



Kelowna  
Community  
Resources

## Community Information & Volunteer Centre



# BASIC NEEDS RESOURCE LISTING

For Service Providers

Updated January, 2010

*This Publication is updated every three months. To request a current copy, please contact Community Information & Volunteer Centre at Kelowna Community Resources, 250-763-8008 ext 24, or email [informkelowna@kcr.ca](mailto:informkelowna@kcr.ca).*

*Inclusion of an organization and information about its programs and services in this Publication does not imply endorsement by Kelowna Community Resources, nor does exclusion indicate lack of endorsement.*

For a complete list of available resources, or to notify us of any changes to this document please contact Community Information & Volunteer Centre at Kelowna Community Resources 250.763.8008 ext 24 or 25.

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## **EMERGENCY / HELP LINES**

<b>Emergency</b>	<b>911</b>
<b>RCMP (Non-emergency)</b> Kelowna Detachment	250.762.3300
<b>Crisis Line</b>	<b>250.763.9191</b>
<b>24-hour Helpline for Children</b>	<b>310.1234</b>
<b>Downtown Kelowna Association Patrol</b>	Phone: 250.862.9776 Cell: 250.470.9058
<b>HealthLinkBC</b>	<b>811 * TTD: 711</b>
<b>Outreach Urban Health Services</b> 455 Leon Avenue Phone: 250.868.2230	<b>Mon – Fri, 10 am–4 pm</b> STI/HIV testing, needle exchange, immunization (public health nurses), wound care and health assessments (Continuing Care Nurses), A&D, mental health & social workers; physician in attendance.  Street Service Delivery: Mon-Fri, 4 pm-5 pm
<b>Victim Witness Services</b> 350 Doyle Avenue	250.470.6242
<b>VictimLink</b>	1.800.563.0808
<b>Youth Outreach (Reconnect)</b> <b>OK Boys and Girls Clubs</b> Phone: 250.868.8541 ext. 4 <b>Cell:</b> 250.869.4433 or 250.870.7231	Program for street involved and dependent youth to assist them to leave the street for a healthier and safer lifestyle and to prevent other youth from becoming involved or dependent through an intervention process of information and support.

## MEALS

### **Club 180**

Jaycees Downtown Youth Centre  
1633 Richter Street  
Phone: 250.868.854 ext.3

Mon – Fri, 8 am - 5 pm  
Snacks and a hot meal, 12:30 pm - 1 pm  
Youth 13 – 18 yrs

### **Habitat Resources Inc.**

248 Leon Avenue

Sunday worship and coffee, 9 am (doors open)  
Breakfast, 10:30 am

### **Kelowna Church of the Nazarene**

1305 W Highway 33  
Phone: 250.868.2238

Tuesdays and Wednesdays, 9:30 am - 1 pm

The Ladies Haven Women's Coffee House

Drop-in facility for women with or without children; coffee, soup and sandwich provided.

### **Kelowna Drop-In & Information Centre**

467 Leon Avenue

Office: 250.763.3311

**Client Line: 250.763.8399**

Mon - Fri

Breakfast, 9 am - 10:30 am

Lunch, 12 noon - 1 pm

Centre open, 9 am - 3:30 pm

Please call 250-763-3311 for after hour's appointments.

### **Kelowna's Gospel Mission**

251 Leon Avenue

Phone: 250.763.3737

**Client Line: 250.763.0003**

Meals available 7 days a week:

Coffee, 10 am

Lunch, 12 noon

Coffee, 3 pm

Supper, 4:30 pm

### **Ki-Low-Na Friendship Society**

442 Leon Avenue  
Phone: 250.763.4905

Coffee, Mon - Fri, 9:30 am

Breakfast, Saturday, 8:30 am

### **Meals Matter**

Canadian Mental Health Association  
504 Sutherland Ave.  
Phone: 250.861.3644

Meal pick-up can be arranged Monday to Thursday by calling in advance or drop-in for pick-up on Fridays, 1:30 pm-3:00 pm

During meal pick-up time, there will also be a tea/coffee social.

### **Meal Outreach Program**

The Salvation Army  
470 Queensway  
Phone: 250.860.3442

Sundays, Tuesdays, Thursdays, 7:30 pm - 8:30 pm

Available in the Museum parking lot

## ACCOMMODATION

### **Kelowna's Gospel Mission**

251 Leon Avenue  
Phone: 250.763.3737

Short term accommodation for males over 19.

### **Inn from the Cold**

Agency referral preferred  
Phone: 250.448.5153; 6 pm - 9 am

Emergency short term accommodation.

### **Kelowna International Hostel**

2343 Pandosy Street  
Phone: 250.763.6024

Hostel accommodation for male, female; single, drop-in requires photo ID and a credit card.

### **Family Den**

Ki-Low-Na Friendship Society  
Phone: 250.763.4905

Call for information.

## ACCOMMODATION FOR WOMEN & THEIR CHILDREN

### **Alexandra Gardner Safe Centre**

New Opportunities for Women Canada  
Society (NOW)  
Phone: 250.763.2262

Safe house for women and their children; no barrier shelter.  
No age restriction.

### **Kelowna Women's Shelter (24 hours)**

Central Okanagan Emergency Shelter  
Society  
Phone: 250.763.1040

Short term accommodation, crisis intervention and support for women and children in crisis. Safe haven from family violence. Available Mon-Sun, 24 hours.

### **Vernon Transition House for Women**

Phone: 1.250.542.1122

Call for information

### **Family Den**

Ki-Low-Na Friendship Society  
250.763.4905

Call for information

## ACCOMMODATION FOR YOUTH

### **Penny Lane Youth Shelter**

765 Wilson Avenue  
Phone: 250.861.5593

Penny Lane is a transition house and safe shelter for young people 13-18 who are unable to reside at home, with relatives or friends. The time spent at Penny Lane is designed to help the youth plan a new direction in dealing with their issues. Free service.

### **Richter Street Overnight Program**

1633 Richter Street  
Phone: 250.868.8541 ext.9

Community beds for young people 13 – 18 yrs.  
Intake hours: 8 pm - 2 am  
Staff available: 4 pm - 8 am  
Saturday and Sunday: Closed 4 pm – 8 pm

## ACCOMMODATION / SUPPORTIVE HOUSING / RECOVERY

### **Bedford Place**

Phone: 250.717.0702

Bedford Place is a ten bed supportive recovery home for men recovering from substance abuse and related issues. The residents of Bedford Place are in second stage recovery and are motivated for change. Referral forms can be downloaded at [www.jhscso@bc.ca](http://www.jhscso@bc.ca).

### **Harmony House**

Phone: 250.763.6544

Biblically based recovery house for women.

### **Crossroads Treatment Centre**

123 Franklyn Road  
250.860.4001

**Hollywood House** (13 beds) supported living program for women.

**Tarbet House** (23 beds) supported living program for men.

### **Kelowna Women's Shelter (24 hours)**

Central Okanagan Emergency Shelter  
Society  
Phone: 250-763-1040

Short term accommodation, crisis intervention and support for women and children in crisis. Safe haven from family violence. Available Mon-Sun, 24 hours.

### **Madsen House**

Phone: 250.868.2970

Alcohol & drug recovery house for men; must be dry 30 days prior to admittance.

### **New Opportunities for Women Canada (NOW)**

Phone: 250.763.3876

Females aged 15 - 29  
Residential services for sexually exploited females.

### **Teen Challenge**

Phone: 1.877.777.7344

Intense one year Christian-based residential drug and alcohol rehabilitation program for those serious about life change. Men ages 19 to 45.

## ABORIGINAL SERVICES

### **Kelowna Métis Association**

202 – 2949 Pandosy Street  
Phone: 250.860.0950

Kelowna Métis Association is the affiliated local of the Métis Nation BC for the Central Okanagan region, and is the political voice for Métis people. Tuesdays, 9:30 am - 4 pm

### **Ki-Low-Na Friendship Society**

442 Leon Avenue  
Phone: 250.763.4905

Provides a wide range of services. Two full time and one part time Homelessness Outreach workers support both Aboriginal and non-Aboriginal clients. Health services include A&D counselling, Mental Health, Diabetes and chronic disease prevention and education, FASD, and Elder Care services. Other programs include: Aboriginal Literacy, Family Support, Infant Development, CAP-C, Youth Programs. Provides support and assistance to Residential School Survivors.

### **Métis Community Services Society of BC**

201 – 2949 Pandosy Street  
Phone: 250.868.0351

Promotes well-being of Métis children and families. Recruits and manages foster homes and places Métis children in foster care with Métis families.

### **Okanagan Aboriginal AIDS Society**

101 – 266 Lawrence Avenue  
Phone: 250.862.2481

Provides counselling, support, daily life skills and advocacy to individuals in the aboriginal community living with HIV and AIDS. Mon - Thu, 9 am - 4 pm

### **Okanagan Métis & Aboriginal Housing Society**

105 – 251 Lawrence Avenue  
Phone: 250.763.7747

Affordable housing to meet the needs of families with moderate and low-incomes. CMHC Native Housing Program.

## **ADVOCACY**

### **Central Okanagan Elizabeth Fry Society**

104 – 347 Leon Ave,  
Phone: 250.763.4613

Supports and empowers individuals and families in conflict with the law, affected by violence in relationships, sexual abuse, assault and/or exploitation through counselling, support, advocacy and social action.

### **Kelowna Women's Resource Centre**

1492 St Paul Street  
Phone: 250.762.2355

Drop-in support centre for women. Provides a safe place to access community resources and advocacy services.  
Mon - Thu, 10 am - 3 pm

### **Ki-Low-Na Friendship Society**

Legal Advocate  
442 Leon Avenue  
250.763.4905

Poverty Law including Income Assistance, Residential Tenancy, Aboriginal Status, Residential School payments, Family Law and other services. Provides referrals in criminal matters.

### **Living Positive Resource Centre**

101 – 266 Lawrence Avenue  
Phone: 250.862.2437

Mon - Thu, 9 am - 4 pm  
Drop in hours:  
Tuesdays, 2 pm - 4 pm, Thursdays, 9 am - 12 pm  
Advocacy, client support to those living with HIV/Aids and hepatitis.

### **Okanagan Advocacy and Resource Society (OARS)**

Phone: 250.979.0201

Community-based advocacy service for individuals and families affected by serious and persistent mental illness. Provides information, education and support to individuals who encounter barriers in accessing income support, medical services, legal assistance and housing concerns.

### **Métis Community Services Society of BC Aboriginal Outreach Program**

201 – 2949 Pandosy Street  
Phone: 250.868.0351

Collaborates with other social service agencies to provide advocacy assistance to clients in need and works to ensure that all clients' needs are met with cultural sensitivity.

### **STRIDE**

Suite AA14, 200 – 389 Queensway Avenue  
Queensway Business Center  
Phone: 250.762.3494

Supports individuals in their quest for self-reliance and personal development. Participants and staff work together to identify strengths and abilities, recognize barriers and develop goals to move toward personal growth. STRIDE offers one-on-one assistance, vocational skills assessments, life-skills coaching, advocacy, volunteer & job shadowing placements and pre-employment services.

## **BC IDENTIFICATION**

### **Service Canada**

471 Queensway Road  
Phone: 250.762.3018

To apply for SIN cards: (There is a \$10 replacement fee.)

Toll Free: 1.800.206.7218

Web: [www.hrdc.gc.ca/sin](http://www.hrdc.gc.ca/sin)

To apply for EI benefits, access the Job Bank computers for employment search and information on employment programs.

### **ICBC Motor Vehicle Branch**

1720 Springfield Road  
Phone: 250.861.7970

To obtain or replace a lost or stolen driver's license:

- if within 6 months of renewal date, a new 5-year license is issued for \$75
- if beyond the 6 month period, a replacement card is \$17

To obtain or replace a lost or stolen BCID card:

- \$35 to receive a first time BCID card
- \$15 to replace a lost or stolen BCID card
- Seniors: \$15 to receive a first time BCID card
- Seniors: Free if exchanging a driver's license for a BCID card

### **Vital Statistics**

Birth, Death or Marriage Certificate Application Forms available at:

[www.vs.gov.bc.ca/forms](http://www.vs.gov.bc.ca/forms), or contact Enquiry BC at:

Toll Free: 1.800.663.8328

- \$27.00 for each certificate

## CLOTHING AND / OR FURNITURE

<b>Adventist Community Services</b> 130 Gerstmar Road (at Hwy. 33) Phone: 250.860.5096	Free clothing, bedding, necessities, furniture September to July * Tuesdays and Wednesdays, 10 am - 12 pm
<b>Bibles for Missions Thrift Store</b> 121 – 1889 Springfield Road Phone: 250.860.4791	Mon- Fri, 9:30 am - 4 pm
<b>Club 180</b> Jaycees Downtown Youth Centre 1633 Richter Street Phone: 250.868.8541 ext 3	Clothing available Youth 13 – 18 yrs Mon - Fri, 8 am - 5 pm
<b>First United Church Thrift Store</b> 721 Bernard Avenue Phone: 250.762.3311	September to June * Wed-Fri, 10 am - 3 pm
<b>IODE Thrift Shop</b> 1425 Ellis Street Phone: 250.763.6913	Clothing, Shoes, Glassware and Kitchenware Mon - Sat, 10 am - 3 pm
<b>Kelowna's Gospel Mission Clothing Bank</b> (Next to Kelowna's Gospel Mission) 259A Leon Avenue Phone: 250.862.2404	Mon - Sat, 9 am - 4 pm
<b>Kelowna Women's Shelter Thrift Store</b> 527 Lawrence Avenue Phone: 250.762.8561	Mon - Sat, 10 am - 4 pm
<b>Lake Country Food Assistance Society Thrift Store</b> Rear of Winfield Boys and Girls Club 3130 Berry Road Lake Country Phone: 250.766.0125	Mondays and Thursdays, 9 am - 1 pm Wednesdays, 9 am - 3 pm
<b>MCC Thrift Store</b> 125 Roxby Road (just off Hwy 33) Phone: 250.765.7838	Mon - Fri, 10 am - 5:30 pm Saturdays, 10 am - 5 pm
<b>Pro Life Thrift Shop</b> 1159 Sutherland Avenue Phone: 250.762.9266	Wed, Thu - Sat, 10 am - 4 pm
<b>Rutland Hospital Auxiliary Thrift Shop</b> 140 Dougall Road N Phone: 250.765.2859	Mon - Sat, 9 am - 4:30 pm
<b>The Salvation Army Thrift Store</b> 108 – 1634 Harvey Avenue Phone: 250.868.2035	Mon - Wed, 8 am - 6 pm Thu - Fri, 8 am - 9 pm Sat, 9 am - 5 pm
<b>S.H.A.R.E.</b> 581 Gaston Avenue Phone: 250.763.8117	Can do work exchange for needed clothing, etc. Mon - Sat, 9:30 am - 4:30 pm

## DRUGS / ALCOHOL SERVICES

**Alcoholics Anonymous**  
250.763.5555

12 Step Group

**Alanon / Alateen**  
250.763.5555

12 Step Group

**Bedford Place**  
Phone: 250.717.0702

Bedford Place is a ten bed, supportive recovery home for men recovering from substance abuse and related issues. The residents of Bedford Place are in second stage recovery and are motivated for change. Referrals can be downloaded at [www.jhscso@bc.ca](http://www.jhscso@bc.ca)

**Breathe Free**  
Adventist Community Services  
Phone: 250.860.5096

Breathe free is a program under The Plan to Stop Smoking (a world-wide, non-profit program). Please call for location and times.

**Changes Alcohol & Drug Treatment**  
ARC Programs Ltd.  
513 Bernard Avenue  
Phone: 250.763.2977

Outpatient and group services for youth who are at-risk, 12 - 19 years who are misusing substances.  
Office hours: Mon - Fri, 9 am - 5 pm

**Crossroads Treatment Centre**  
123 Franklyn Road  
Phone: 250.860.4001  
Toll Free: 1.866.860.4001  
Fax: 250.860.2605

To obtain a bed call in the morning, wait for response up to 1 ½ hrs. Call daily to remain on wait list.

Withdrawal management, residential treatment, supportive housing & out-patient counselling.

**Destiny House**  
Phone: 250.763.3737

Long term addictions recovery house for men.

**Esther Place**  
(Longhill Administration Office)  
Phone: 250.860.9507

Faith-based 1 year of 1<sup>st</sup> stage recovery house for women. Must detox 10 days prior to admittance or must have had treatment within the last two years. Referrals from local agencies only; no self-referrals.

**Freedom's Door**  
Phone: 250.717.0472

Long term supportive care, 90 day open-ended for men only.

**Harmony House**  
For Women Ages: 19 - 65  
  
Phone: 250.763.6544

Women and their children who are experiencing life-controlling issues, such as alcohol and drug addiction, emotional problems, eating disorders, and sexual, physical or mental abuse. Each woman who is accepted into the program must have a definitive desire to change her life as this program can be intense and exhausting.

There are three categories of residents: Short Term, Long term, and Interns.

**Kalano Club Community Centre**  
2108 Vasile Road  
Phone: 250.762.4999

Drop-in centre for people in recovery from substance abuse offering support and social interaction. 12 step meetings including AA, Al-Anon and NA meetings.

Community Centre open: 9 am - 10 pm, 7 days per week.

**Kelowna Alcohol & Drug Services**

1340 Ellis St, 2nd floor  
 Phone: 250.868-7788  
 Fax: 250.870.5774

**Office hours:**

Mondays and Fridays, 8:30 am - 4:30 pm;  
 Closed 12 noon - 1 pm  
 Tue - Thu, 8:30 am - 8:00 pm

Services for persons with substance misuse issues and those affected.

**Drop In:** Mon - Tue, Thu - Fri, 1:15 pm - 4 pm  
 Wednesdays, 9 am - 11:30 am

**Youth Intake:** (Under 19)  
 Mondays, 1 pm - 4 pm  
 Tuesdays, 3 pm - 5 pm

**Kelowna Drop In and Information Centre**

467 Leon Avenue  
 250.763.3311

A&D Counselor: Thursdays, 8 am - 12 pm

**Ki-Low-Na Friendship Society**

442 Leon Avenue  
 Phone: 250.763.4905

Individual and group counselling.

**Madsen House**

435 Madsen Avenue  
 Phone: 250.868.2970

Alcohol & drug recovery house for men.

**Narcotics Anonymous**

Phone: 250.718.7990

12 Step Group

**New Opportunities for Women (NOW) Canada**

Phone: 250.763.3876

Provides rehabilitation counselling for women aged 15-29.

**Métis Community Services Society of BC**

201 – 2949 Pandosy Street  
 Phone: 250.868.0351

Provides assistance to those who may find it difficult to access community services such as addiction treatment.

**Out of Town Detox**

Phoenix (Kamloops), Toll free 1.877.318.1177  
 Miracle Valley (males 19+)

Referral Agency: The Salvation Army  
 for Miracle Valley only: 250.860.3442

**Outreach Urban Health Services**

455 Leon Avenue  
 Phone: 250.868.2230

Mon – Fri, 10 am – 4 pm  
 STI/HIV testing, needle exchange, immunization (public health nurses), wound care and health assessments (Continuing Care Nurses), A&D, mental health & social workers; physician in attendance.

Street Service Delivery: Mon-Fri, 4 pm - 5 pm

**Youth Urban Outreach Program**

1633 Richter Street  
 Boys and Girls Club (basement)  
 Jaycees Downtown Youth Centre

Provides alcohol and drug counselling and support to youth ages 13 to 18 years. Youth counsellors help youth develop a plan to best meet their individual needs and also make referrals to detox and residential treatments.

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

Outreach Counsellors  
 Phone: 250.215.3113  
 Phone: 250.215.4446

Youth Tuesday Night Educational Groups - "Discovery Group" includes supper.

Tuesdays, 5 pm - 8 pm, open continual sessions

Office phone: 250.868.7788 (Kelowna Alcohol and Drug Services)

Parent's Informational Program (PIP): Provides information to parents on substance use and youth. Runs in Spring and Fall for 4 sessions.

## EMERGENCY / HELP LINES ..... (Please see page 1)

### EMPLOYMENT SERVICES

#### **Access to Employment**

1855 Kirschner Road  
Phone: 250.861.8602

Assists individuals with disabilities or permanent injury prepare for and obtain employment. No referral is required.

#### **Achieve Planning and Employment Services**

101 - 591 Bernard Av  
Phone: 250.763.9002  
Toll Free: 1.866.377.3670

ACHIEVE, in partnership with Open Door Group, is a planning and employment program that assists persons with disabilities to find employment. No specific referral source required.

#### **Bernice Vass, Youth Employment Services (YES) Program**

1633 Richter Street, Kelowna  
*and*  
Westside Youth Ctr, 2466 Main St,  
West Kelowna

Provides youth and young adults, ages 15 to 30, with employment mentoring services, resume-writing support, career planning, job search resources, skill-building, transportation for job search and bus passes and job search clothing as needed. Also provides assistance with maintaining employment.

Phone: 250.868.8541 ext. 1

#### **Career Resource Centres**

Employment Counselling, Resource Libraries, Computer Access.

- **Kelowna Career Resource Centre**

103 – 1635 Abbott Street  
Phone:250.762.0731  
Fax: 250.762.0753

- **Rutland Career Resource Centre**

431 Highway 33 W.  
Phone:250.765.2411

- **Westside Career Resource Centre**

Unit 5, 2448 Main Street, West Kelowna  
Phone:250.768.8921

- **Lake Country Career Resource Centre**

32 - 10051 Hwy 97, Winfield, BC  
Phone:1.250.766.1680

#### **Central Okanagan Immigrant Employment Service**

420 Leon Avenue  
Phone: 250.762.4134  
Fax: 250.762.4138

Provides employment assistance services to Immigrants, Refugees, Visible Minorities, New Canadians, and First Generation Canadians. Services include job search and information on educational upgrading and credential evaluation assistance. Assists clients with resumes, cover letters, Canadian job search skills, career planning, interview skills, computer skills workshops and local LMI. Assists with preparation for writing TOEFL, LPI and other English language exams. A computer lab and resource centre are available to clients.

#### **Employment Standards**

Phone: 250.861.7404 or  
Toll Free: 1.800.663.3316

Administers legislation concerning the Employment Standards Act on unpaid wages, minimum wage, overtime pay, annual vacation pay, severance pay, maternity/parental leave. The local Kelowna field office will assist with specific files and claims.

#### **ESTEEM for Youth**

204 – 1456 St. Paul Street  
Phone: 250.762.2123

Assists youth, ages 15-25 with job search support. Programs include paid work practicum, High School completion, tutors, job market appeal, critical thinking, communication skills and conflict resolution.

**French Cultural Centre - Employment Services / Services a L'Emploie**

702 Bernard Avenue (downstairs)  
Phone: 250.712.9213

Francophone employment services.

**Interior Management Métis Society**

208 – 444 Victoria Street.  
Kamloops, BC V2C 2A7  
Phone: 250.851.9263  
Toll Free: 1.888.823.9263

Provides employment and training programs to Métis individuals within Region 3 (including the Kelowna region). Provides career counselling, assists with developing a "Return to Work Action Plan," resume writing, job search, links to Métis organizations and other valuable resources.

**GT Hiring Solutions**

30 - 565 Bernard Avenue  
Phone: 250.762.6564

Storefront, accessible service that offers:

- computer terminals and high speed Internet access
- fax machine and photocopier for participant use
- convenient to public transit
- information on local community services
- assistance with issues such as housing, health and poverty
- access to web-based labour market information
- catalogs of BC labour market information
- phones for long distance and local calling to facilitate job search

**Kelowna Immigrant Society**

27 - 1873 Spall Road  
Kelowna, BC V1Y 4R2  
Phone: 250.763.0901

Resume and cover letter writing, referrals, multicultural counselling, job counselling, English as a second language tutoring.

**Ki-low-na Friendship Society**

Employment Program  
442 Leon Avenue  
Phone: 250.763.4905

Provides training and employment counselling for Aboriginal clients. Assists with resume preparation and job search. Computer lab with training in basic internet use, job search, and word processing, spread sheets, and other software. Settlement and Labour Market English language program for immigrants and refugees.

**Labour Ready**

513B Lawrence Avenue  
Phone: 250.762.9675  
Fax: 250.762.9671

General labour through to skilled trades.

**Labour Unlimited**

1787 Harvey Avenue  
Phone: 250.717.0502

Provides opportunities for long term employment.

**Okanagan College, Continuing Education**

1000 KLO Road  
Phone: 250.762.5445 ext.4525

Partnership programs between Okanagan College and Human Resources Skills Development. Access to short term skills training, upgrading, college programs, etc.

**Project Literacy**

205 – 591 Bernard Avenue  
Phone: 250.762.2163

Free one-to-one service that matches volunteer tutors with adult clients who require assistance meeting their career or personal goals. Clients are assisted based on their individual needs and referrals are not required.

Mon - Thu, 9 am - 4 pm

**Project Newstart**

1822 Chandler Street  
Phone: 250.860.9963

Provides work seminars, job search and employment counselling for men and women who have had trouble with the law and who have been referred by Federal Parole, John Howard Society, HRSD, or Provincial Probation.

**SENI**

200 – 389 Queensway Avenue  
 Phone: 250.860.6137  
 Fax: 250.861.6733

Pre-employment program for people with disabilities (PWD's). Must be accessing MEIA Disability Benefits (formerly DB2) in order to enter the program.

**T.R.A.D.E.S.**

1652 Pandosy Street  
 Phone: 250.712.0003

Promotes employment in Trades and Technology, for men and women.

**YMCA-YWCA Career Contact Centre For Youth**

575 Lawrence Avenue  
 Phone: 250.717.2561

Computerized job bank listings, free computer terminals with word-processing and internet access. Eligible youth can utilize service to write resumes, cover letters, one-on-one employment counselling and career development.

Mon, Tue, Thu, Fri, 9 am - 5 pm  
 Wednesday, 10 am - 5 pm

**FINANCIAL ASSISTANCE****Ministry of Housing and Social Development****Regional Office**

301 – 1726 Dolphin Avenue  
 Phone: 250.717.2040

[www.gov.bc.ca](http://www.gov.bc.ca)

**Steps to Employment and Income Assistance Benefits:**

Make contact with the appropriate office:

**Kelowna**

130-1640 Dilworth Drive, Kelowna  
 Phone: 1.866.866.0800

British Columbia Employment and Assistance Programs; Persons with Disabilities; Vocational Rehabilitation Services & Family Maintenance for Kelowna, Vernon, Salmon Arm, Penticton, Oliver, West Kelowna, Nelson, Grand Forks Trail, Princeton, Nakusp.

or

**West Kelowna / Peachland**

3685 Hoskins Road, West Kelowna  
 Phone: 1.866.866.0800

**Child Care Subsidy Service Centre (CCSSC) [www.mcf.gov.bc.ca](http://www.mcf.gov.bc.ca)**

Ministry of Children and Family Development  
 Toll Free: 1.888.338.6622

**Credit Counselling Society of British Columbia**

230 – 1855 Kirschner Road  
 Toll Free: 1.888.527.8999 ext.216

To book an appointment call the toll free number.

**Health Assistance**

Toll Free: 1.888.221.7711

Must be BCEA recipients; for inquiries only requesting status of a disability application.

## FOOD

### **Club 180**

Jaycees Downtown Youth Centre  
1633 Richter Street  
Phone: 250.868.8541 ext.3

Youth 13 – 18 yrs  
Mon - Fri, 8 am - 5 pm

### **Kelowna Community Food Bank**

1265 Ellis Street  
Phone: 250.763.7161

Hours for food distribution:

#### **Monday - Thursday**

**Families with children:** 8:30 am - 11:30 am

**People without children:** 11:30 am - 1 pm

**Pregnant women & families with infants up to 1 yrs:** 9 am - 11 am

Must have resided in Kelowna for a minimum of 3 months; must have 3 consecutive months of rent receipts as well as Social Insurance number or Care Card. Restrictions: Once per month.

### **Meals Matter (CMHA)**

504 Sutherland Ave  
Phone: 250.861.3644

Offers balanced and nutritious meals to supplement the diets of individuals. Meals are available on a sliding scale: \$5.00 for those on low income; \$7.00 otherwise.

Meal pick-up can be arranged Monday to Thursday by calling in advance or drop-in for pick-up on Fridays, 1:30 pm-3:00 pm

During meal pick-up time, there will also be a tea/coffee social.

### **Lake Country Food Assistance Society**

3130 Berry Road, Lake Country  
Rear of Winfield Boys and Girls Clubs  
Phone: 1.250.766.0125

Food assistance available for residents of Lake Country area.  
Wednesdays, 9 am - 3 pm

### **Okanagan Single Parent Family Food Bank**

2524 Delray Road, West Kelowna  
Phone: 250.768.8320

Provides perishable food every second Tuesday to families that qualify to be a part of the program. Interviews conducted with each family that applies.

Mon - Thu, 9 am - 12 noon and 7 pm - 8:30 pm  
Office open for calls only on Friday mornings.

### **Peachland Food Bank**

Princeton Avenue  
Phone: 1.250.767.3312

Must have resided in the Okanagan area for a minimum of 3 months.  
Second Saturday of each month, 10 am – 11:30 am

### **Rutland Community Food Centre**

905 Badke Road  
Phone: 250.762.9559 ext.220

Emergency food: Tuesdays, 6 pm - 8 pm

Proof of Rutland residence and identification required. This is a program of the Kelowna Christian Centre (Houses of Mercy). Food bank emergency assistance (on a case by case basis). Referral from Kelowna Community Food Bank required.

### **The Salvation Army Community Resource Centre**

1449 Ellis Street  
Phone: 250.860.3442

### **Society of St. Vincent de Paul**

Catholic Parishes:

- St. Pius X Church (Gordon Rd.)  
Phone: 250.762.2577
- St. Theresa's Church (Rutland)  
Phone: 250.765.0800
- Immaculate Conception Church (Downtown)

Help for anyone in emergency crisis. Please call the Society nearest you.

Phone: 250.861.7801  
- St. Charles Garnier (Benvoulin Road)  
Phone: 250.860.2536

**St. Michael and All Angels Cathedral**  
606 Sutherland Ave  
Phone: 250.762.3321

**Westside Community Food Bank**  
1 – 2375 Pamela Road, West Kelowna  
Phone: 250.768.1559

Once a month help for those in crisis.

Must be a resident of West Kelowna for minimum of 3 months. Must have BC Medical Card and 3 consecutive months of rent receipts.  
Wednesdays, 5:30 pm - 7:30 pm

## **FRANCOPHONE SERVICES**

**Centre Culturel Français**  
(French Cultural Centre)  
702 Ave. Bernard (upstairs)  
Phone: 250.860.4074

Provides French classes, translations, children's library programs, socials, choir. Sponsors projects for the preservation of the French culture.

**Services a L'Emploie**  
702 Ave. Bernard (downstairs)  
Phone: 250.712.9213

Employment Services

**Service Inform' Elles**  
Phone: 1.604.736.6974  
Toll Free: 1.888.800.7322  
Email: [informelles@reseaufemmes.bc.ca](mailto:informelles@reseaufemmes.bc.ca)

Provincial French crisis information and referral service for French speaking women living in BC. Provides information, counselling, referrals and emotional support in French.

## **GOVERNMENT NUMBERS**

### **Canada Revenue**

Federal Inquiries: 1.800.622.6232  
Canada Pension Plan: 1.877.454.4051  
Federal Forms: 1.800.959.2221

Web: [www.cra.gc.ca](http://www.cra.gc.ca)

### **Children and Family Development, Ministry of**

Intake / Investigation Team:  
Phone: 250.712.7586

Family Services / Protective Family Service Team:  
Phone: 250.861.7236

### **Child Tax Benefit**

Toll Free: 1.800.387.1193

### **City of Kelowna General Inquiries**

Phone: 250.469.8500

### **Enquiry BC**

Provincial Government enquiries  
Toll Free: 1.800.663.7867

### **GST Refund Cheques**

Toll Free: 1.800.959.1953

### **Industry Canada, Competition Bureau (Fair Practices)**

Toll Free: 1.800.348.5358

**Service Canada**  
471 Queensway Avenue  
Phone: 250.762.3018

Employment Insurance enquiries

## HEALTH ISSUES / CLINICS

811

TTY: 711

Provides non-emergency health information; talk to a nurse, pharmacist or dietitian; ask for help to find a health service with translation services available in over 130 languages. Under the umbrella of HealthLinkBC, BC HealthGuide, BC Health Files, Dial-a-Dietitian, BCbedline, and Pharmacist-After-Hours are now combined in one easy to access, three digit number.

**Brain Trust Canada**  
**Coordinated Brain Injury Services (COBIS)**  
11 - 368 Industrial Ave.  
Phone: 250.762.3233  
Fax: 250.861.3008

Support for individuals and families with a member who has a brain injury. Provides counselling, case management, personal and family support.

Mon - Fri, 8 am - 4 pm

**Church Serve (formerly NeighbourLink)**  
Phone: 250.861.5465

Assists with basic housecleaning, laundry or food preparation for those under 65 years with chronic health concerns or disability. Delivers food hampers to those with limited access to transportation.

Mon - Tue, 10 am - 1 pm (excluding statutory holidays)

**Dental Clinic – Kelowna's Gospel Mission**  
Phone: 250.763.3737

Provides necessary dental care to individuals who are experiencing dental pain or infection, and cannot afford treatment in a private clinic. For the homeless and those at risk of becoming homeless, there currently are no alternatives.

**Health Insurance BC**  
Includes:  
- Medical Insurance Plan (MSP)  
- FairCare Pharmacare Registration Line  
- Seniors Pharmacare

Toll Free Numbers:

1.800.663.7100, Mon - Fri, 8 am - 5 pm  
1.800.465.4911

**Healthy Kids Initiative**  
Health Assistance Branch  
Toll Free: 1.866.866.0800 (press 4, then 2)

For children under 18 years of age from low and moderate income families who are not covered by federal or employer-sponsored insurance plans. Eligibility is determined using the Medical Services Plan (MSP) premium subsidy formula. There are limits to the total amount covered in a year.

**Hepatitis C Support Group**  
Phone: 250.768.3573 (Elaine)

Self-help group that focuses on issues affecting those living with chronic hepatitis as well as their friends and family.

Meetings: Last Saturdays of each month, September to May at  
Rose Avenue Meeting Room, KGH  
1 pm - 3 pm

**Kelowna General Hospital**  
2268 Pandosy Street  
Phone: 250.862.4000

**Living Positive Resource Centre**  
101 – 266 Lawrence Avenue  
Phone: 250.862.2437  
Toll Free: 1.800.616.2437

Provides support to those living with HIV and AIDS. Educates about risk reduction & health promotion, long-term planning, counselling & advocacy.

Mon - Thu, 9 am - 4 pm  
Drop-in hours: Tuesdays, 2 pm - 4 pm and Thursdays, 9 am - 12 noon

**Okanagan Aboriginal Aids Society**

101 – 266 Lawrence Avenue

Phone: 250.862.2481

Toll Free: 1.800.616.2437

Provides counselling, support, daily life skills and advocacy to individuals in the aboriginal community living with HIV and AIDS.

Mon - Thu, 9 am - 4 pm

**Okanagan Valley Pregnancy Care Centre**

201 - 2622 Pandosy Street

Kelowna, BC V1Y 1V6

Phone: 250.763.2112

Free and confidential services include: pregnancy tests, accurate information and peer counsel on all pregnancy options, emotional support and practical assistance (including maternity and baby clothes and supplies), referrals to community support agencies (adoption planning, housing, legal, medical, educational, parenting and life skills, and post-abortion recovery). Not a medical clinic. Does not provide nor refers for abortions.

Mon - Fri, 10 am - 4 pm

**Options for Sexual Health - Kelowna**

Okanagan Health and Performance

104-1100 Lawrence Ave

Phone: 250.868.7700

Mon - Thu, 6:30 pm - 9 pm

Wednesdays, 1 pm - 3:30 pm:

After hours 1.800.739.7367 or

1.800.sex.sense

Drop-in clinic at Campus Health Services at UBCO,  
2nd and 4th Tuesday afternoons:Drop-in clinic at Campus Health Services at Okanagan College  
birth control, education, information & counselling.**Options for Sexual Health - West Kelowna**

3500 Carrington Rd

Toll Free: 1-800-739-7367

2nd and 4th Tuesday each month, 6 pm - 8:30 pm

**Public Health:**

Kelowna Health Centre

1340 Ellis Street

Phone:250.868.7700

Provides public health nursing, home care (Community Care Division). Well-baby clinics, pregnancy testing and counselling, pre-natal classes (single mothers), VD testing, a community physiotherapy program, genetic counselling, immunization and travel medicine information, audio, dental, community nutritionist (Kelowna Health Centre).

Community Care Division

Phone:250.980.1400

Rutland Health Centre

155 Gray Road

Phone:250.980.4825

West Kelowna Health Centre

160 – 2300 Carrington Road, West Kelowna

Phone:250.980.5150

**Shriners Care Cruiser Program**

Toll Free: 1.800.661.5437

Transportation for children and families to BC Children's Hospital and Sunny Hill Health Centre for Children. Must call to book seating.

**Outreach Urban Health Services**

455 Leon Avenue

Phone: 250.868.2230

Mon - Fri, 10 am - 4 pm

Street service delivery: Mon - Fri, 4 pm - 5 pm

## INCOME TAX SERVICES

**Canada Revenue Agency**  
Community Volunteer Program  
Toll Free: 1.800.959.8281

Tax Clinics for eligible low-income filers. Please call the toll free number for the nearest location to make an appointment. Bring 2009 slips & tax forms, a copy of the 2008 tax return & the 2008 Notice of Assessment to the appointment.

## LANDLORD & TENANCY SERVICES

**Okanagan Advocacy and Resource Society**  
104-1455 Ellis Street  
Phone: 250.979.0201

Provides advocacy services for tenants in all areas of residential tenancy including support at Dispute Resolution Hearings. Also provide residential tenancy workshops for anyone wanting to know more about landlord's/tenant's rights and responsibilities. Phone to book a presentation.

**Residential Tenancy Branch**  
Ministry of Housing and Social Development  
478 Bernard Ave, Suite 305  
Phone: 250.861.7415  
Toll Free: 1.800.665.8779

Provides impartial information to landlords and tenants about their rights and responsibilities.  
To speak to an Information Officer, pick up forms and publications or file for dispute resolution, please visit our Kelowna office.

Kelowna Office Hours:  
Monday - Friday, 8:30 am - 4:30 pm

For recorded Information available 24 hours a day, seven days per week, call the toll free number.

**Tenant's Action Rights Coalition**  
Toll Free: 1.800.665.1185  
Web: [www.tenants.bc.ca/guide/chap4.html](http://www.tenants.bc.ca/guide/chap4.html)

Provide renter information on repairs, eviction, security deposit, illegal rent increase, and legal rights.

Office hours: Monday - Thursday, 9 am - 5 pm

## LEGAL SERVICES

**Crown Counsel**  
Phone: 250.470.6822

**Dial-A-Law**  
Toll Free: 1.800.565.5297

Dial-A-Law is a free library of legal information in BC prepared by lawyers with practical information on over 127 legal topics in BC. You can learn about legal rights and responsibilities, and the legal system. Dial-A-law is available in two ways.

Phone: listen to recordings of the information anytime if you have a touch-tone phone

Website: read the information on the website at [www.dialalaw.org](http://www.dialalaw.org)

**Ki-Low-Na Friendship Society**  
Legal Advocacy Services  
442 Leon Avenue  
Phone: 250.763.4905

Poverty Law including Income Assistance, Residential Tenancy, Aboriginal Status, Residential School payments, Family Law, and other services. Provides referrals in criminal matters.

**Law Clinic**  
Western Canada Society to Access Justice  
Toll Free: 1.877.762.6664

Call to book your appointment.

**Legal Aid Services Society**

307 – 1664 Richter Street

Phone: 250.763.8613

Outreach Worker at the Courthouse,  
2nd Floor, Room 202

Assist with legal services to qualifying low income clients.  
Drop-in service and interviews:

Monday - Wednesday, 12:30 pm - 4:30 pm

Thursday, 9 am - 11:30 am and 12:30 pm - 4:30 pm

**Probation**

Phone: 250.470.6866

**Law Court Building**

Phone: 250.470.6900

## **MEALS .... (Please see page 2)**

### **WHEN YOU ARE HAVING A MENTAL HEALTH CRISIS**

If you feel you or a loved one of any age are having a mental health crisis and need immediate service:

**STEP 1** – If you have a mental health worker, call them.

**STEP 2** – If you have a family doctor, call (during office hours) to see if he / she can see you immediately.

**STEP 3** – Call the Crisis Line 250.763.9191 or the Toll Free Suicide Line 1.800.784.2433.

**STEP 4** – If you have taken poison or overdosed call BC Poison Control Toll Free 1.800.567.8911.

**STEP 5** – Call the Toll Free BCHealthLine at **811**; or for TTY **711**.

**STEP 6** – Call 911 – ask for an ambulance or police to assist you to get to the hospital.

**STEP 7** – Go directly to the Emergency Department of the Kelowna General Hospital – 2268 Pandosy Street – and let them know what symptoms you are experiencing.

### **MENTAL HEALTH / COUNSELLING SERVICES**

#### **Adult Integrated Mental Health Service Society**

(formerly Okanagan Independent Living Society)

Phone: 250.868.2115

Consumer Geared Access Program (GAP). Community support for clients with mental health issues who have experienced barriers in accessing / utilizing standard mental health services. Referrals required.

#### **Building Healthy Families Society**

1390 KLO Road

Phone: 250.861.4933

Self-Help Opportunity for Parents (SHOP). Helping parents build healthy parent/child relationships and life skills building with programs such as:

- First Step: for young parents
- Nurturing Fathers Program
- Parent Teen Programs: support group
- The Zone: youth / parent anger / self management course

#### **Canadian Mental Health Association**

504 Sutherland Avenue

Phone: 250.861.3644

Provides a variety of resources, programs and opportunities for adults and seniors with mental health issues. Referrals required.

#### **Central Okanagan Elizabeth Fry Society**

104 – 347 Leon Avenue

Phone: 250.763.4613

Community-Based Victim Services program for individuals who have experienced sexual or family violence.

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

#### **Central Intake KGH**

Phone: 250.979.7661

Fax: 250.868.7791

**Crisis Line**

Phone: 250.763.9191

Offers telephone crisis intervention through active listening and support by a trained volunteer offering anonymity and confidentiality in exploring options, alternatives and resources.

**John Howard Society Central & South Okanagan**

2 – 1441 St. Paul Street

Phone: 250.763.1331

Offers counselling and treatment services for community members, offenders, their families and those at risk of becoming involved in the justice system.

**Kelowna Family Centre**

204 – 347 Leon Avenue

Phone: 250.860.3181

Confidential counselling services for children, youth and families (a referral is necessary from Child & Youth Mental Health); for adults experiencing relationship issues (a referral is necessary through your family doctor); for women who have been or are in an abusive relationship (women can self refer to the Stopping the Violence Program). Also offers groups for men, women and children (please phone the Centre for information). Facilitates the Parenting After Separation program and now offer Couples Counselling for low income families.

**Kelowna Mental Health Centre**

1340 Ellis Street

Phone: 250.868.7788

Provides assessment, treatment, rehabilitation, crisis intervention, advocacy and education for adults with mental health issues and their families.

**Kelowna Youth and Family Services**

100 – 260 Harvey Avenue

Phone: 250.763.2405

Preventative counselling service for parents and / or youth up to 17 years of age. Family and / or youth can self-refer.  
Mon - Fri, 8:30 am - 4:30 pm

**Mental Health Advocate (OARS)**

Phone: 250.979.0201

Community-based advocacy service for individuals and families affected by serious and persistent mental illness. Information, education and support are available to individuals who encounter barriers in accessing income support, medical services, legal assistance, and addressing housing concerns.

**Mental Health Info Line**

Toll Free: 1.800.661.2121

**Métis Community Services Society of BC**

201 – 2949 Pandosy Street

Phone: 250.868.0351

- Counselling for Children: Individual play therapy and Healing Circles to help children recover from abuse.
- Counselling for Youth: Individual therapy using the creative arts and Healing Circles focused on resource building and social skills.
- Therapy for Adults: Individual therapy sessions, Healing Circles and Couples counselling for adults recovering from abuse.
- Family Support: Programs to help families build resilience in the aftermath of abuse.

**Patient-Family Counselling, KGH**

2268 Pandosy Street

Phone: 250.862.4326

Provides counselling for all hospital in-patients and families of in-patients dealing with all issues.

**Psychiatric Services Kelowna General Hospital**

2268 Pandosy Street

Phone: 250.862.4478

Psychiatric assessment treatment stabilization and care services: Psychiatric Day Program.

**Reachout Youth Counselling Centre**

1868 Ambrosi Rd

Phone: 250.763.7892

Resources and counselling for youth.

**The Bridge Youth and Family Services**

1829 Chandler Street

Phone: 250.763.0456

Promotes healthy children and healthy families in the community through prevention and early intervention activities, counselling, youth services (ages 15-18) and children's residential services.

**Youth Outreach (Reconnect)**

**OK Boys and Girls Clubs**

Phone: 250.868.8541 ext. 4

**Cell:** 250.869.4433 or  
250.870.7231

Program for street involved and dependent youth to assist them to leave the street for a healthier and safer lifestyle and to prevent other youth from becoming involved or dependent through an intervention process of information and support.

**OUTREACH WORKERS**

**Kelowna Drop-in & Information Centre**

Phone: 250.763.3311

**Ki-Low-Na Friendship Centre**

Phone: 250.859.1031

Cell: 250.859.1032

**Kelowna's Gospel Mission**

Phone: 250.862.3733

**PERSONAL HYGIENE**

**Club 180**

Jaycees Downtown Youth Centre

1633 Richter Street

Phone: 250.868.8541 ext 3

Youth 13 – 18

Personal hygiene products, showers and laundry.

Mon - Fri, 8 am - 5 pm

**Kelowna Drop-In & Information Centre**

467 Leon Avenue

Phone: 250.763.3311

Personal hygiene items and laundry.

**Kelowna's Gospel Mission**

259 Leon Avenue

Phone: 250.763.3737

Haircuts available:

Mondays and Wednesdays, 9 am - 12 noon

Showers, haircuts, and personal hygiene items.

**PETS**

**Society for Prevention of Cruelty to Animals (SPCA)**

Phone: 250.861.7722

Shelter to homeless, neglected and abused animals; advocate for the prevention of cruelty to animals.

Tue - Sun, 12 noon - 5 pm

**Dog Control**

890 Weddell Place

Phone: 250.860.9322

**RECREATION**

**Club 180**

Jaycees Downtown Youth Centre

1633 Richter Street

Phone: 250.868.8541 ext.3

Mon - Fri, 8 am - 5 pm

Youth 13 – 18 yrs

Games and activities (pool table, foosball table, basketball)

## TRANSPORTATION

### **Bus Pass Program**

Ministry of Housing and Social Development

Toll Free: 1.866.866.0800 (Choose option 4, then option 3)

When calling the toll free number, please have your Social Insurance Number ready and you will be advised immediately if you qualify.

If you qualify, you will be mailed an application which you fill out. You can pay the administration fee by returning your application with your cheque or money order by mail, or take your fully completed application directly to your bank.

The current administration fee is \$45.

An annual universal bus pass (for the calendar year) for unlimited travel on the City Transit buses available to seniors on Old Age Security and Guaranteed Income Supplement, and persons receiving Disability Benefits from the Ministry of Housing and Social Development.

In order to qualify, you must be receiving one of the supplements listed below:

Federal Guaranteed Income Supplement with basic Old Age Security Pension, Federal Spouse's or Widowed Spouse's Allowance from the Old Age Security Pension Program, BC Employment and Assistance for ages 60 years or older, BC Employment and Assistance persons residing in care facility, or BC Employment and Assistance for Persons with Disabilities through the Ministry of Employment and Income Assistance.

Or you must be: 65 years of age or older and meet all of the eligibility requirements for the federal Guaranteed Income Supplement except the 10 year residency requirement.

### **City of Kelowna - Bylaw Enforcement**

Phone: 250.469.8686

### **City of Kelowna General Inquiries**

1435 Water Street

Phone: 250.469.8500

### **Kelowna City Transit**

Phone: 250.860.8121

Web: [www.busonline.ca](http://www.busonline.ca)

Kelowna transit passes, tickets and schedules, city maps.

### **Greyhound Canada**

250.860.3835

Toll Free: 1.800.661.8747

### **Shriners Care Cruiser Program**

Toll Free: 1.800.661.5437

Transportation for children and families to BC Children's Hospital and Sunny Hill Health Centre for Children. Must call to book seating.

## VOLUNTEER SERVICES

### **Community Information and Volunteer Centre**

120 – 1735 Dolphin Avenue

Phone: 250.763.8008 ext.25

Web: [www.kcr.ca](http://www.kcr.ca)

Volunteer opportunities for everyone. Assists individuals in matching interests, skills and talents to non-profit sector.

Volunteering can help with networking and may possibly lead to an employment opportunity.



## PUBLIC COMPUTER ACCESS

Free public internet and computer access

- **Kelowna Community Food Bank**  
1265 Ellis Street  
Hours: Mon - Thursday, 8:30 am – 1 pm  
Phone: 250.763.7161
- **Kelowna Drop-In & Information Centre**  
467 Leon Avenue  
Phone: 250.763.3311
- **Okanagan Regional Library (Kelowna)**  
1380 Ellis Street  
Require Library card & PIN # or ID with picture and current address. 1 hour usage per day.  
Phone: 250.762.2800
- **Ki-Low-Na Friendship Centre**  
442 Leon Avenue  
Phone: 250.763.4905
- **May Bennett Wellness Centre**  
135 Davie Road  
No internet but computer usage available.  
Phone: 250.979.6330
- **Mission Regional Library**  
4105 Gordon Drive  
1 hour usage per day.  
Phone: 250.764.2254
- **Parkinson Recreation Centre**  
1800 Parkinson Way  
Phone: 250.469.8800
- **Rutland Regional Library**  
32 – 301 W Hwy 33  
1 hour usage per day.  
Phone: 250.765.8165
- **YMCA-YWCA (Athens Pool)**  
375 Hartman Road  
One ½ hour usage per day.  
Phone: 250.491.9622

### SCHOOL DISTRICT KELOWNA SITES

- **Kelowna Senior Secondary**  
1079 Raymer Avenue  
Phone: 250.762.2805
- **Bankhead Community School**  
1280 Wilson Avenue  
Call ahead for time slot.  
Phone: 250.763.2603
- **Central School Programs and Services**  
1825 Richter St.  
Phone: 250.868.1135
- **Technology Learning Centre**  
1040 Hollywood Road  
Limited access, call ahead for usage.  
Phone: 250.860.9729

### SCHOOL DISTRICT WESTSIDE SITES

- **Constable Neil Bruce Middle**  
2010 Daimler Road  
Phone: 250.769.7343
- **George Pringle Elementary**  
3770 Elliot Road  
Phone: 250.768.5146
- **School Board Office**  
1940 Underhill St.  
Phone: 250.860.8888

### WEST KELOWNA

- **Peachland Chamber of Commerce**  
5812 Beach Avenue  
Peachland, BC  
Phone: 1.250.767.2455  
  
Charges apply:  
\$2.00 per ½ day  
\$5.00 per day  
\$30.00 per monthly pass
- **West Kelowna Chamber of Commerce**  
#4 – 2375 Pamela Road  
West Kelowna, BC  
Phone: 250-768-3378
- **Summerland Regional Library**  
9525 Wharton Street  
Summerland, BC  
Library card or pass required; 1 hour usage per day.  
Phone: 1.250.494.5591