



Local Community Contact List

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

Date Submitted/Updated: **08/15/2025**

Submitted By: **Ian Gerbrandt 236-795-7045 executive.director@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	Numbers to call if no 911 service
Crisis Line		Emergency 911 Adult Abuse Line 1.844.870.4754 Interior Health Crisis Line 1.888.353.2273 Suicide Crisis Helpline 988 Home and Community Care 1.808.707.8550 Mental Health & Substance Use 310.6478 SAGE LGBTQ+ Elder Hotline 1.877.360.5428 Seniors' Distress Line 1.604.872.1234 Hope for Wellness Helpline 1.855.242.3310
Poison Control	1.800.567.8911	
Lifeline (or similar service)	250.762.0200	Interior Health Lifeline: 250.762.0200 Lifeline: 1.855.681.5351

ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health Authority contact(s) - for reporting abuse	1.844.870.4754	See regional resources list for each CRN
Police-based Victim Services	250.470.6242	
Community- based Victim Services	250.763.4613	Community Based Victim Services Elizabeth Fry Society Support and referrals for persons who have experienced physical or sexual abuse. Other services include sexual assault counselling and COEFS peer support. 649 Leon Ave, Kelowna Phone: 250.763.4613 www.efryokanagan.com
Community Living BC	604-664-0101 1-877-660-2522	Local Vancouver Toll free
Transition House (s)		Kelowna Women's Centre Transitional Housing 250.763.1040 Trailside- BC Housing/ Turning Points 250.241.2330 STEP Place- BC Housing/ John Howard Society 250.763.1331 Balsam Place- BC Housing/Connective Housing communications@connective.ca

Emergency Shelter (s)		Kelowna Gospel Mission 250-862-3733 (Men only) Cornerstone Shelter 250-317-6678 (All genders) AG House 250-763-2262 (Women & children) Bay Avenue 236-420-0899 (All genders) Richter Street 778-212-1401 (All genders) Kelowna Women's Shelter 778-478-7774 (Women & children) - 24 HR HELPLINE 250-763-2262 Bartley Court Shelter (West Kelowna) 778-212-1401 (All genders)
BCCEAS - SAIL (Seniors Abuse and Information Line) - for information about abuse and for emotional support	604-437-1940 1-866-437-1940	Toll free
Victim Link	1-800-563-0808	
bc211	211	Lower Mainland only
LBGTQ Contact	604-684-5307 1-800-566-1170	Toll free

INFORMATION AND REFERRAL

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

SERVICE	CONTACT NUMBER	NOTES
Seniors Outreach	250-861-6180	
Community Services		
Geriatric and Other programs for Seniors		
Problem Gambling Helpline	1-888-795-6111	
Alcohol and Drug Referral	1.800.663.1441	Alcohol and Drug Information and Referral Line The Alcohol and Drug line is an information and referral service for anyone concerned about drug or alcohol issues. Line is open 24/7. Phone: 1.800.663.1441 or 250.763.5555
Veterans Affairs Canada	1-866-522-2122	

HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mental Health/Geriatric Outreach	310.6478	
Mental Health and Addiction Services	310.6478	Interior Health Kelowna Mental Health & Substance Use Services are provided in the community for seniors 65+ experiencing dementia and other mental health and/or substance use concerns. Services may include mental health & competency assessments, medication administration, review & monitoring, care coordination & referrals, self-management supports, life skills education & support, family education & support. Counseling sessions with qualified professionals at no charge. Call to book appointment. 505 Doyle Ave Phone: 250.868.7788 or 250.469.7070
Home and Community Health	1.808.707.8550	

Adult Day programs	1.800.707.8550	IHA Home and Community Care has a range of health services and programs to help people live independently. Care may be provided in your home, supportive living or a long-term care home. Phone: 1.800.707.8550 Programs: Adult Day Programs Acquired Brain Injury Services Choice in Supports for Independent Living (CSIL) Community Care Management Health Services for Community Living Home Care Nursing Home Support Services Meal Programs Mental Health & Substance Use Patient and Family Counselling Palliative and End-of-Life Programs Rehabilitation Therapists Respite Programs Seniors Wellness Volunteer Services
Hospital	250.862.4000	
MSP and PharmaCare	604-683-7151 1-800-663-7100	Vancouver Toll Free
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	604-433-1711 1-866-465-6873	Vancouver Toll Free
Home Adaptations - Canada Mortgage & Housing	1-800-668-2642	
Advocacy and Appeals re Housing	1.800.665.8779	Residential Tenancy Branch Provides Provincial information on landlord/tenant issues, such as what your rights are as a tenant. Phone: 1.800.665.8779 Email: HSRTO@gov.bc.ca http://www.gov.bc.ca/landlordtenant
Tenant Resource and Advisory Centre	1.800.665.1185	Tenant Resource and Advisory Centre (TRAC) Provides tenants with information on landlord/tenant issues. Phone: 1.800.665.1185 www.tenants.bc.ca

HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Better at Home	250-861-6180	
Grocery Shopping	250-861-6180	
Home repairs and Maintenance	250-861-6180	Only agencies that provide volunteers who have undergone a criminal record check.
Peer Counselling		
Friendly Visiting	250-861-6180	

TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart/Taxi Saver/Handy Card	250.762.3278	
Health Connections - bus service		
Bus Pass Program	1.866.866.0800	Bus Pass Program \$45/year bus passes available to qualifying seniors and persons with disabilities. Contact for an application and more information: Toll Free: 1.866.866.0800 Email: BCBusPassProgram@gov.bc.ca
Taxi (s)		
Parking Permit (disabled)	250.469.8400	Disability Parking Permit City of Kelowna, City Hall 1435 Water Street Phone: 250.469.8400 Email: parking@kelowna.ca
Translink Trip Planner	604-953-3333	Lower Mainland

LEGAL

SERVICE	CONTACT NUMBER	NOTES
BC CEAS (SAIL)	604-437-1940 1-866-437-1940	Legal Advocacy Program and Elder Law Clinic
Legal Aid	1-866-577-2525	
Family Justice Clinic	250.712.3636	
Crown Counsel	250.470.6822	
NIDUS - Representation Agreements	1-604-408-7414	
Public Guardian and Trustee	1-604-660-4444	
Peoples Law School	604-331-5400	
Lawyer Referral Services		
Access Pro Bono Legal Services - in person only	1-877-762-6664	
Community Advocacy Services		

SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	604-681-8651	
AA	1.800.735.7520	
NA	1.877.604.7613	
Al-Anon	1.800.735.7520	
Nar-Anon		
Alzheimer Society of BC	250.860.0305	Alzheimer Society of BC Provides information, education, and support for people with early dementia and caregivers. 307-1664 Richter Street Phone: 250.860.0305 Toll-Free: 1.800.634.3399 www.alzheimerbc.org

Caregiver support groups	778.215.5247	Family and Friend Caregiver Support Program 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. Phone: 778.215.5247 https://www.lakecountryhealth.ca/caregivers
MS Society	250.762.5850	
Arthritis	1.800.321.1433	
Diabetes	1.800.226.8464	
Deaf and Hard of Hearing		

FIRST NATIONS/INDIGENOUS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Friendship Centre	250.763.4905	Ki-Low-Na Friendship Society (KFS) A charitable organization that provides communitybased services to support the mental, emotional, physical, and spiritual well-being of Aboriginal people living in the Kelowna area. Some services also available to non-Aboriginal individuals (legal clinic, ESL class, etc.). 442 Leon Ave. Phone: 250.763.4905 Email: reception@kfs.bc.ca
Band Office	250.769.4999	Westbank First Nation Office (WFN) WFN 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. 515 Hwy 97 South Phone: 250.769.4999
Métis Services	250.868.0361	Metis Community Services Society Phone: 250.868.0361 Okanagan Metis and Aboriginal Housing 107-150 Kneller Road, Kelowna Phone: 250.763.7747
First Nations Health Authority	1.866.913.0033	First Nations Health Authority - BC Phone: 1.866.913.0033 Email: info@fnfha.ca

IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health and Seniors Information Line	211	Lower Mainland
Local Immigrant Services	250.763.8008	Kelowna Community Resources (KCR) Offers an array of community services, employment services, family and adoption services and immigrant and settlement services to Kelowna residents. 620 Leon Ave Phone: 250.763.8008 Email: info@kcr.ca www.kcr.ca
Settlement Services	250.763.8008	Kelowna Community Resources (KCR) Offers an array of community services, employment services, family and adoption services and immigrant and settlement services to Kelowna residents. 620 Leon Ave Phone: 250.763.8008 Email: info@kcr.ca www.kcr.ca
Translation Services	250.763.8008	https://kcr.ca/immigrant-services/translations/

MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
Parks and Recreation - facilities	250-469-8749	
Parks and Recreation - programs	250-469-8800	
Library(s)	250.762.2800	Okanagan Regional Library - Downtown Adult Programs Call for more details about their adult and senior programs. 1380 Ellis St. Phone: 250.762.2800 Website: https://www.orl.bc.ca/read-listenwatch/programs-for-adults

INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
CPP, OAS, GAIN	1-800-622-6232	Service Canada
Employment and Income Assistance	1.866.866.080	Service BC
Community Volunteer Income Tax Prep.	250-861-6180	Seniors Outreach & Resource Centre Volunteers prepare simple income tax returns for low-income seniors. Must be 60+ years of age and meet income criteria. Phone: 250.861.6180 Email: info@seniorsoutreach.ca www.seniorsoutreach.ca
	1.800.567.6868	Service Canada Canada Pension, Old Age Security, Spouse's Allowance, Guaranteed Income Supplement (GIS), www.servicecanada.gc.ca 106- 471 Queensway Toll-Free:1.800.567.6868

DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Hospice	250.862.4126	Central Okanagan Hospice House (IHA) Provides comfort and quality care during the last stage of life. To access this service your Physician is required to make a referral to the Central Okanagan Hospice Palliative Care Program. 2035 Ethel St Hospice House Phone: 250.862.4126 or home care nurse at Interior Health Phone: 250.469.7070
Grief Counselling	250.763.5511	Central Okanagan Hospice Association Trained volunteers provide support services for terminally ill and bereaved persons. Support is available for persons with a terminal illness, their families, friends, and caregivers. Also offers oneon- one bereavement counselling with a professional counsellor and a bereavement support group for adults. 200-1890 Cooper Road Phone: 250.763.5511 ext. 110 Email: ian@hospicecoha.org www.hospicecoha.org

250.860.7077	Springfield Funeral Home	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. 2020 Springfield Road, Kelowna Phone: 250.860.7077 Email: griefcare@springfieldfuneralhome.com www.springfieldfuneralhome.com/grief
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FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank	250.763.7161	<p>Central Okanagan Food Bank 2310 Enterprise Way, Kelowna Hours: Mondays-Saturday 9:30AM - 11:30AM 12:00PM- 3:00PM By appointment only. Call to book Phone: 250.763.7161 Email: info@cofoodbank.com 3711 Elliot Road, West Kelowna Tuesdays 9:30AM-11:30M, Wednesdays 5:30PM- 7:30PM, Thursdays 9:30AM-11:30PM By appointment only. Call to book 250.768.1559 Email: infowk@cofoodbank.com www.cofoodbank.com</p> <p>Lake Country Food Bank Provides food for individuals and families in temporary financial difficulty. Ran by Lake Country Food Assistance Society. Hours: Tues, Wed.,9:30AM-11:00AM & 1:00PM- 2:30PM 9830 Bottom Wood Lake Rd, Lake Country Phone: 250.766.0125 86 Salvation Army Rutland (Community Life Centre) Pre-packed food hampers for pick-up will be provided, and the 'free shelf' items will be distributed from the Reception Window. Also have their own meal program. Call to book an appointment. 200 Rutland Rd S. Phone: 250-765-3450 Veterans Food Bank The CVSS supports all military and frontline emergency personnel regardless of whether they are retired or currently serving. Potential clients can call 250.448.4405 with any question and to arrange assistance. 13- 830 McCurdy Place www.veteransfoodbankbc.ca</p>

Grocery Delivery		<p>Grocery Shopping and Delivery Abaco Health 3818 Gordon Dr Phone: 250.861.3090 www.abacohealth.com Choices Markets Call in for ordering details. 1937 Harvey Ave Phone: 250.862.4864 https://www.choicesmarkets.com/pick-up-order/ IGA - Lake Country Shop by phone available any day of the week at IGA Lake Country. "Golden Hour" for seniors to shop at any IGA, from 7 A.M. to 8 A.M on Wednesdays and Fridays. Orders must be \$40 minimum plus \$10 delivery fee (Oyama to Airport) Order before 12 pm for same day orders. 9-10017 Main Street Phone: 250.766.2591 (Lake Country), www.shop.igabc.com Lakeview Market (Pandosy & KLO) Shop by phone available. \$5 pickup fee or \$15 delivery fee. Pick up orders: Tuesdays 9-12 3033 Pandosy Street Phone: 250.762.2913 Email: barb@lakeview-market.com Online ordering option: Send an e-mail to the store Manager of Lakeview Market. Type out the grocery items you'd like delivered or ready for pick-up and follow up with phone call to store. Mike's Produce: Pick-Up and Delivery 102-2365 Gordon Dr. Phone: 250.763.3131 Online ordering option: https://mikes-produce.myshopify.com/ Free Delivery over \$25.00. Must have credit card or can pay later in store for pick up. M&M Food Market: Pick-up and Delivery Highway 97 Location: 250.862.2366 Lakeshore (Mission) Location: 250.861.8818 Delivery: https://www.mmfoodmarket.com/en/delivery Pick-Up: https://www.mmfoodmarket.com/en/clickcollect Nature's Fare: Pick-up 120- 1876 Cooper Rd Phone: 250.762.8636 Online ordering option: https://www.naturesfare.com/pick-up-order-request Save on Foods: Pick-Up and Delivery All locations offer online shopping: www.saveonfoods.com. Order minimum of \$40 and delivery charges vary from \$4.95-\$12.95 depending on your location. Shop by Phone Community Care Volunteer Programs For Community Care clients only. Referral from Community Care worker required. Speak to your Community Care worker for more information. Superstore: Delivery or pick-up 2280 Baron Rd Phone: 250.717.2536 Ordering online option: https://delivery.realcanadiansuperstore.ca/ Urban Fare Shop by phone daily between 9am-5:30pm, except Sundays. No order minimum. Delivery charges range from \$5 to \$15. \$5 shopping and convenience fee also applies. If you forward the receipts to Senior's Outreach, they get 3% donation 3155 Lakeshore Rd. Phone: 250.860.0608 Urban Harvest Organic Delivery 806 Crowley Ave. Phone: 250.868.2704 https://www.urbanharvest.ca/customer/new/signup/ Unearthed Organics: Delivery 2424 Mayer Rd. Phone: 250.767.6636. Ordering online option: https://www.unearthedfarm.com/purchase Walmart: Delivery or pick-up 1555 Banks Rd. Phone: 250.860.8811 Ordering online option: https://www.walmart.ca/en/grocery/N-117</p>
Meal Delivery	250.980.1400	<p>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. Phone: 250.980.1400 www.okmeals.info</p>
Meals on Wheels	250.763.2424	<p>Meals on Wheels - Dinners @ Home For seniors or persons with disabilities. Hot meals are delivered to your home at lunchtime. Frozen meals also available. Call for prices and delivery days. Phone: 250.763.2424 Email: info@mow-online.com www.mow-online.com</p>

Better Meals	1.888.838.1888	Better Meals A la carte and 3 course frozen meals for oven or microwave; weekly delivery. Frozen meals delivered on Thursdays or Friday, depending on address (must order two days prior). Order off menu including regular, diabetic & weight control, low sodium and finely minced. Fresh salads and sandwiches also available. Online ordering also available. Minimum order cost: \$30 with Free Delivery. Phone: 1.888.838.1888 www.bettermeals.ca
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GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
MLA Kristina Loewen Kelowna Centre Phone: 250.361.0679 Email: kristina.loewen.mla@leg.bc.ca; MLA Tara Armstrong Lake Country-Coldstream Phone: 250.765.8516 Email: tara.armstrong.mla@leg.bc.ca; MLA Gavin Dew Kelowna-Mission #102 - 2121 Ethel Street, Kelowna Phone: 250.712.3620 Email: gavin.dew.mla@leg.bc.ca; MLA Macklin McCall West Kelowna-Kelowna #102-3731 Old Okanagan Hwy, West Kelowna Phone: 250.768.8426 Email: macklin.mccall.mla@leg.bc.ca		MLA
Stephen Fuhr	250.470.5075	MP
Services Canada	1-800-622-6332	MP Stephen Fuhr Kelowna-Lake Country #102 - 1420 St. Paul St. Kelowna Phone: 250.470.5075 Email: stephen.fuhr@parl.gc.ca MP Dan Albas Central Okanagan-Similkameen 2562-B Main Street, West Kelowna Toll Free: 1.800.665.8711 Email: dan.albas@parl.gc.ca

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

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