

WHERE CAN I CALL FOR HELP?

Crisis Line	24/7 telephone crisis intervention service	1.888.353.2273
Community Information Centre	Mon-Fri, 8:30am - 4:30 pm, provides information on community resources	250.763.8008 ext.25
Employment & Income Assistance	Mon-Fri, 9am - 4pm * telephone services available during lunch period	1.866.866.0800
HealthLinkBC	To speak with a registered nurse, dietitian or pharmacist	8-1-1
Gay Okanagan-Okanagan Rainbow Coalition	Lesbian, Gay, Bisexual, Transgendered & Queer resources	250.860.8555 1476 Water St
Elizabeth Fry Society	Domestic violence and sexual assault services	250.763.4613 104-347 Leon Ave
VictimLink BC	24/7 crisis support to victims of family & sexual violence, all crimes	1.800.563.0808
RCMP Victim Services	Offers support and services to victims of crime or tragedy	250.470.6242 350 Doyle Ave
Living Positive Resource Centre	Provides support services, advocacy & harm reduction supplies	778.753.5830 168 Asher Rd
Okanagan Advocacy and Resource Society	Mental health advocate for individuals with chronic mental illnesses	250.979.0201 104-1455 Ellis St
John Howard Society	Services and programs for offenders, ex-offenders, those in conflict with the law and their families	250.763.1331 1440 St. Paul St

WHERE CAN I GET MEDICAL ATTENTION?

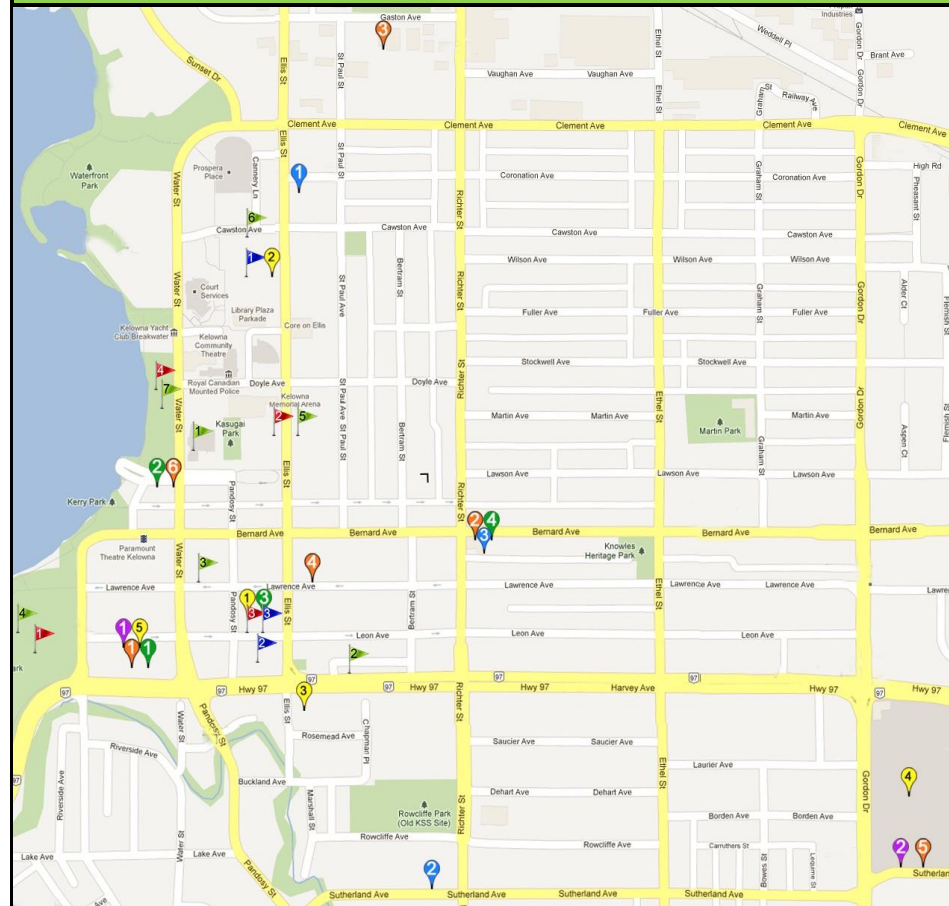
Outreach Urban Health Centre, Kelowna Clinic	Clinic Hours: 10am-4pm Physician services * psychiatry services * street nurse services including wound care, HIV/AIDS & Hepatitis prevention and education * harm reduction supplies (condoms, needle exchange) * social work support * Tuberculosis nursing and outreach and pharmacy support	1 250.868.2230 455 Leon Ave
Kelowna General Hospital	Provides high-level, specialty medical care	250.862.4000 2268 Pandosy St
Options for Sexual Health Kelowna	Offers support about sex, sexuality & safer sex supplies	2 250.868.7700 250.712.6400 1340 Ellis St
Lakeland Medical Walk-in Clinic	1715 Ellis St	3 778.478.0277
Capri Medical Centre, Walk-in Clinic	132-1835 Gordon Dr	4 250.717.3211
Orchard Medical Centre	104-1990 Cooper Rd	250.861.3235
Spall Medical Centre & Walk-in Clinic	150-1940 Harvey Ave	250.860.9909
Medi-Kel Family Practice & Walk-in Clinic (Located in Superstore)	2280 Baron Rd	250.862.4996
Rutland Walk-in	25-590 Hwy 33 W	250.862.5915
Medi-Kel Family Practice & Walk-in Clinic	105-330 Hwy 33 W	250.862.5915
Dental Clinic, Kelowna's Gospel Mission	Provides restorative dental care to homeless, at risk of being homeless and those with low-income * expect to be on wait-list * assessment and proof of income required	5 1.800.789.0680 259B Leon Ave

WHERE CAN I GET HELP WITH MENTAL HEALTH EMERGENCIES?

Crisis Line	24/7 telephone crisis intervention service	1.888.353.2273
Mental Health and Substance Use, Interior Health	Provides crisis intervention, advocacy, education, & support groups for adults with mental health issues	250.868.7788 1340 Ellis St
Ki-Low-Na Friendship Society	Provides support, advocacy and assistance to the Aboriginal community	250.763.4905 442 Leon Ave
Outreach Urban Health Centre	Provides mental health support	250.868.2230 455 Leon Ave



STREET SURVIVAL GUIDE



WINTER 2013

KCR - Community Services
120-1735 Dolphin Avenue
Kelowna, BC V1Y 8A6
PHONE: 250.763.8008 ext.25
EMAIL: info@kcr.ca

Sponsored by:



WHERE CAN I GET HELP WITH MY DRUG/ALCOHOL ADDICTION?

BC Teen Challenge	Faith-based residential addition program	250.766.5015 4550 Glenmore Rd
Kelowna Alcohol & Drug Services, Interior Health	Office Hours: Mon-Fri 8am - 4:30pm Intake Hours: Mon-Fri 10am - 2pm	1 250.868.7788 1340 Ellis St, 2nd flr
Outreach Urban Health Centre, Interior Health	Clinic Hours: 10am-4pm	2 250.868.2230 455 Leon Ave
Alcoholics Anonymous	Call or visit www.bcyukonaa.org for meeting times and locations.	250.763.5555
Narcotics Anonymous	Call or visit www.bcna.ca for meeting times and locations	1.877.604.7613
Ki-Low-Na Friendship Society	Mon-Fri, 8:30am - 4:30pm	3 250.763.4905 442 Leon Ave
Cocaine Anonymous	Saturdays, 8pm - 9pm, Crossroads Treatment Centre	250.864.0399 123 Franklyn Rd

WHERE CAN I FIND A WARM BED?

Alexandra Gardner Safe Centre, NOW Canada	Safe house for women and their children	250.763.2262 2609 Richter St
Kelowna Women's Shelter	For women fleeing abusive situations	250.763.1040
Women's Emergency Shelter, Kelowna's Gospel Mission	Short-term emergency shelter for women 19+ years. Must call NOW Canada to register	250.862.3733 251 Leon Ave
Men's Hostel, Kelowna's Gospel Mission	Registration throughout the day for men 19+ years	250.763.3737 251 Leon Ave
Inn from the Cold - Kelowna	Provides shelter during November 1 - April 15 to men and women 19+ years	250.448.5153 1157 Sutherland Ave

WHERE CAN I GET A WARM MEAL OR CUP OF COFFEE?

Kelowna's Gospel Mission	Men, women and families welcome Breakfast, 6am-7:45am * Lunch, Noon-12:45pm * Dinner, 4pm-5pm * Coffee and Snacks, 10am and 3pm	250.763.3737 251 Leon Ave
Metro Community	Coffee and Snacks, Tuesday and Thursday, 9am - 4pm	778.478.9727 1470 Water St
Ki-Low-Na Friendship Society	Coffee: Mon-Fri, 9:30am - 12:30pm * Breakfast: Sat. 8:30am	250.763.4905 442 Leon Ave
First United Church	Coffee and snacks, Tue and Thurs, 10am-11am	250.762.3311 721 Bernard Ave
The Ladies Haven Women's Coffee House	Tue-Wed, 9:30am - 12:30pm, September to June * free meal for women with/without children	250.868.2238 1305 W Hwy 33

WHERE CAN I GET GROCERIES?

Kelowna Community Food Bank	Assists individuals and families who are in temporary financial difficulty	250.763.7161 1265 Ellis St
Community Life Centre, The Salvation Army	Emergency assistance with food, clothing, housewares, and furniture	250.765.3450 200 Rutland Rd S
St. Vincent de Paul	Supplies emergency food and help for families	250.861.7801
Kelowna Christian Center, Rutland Community Food Centre	Provides food hampers to those in need * proper ID and proof of residency required	250.762.9559 905 Badke Rd
St. Michael & All Angels, Emergency Food Assistance	Food distribution on Friday mornings, ONLY between 10am - 11am	250.762.3321 608 Sutherland Ave
First United Church	Emergency food once a month for those in crisis	250.762.3311 721 Bernard

WHERE CAN I SHOWER, HAVE A HAIRCUT, OR DO LAUNDRY?

Kelowna's Gospel Mission Men, Women & Families	<u>Showers:</u> 7 days a week, 10am-11:30am and 3pm-4pm <u>Laundry:</u> 6am, 7am, 10am, 11am, 3pm, 4pm, 7pm, 8pm <u>Haircut:</u> Mon-Fri * please call first	250.763.3737 251 Leon Ave
Metro Community	<u>Laundry:</u> Tuesday and Thursday, 9am - 4pm	778.478.9727 1470 Water St

WHERE CAN I REPORT A BAD DATE?

Crisis Line	24/7 telephone crisis intervention service	1.888.353.2273
Elizabeth Fry Society	Mon-Fri, 8:30am - 12pm * 1pm - 4:30pm	250.763.4613 104-347 Leon Ave
Downtown Kelowna Association	Patrol, escort and emergency services	250.470.9058
H.O.P.E. Outreach	Report a bad date * 24 hours	250.864.0399

WHERE CAN I FIND SOME CLOTHES, SHOES OR A COAT?

Free Clothing Bank	Call for hours	250.763.3737 251 Leon Ave
Kelowna's Gospel Mission		
Helping Hands Thrift Store, Kelowna's Gospel Mission	Mon-Sat, 10am - 5pm	250.862.2404 259A Leon Ave
The Salvation Army Thrift Store	Mon-Wed, 8am - 6pm * Thu-Fri, 8am - 8pm * Saturday, 9am - 5pm	250.765.3450 200 Rutland Rd S
First United Church Thrift Shop	Wed-Fri, 10am - 3pm, September to May	250.762.3311 721 Bernard Ave
Kelowna & District S.H.A.R.E. Society	Mon-Sat, 9:30am - 4:30pm	250.763.8117 581 Gaston Ave
Kelowna Women's Shelter Thrift Store	Mon-Sat, 10am - 4:30pm	250.762.8561 527 Lawrence Ave
Adventist Community Services Thrift Store	Tue and Wed, 10am - 12pm	250.860.5096 ext.3 130 Gerstmar Rd
Pro Life Thrift Shop	Wed-Sat, 10am - 4pm	250.762.9266 1159 Sutherland Ave
Metro Community	Tuesday and Thursday, 9am - 4pm	778.478.9727 1470 Water St
Bibles for Missions Thrift Store	Mon-Fri, 9:30am - 5pm * Sat, 10am - 4pm	250.860.4791 1889 Springfield Rd
Mennonite Central Committee Thrift Store	Mon-Sat, 9:30am - 5pm	250.765.7838 125 Roxby Rd
Rutland Hospital Auxiliary Thrift Shop	Mon-Sat, 9am - 4pm	250.765.2859 140 Dougall Rd N
IODE Thrift Shop	Mon-Fri, 10am - 4pm * Sat, 11am - 3pm	778.478.9939 1425 Ellis St

KELOWNA PUBLIC WASHROOM LOCATIONS

City Hall	Mon-Fri, 8am - 4pm	1435 Water St
Chamber of Commerce	Mon-Fri, 9am - 5pm * Sat, Sun & Holidays: 10am - 3pm	544 Harvey Ave
Chapman Parkade	Mon-Fri, 6am - 6pm	345 Lawrence Ave
Hot Sands Beach - City Park	Apr 1-Jun 14 and Sep 3-Oct 13: 8am - 8pm Jun 15-Sep 3: 8am - 10pm	1600 Abbott St
Okanagan Military Museum Kelowna Memorial Arena	Tue-Sat, 9am - 4pm	1425 Ellis St
Stuart Park - Across from City Hall	Sun-Sat, 8am - 10pm	1414 Water St
Tugboat Bay Pavilion	Apr 1-Jun 14 and Sep 3-Oct 13: 8am - 8pm Jun 15-Sep 3: 8am - 10pm	1200 Water St

KELOWNA NEEDLE DROP BOXES

City Park Pavilion, Kelowna	Open in the winter: men's and women's bathrooms	1600 Abbott St
Hot Sands Beach, Kelowna	Open in the summer: men's and women's bathrooms	
Living Positive Resource Centre, Rutland	Drop off during office hours: Mon-Fri, 8:30am - 4:30pm	168 Asher Rd
Memorial Arena, Kelowna	Rear South Wall	1424 Ellis St
Outreach Urban Health, Kelowna	Sun-Sat, 8am - 10pm By back entrance	455 Leon Ave
Stuart Park, Kelowna	Across from City Hall	1414 Water St

*Updated Every 6 Months. For the current version, see kcr.ca/community-services/publications
Phone each organization in the Guide for dates, times and additional information before visiting the location.
This Guide is NOT a full list of all services available.*

*Compiled by Community Services, a program of Kelowna Community Resources.
The listing in this Guide is not an endorsement by Kelowna Community Resources and the exclusion of a service does not imply lack of approval.*