



BC ASSOCIATION OF

Community Response Networks

Stopping Adult Abuse and Neglect ...Together.

Local Community Contact List

Name of CRN/Community: **Kelowna & Region CRN**

Date Submitted/Updated: **07/28/2026**

Submitted By: **Carolyn Pennell 250-861-6180 X4 connector@seniorsoutreach.ca**

Where there are no local services, list the closest community that has services available under "NOTES". Add rows or use the back of the page if needed to create a complete list for your community.

EMERGENCY NUMBERS

SERVICE	CONTACT NUMBER	NOTES
Police, Fire and Ambulance	911	Emergency Response
BC Emergency Health Services (non Emergency)	811 www.healthlinks.ca	Speak with a registered nurse, pharmacist, dietician or health service navigator 24 hours a day.
Interior Health Crisis Line	1-800-353-2273	24- hour crisis intervention, emotional support and community resource referrals.
Suicide Crisis Helpline	988 www.988.ca	National suicide crisis and emotional distress support available 24/7.
Interior Health Adult Protection	1-844-870-4654 www.interiorhealth.ca	Report concerns regarding abuse, neglect or self-neglect of vulnerable adults
Home and Community Care	1-800-707-8550	Access to home support, nursing, rehabilitation, adult day programs, palliative care and community health services.
Mental Health and Substance Abuse	310-6478 (BC) 250-469-7070 www.interiorhealth.ca	Community mental health and substance use services throughout the Central Okanagan.
BC Poison Centre	1-800-567-8911 www.dpic.org	Information and treatment advice for poisoning and medication concerns.
BC211	211 www.bc211.ca	Free confidential information and referral services connecting people with community, social and government services across BC.
Senior's Distress Line	604-872-1234	Confidential emotional support, crisis intervention and information for older adults.
Hope for Wellness Helpline	1-855-242-3310 www.hopeforwellness.ca	Immediate mental wellness counselling and crisis intervention for indigenous peoples across Canada.
SAGE LGBTQ+ Elder Hotline	1-877-360-5428 www.sageusa.org	Information, peer support and resources for LGBTQ+ older adults.

ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Interior Health Adult Protection	1-844-870-4754 www.interiorhealth.ca	Receives reports of abuse, neglect and self-neglect involving vulnerable adults and coordinates appropriate intervention

Kelowna RCMP Victim Services	250-470-6242 www.kelowna.ca	Police-based victim support, crisis intervention, court accompaniment and referrals.
Community Victim Services	250-763-4613	Emotional support, safety planning, information and referral for victims of crime and trauma.
Seniors First BC- Seniors Abuse and Information Line (SAIL)	1-866-437-1940 www.seniorsfirstbc.ca	Province-wide legal information, abuse prevention, advocacy, emotional support and referrals for older adults.
Community Living BC	1-877-660-2522 www.communitylivingbc.ca	Supports adults with developmental disabilities and assists with abuse reporting when appropriate.
VictimLinkBC	1-800-563-0808 www.victimlinkbc.ca	24-hour confidential multilingual support and referral service for victims of crime, abuse and family violence.
BC211	211 www.bc211.ca	Connects individuals with local crisis, legal, counselling and community support services.

EMERGENCY SHELTERS

SERVICE	CONTACT NUMBER	NOTES
Kelowna Women's Shelter	250-763-1040 www.kelownawomenshelter.ca	Emergency shelter, outreach and support for women and children fleeing violence.
Cornerstone Shelter	250-317-6678	Emergency shelter serving adults of all genders.

Kelowna Gospel Mission Shelter	250-862-3733 www.kelownagospelmission.ca	Emergency shelter, meals and supportive services for men who are unhoused.
STEP Place-John Howard Society	250-763-1331 www.johnhowardbc.ca	Transitional Housing and support services.
Trailside-Turning Points Collaborative	250-241-2330 www.turningpointscollaborative.ca	Provides supportive housing, outreach and community-based services for individuals experiencing homelessness or at risk of homelessness, helping people achieve housing stability and improved well-being.
Balsam Place- Connective	www.connective.ca	Supportive housing for individuals experiencing or at risk of homelessness. Referrals are coordinated through BC Housing.
Bartley Court Shelter (West Kelowna)	778-212-1401	Emergency shelter serving adults of all genders.

INFORMATION AND REFERRAL

(Local services – often grouped in one multi-service agency – listed below)

SERVICE	CONTACT NUMBER	NOTES
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Seniors Outreach & Resource Centre	250-861-6180 info@seniorsoutreach.ca www.seniorsoutreach.ca	Provides information, referrals, Community Connector services, Better at Home, Housing Navigation, volunteer services, income tax program, foot care, health promotion, and programs that support adults aged 60+ to remain independent.
BC211	211 www.bc211.ca	Free, confidential information and referral service connecting individuals to community, government and social services throughout British Columbia.
HealthLink BC	811 www.healthlinkbc.ca	Health information, nursing advice, pharmacist consultations, dietitian services and navigation to health resources available 24 hours a day.
Veterans Affairs Canada	1-866-522-2122 www.veterans.gc.ca	Benefits, health services, financial assistance and support programs for Veterans and their families.
Service Canada	1-800-622-6232 www.canada.ca	Federal government information regarding pensions, benefits, Employment Insurance and government programs.
Problem Gambling Help Line	1-888-795-6111 www.bcreponsiblegambling.ca	Confidential support, education and referrals related to gambling concerns.
Alcohol & Drug Information and Referral Service	1-800-663-1441 www.interiorhealth.ca	Information, education and referrals for substance use concerns and available treatment services.

HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Interior Health Home & Community Care	1-800-707-8550 www.interiorhealth.ca	Coordinates home support, nursing, rehabilitation, palliative care, adult day programs, respite, case management and community health services.
Interior Health Mental Health & Substance Use	310-6478 (BC Wide) 250-469-7070 www.interiorhealth.ca	Assessment, counselling, outreach, psychiatric services and community mental health supports.
Adult Day programs	1-800-707-8550 www.interiorhealth.ca	Structured daytime programs promoting independence, social engagement and respite for caregivers.
Kelowna General Hospital	250- 862-4000	Acute care hospital providing emergency, inpatient and specialized medical services.
MSP, PharmaCare & Supplementary Benefit	604-683-7151 1-800-663-7100 www.gov.bc.ca/hibc	Provides information and assistance with British Columbia's provincial health benefit programs, including Medical Services Plan (MSP), PharmaCare prescription drug coverage, and Supplementary Benefits for eligible residents. These programs help ensure access to medically necessary health care services, prescription medications, and select allied health services.
HealthLink BC	811 www.healthlinkbc.ca	Registered nurses, pharmacists, dietitians and health service navigation available 24 hours a day.

BC Assisted Living Registry	1-866-714-3378 www.health.gov.bc.ca	Information regarding licensed assisted living residences in British Columbia.
Medeo Virtual Care	1-888-297-2973 www.medeohealth.com	Secure virtual appointments with physicians and nurse practitioners.
Alzheimer's Society of BC – First Link	1-800-936-6033 www.alzheimer.ca/bc	Education, care planning, support groups and navigation for people living with dementia and their care partners.
Canadian Mental Health Association – Kelowna	250-860-1162 www.cmhakelowna.com	Community mental health programs, supportive housing and recovery services.

HOUSING

SERVICE	CONTACT NUMBER	NOTES
Seniors Outreach Housing Navigation	250-861-6180 www.seniorsoutreach.ca	Assists older adults with affordable housing applications, BC Housing, SAFER, supportive housing and housing resources.
BC Housing	1-866-465-6873 www.bchousing.org	Affordable housing programs, subsidized housing and rental assistance.
Interior Health Home & Community Care	1-800-707-8550 www.interiorhealth.ca	Referrals to assisted living, long-term care and community supports following assessment.
Residential Tenancy Branch	1-800-665-8779 www.gov.bc.ca/landlordtenant	Information regarding landlord and tenant rights, responsibilities and dispute resolution.
Tenant Resource & Advisory Centre (TRAC)	1-800-665-1185 www.tenants.bc.ca	Free education, advocacy and information for tenants throughout British Columbia.
Canada Mortgage & Housing Corporation (CMHC)	1-800-668-2642 www.cmhc-schl.gc.ca	Information regarding home adaptations, accessible housing and aging in place resources.
Metro Community Hub	250-763-3220 info@metrocommunity.org www.metrocommunity.org	Provides housing and homelessness support, outreach, advocacy, basic needs assistance, community meals, and connections to health and social services for individuals experiencing or at risk of homelessness.

HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Better at Home – Seniors Outreach	250-861-6180 www.seniorsoutreach.ca	Subsidized non-medical supports including light housekeeping, grocery shopping, friendly visiting, transportation, snow removal and yard work for eligible seniors.
Friendly Visiting	250-861-6180 www.seniorsoutreach.ca	Volunteer visits that reduce isolation and improve social connection for older adults.
Grocery Shopping Assistance	250-861-6180 www.seniorsoutreach.ca	Volunteer assistance with grocery shopping for eligible participants.

Home Maintenance & Minor Repairs	250-861-6180 www.seniorsoutreach.ca	Referrals for minor home repairs and seasonal yard maintenance through Better at Home.
Interior Health Home Support	1-800-707-8550 www.interiorhealth.ca	Personal care, bathing, dressing, medication support and assistance with daily living activities following assessment.
Canadian Red Cross HELP Program	250-448-4565 www.redcross.ca	Loans health equipment such as walkers, wheelchairs and bath aids to support independent living.
Lake Country Health – Caregiver Equipment Bank	778-215-5247 ext. 1 caregiver@lakecountryhealth.ca www.lakecountryhealth.ca	Provides free access to donated caregiving and assistive equipment for unpaid caregivers of older adults. Equipment may include walkers, shower stools, incontinence supplies and other mobility or caregiving aids to help individuals remain safe and independent at home. Serves Lake Country, Kelowna, West Kelowna and Vernon.

TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart/Taxi Saver	250.762.3278 www.bctransit.com/kelowna	Door-to-door shared transit service for individuals unable to use conventional transit due to disability. Registration required.
Kelowna Regional Transit	250-860-8121 www.bctransit.com/kelowna	Public transit throughout Kelowna, West Kelowna, Lake Country and Peachland.
Seniors Outreach – Volunteer Driver Program	250-861-6180 www.seniorsoutreach.ca	Volunteer transportation for medical appointments, grocery shopping and other essential appointments for eligible older adults.
Better at Home Transportation	250-861-6180 www.seniorsoutreach.ca	Subsidized transportation for eligible seniors through the Better at Home Program.
Canadian Cancer Society – Wheels of Hope	1-888-939-3333 www.cancer.ca	Volunteer transportation assistance for eligible cancer patients travelling to treatment.

LEGAL

SERVICE	CONTACT NUMBER	NOTES
Seniors First BC – Seniors Abuse & Information Line (SAIL)	1-866-437-1940 www.seniorsfirstbc.ca	Legal information, advocacy, abuse prevention, advance planning and support for older adults throughout British Columbia.
Legal Aid BC	1-866-577-2525 www.legalaid.bc.ca	Legal information, referrals and legal representation for eligible individuals.
Access Pro Bono	1-877-762-6664 www.accessprobono.ca	Provides free legal advice clinics for eligible individuals. Services are available by appointment, with in-person clinics offered in select communities.
Community Advocacy Services	250-861-2031 www.communityadvocacy.ca	Provides advocacy, information and assistance with income assistance, disability benefits, housing issues, tenancy matters and government programs.

Crown Counsel	250-470-6200 www2.gov.bc.ca	Responsible for prosecuting criminal offences in British Columbia. Crown Counsel does not provide legal advice to the public but works with victims and witnesses through the criminal court process.
Family Justice Centre	250-469-7466 www2.gov.bc.ca	Provides free family justice services including mediation, parenting plans, child support information and dispute resolution for families experiencing separation or divorce.
Justice Access Centre	1-800-663-7867 (Service BC) www2.gov.bc.ca/gov/content/justice/about-bcs-justice-system/jac	Provides legal information, mediation services, dispute resolution, family justice services and referrals to legal resources.
Lawyer Referral Service	1-800-663-1919 www.accessprobono.ca/lawyer-referral-service	Connects individuals with a lawyer for an initial consultation at a reduced fee to discuss their legal issue and available options.
Nidus Personal Planning Resource Centre	604-408-7414 1-877-267-5552 info@nidus.ca www.nidus.ca	Provides education and resources on Representation Agreements, Enduring Powers of Attorney and Advance Directives to support future planning and personal decision-making.
People's Law School	604-331-5400 info@peopleslawschool.ca	Offers free legal information, publications and self-help resources to help people understand their rights and responsibilities under British Columbia law.
Public Guardian and Trustee of BC	1-877-511-4111 www.trustee.bc.ca	Protects the legal, financial and personal interests of adults who require assistance with decision-making, estate administration and property management.
Tenant Resource & Advisory Centre (TRAC)	1-800-665-1185 www.tenants.bc.ca	Provides legal information, education and advocacy regarding residential tenancy rights and responsibilities in British Columbia

SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Alzheimer's Society of BC – First Link	1-800-936-6033 firstlink@alzheimerbc.org	Education, support groups, care planning and resources for people living with dementia and their care partners.
Family Caregivers of BC	1-877-520-3267 www.familycaregiversbc.ca	Caregiver support groups, one-to-one coaching, education and caregiver resources.
Canadian Mental Health Association – Kelowna	250-860-1162 www.cmhkelowna.com	Peer support, wellness programs, recovery education and mental health services.
Parkinson Society British Columbia	1-800-668-3330 www.parkinson.bc.ca	Support groups, education, exercise programs and resources for people living with Parkinson's disease and their families.
MS Canada	1-844-859-6789 www.msCanada.ca	Information, peer support, education and programs for people affected by Multiple Sclerosis.

Canadian Cancer Society	1-888-939-3333 www.cancer.ca	Support groups, transportation assistance, information and peer support for individuals affected by cancer.
Mood Disorders Association of BC	604-873-0103 www.mdabc.net	Peer support and education for individuals experiencing depression, anxiety and other mood disorders.
Caregiver Support Groups	778-215-5247 www.lakecountryhealth.ca/caregivers	The Caregiver Support Group is an encouraging space designed for individuals facing the stresses of unpaid caregiving. Current caregiver support groups are in Vernon, Kelowna, & Lake Country.
Brain Injury Society of the Okanagan	250-762-3233 www.bisok.com	Support groups, education and community programs for individuals living with acquired brain injury.
Central Okanagan Hospice Association (COHA)	250-763-5511 info@hospicecoha.org www.hospicecoha.org	Provides grief and bereavement support groups, caregiver support, one-to-one grief support, volunteer visiting, palliative support programs, education and compassionate care for individuals and families facing serious illness, end of life and loss.

FIRST NATIONS/INDIGENOUS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Ki-Low-Na Friendship Society	250.763.4905 reception@kfs.bc.ca www.kfs.bc.ca	Indigenous health, family services, housing supports, Elders programs and cultural programming.
Westbank First Nation	250.769.4999 mail@wfn.ca	Westbank First Nation Office (WFO) is committed to creating a healthy, strong, and vibrant community through programs and services that promote physical, mental, emotional, and spiritual well-being and healing.
Interior Health Indigenous Health	250-469-7070 www.interiorhealth.ca	Indigenous patient navigation, cultural safety and liaison services.
First Nations Health Authority (FNHA)	1-866-913-0033 www.fnha.ca	Health benefits, wellness services and supports for First Nations peoples.
Métis Community Services Society of BC	250-868-0351 www.mcscbc.ca	Community programs, family supports and Métis cultural services.
Hope for Wellness Helpline	1-855-242-3310 www.hopeforwellness.ca	Immediate mental wellness counselling and crisis intervention for Indigenous peoples across Canada.

IMMIGRANT AND SETTLEMENT SERVICES

SERVICE	CONTACT NUMBER	NOTES
KCR Community Resources	250-763-8008 www.kcr.ca	Settlement services, employment supports, language services, seniors' programs and community integration.
Inter-Cultural Association of BC	250-469-3111 www.icavictoria.org	Settlement and multicultural resources for newcomers (provincial services).

MOSAIC Interpretation & Translation	www.mosaicbc.org	Professional interpretation and translation services.
Service Canada	1-800-622-6232 www.canada.ca	Information regarding federal benefits and government services available to newcomers and permanent residents.
OCCA Communities Association	778-484-6222 info@occabc.ca	The OCCA Communities Association is a Kelowna-based non-profit providing newcomer settlement support, multi-language crisis helplines, and senior social programs. They also offer licensed child care and cultural events to build an inclusive multicultural community across the Central Okanagan.

MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
City of Kelowna	250-469-8500 www.kelowna.ca	Municipal information, bylaws, parks, recreation and community services.
Regional District of Central Okanagan	250-763-4918 www.rdco.com	Regional services including waste reduction, parks, emergency management and community
Service BC	1-800-663-7867 www.servicebc.gov.bc.ca	Provincial government information and assistance accessing BC government services.
Okanagan Regional Library	250-762-2800 www.orl.bc.ca	Books, technology, educational programming, home library services and lifelong learning opportunities.

INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
Seniors Outreach – Community Volunteer Income Tax Program	250-861-6180 www.seniorsoutreach.ca	Free income tax preparation for eligible seniors and low-income individuals.
Service Canada	1-800-567-6868 www.servicecanada.gc.ca	Information and applications for CPP, OAS, GIS and federal retirement benefits.
BC Ministry of Social Development and Poverty Reduction	1-866-866-0800	The BC Ministry of Social Development and Poverty Reduction provides income assistance, disability benefits, and specialized employment support to help low-income individuals achieve economic stability. They also fund health supplements and subsidized transit programs to reduce poverty and foster community inclusion across British Columbia.
SAFER (Shelter Aid for Elderly Renters)	1-800-257-7756 www.bchousing.org	Monthly rental assistance for eligible seniors renting in British Columbia.
BC Bus Pass Program	1-866-866-0800 www.gov.bc.ca/buspass	Reduced-cost annual transit pass for eligible seniors and persons with disabilities.
BC Housing	1-866-465-6873 www.bchousing.org	Rental assistance and affordable housing programs.

DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Central Okanagan Hospice Association	250-763-5511 www.hospicecoha.org	Hospice care, grief counselling, caregiver support and bereavement services.
BC Bereavement Helpline	604-738-9950 www.bcbh.ca	Information and referrals to grief support services throughout British Columbia.
Springfield Funeral Home	250-860-7077 contact@springfieldfuneralhome.com	Springfield Funeral Home Recognizing a unique responsibility to offer grief resources to the community, Springfield Funeral Home sponsors support groups throughout the Central Okanagan, such as GriefShare- Understanding Grief and Grieving with Great Hope. Seminars, grief related community services and local resources are on their website.
Canadian Virtual Hospice	www.virtualhospice.ca	Online information, education and resources related to palliative care, caregiving and grief.
Interior Health Palliative Care	1-800-707-8550 www.interiorhealth.ca	Community-based palliative and end-of-life care services.

FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Central Okanagan Food Bank	250-763-7161 www.cofb.ca	Emergency food hampers, healthy food programs and community food initiatives.
Salvation Army – Community Life Centre	250-765-3450 www.salvationarmy.ca	Emergency food assistance and community supports.
Grocery Delivery: Save-On-Foods Real Canadian Superstore Walmart Grocery Safeway Instacart	www.saveonfoods.com www.realcanadiansuperstore.ca www.walmart.ca www.safeway.ca www.instacart.ca	Online grocery ordering with home delivery and curbside pickup where available.
Dinners at Home	250-980-1400 orderokmeals@gmail.com	May Bennett Meal Program A community-based food service program committed to delivering quality food to improve the quality of life. Program is operated by Interior Health's Food Services Department.
Meals on Wheels	250-763-2424	Nutritious home-delivered meals available through participating community organizations.
Kelowna Gospel Mission	250-763-3737 www.kelownagospelmission.ca	Nutritious meals and emergency supports for individuals experiencing food insecurity.
Metro Community	250-763-3220 www.metrocommunity.org	Community meals, outreach and support services.

Better Meals	1-888-838-1888 www.bettermeals.ca	Home-delivered frozen meals designed for seniors and individuals with dietary needs.
Heart to Home Meals	1-844-414-7463 www.hearttohomemeals.ca	Frozen home-delivered meals with a variety of dietary options.

Farmers' Market Nutrition Coupon Program	250-861-6180 www.seniorsoutreach.ca	Seasonal nutrition coupon program supporting low-income seniors with access to fresh local food.
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GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
MP Stephen Fuhr MP Dan Albas	250-470-5075 Stephen.fuhr@parl.gc.ca 1-800-665-8711 dan.albas@parl.gc.ca	Federal MP's
MLA-Kristina Loewen MLA Tara Armstrong MLA Gavin Dew MLA Macklin McCall	236-361-0679 Kristina.loewen.mla@lef.bc.ca 250-765-8516 tara.armstrong.mla@leg.bc.ca 250-712-3620 gavin.dew.mla@leg.bc.ca 250-768-8426 macklin.mccall.mla@leg.bc.ca	Provincial MLA's
Service Canada	1-800-622-6232 www.canada.ca	Federal government programs, pensions and benefits.
Service BC	1-800-663-7867 www.servicebc.gov.bc.ca	Provincial government information and access to BC services.

Please contact info@bccrns.ca with any questions regarding this form. 2026

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