

LOCAL COMMUNITY RESOURCES CONTACT LIST

NAME OF COMMUNITY: PENTICTON

DATE SUBMITTED/UPDATED: July 3, 2026

Where there are no local services, please list the closest community with those services available in the NOTES column. Please add addition rows if needed to provide a complete list for your community.

EMERGENCY NUMBERS

SERVICE	CONTACT NUMBER	NOTES
Police, Fire and Ambulance	911	Routed through Kelowna
Crisis Line	1-888-353-2273	BC Crisis Line
Poison Control	1-800-567-8911	Provincial Line
Lifeline	(250) 770-3531 or toll free 1-866-755-6111	Monday – Friday service and is a department of Interior Health

ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
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Interior Health Authority contact(s) – for reporting abuse	1-844-870-4754	Interior Health is a designated agency and responds to reports of adult abuse and neglect. The identity of a person who makes a report to a Designated Agency must remain confidential. In British Columbia, “Designated Agencies” have the authority and responsibility to receive and act on reports of abuse, neglect or self-neglect of “vulnerable” adults who are unable to seek support and assistance on their own due to restraint, physical handicap, illness, disease, injury, or any other condition that affects the adult’s ability to make decisions. All health authorities in British Columbia and Community Living BC are Designated Agencies.
Seniors First (Seniors Abuse and Information Line)	604-437-1940 1-866-437-1940	Seniors Abuse and Information Line (SAIL) is a confidential information line for older adults, and those who care about them to speak to a trained intake worker about abuse, mistreatment and any issues that impact the health and well being of an older adult. SAIL is available 8am to 8pm 7 days/week, excluding statutory holidays.
Community Living BC 444 Ellis St Penticton BC	(250) 487-4436 604-664-0101 1-877-660-2522	Community Living BC, or CLBC, is the provincial crown corporation that funds supports and services to adults with developmental disabilities, as well as individuals who have a diagnosis of Autism Spectrum Disorder (ASD) or Fetal Alcohol Spectrum Disorder and who also have significant difficulty doing things on their own. The law that describes our role is the <u>Community Living Authority Act</u> .

COMMUNITY RESOURCES

bc211	211	bc211 is a British Columbia, non-profit organization that provides a free, confidential, multilingual service that links people to resources for help, where and when they need it. We provide information about and referral to a broad range of programs and services, including: • basic needs like food and shelter • mental health and addictions support • legal and financial assistance • support for seniors, and much more. Help is available 24/7 by calling or texting 211.
Police-based Victim Services 1168 Main St. Penticton BC	(250) 770-4713	Victim Services programs operate out of BC's RCMP and municipal police departments. In these programs dedicated staff, sometimes supported by highly trained, security cleared volunteers from their community, work directly with police to provide emotional support, information and referrals to victims of all kinds of crime and trauma.
Transition House (s) Operated by: South Okanagan Women in Need Society 1027 Westminster Ave Penticton BC	(250) 493-7233 1-800-814-2033	The Transition House provides safe, confidential shelter for children, youth and women who have experienced or are at risk of abuse. There is also a youth bed for at-risk female youth where home or family is not an available option. The Transition House along with its crisis line is open 24 hours per day 7 days per week and accepts new residents at any time. We provide services based on a harm reduction model and are located at a confidential location in Penticton with enhanced security features.

Community Based Victim Services Operated by: South Okanagan Women in Need Society 1027 Westminster Ave Penticton BC	250-493-4366	All of our services are free and confidential – no referral needed. Information, support and referral services to members of the community who have experienced: • Interpersonal Violence • Child Sexualized Abuse / Assault • Adult Sexualized Abuse / Assault Historical Sexual • Abuse / Assault • Stalking or Harassment
Compass House Emergency Shelter 1706 Main St Penticton operated by Penticton & District Society for Community Living	236-422-2449	Emergency shelter with 30 beds for adults ages 19 and over, with eight beds for women and 22 beds for men. Offers meals, laundry facilities, clothing, first aid facilities, and information about community services. Open 24 hours a day and accepts residents on a first-come, first-served basis; curfew is at 11 pm. Low-barrier, wet shelter, with an outside tent for inhalant use, and an outside tent for alcoholic beverage and tobacco use. Also houses an overdose prevention site that is monitored by staff 24 hours a day, seven days a week. Resident medication is stored in locked cabinet for residents when not in use. Pets are permitted, and lockers are available for small items. Length of stay is determined on a case-by-case basis. Wheelchair accessible. Funded by BC Housing.
Victim Link	1-800-563-0808	VictimLinkBC is a toll-free, confidential, multilingual service available across B.C. and the Yukon 24 hours a day, 7 days a week and can be accessed by calling or texting 1-800-563-0808 or sending an email to VictimLinkBC@bc211.ca. It provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.
South Okanagan Pride Society	Email: info@sospride.ca	

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

SERVICE	CONTACT NUMBER	NOTES
OneSky Community Resources 330 Ellis St., Penticton	(250) 492-5814	Multi service agency https://oneskycommunity.com/ Various services and supports for older adults and vulnerable adults
South Okanagan Seniors Wellness Society 330 Ellis St. Penticton	(250) 487-7455	https://www.seniorswellnesssociety.com/ information & referral, group social programs, seniors tech connect
Penticton Seniors' Drop-In Centre	(250) 493-2111	Recreation and social programming
Problem Gambling Helpline	1-888-795-6111	
Alcohol and Drug Referral	1-800-663-1441	
Veterans Affairs Canada	1-866-522-2122	

HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mental Health and Addiction Services Interior Health	310 MHSU (6478)	Mental Health and Substance Use
Home Health	1-800-707-8550 250-770-3477	Community nursing, Occupational Therapy, physiotherapy, dietician, social work, speech language and respiratory services. Home Support for activities of daily living, personal care, medication assistance and in-home respite, adult day services, eligibility assessment for long term care assisted living.
Penticton Regional Hospital	(250) 492-4000	
MSP and PharmaCare	604-683-7151 1-800-663-7100	
BC Nurse/Pharmacist Line	811	
Assisted Living Registry	1-866-714-3378	

Online Medical Support - Medeo	1-888-297-2973	

HOUSING

SERVICE	CONTACT NUMBER	NOTES
BC Housing	250-493-0301 1-800-257-7556	Penticton office 451 Winnipeg St.
Home Adaptations BC RAHA Canada Mortgage & Housing	1-800-257-7756 1-800-668-2642	
Advocacy and Appeals re Housing	(250) 493-6822	Penticton & Area Access Society

HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Home and Community Health	1-800-707-8550	
Better at Home – OneSky Community Resources	(250) 492-5814	Non-medical supports for registered seniors – (ie: housekeeping, transportation, shopping, simple home repair, outdoor maintenance and friendly visits,

TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart/Taxi Saver/Handy Card	1-844-442-2212 Press 2 for HandyDART	Penticton
Health Connections – bus service Book 24 hrs in advance	(250) 295-6666 1-800-291-0911	Service to Penticton from Princeton and Area M, W, F

Health Connections – bus service Book 24 hrs in advance	1-844-442-2212	Service to Penticton from Osoyoos - weekdays
Taxi (s)	(250) 492-7777 (250) 492-9999 (778)476-1948	Penticton Taxi otherwise known as Courtesy Cabs Eco Taxi – wheelchair access also Eckhardt Senior Service
Parking Permit (disabled)	1-888-718-7794	SPARC.BC.CA/PARKING-PERMIT
Transit Info	1-844-442-2212	South Okanagan Transit System

LEGAL

SERVICE	CONTACT NUMBER	NOTES
Seniors First (SAIL)	604-437-1940 1-866-437-1940	Legal Advocacy Program and Elder Law Clinic
Legal Aid	1-866-577-2525 (250) 493-7164	Penticton Court House
Family Justice Clinic	1-888-201-0045 (250) 487-4030	Penticton Family Justice Centre, in Penticton Court House
Crown Counsel	(250)829-4021	Regional Kamloops
NIDUS – Representation Agreements	1-604-408-7414	
Public Guardian and Trustee	1-604-660-4444	
Peoples Law School	604-331-5400	
Lawyer Referral Services	1-800-663-1919	
Access Pro Bono Legal Services – in person only	1-877-762-6664	For appointments, province-wide
Community Advocacy Services	(250) 493-6822	Penticton & Area Access Society

SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	604-681-8651 1-800-936-6033	
AA	(250) 490-9216	
NA	1-877-234-5890	BC Regional Services Committee
Al-Anon	(250) 490-9272 1-888-425-2666	Penticton
Nar-Anon	1-855-852-5687	
Alzheimer Society of BC	(250) 250-493-8182 1-888-318-1122	South Okanagan and Similkameen
Caregiver support groups Caregiver Supports OneSky Community Resources	(250) 770-3486 250-492-5814	Penticton Health Centre & Trinity Care Centre 33 Ellis St. Penticton
MS Society	(250) 493-6564	S. Okanagan and Similkameen
Arthritis	(250) 492-4000	Ext 2286 Penticton Regional Hospital
Diabetes	1-888-628-9494	
Deaf and Hard of Hearing	604-736-7391	Western Institute for the D&HH

FIRST NATIONS/INDIGENOUS SERVICES

Friendship Centre	(250) 490-3504	Ooknakane
Band Office	(250) 493-0048	Penticton Indian Band (PIB)
Métis Services	604-638-7220	BC Metis Federation
First Nations Health Authority	1-866-913-0033	W.Vancouver, Provincial Office

IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health and Seniors Information Line	211	BC wide
Local Immigrant Services	(250) 492-6299 (250) 492-4900	South Okanagan Immigrant & Community Services Society Penticton Oliver
Settlement Services	Same as above	
Translation Services	Same as above	

MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
Parks and Recreation - facilities	(250) 490-2434 or (250) 490-2437	City of Penticton
Parks and Recreation - programs	(250) 490-2426	City of Penticton
Library(s)	(250) 770-7781	Penticton Public Library
	(250) 490-3951	Okanagan College Library
Okanagan Regional Library Branches	(250) 497-8066 (250) 496-5679 (250) 497-5886 (250) 498-2242 (250) 494-5591	Kaleden Naramata OK Falls Oliver Summerland
	(250) 492-1241	Penticton Court House Library

INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
CPP, OAS, GAIN	1-800-622-6232	Service Canada
Employment and Income Assistance	(250) 487-4200	Service BC
Community Volunteer Income Tax Prep.	(250) 493-6822	Penticton & Area Access Society

DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Hospice	(250) 490-1107	Moog & Friends Hospice House
Grief Counselling	(250) 488-1320	South Okanagan Loss Society

FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank	(250)-492-2684 (250) 498-4555 (250) 488-2099	Penticton - Salvation Army Oliver Summerland – United Church Oasis Church
Grocery Delivery	250-487-3376	Better at Home- OneSky Community Resources
Meal Delivery	(250) 492-9095	Meals on Wheels - Penticton Hospital Auxiliary
Penticton Soupateria	(250) 492-2415	Local soup kitchen

GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
Amelia Boulton	(250) 487-4400 1-866-487-4402	MLA – Penticton, Naramata, Summerland, Peachland
Helena Konanz	(250) 770-4480	MP
Service Canada	1-800-622-6332	