-being for the individual, the family, and the community in each of the human life stages * offers health and wellness, community/family support services, children's programs, employment and education, youth services, and administration programming * our ESL program offers free English Language classes to newcomers and immigrants to Canada

Westbank First Nation

515 Hwy 97 S, Ste 201
West Kelowna, BC V1Z 3J2

P: 250.769.4999
E: mail@wfn.ca
W: 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

COUNSELLING AND THERAPY SERVICES

**Family Counselling,
The Bridge Youth & Family Services**

760 Hwy 33 W
Kelowna, BC V1X 1Y4

P: 250.763.0456
E: info@thebridgeservices.ca
W: www.thebridgeservices.ca

Application: Referrals are primarily through the Ministry of Children and Family Development for children and youth to age 19

Hours: Office: Mon-Fri, 8:30am - 4:30pm

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

FAMILY PRESERVATION SERVICES

Building Healthy Families Society

1390 KLO Rd
Kelowna, BC V1W 3P6

P: 250.861.4933
E: info@bhfam.net
W: www.buildinghealthyfamilies.ca

Application: Referrals for all programs except 'Parenting Through Recovery' and 'Outreach', can be sent in by Ministry of Children and Family Development; Public Health; other community agencies; family; or you can refer yourself by phoning the office * please visit our website for specifics on each program

Hours: Office: Mon-Fri, 8am - 4:30pm

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

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

P: 250.860.3181
E: kelfamcr@shawbiz.ca
W: www.kfscs.com

Hours: Office: Mon-Fri, 8:30am - 12pm * 1pm - 4:30pm

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

HOUSING

OUTREACH PROGRAMS

Aboriginal Homelessness Outreach Program, Ki-Low-Na Friendship Society

442 Leon Ave
Kelowna, BC V1Y 6J3

P: 250.763.4905
E: reception@kfs.bc.ca
W: www.kfs.bc.ca

Hours: Office Hours: Mon-Fri, 8:30am - 4:30pm * Saturday Breakfast: 8:30am - 10am

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

OUTREACH PROGRAMS

**Inn Home Support,
Inn from the Cold - Kelowna**
1187 Sutherland Ave
Kelowna, BC V1Y 5Y2

P: Inn Home Support: 250.859.6411
Office: 250.448.6403
Shelter: 250.448.5153
Outreach Cell: 250.300.0567
E: info@innfromthecoldkelowna.org
W: www.innfromthecoldkelowna.org

Application: Please call or visit our website for more information and application forms

Provides volunteers who work one-to-one in partnership with a person who is presently housed, often in somewhat precarious situations * many clients have been homeless in the past and are vulnerable individuals and could benefit from a one-to-one relationship with a caring volunteer * volunteer opportunities available

INDIVIDUAL SUPPORT SERVICES

LGBT COMMUNITY

Gay Okanagan Network

E: info@gayokanagan.net
W: 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

**Kelowna LGBTQI Resources,
Okanagan Pride Society**

P: 250.860.8555
E: info@okanaganpride.com
W: www.okanaganpride.com/

Eligibility: Ages: 13 year(s) and up

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

T: 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
E: National Office: inquiries@pflagcanada.ca
Kamloops Regional Office: kamloopsbc@pflagcanada.ca
W: 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

LGBT COMMUNITY

**QMUNITY,
BC's Queer Resource Centre**

T: 1.604.684.5307 ext.100
1.800.566.1170
E: reception@qmunity.ca
W: 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**

E: rainbows@gayokanagan.net
W: 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

SUPPORT GROUPS AND DROP-IN

**GriefShare,
Calvary Chapel Kelowna**
1434 Graham St
Kelowna, BC V1Y 3A8

P: 250.768.1014

Application: Please contact Bev or Vince for more information or visit the website

Delivers a 13-session seminar for people who are grieving the death of someone close to them

WOMEN'S SUPPORT SERVICES

Central Okanagan Elizabeth Fry Society
1855 Kirschner Rd, Ste 280
Kelowna, BC V1Y 4N7

P: 250.763.4613
E: info.efry@empowerific.com
W: 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

WOMEN'S SUPPORT SERVICES

**Kelowna Women's Shelter,
Central Okanagan Emergency Shelter Society**

Crisis: 250.763.1040

P: 250.763.1040

E: info@coess.ca

W: www.kelownawomensshelter.ca

Application: All programs are self-referral

Hours: Mon-Sun, 24 hours

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

New Opportunities for Women (NOW) Canada

2970 Tutt St
Kelowna, BC V1Y 8Z5

Crisis: Emergency cell:

250.979.8360

P: 250.763.3876

E: info@nowcanada.ca

W: 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

OUTREACH PROGRAMS

Metro Community
1470 Water St
Kelowna, BC V1Y 1J6

P: 778.478.9727
E: info@metrocommunity.ca
W: www.metrocommunity.ca/metro-central

Eligibility: Call for additional details, or visit our website
Hours: Tue-Fri, 8:30am - 1:30pm * Wed, 5pm - 9pm

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

SUPPORT GROUPS AND DROP-IN

ADDICTIONS AND DEPENDENCY

Alcoholics Anonymous

P: 250.763.5555
E: info@bcyukonaa.org
W: 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

Cocaine Anonymous

Crisis: 1.866.662.8300
W: www.ca-bc.org

Eligibility: The only membership requirement is the desire to stop using cocaine and all other mind altering substances

Offers a 12-Step program for men and women

Kalano Club Community Centre
2108 Vasile Rd
Kelowna, BC V1Y 6H5

P: 250.762.4999
E: kalano@shaw.ca

Hours: 7 days per week, 9am - 9pm

Provides a safe, social, alcohol and drug free environment for its members and prospective members alike * offers meeting rooms for AA, Al-Anon, N/A and G/A meetings * on-site cafe sells breakfast, lunch (all day), coffee and soft drinks * provides a computer and library area for members only

ADDICTIONS AND DEPENDENCY

Kelowna Secular Sobriety Group

Crisis: 250.859.4300

P: 250.859.4300

E: 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

P: 1.877.604.7613

W: 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

Sexaholics Anonymous

P: 250.862.7122 (cell)

Aft Hrs: 250.862.7122

E: kelownabcsa@gmail.com

W: www.sanorthwest.org

Provides support and information for individuals who want to stop their sexually self-destructive thinking and behaviour

LEGAL SERVICES & CRIMINAL JUSTICE

CRIME VICTIM / WITNESS SUPPORT

Central Okanagan RCMP Victim Services

350 Doyle Ave
Kelowna, BC V1Y 6V7

P: 250.470.6242

T: VictimLINK: 1.800.563.0808 * 24/7 * offers confidential, multilingual and TTY accessible services

W: www.regionaldistrict.com/departments/crime/crime_victim.aspx

Application: Self referrals welcome; please call our office

Hours: Office Hours: Mon-Sat, 8am - 5pm

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

Specialized Victim Assistance Program, Central Okanagan Elizabeth Fry Society

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

P: 250.763.4613

E: info.efry@empowerific.com

W: 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

LAW ENFORCEMENT AGENCIES

RCMP, Kelowna Detachment

350 Doyle Ave
Kelowna, BC V1Y 6V7

Crisis: Police, fire or ambulance emergency: 9-1-1

P: Non-emergency: 250.762.3300 * 24/7
W: 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

P: Non-emergency: 250.766.2288
W: www.rcmp-grc.gc.ca

Hours: Office Hours: Mon-Fri, 8am - 4pm

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

P: Non-emergency: 250.768.2880 * 24/7
W: www.rcmp-grc.gc.ca

Hours: Detachment Business Hours: Mon-Fri, 7:30am - 4:30pm * Sat, Sun, holidays, closed

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

MENTAL HEALTH, SUBSTANCE ABUSE AND ADDICTIONS

COUNSELLING SERVICES

Addictions and Counselling Services,

Westbank First Nation

1900 Quail Lane
Westbank, BC V4T 2H3

P: 250.768.0227

E: mail@wfn.ca

W: 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

COUNSELLING SERVICES

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

P: 250.763.4613
E: info.efry@empowerific.com
W: www.empowerific.com

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

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

P: 250.763.4613
E: info.efry@empowerific.com
W: 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

FAMILY SUPPORT SERVICES

FAMILY PRESERVATION SERVICES

**Family Treatment Program,
ARC Programs Ltd.**
513 Bernard Ave
Kelowna, BC V1Y 6N9

P: 250.763.2977
E: mbland@arcprograms.com
W: www.arcprograms.com

Eligibility: Ages: 6 year(s) - 18 year(s)
Application: Referrals through clinicians at Child and Youth Mental Health (MCFD) clinics
Hours: Flexible service hours

Provides home and community-based treatment for children and youth ages 6 to 18 and their families, who are experiencing difficulties associated with the child or youth's mental health disorder * services build on the family's strengths, and help all family members increase their emotional stability, coping, interpersonal, and life skills, parenting capacity, overall family functioning and connection to community support

MENTAL HEALTH

INFORMATION SERVICES

**HeretoHelp,
BC Partners for Mental Health and
Addictions Information,**

EMERGENCY SERVICES: 9-1-1
KELOWNA CRISIS LINE: 1.888.353.2273
BC-WIDE MENTAL HEALTH SUPPORT LINE: 310.6789
SENIOR'S DISTRESS LINE: 1.604.872.1234
TDD: 1.866.872.0113
E: bcpartners@heretohelp.bc.ca
W: www.heretohelp.bc.ca

Hours: Mon-Sun, 24 hours

Offers resource and referral service for mental health and addiction issues * provides a supportive listening ear for people in emotional distress * provides online information on topics including screening self-tests, mental well-being, depression and anxiety, alcohol and other drugs, schizophrenia and psychosis, eating disorders, and supporting a love one * to provide quicker access, resources are categorized under Individuals, Family Members, Professionals, and Connected to School or Campus?

OUTREACH PROGRAMS

**Outreach Mental Health Services,
Okanagan Boys and Girls Clubs**
1633 Richter St
Kelowna, BC V1Y 9H2

P: 250.868.8541 ext.7 * 250.869.5093
W: www.boysandgirlsclubs.ca

Eligibility: Ages: 12 year(s) - 18 year(s)

Application: Referrals accepted from the Ministry of Children and Family Development, Child and Youth Mental Health and other Boys and Girls Clubs resources

Hours: Mon-Fri with flexible hours

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

PREVENTION PROGRAMS

Canadian Association for Suicide Prevention

870 Portage Ave
Winnipeg, MB R3G 0P1

If you are in need of immediate assistance, please
contact the **Kelowna Crisis Line: 1.888.353.2273**

P: 204.784.4073
E: casp@suicideprevention.ca
W: www.suicideprevention.ca/

Provides information and resources to communities to reduce the suicide rate and minimize the harmful consequences of suicidal behaviour

Centre for Suicide Prevention

105 12th Ave SE, Ste 320
Calgary, AB T2G 1A1

P: 403.245.3900
E: csp@suicideinfo.ca
W: www.suicideinfo.ca

Hours: Mon-Fri, 8:30am - 4:30pm

Offers education services including: suicide prevention and intervention training, knowledge translation, specialized presentations, online courses, book loans, literature searches, document delivery, and reference queries * supplies the public with information materials for individuals and agencies through Twitter feed, email circulation, and printed resources

Okanagan Suicide Awareness Society

E: info@suicideawareness.ca
W: www.suicideawareness.ca/

Eligibility: Ages: 18 year(s) and up

Educates the public about suicide awareness and survivor support * establishes and supports community programs for those who have lost loved ones to suicide * cooperates with other organizations having the same or similar objectives as those of this Society * operates a private, online support group * **does not operate an office, but can be reached at 250.300.7990**

MENTAL HEALTH FACILITIES

**Mental Health Services
Interior Health,**
1340 Ellis St
Kelowna, BC V1Y 9N1

P: 250.868.7788
W: www.interiorhealth.ca

Eligibility: Ages: 19 year(s) and up
Early Psychosis Intervention for ages 18-29 * family physician, family, or individual referrals accepted
Application: Intake conducted Mon-Fri, 10am - 2pm *
Hours: Mon-Fri, 8am - 4:30pm

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

**Psychiatric Services - Kelowna General Hospital,
Interior Health**
2268 Pandosy St
Kelowna, BC V1Y 1T2

P: 250.862.4478
W: www.interiorhealth.ca

Application: Psychiatrist referral required

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

**B.R.I.D.G.E.S. Education Course,
Mental Health Individual & Family Support
(formerly BC Schizophrenic Society)**
347 Leon Ave, Ste 203
Kelowna, BC V1Y 8C7

P: 250.868.3119
E: bcsskel@shaw.ca
W: www.bcsskelowna.org

Eligibility: Ages: 18 year(s) and up
Hours: Office Hours: Mon-Fri, 9am - 12pm * 1pm - 3pm

Peer-taught, 10-week recovery course for those living with a mental illness

EDUCATIONAL PROGRAMS

**Family Assessment Services,
Ki-Low-Na Friendship Society**
442 Leon Ave
Kelowna, BC V1Y 6J3

P: 250.763.4905
Aft Hrs: 250.859.1055
E: mbrewer@kfs.bc.ca
W: www.kfs.bc.ca

Eligibility: Ages: 12 year(s) and up
Available to families or individuals of all ages
Application: Contact the mental health worker
Hours: Mon-Thu, 8:30am - 4:30pm

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.

**Mental Health First Aid,
Canadian Mental Health Association Kelowna & District Branch**
504 Sutherland Ave
Kelowna, BC V1Y 5X1

P: 250.861.3644
E: kelowna@cmha.bc.ca
W: www.kelowna.cmha.bc.ca/public-education/mhfa

Eligibility: Ages: 19 year(s) and up
Application: Please visit our website to download a registration form
Hours: Office Hours: Mon-Fri, 9am - 4pm * program hours vary

Trains on how to identify and provide the initial help that is so important to people who are showing signs of a mental health problem or experiencing a mental health crisis * two day workshop covers explanations of mental health, mental illness and mental health problems, signs and symptoms of common mental health problems and crisis situations, information about effective interventions and treatments, and ways to access professional help

**Partnership Public Education Program
Mental Health Individual & Family Support
(formerly BC Schizophrenic Society)**
347 Leon Ave, Ste 203
Kelowna, BC V1Y 8C7

P: 250.868.3119
E: bcsskel@shaw.ca
W: www.bcsskelowna.org

Application: Please call or email to book a presentation
Hours: Office hours: Mon-Fri, 9am - 12pm * 1pm - 3pm

Offers a panel of speakers for presentations to community groups such as schools, universities, churches and organizations with the goal of raising awareness about schizophrenia, bi-polar and depression * new speakers are always needed and welcome

EDUCATIONAL PROGRAMS

**Strengthening Families Together Course,
Mental Health Individual & Family Support
(formerly BC Schizophrenic Society)**

347 Leon Ave, Ste 203
Kelowna, BC V1Y 8C7

P: 250.868.3119
E: bcsskel@shaw.ca
W: www.bcsskelowna.org

Application: Please call or email to register
Hours: Office: Mon-Fri, 9am - 12pm * 1pm - 3pm

Supports and educates family members and friends of individuals with mental illness * 10-week education course teaches coping skills, listening techniques, problem solving and boundary setting

SUPPORT GROUPS AND DROP-IN

**Beginnings Groups for Women,
Central Okanagan Elizabeth Fry Society**

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

P: 250.763.4613
E: info.efry@empowerific.com
W: 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

**Family Support Group
Mental Health Individual & Family Support
(formerly BC Schizophrenic Society)**

347 Leon Ave, Ste 203
Kelowna, BC V1Y 8C7

P: 250.868.3119
E: bcsskel@shaw.ca
W: www.bcsskelowna.org

Eligibility: Ages: 18 year(s) and up
Hours: Office hours: Mon-Fri, 9am - 12pm * 1pm - 3pm

Provides advocacy and support for families and friends of people diagnosed with a mental illness

SUPPORT GROUPS AND DROP-IN

**Peer Support Services,
Canadian Mental Health Association Kelowna & District Branch**
504 Sutherland Ave
Kelowna, BC V1Y 5X1

P: 250.861.3644
E: kelowna@cmha.bc.ca
W: www.kelowna.cmha.bc.ca

Eligibility: Ages: 19 year(s) and up
A referral from a mental health professional, local agency or family doctor is required to access these services * have the form completed by the professional most familiar with your mental health history and return it to our office

Application: Contact the office for a referral form or download the form here:
http://www.kelowna.cmha.bc.ca/files/kelowna/Wellness%20Programs%20Referral_FRM.pdf

Hours: Office Hours: Mon-Fri, 9am - 4pm * program hours vary

Peer Support Services are for people coping with isolating effects and stigma of mental health issues who wish to connect with others with lived experience in a wellness-based environment

- Peer Support Group: weekly groups facilitated by volunteers and staff with lived experience, where people can share their experiences with mental health problems, discuss strategies for wellness, and provide mutual support in their journey towards recovery
- One-to-one Peer Support: one-to-one mentors have lived experience and are there to listen, provide support and understanding and assist with goal-setting, wellness planning and recovery options * mentors are screen volunteers who have completed comprehensive training * mentors are not counsellors or therapists but can play a valuable role in the recovery process
- Hospital Support: volunteer mentors accompany the Peer Support Team Lead to the KGH psychiatric unit to lead weekly activity groups and provide information on CMHA programs and services * aims to decrease isolation, provide support, and ease transition back into the community

**'Surviving our Loved One's Suicide' Online Support Group,
Okanagan Suicide Awareness Society**

W:www.facebook.com/groups/solosokanagan

Offers private, member's only group on Facebook where individuals can come together with no shame, and help each other heal the wounds of the untimely deaths of loved ones * a supportive environment offers survivors the freedom to share, knowing that they are not alone * an individual wishing to join the group must have or create a Facebook account

SUPPORT GROUPS AND DROP-IN

**Child and Youth Mental Health,
Ministry of Children and Family Development**
260 Harvey Ave, Ste 204
Kelowna, BC V1Y 7S5

P: 250.861.7301
W: www.cf.gov.bc.ca/mental_health/index.htm

Eligibility: Ages: 19 year(s) and under

Application: Referrals of a child or youth can be made to CYMH by the child or youth themselves, and individuals who are directly involved with the child and youth such as family members and other agencies or service providers * the child/youth or parent/guardian must have knowledge of the referral and agree prior to referral by an agency or service provider

Hours: Mon-Fri, 9am - 12pm * 1pm - 4pm

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

**Your Recovery Journey Program,
Mental Health Individual & Family Support
(formerly BC Schizophrenic Society)**
347 Leon Ave, Ste 203
Kelowna, BC V1Y 8C7

P: 250.868.3119
E: bcsskel@shaw.ca
W: www.bcsskelowna.org

Eligibility: Ages: 18 year(s) and up

Application: Please email the Lead Facilitator

Hours: Office Hours: Mon-Fri, 9am - 12pm * 1pm - 3pm

Provides the 'Your Recovery Journey' mental health literacy course which builds on established literature and evidence-base for recovery from mental illness, and contributes to the growing number of programs that focus on empowering people via wellness and recovery action plans * explores aspects of recovery, the role of personal goals, knowledge and wellness toolbox * encourages active participation in managing illness, wellness and recovery * course is for peers and facilitated by peers

Adult Integrated Mental Health Service Society (AIMHSS)
1455 Ellis St, Ste 101
Kelowna, BC V1Y 6S5

P: 250.868.2115
E: aimhss@shawcable.com

Eligibility: Referrals required for housing placements

Application: GAP referrals to be submitted to Sue Hawrelak at AIMHSS

Hours: Client centered

Provides supportive/affordable housing and front-line services for clients with mental health and/or addiction issues * offers the GAP (Geared Access Program) which focuses on intervention, community support and monitoring individuals with mental health/addiction disorders who experience barriers in accessing and utilizing standard mental health services

SUPPORT GROUPS AND DROP-IN

Canadian Mental Health Association Kelowna & District Branch
504 Sutherland Ave
Kelowna, BC V1Y 5X1

P: 250.861.3644
E: kelowna@cmha.bc.ca
W: www.kelowna.cmha.bc.ca

Hours: Office Hours: Mon-Fri, 9am - 4pm * program hours vary

Facilitates access to resources that people require to improve mental health and community integration, build resiliency, and support recovery from mental illness * programs and services include Wellness Development Centre * Peer Support Services * Wellness Grants, Bounce Back * Meals Matter * Why be concerned? * 4 Steps to Wellness in the Workplace * Connecting the Dots * Connected by 25 * Knowledge is Power * Mental health First Aid * Consumer and Family Education & Services * Mental Core * Willowbridge Transitional Housing * Rosemead Apartments * Community Navigation and Outreach

**Mental Health Individual & Family Support
(formerly BC Schizophrenia Society)**
347 Leon Ave, Ste 203
Kelowna, BC V1Y 8C7

P: 250.868.3119
E: bcsskel@shaw.ca
W: www.bcsskelowna.org

Hours: Office Hours: Mon-Fri, 9am -12pm, 1pm - 3pm

Provides support, resources and education for families and friends of individuals living with schizophrenia and other major mental illnesses * Iris Lending Library is available to the public free of charge and offers an extensive selection of topics on mental illness * office staff are available for informal support and information for those with family members and friends who have a mental illness * the Strengthening Families Together Education Course is offered in Spring and Fall * Partnership Public Education Presentations provide presentations on mental illnesses to schools and groups

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT

**1033 Harvey House,
John Howard Society of the Central and South Okanagan**
1033 Harvey Ave
Kelowna, BC V1Y 6E4

P: 778.436.9476
E: amanda.barrett@jhscso.bc.ca
W: www.jhscso.bc.ca

Eligibility: Ages: 19 year(s) and up
Application: Download a housing referral form from our website, complete it and fax to the attention of the Manager of Residential Services at 778.436.9477

Provides five units (shared accommodation) of low cost housing for adult men (19+) who are able to maintain independent living

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT

**1043 Harvey House,
John Howard Society of the Central and South Okanagan**
1043 Harvey Ave
Kelowna, BC V1Y 6E4

P: 1043 Harvey House: 250.717.0702
Referrals: 778.436.9476
E: amanda.barrett@jhscso.bc.ca
W: www.jhscso.bc.ca

Eligibility: Ages: 19 year(s) and up
Application: Download referral form from our website

Offers a ten-bed, third stage recovery home for adult men (19+) recovering from substance misuse and substance misuse related issues * represents an integrated and collaborative approach to the provision of supportive, recovery based housing * brings together people who share the commitment to bridge alcohol and drug and mental health.

Karis Support Society, Bernard House

P: 250.762.7175
E: info@karis-society.org
W: www.karis-society.org

Eligibility: Ages: 35 year(s) and up
Application: Referral required from local agencies * self referrals not accepted

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

**Cardington Apartments,
John Howard Society of the Central and South Okanagan and
Central Okanagan Mental Health and Addictions,**
1436 St. Paul St, Ste 100
Kelowna, BC V1Y 2E6

P: 778.436.9476
E: amanda.barrett@jhscso.bc.ca
W: www.jhscso.bc.ca

Eligibility: Ages: 19 year(s) and up
Men or women who are homeless or at risk of being homeless and are working towards managing mental health and/or substance misuse issues
Application: Referral available from our website * fax referral to Residential Manager
Hours: Office Hours: 8am - 4pm

Operates 30 self-contained bachelor unites of low income housing for men and women ages 19+ who are at risk of homelessness and working towards managing mental health and substance misuse issues * life skill development is a key support in integrating individual tenants to more independent housing in a two-year period

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT

**Esther Place Recovery House,
Karis Support Society**

P: 250.762.0809
E: info@karis-society.org
W: www.karis-society.org/

Eligibility: Ages: 19 year(s) and up

Application: Referral only from a local agency * self-referrals will not be accepted

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

**Fuller House ,
Karis Support Society**

P: 250.762.7175
E: info@karis-society.org
W: 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

**Harmony and Shiloh House Ministries,
Kelowna's Gospel Mission**

P: 250.763.6544
E: nancy@kelownagospelmission.ca
W: www.kelownagospelmission.ca

Eligibility: Ages: 19 year(s) and up

Application: Please see 'Additional Info' link above

Provides a faith-based, safe, secure, non-judgmental, empowering and structured environment that supports each woman's potential for recovery from addictions * assists women in establishing independence so they can provide for their family and eventually integrate into community life as a functioning member

**Karis Village,
Karis Support Society**

P: 778.478.2239
E: info@karis-society.org
W: www.karis-society.org

Eligibility: Expectant mothers

Karis Village is for women who 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

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT

**Ozanam Recovery House,
Society of St. Vincent De Paul of Central Okanagan**

P: 250.762.4673
Aft Hrs: 250.762.4673
E: manager@ozanamhouse.com
W: www.recoverykelowna.ca/

Eligibility: Ages: 25 year(s) and up
Applicants must be fully detoxed with a strong commitment to abstinence and recovery * male, age 25 or older * committed to following mandatory programming * willing to build and maintain support and recovery networks * physically and mentally capable of conducting daily affairs * committed to not working or attending school for a minimum of three months * prepared to be a part of the community

Note: Methadone, Suboxone and other medications are accepted, provided the applicant has a prescribing physician and has been stabilized prior to entry

Provides a supportive, recovery home for adult men who are experiencing addictions and related mental health issues * fully licensed and staffed Mon-Sun, 24 hours per day * residents have access to our in-house Recovery Program, Clinical Counselling Program, and Life-Skills Program that helps them prepare to overcome their addiction and become more productive members of community

**Sutherland House,
Karis Support Society**

P: 250.860.9507
E: info@karis-society.org
W: 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

**Tomat House,
Karis Support Society**

P: 250.860.9507
E: info@karis-society.org
W: www.karis-society.org

Provides a home for clients struggling with mental health and physical issues, allowing them to live in a safe, homey environment with 24 hour care

**Wallace House,
Karis Support Society**

P: 250.448.6788
E: info@karis-society.org
W: 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

RECOVERY, SUPPORTIVE HOUSING AND RESIDENTIAL TREATMENT

BC Teen Challenge

4550 Glenmore Rd
Lake Country, BC V4V 1L7

P: 1.888.575.3930 ext.4
W: www.bcteenchallenge.com

Eligibility: Ages: 19 year(s) and up
Application: Please apply online

Offers a faith-based residential program for young men and women (ages 19+) who are trapped in life-controlling addictions, including drug and alcohol * 12-month, two-phased program * phase one includes group classes, character development, relational guidance, social skills and recreation * phase two concentrates on academic and vocational advancement with tutoring in developing positive attitudes, trustworthiness, concern for others and a strong sense of responsibility

Freedom's Door

1279 Centennial Cres
Kelowna, BC V1Y 6K3

P: 250.717.0472
Aft Hrs: 250.717.0435
E: freedomdoor@shaw.ca
W: www.freedomdoorkelowna.com/

Offers a 3-phase faith-based, 12-step residential program for men recovering from alcohol and/or drug addiction * operates five homes that can house up to 50 participants

Karis Support Society

P: 250.860.9507
E: info@karis-society.org
W: www.karis-society.org

Application: Referral required

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

SUBSTANCE ABUSE SUPPORTIVE SERVICES

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

P: 250.763.4905
Aft Hrs: 250.859.1025
E: addictions@kfs.bc.ca
W: www.kfs.bc.ca

Eligibility: Ages: 16 year(s) - 70 year(s)
Please note: There is no couples counselling or children counselling at this time.
Hours: Tue-Fri, 8:30am - 4:30pm

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 PICC 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

**Kelowna Alcohol and Drug Services,
Interior Health**
1340 Ellis St, 2nd Flr
Kelowna, BC V1Y 9N1

P: 250.868.7788
W: www.interiorhealth.ca

Application: Intake conducted Mon-Fri, 10am - 2pm * 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
Hours: Mon-Fri, 8am - 4:30pm

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

TELEPHONE ASSISTANCE AND INTERVENTION

DISTRESS LINES

Helpline for Children - 310-1234

Crisis: 310.1234
P: MCFD in Kelowna: 250.712.7586
T: 1.800.663.9122
TDD: 1.866.660.0505
Aft Hrs: 310.1234 or 1.800.663.9122
W: www.safekidsbc.ca

Application: A child who is being abused can call for help * parents who are afraid they might hurt their child and community members who know a family where a child is being abused
Hours: Ministry of Children and Family Development Kelowna, 250.712.7586, Mon-Fri, 8:30am - 4:30pm

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

DISTRESS LINES

**Crisis Line,
Kelowna Community Resources (KCR)**

Crisis: 1.888.353.2273 (1.888.353.CARE)

E: crisisline@kcr.ca

W: www.kcr.ca

Offers phone-line staffed by trained volunteers who provide emotional support, resources, referrals and crisis intervention

**Distress Phone Services Crisis
Intervention & Suicide,
Prevention Centre of BC**
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**

P: 1.604.872.1811

TDD: 1.866.872.0113

E: info@crisiscentre.bc.ca

W: www.crisiscentre.bc.ca

Hours: 24 hours per day, 7 days per week

Provides free, confidential, non-judgmental, emotional support to youth, adults, and seniors

**Crisis Intervention and Suicide Prevention Centre of BC,
YouthInBC.com**

T: 1.866.661.3311

E: youthinbc@crisiscentre.bc.ca

W: www.youthinbc.com

Hours: Distress Line: 24 hours per day / 7 days per week
Online Chat: 12pm - 1am every day in BC and the Yukon

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

Kids Help Phone

789 West Pender St, Ste 570
Vancouver, BC V6C 1H2

Crisis: 1.800.668.6868

P: 1.604.267.7057

T: 1.800.668.6868

E: bc@kidshelpphone.ca

W: www.kidshelpphone.ca

Eligibility: Ages: 5 year(s) - 20 year(s)

Hours: 24/7/365

Offers confidential and anonymous phone and online professional counselling, referral and information services for children and youth * helps kids, teens and young adults manage overwhelming emotions, and build skills and abilities to support their mental health and well-being * no matter the question, no matter the problem, Kids Help Phone can help



If you do not see the resource you need in this Guide,
can not locate it the online database at <http://kelowna.cioc.ca/>,
or would like to advise us of updates needed to this publication,
please call 250.763.8008 ext. 125 or email info@kcr.ca.