

# *Services for Women in Crisis*

CULTURAL AND LANGUAGE  
RESOURCE DIRECTORY  
CENTRAL OKANAGAN



**ISCO**  
INTERCULTURAL SOCIETY  
CENTRAL OKANAGAN  
[www.interculturalkelowna.com](http://www.interculturalkelowna.com)



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

WELCOME to the first edition of the Cultural and Language Resource Directory for the Central Okanagan. The focus of this booklet is on preventing violence against immigrant and visible minority women.

This booklet is not exhaustive and please be aware that languages spoken at businesses and agencies may change. The following listings are places ISCO has identified as being culturally aware and / or provides their services in languages other than English.

Language interpreters can be hired and used at any local business / service / govt. agency and in some situations are provided free of charge.

Listings with an \* indicate that they have free language services available.

Please phone before visiting the organization listed in the Guide to be sure an interpreter is available and the resource is prepared to help you.

The listing of an organization in this Directory does not indicate endorsement and the exclusion of an agency from the Directory does not imply any disapproval by Intercultural Society of Central Okanagan or Kelowna Community Resources.

Our users can help us by letting us know about changes in services, and about additional services that should be listed by calling 763-8008 ext.24.

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*Linda Hartford, CIVC, Kelowna Community Resources*

*all the Volunteers and Service Agencies who made this directory possible*

## **BANKING AND FINANCIAL MANAGEMENT**

### **\*Interior Savings Credit Union**

300 – 678 Bernard Avenue

Kelowna, BC V1Y 6P3

Phone: 869-8200

Website: [www.interiorsavings.com](http://www.interiorsavings.com)

Languages: English, Cantonese, Finnish, French, German, Hindi, Hungarian, Mandarin, Polish, Punjabi, Sign language, Spanish, Swedish

### **\*TD Canada Trust**

150 – 1950 Harvey Ave

Kelowna, BC V1Y 8J8

Phone: 762-4142

Email: [gunna2@tdbank.ca](mailto:gunna2@tdbank.ca)

Languages: English, French, German, Pilipino / Tagalog, Punjabi, Hindi, Spanish, Japanese, Italian, Vietnamese

### **\*RBC Royal Bank**

1665 Ellis Street

Kelowna, BC V1Y 2B3

Phone: 1-800-769-2520

Languages: English, Arabic, Croatian, Greek, Haiti Language (Creole and French), Italian, Punjabi, Spanish, Urdu

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## **CHILD CARE**

### **\*Cleo's Sunshine Day Care**

For further information call Kelowna Child Care Society at 762-3536

2971 Springfield Road

Kelowna, BC V1X 4N5

Phone: 868-3594

Languages: English, Pilipino / Tagalog, Visayan, Cebuanna, Italian

### **\*Kelowna Child Care Society**

4-1890 Ambrosi Road

Kelowna, BC V1Y 4R9

Phone: 762-3536

Website: [www.kelownachildcare.ca](http://www.kelownachildcare.ca)

Email: [resource.referral@kelownachildcare.com](mailto:resource.referral@kelownachildcare.com)

Languages: English, Spanish, French, Chinese

### **\*Cameron Park Daycare**

2337 Richter Street

Kelowna, BC V1Y 2P3

Phone: 762-9344

Email: [cameronpark@boysandgirlsclubs.ca](mailto:cameronpark@boysandgirlsclubs.ca)

Languages: English, French, Dutch, German

## **CHURCHES AND PLACES OF WORSHIP**

### **\*Bahai Faith**

Box 22102  
Kelowna, BC V1Y 9N9  
Phone: 861-5599  
Email: secretary@bahai-kelowna.org  
Languages: English, Dutch, Farsi, Spanish, Chinese, Filipino

### **Grace Baptist Church**

1150 Glenmore Drive  
Kelowna BC V1Y 4P3  
Phone: 763-3457  
Email: gracebc@silk.net  
Languages: English, German

### **Guisachan Fellowship Baptist**

2210 Stillingfleet Road  
Kelowna, BC V1Y 7Y9  
Phone: 860-2486  
Email: info@guisachanbaptist.org  
Website: www.guisachanbaptist.org  
Languages: English, Spanish

### **COMPAÑERISMO DE LA COMUNIDAD HISPANA**

Phoneéfono (español): 979-0241  
Musica - Conferencias - Consejeria  
Café - Amistad  
Domingos á las 6:00 pm

### **Immaculate Conception Church**

For programs & information please contact church office  
839 Sutherland Ave.  
Kelowna, BC V1Y 5X4  
Phone: 762-3910  
Email: iccoffice@shaw.ca  
Website: www.catholic-church.org/icc/home  
Languages: English, Tagalog (some volunteers speak various languages)

### **Japanese Buddhist Temple**

1089 Borden Ave.  
Kelowna, BC V1Y 6A7  
Phone: 763-3827  
Languages: Japanese

### **Kelowna Korean Presbyterian Church**

1305 Gordon Dr.  
Kelowna, BC V1Y 3E7  
Phone: 762-0691 / 860-7082  
Languages: English, Korean

**Mennonite Church Kelowna**

1305 Gordon Dr.  
Kelowna, BC V1Y 3E7  
Phone: 762-4522  
Languages: German

**Okanagan Chinese Baptist Church**

1025 Rutland Road  
Kelowna, BC V1X 421  
Phone: 491-0910  
Languages: Chinese

**Okanagan Jewish Community**

102 N Glenmore Road, Kelowna  
Phone: 862-2305  
Languages: Hebrew

**Okanagan Sikh Temple**

1101 North Rutland Rd. N  
Kelowna, BC V1X 4Y9  
Phone: 765-7477  
Phone: 868-8276  
Languages: Punjabi

**Ukrainian Orthodox Church**

1935 Barlee, Kelowna  
Phone: 869-1724  
Parish Hall: 860-7384  
Languages: Ukrainian

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**COMMUNITY SERVICES****Central Okanagan Crime Stoppers Tipline**

Phone: 1-800-222-TIPS(8477) answered 24/7  
Office: 470-6215  
Email: [crimestoppers@shaw.ca](mailto:crimestoppers@shaw.ca)  
Website: [www.crimestoppers.net](http://www.crimestoppers.net)  
Languages: Tipline calls will be connected to multilingual line

**City of Kelowna**

1435 Water Street  
Kelowna, BC V1Y 1J4  
Phone: 469-8500  
Website: [www.kelowna.ca](http://www.kelowna.ca)  
Languages: English, Dutch, French, German, Polish (we access language interpreters from ISCO)

### **Community Justice Program**

A program of Central Okanagan Elizabeth Fry Society

104 – 347 Leon Avenue

Kelowna, BC V1Y 8C7

Phone: 763-4613 ext.104

Languages: English, German, Spanish, Punjabi

Services: Provides support and information for individuals in conflict with the law, and involved in the Criminal Justice System.

### **Harmony House**

Program of Kelowna Gospel Mission

Phone: 763-6544

Email: [harmony@kelownagospelmission.ca](mailto:harmony@kelownagospelmission.ca)

Languages: English, French, German

Services: Recovery home for women in crisis

### **Kelowna Community Food Bank**

1265 Ellis Street

Kelowna, BC V1Y 1Z7

Phone: 763-7161

Email: [info@kcfb.ca](mailto:info@kcfb.ca)

Languages: English, French, Dutch, German

Services: Community food bank distributes food aid to needy people in the Kelowna area (once every 30 days). Also available: Tiny Bundles, Special Needs, and Vitality programs.

### **Kelowna Community Resources**

120-1735 Dolphin Avenue

Kelowna, BC V1Y 8A6

Phone: 763-8008

255 Lawrence Avenue

Kelowna, BC, V1Y 6L2

Phone: 763-8058

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

Languages: English, Spanish

Services: Immigrant Services, Host Program, Community Information & Volunteer Program, Crisis Line, Family Friend Program, Kids Count, Adoption Centre, Special Needs Adoption, Family Group Conferencing

### **Kelowna Gospel Mission – Meals / Limited Services**

251 Leon Avenue

PO Box 22087 Capri RPO

Kelowna, BC V1Y 9N9

Phone: 763-3737 / after hours 862-3733

Website: [www.kelownagospelmission.ca](http://www.kelownagospelmission.ca)

Email: [contact@kelownagospelmission.ca](mailto:contact@kelownagospelmission.ca)

Languages: English, French, German

Services: Rescue Mission. A warm, safe, secure, structured environment providing basic physical, emotional, and spiritual care for men, women, children and youth. Provide hot meals, hygiene, haircuts, support, counselling, and referrals.

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

#107-347 Leon Avenue

Kelowna, BC V1Y 8C7

Phone: 762-2355

Languages: Language translation services available

Services: Advocacy, Emotional Support, Information & Referrals, Resource Library, Lobbying Information and Education

### **Kelowna Women's Shelter / Central Okanagan Emergency Shelter Society**

PO Box 1575, Station A

Kelowna, BC V1Y 7V8

Phone: 763-1040

E-mail: kelownawomensshelter@silk.net

Website: kws.shelternet.ca

Languages: English, Farsi, French, Mandarin, Cantonese

Services: Provides sanctuary, advocacy, support and self-development opportunities for women and children during and after crisis. Available 24/7

### **Kelowna Women's Shelter Thrift Shop**

527 Lawrence Avenue

Kelowna, BC V1Y 9H2

Phone: 762-8561

Languages: English (Farsi, French, Mandarin & Cantonese may be available through the Kelowna Women's Shelter)

Services: Clothing and household items at reasonable prices. Items given free of charge to clients in need. Volunteer opportunities. A program of Kelowna Women's Shelter; administered by Central Okanagan Emergency Shelter Society.

### **Okanagan Boys and Girls Clubs**

Admin: 1434 Graham Street

Mailing: Box 20222

Kelowna, BC V1Y 9H2

Phone: 762-3914

Website: www.boysandgirlsclubs.ca

Email: info@boysandgirlsclubs.ca

Languages: English, French, Dutch, German

Services: Before school care program provides breakfast, after-school program provides afternoon snack. Family support programs; Emergency shelter for youth; and other supports available to children and youth at risk.

### **\*RCMP – Kelowna Detachment**

350 Doyle Avenue

Kelowna, BC V1Y 6V7

Phone: 762-3300 – for emergencies ONLY dial 9-1-1 (free from any phone)

Languages: English, French, Polish, Portugese, Punjabi, Vietnamese (calls will also be connected to language line / VictimLink)

### **\*RCMP Victim Services**

350 Doyle Avenue

Kelowna, BC V1Y 6V7

Phone: 470-6242 – for emergencies ONLY dial 9-1-1 (free from any phone)

Languages: English, Croatian, French, German, Portuguese, Punjabi, Serbian, Yugoslavian, and more (calls will also be connected to language line / VictimLink)

Services: Provide information and support to victims of crime and trauma.

### **\*VictimLink**

Phone: 1-800-563-0808  
TTY: (604) 875-0885 (collect calls accepted), or text to (604) 836-6381  
Fax: (604) 660-9415  
Website: www.vcn.bc.ca/isv/victims.htm  
Languages: VictimLINK provides service in 130 languages, including 17 North American aboriginal languages.  
Services: Referrals include counselling, transition houses, crime victim assistance programs, legal agencies, police, justice system, Ministry of Children and Family Development, and hospital/medical support.

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## **COUNSELLING SERVICES**

### **Adult Counselling Program**

A program of Central Okanagan Elizabeth Fry Society  
104 – 347 Leon Avenue  
Kelowna, BC V1Y 8C7  
Phone: 763-4613 ext.111  
Languages: English, German, Spanish, Punjabi  
Services: Counselling is provided for adults who have experienced sexual abuse/assault or violence in relationships.

### **Child and Youth Sexual Abuse Intervention Program**

A program of Central Okanagan Elizabeth Fry Society  
104 – 347 Leon Avenue  
Kelowna, BC V1Y 8C7  
Phone: 763-4613 ext.105  
Languages: English, German, Spanish, Punjabi  
Services: Assessment, counselling and support for children and adolescents who have disclosed recent or historical sexual abuse or assault.

### **Crisis Line**

Phone: 763-9191 / Admin. 763-8058 ext.233  
Email: crisisline@kcr.ca  
Website: www.kcr.ca  
Languages: English  
Services: A 24 hour, 7 day a week telephone crisis intervention service; provide emotional support to help individuals cope with temporary life crisis; a listening ear to the lonely, or distressed; physical violence and suicide intervention.

### **Helpline for Children**

Phone: 310-1234  
Languages: Will access whatever language is needed.  
Services: Toll-free line 24hours/7days/wk provincial resource, putting people in touch with information/help; report cases of suspected child abuse, be it physical, emotional or sexual.

### **Kelowna Family Centre**

204 - 347 Leon Avenue

Kelowna, BC V1Y 8C7

Phone: 860-3181

Email: kelfamcr@silk.net

Website: www.kfscs.com

Languages: Language interpreter will be available if needed

Services: Provide free, confidential counselling services for children, youth, parents, seniors and families. (Pamphlets are available in different languages.)

### **Kelowna Women's Shelter**

PO Box 1575, Station A

Kelowna, BC V1Y 7V8

Phone: 763-1040 (available 24/7 )

Languages: English, French, Farsi, Mandarin, Cantonese

Services: Provides sanctuary, advocacy, support and self development opportunities for women and children during and after crisis.

### **Kids Help Phone**

Phone: 1-800-668-6868

Languages: English, French

Services: Provides toll free professional counselling and referral services; i.e. physical/sexual/emotional abuse, loneliness/depression, school/family issues, sexuality, pregnancy, peer problem affecting children and youth ages 6-19; available 24/7 Canada wide.

### **Mental Health Centre (Interior Health Authority)**

1340 Ellis Street

Kelowna, BC V1Y 9N1

Phone: 868-7788

Languages: English, Polish, Spanish

Services: Provide outpatient assessment, treatment, counselling, rehabilitation, hospital liaison and (crisis intervention) support groups for adults with mental health issues and their families. **Psychiatric Outreach Services** are available for people who are unwilling to go to services; call 212-8533.

### **Mental Health Information Line**

Phone: 1-800-661-2121

Website: www.heretohelp.bc.ca

Languages: via BC NurseLine 135 languages available (1-866-215-4700)

### **Referral French Services for Women**

Phone: 1800-800-RFCB (7322)

Languages: French

Services: Provincial Crisis & Information Referral Service.

### **Specialized Victim Assistance Program**

A program of Central Okanagan Elizabeth Fry Society

104 – 347 Leon Avenue

Kelowna, BC V1Y 8C7

Phone: 763-4613 ext.108

Languages: English, German, Spanish, Punjabi

Services: Provides emotional and practical support, information and assistance for anyone who has experienced and /or witnessed violence, recent or historical sexual abuse or assault, or criminal harassment.

### **\*VictimLink**

Phone: 1-800-563-0808  
TTY: (604) 875-0885 (collect calls accepted), or text to (604) 836-6381  
Fax: (604) 660-9415  
Website: www.vcn.bc.ca/isv/victims.htm  
Languages: VictimLINK provides service in 130 languages, including 17 North American aboriginal languages.  
Services: Referrals include counselling, transition houses, crime victim assistance programs, legal agencies, police, justice system, Ministry of Children and Family Development, and hospital/medical support.

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## **EDUCATION**

### **Okanagan College**

1000 KLO Road  
Kelowna, BC V1Y 4X8  
Phone: 762-5445  
Contact: Marlene Isaac, Director of International Education  
Website: www.okanagan.bc.ca  
Languages: Chinese Mandarin, Cantonese, Japanese, Spanish

### **Project Literacy Kelowna Society**

#205 – 591 Bernard Avenue  
Kelowna BC V1Y 6N9  
Phone: 762-2163  
Fax: 250-762-0764  
Website: www.projectliteracykelowna.org  
Email: admin@projectliteracykelowna.org  
Languages: English, French, Farsi, German, Punjabi

### ***School District No. 23 (Central Okanagan)***

#### **School District Central Administrative Services**

1940 Underhill Street  
Kelowna BC V1X 5X7  
Phone: 860-8888  
Website: www.sd23.bc.ca  
Languages: Various Languages

### **UBC Okanagan**

3333 University Way  
Kelowna, BC V1V 1V7  
Phone: 807-8000  
Languages: Chinese, French, German, Japanese, Korean, Punjabi

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## **EMPLOYMENT**

### **Central Okanagan Immigrant Employment Services**

420 Leon Avenue

Kelowna, BC V1Y 6J3

Phone: 762-4134

Languages: English, French, Punjabi

Services: Provide employment assistance services. For example: job search skills, career planning, interview skills, and local LMI, free job search and computer lab resource centre.

### **Community Access Program (CAP)**

A program of Kelowna Community Resources

120 - 1735 Dolphin Avenue

Kelowna, BC V1Y 8A6

Phone: 763-8008

Languages: English

Services: Free computer and internet access available to the public for job searching.

### ***Ministry of Employment and Income Assistance***

#### **Kelowna Employment & Assistance Centre**

130 - 1640 Dilworth Drive

Kelowna BC V1Y 7V3

Phone: 1-866-866-0800

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

E-mail: [OFF434@gov.bc.ca](mailto:OFF434@gov.bc.ca)

Languages: English, French

#### **Westbank Employment Assistance Centre**

3685 Hoskins Road

Westbank, BC

Phone 768-6100

Languages: English, French

#### **Okanagan French Employment Services Centre**

702 Bernard Avenue

Kelowna, BC V1Y 6P5

Phone: 860-4074

Email: [ccfo@shawcable.com](mailto:ccfo@shawcable.com)

Website: [www.centreculturelfrancaisokanagan.org](http://www.centreculturelfrancaisokanagan.org)

Languages: English, French

Services: “Strategic Action Plan” is a series of workshops to assist clients with work search skills. Other services include individual assessments, employment resources, and computer lab.

## **Service Canada**

471 Queensway Avenue

Kelowna, BC V1Y 6S5

Phone: 762-3018; 1-800-622-6232

Website: [servicecanada.gc.ca](http://servicecanada.gc.ca)

Languages: English, French, Punjabi

Services: Service Canada staff are knowledgeable about federal programs and benefits, and take the time to ensure people are connected to the services they need.

Services for individuals include: Career Planning; Employment Services; Financial Benefits (CPP, Disability Benefits, Employment Insurance, Old Age Security, Public Pension and Retirement, Survivor Benefits); Identification Cards; Pleasure Craft Licensing; Job Bank; Youth Employment Services; Labour Market Information; Social Insurance Number Application; and Training. Office open 9:00am-4:30pm.

## **\*Service BC, Government Agent's Office (Ministry of Labour and Consumer Services)**

Contact Information for the South Okanagan

40 Calgary Avenue

Penticton, BC V2A 2T6

Phone: (250) 487-4200

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

Email to: [Jim.Torrance@gov.bc.ca](mailto:Jim.Torrance@gov.bc.ca)

Languages: English, Hindi, Punjabi, Spanish, Tagalog (French in other facility)

Services: Over 500 Provincial Programs are accessible directly or by referral through BC Medical, Driver Licensing, Employment Standards and Human Rights and more for residents of the South Okanagan.

## **Vital Statistics Agency**

1475 Ellis Street

Kelowna, BC V1Y 2A3

Phone: 712-7562

Fax: 712-7598

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

Languages: Office – English, German

Pamphlets are available on the website in Chinese, Punjabi and Vietnamese.

Services: Register a child's birth and order a birth certificate; get married in BC and order a marriage certificate; register a death and order a certificate; file and search for a notice in the wills registry; legally change a name and order a certificate; pick up forms for MSP; pick up forms for other provinces.

## **WorkSafeBC**

Formerly: Workers Compensation Board, BC

110 - 2045 Enterprise Way

Kelowna, BC V1Y 9T5

Phone: 717-4301 / 1-888-922-2768

Claims: 1-888-967-5377

Website: [www.worksafebc.com](http://www.worksafebc.com)

Languages: English, French, Hindi, Punjabi

Services: Provide financial, medical and rehabilitation assistance to workers who became disabled by occupational injury or disease. Enforces accident prevention, industrial hygiene, and first aid regulations.

## **FAMILY AND PARENTING SERVICES**

### **Breastfeeding Centre**

Rutland Health Centre

155 Gray Road

Kelowna, BC V1X 1W6

Phone: 491-2768

Languages: English, German, Mandarin (patients can bring their own language interpreter)

Services: Public Health Nurses with specialized training in breastfeeding provide individualized assessments, counselling and referrals to breastfeeding families.

### **Building Healthy Families Society**

1390 K.L.O. Road

Kelowna, BC V1W 3P6

Phone: 861-4933

Fax: 861-4956

Email: bhfam@silk.net

Languages: English, Spanish, Portuguese

Services: Provide support and training focused on parenting and personal life skills.

### **Central Okanagan Family Resource Program**

4 - 1890 Ambrosi Road

Kelowna, BC V1Y 4R9

Phone: 762-3536

Fax: 861-1299

Website: [www.kelownachildcare.ca](http://www.kelownachildcare.ca)

Email: [resource.referral@kelownachildcare.com](mailto:resource.referral@kelownachildcare.com)

Languages: English, Spanish, French, Chinese

Services: Provides support to families with young children through drop-in sessions and parenting education opportunities. Parent/child drop-in sessions are free.

### **Community Living BC**

240 - 1640 Leckie Road

Kelowna, BC V1X 7C6

Phone: 861-7255 / 1-800-660-2522

Website: [www.communitylivingbc.ca](http://www.communitylivingbc.ca)

Languages: English, German, French, Swiss & sign language

Services: Creates an environment that enables children with special needs and adults with development disabilities to have the opportunities and supports needed to pursue their goals and participate as full and valued citizens in their communities.

### **Family Friend Program**

A program of Kelowna Community Resources

Phone: 763-8008 ext.36

Email: [familyfriend@kcr.ca](mailto:familyfriend@kcr.ca)

Languages: Language interpreters available

Services: Connects single parents with a screened, trained competent “family friend” for friendship, support, mentoring and connection to community resources.

### **Healthy Children's Initiatives**

A program of Okanagan Families Society

1829 Chandler Street

Kelowna, BC V1Y 3Z2

Phone: 763-0456

Fax: 763-4910

Email: [info@okfamilies.org](mailto:info@okfamilies.org)

Website: [www.okfamilies.org](http://www.okfamilies.org)

Languages: English, Fijian, East Indian Languages (Hindi, Punjabi, Gujarati,)

Services: Promote healthy children and healthy families in the community through prevention and early intervention activities, counselling, and youth transition services.

### **Kelowna Family Centre**

204 - 347 Leon Avenue

Kelowna, BC V1Y8C7

Phone: 860-3181

E-mail: [kelfamcr@shawbiz.ca](mailto:kelfamcr@shawbiz.ca)

Website: [www.kfscs.com](http://www.kfscs.com)

Languages: Language interpreters will be available if needed

Services: Provides free, confidential counselling service for family & individual.

### **Okanagan Boys and Girls Clubs**

Admin: 1434 Graham Street

Mailing: Box 20222

Kelowna, BC V1Y 9H2

Phone: 762-3914

Website: [www.boysandgirlsclubs.ca](http://www.boysandgirlsclubs.ca)

Email: [info@boysandgirlsclubs.ca](mailto:info@boysandgirlsclubs.ca)

Languages: English, French, Dutch, German

Services: Before school care program provides breakfast, after-school program provides afternoon snack. Family support programs; Emergency shelter for youth; and other supports available to children and youth at risk.

### **Okanagan Families Society**

1829 Chandler Street

Kelowna, BC V1Y 3Z2

Phone: 763-0456

Fax: 763-4910

Email: [info@okfamilies.org](mailto:info@okfamilies.org)

Website: [www.okfamilies.org](http://www.okfamilies.org)

Languages: English, Fijian, East Indian Languages (Hindi, Punjabi, Gujarati)

Services: Family counselling, Youth Services, Parenting & Education

### **Okanagan Valley Pregnancy Care Centre**

201 – 2622 Pandosy Street

Kelowna, BC V1Y 1V6

Phone: 763-2112

Email: [theresawhite@shaw.ca](mailto:theresawhite@shaw.ca)

Website: [www.ovpcc.com](http://www.ovpcc.com)

Languages: English, French, German (patients can bring their own language interpreters)

Services: Support and encouragement for women and families facing unplanned or distressing pregnancies. Our free and confidential services include free pregnancy tests, friendly peer counsel, a 24-hour crisis line, respectful, factual information on all pregnancy options, and practical assistance (e.g.: with maternity and baby clothes and supplies).

## **Parenting After Separation**

A program of Kelowna Family Centre

204 - 347 Leon Avenue

Kelowna, BC V1Y8C7

Phone: 860-3181

E-mail: kelfamcr@shawbiz.ca

Website: www.kfscs.com

Languages: Language interpreters will be available through other agencies

Services: Provide information and support for parents to help families adjust to the challenges of separation / divorce.

## **We Care Home Health Service**

1626 Richter Street

Kelowna, BC V1Y 2M3

Phone: 861-8315

Website: www.wecare.ca

Languages: English, French, Pilipino (other workers may speak a second language)

Services: Registered Nurse, Licensed Practical Nurse, Certified personal Care Aides, Home Makers, Cleaners, Companions, 24/7. (Call for cost of service.)

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## **GOVERNMENT SERVICES**

### **Bus Pass Program**

Phone: 1-888-661-1566

Languages: English, Punjabi

Services: Providing affordable transportation on all BC transit systems to low-income senior citizens and persons who have disability status.

### **City of Kelowna**

1435 Water Street

Kelowna, BC V1Y 1J4

Phone: 469-8500

Website: www.city.kelowna.bc.ca

Languages: English, Dutch, French, German, Polish (access language interpreters from ISCO)

### **Ministry of Employment and Income Assistance**

Kelowna Employment & Assistance Centre

130 - 1640 Dilworth Drive

Kelowna BC V1Y 7V3

Phone: 1-866-866-0800

E-mail: OFF434@gov.bc.ca

Languages: English, French

### **WorkSafeBC**

Formerly: Workers Compensation Board, BC

110 - 2045 Enterprise Way

Kelowna, BC V1Y 9T5

Phone: 717-4301 / 1-888-922-2768

Claims: 1-888-967-5377

Website: www.worksafebc.com

Languages: English, French, Hindi, Punjabi

Services: Provide financial, medical and rehabilitation assistance to workers who became disabled by occupational injury or disease. Enforces accident prevention, industrial hygiene, and first aid regulations.

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## HEALTH CENTRES / SERVICES

### *Public Health (Interior Health Authority)*

#### **Kelowna Health Centre**

1340 Ellis Street  
Kelowna, BC V1Y 9N1  
Phone: 868-7700  
Website: [www.interiorhealth.ca](http://www.interiorhealth.ca)  
Languages: English, Chinese, Tagalog

#### **Rutland Health Centre**

155 Gray Road  
Kelowna, BC V1X 1W6  
Phone: 491-2768  
Languages: English, German, Mandarin, Hindi, Punjabi Pamphlets available in Punjabi, Traditional Chinese, Spanish & Vietnamese

#### **Westbank Health Centre**

160-2300 Carrington Road  
Westbank, BC V4T 2N6  
Phone: 768-6150  
Languages: English, Pilipino / Tagalog

Services: Public health nursing, well-baby clinics, “Baby Talk”, new parent classes; pregnancy testing and counselling, Teen/single Prenatal Program; Nobody’s Perfect Program, STD testing, genetic counselling, immunization and travel medicine information, audiology, dental health services and nutrition services.

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## HEALTH ORGANIZATIONS / SUPPORT GROUPS

### **Advo Care Home Health Services**

1450 St. Paul Street  
Kelowna, BC V1Y 2E6  
Phone: 861-3446  
Email: [patriciagutcher@advocare.com](mailto:patriciagutcher@advocare.com)  
Website: [www.advocarehealth.com](http://www.advocarehealth.com)  
Languages: English, Pilipino / Tagalog, French, Ukrainian, Punjabi, Spanish  
Services: Home Support, 24/7, Registered Nursing, Care Aide, Palliative Care, Companion, Home Making, Transportation. (Call for cost of services.)

### **\*BC Health Guide Program**

Ministry of Health  
4th Floor, 1515 Blanshard Street  
Victoria, BC V8W 3C8  
Phone: 1-866-215-4700  
TDD: 1-866-889-4700  
Website: [www.bchealthguide.org](http://www.bchealthguide.org)  
Email: [HLTH.Health@gov.bc.ca](mailto:HLTH.Health@gov.bc.ca)  
Languages: Translation services are available in over 130 languages.

### **\*BC NurseLine**

Phone: 1-866-215-4700

Languages: Available in 135 languages

Services: Provides confidential health information and advice. Specially trained nurses answer questions about health topics and procedures and help you decide when to see a health professional. Pharmacists are available to answer your questions about medications.

### **\*BC Seniors Line**

Phone: 1-800-465-4911

Languages: Language translation via (CANTALK), 135 languages available

Services: Provides information on health programs within BC.

### **Home Support and Community Care**

Kelowna Health Centre 868-7707

Westbank Health Centre 868-7707

Rutland Health Centre 868-7707

May Bennett Wellness Centre 868-7707

Languages: English, Pilipino, Chinese, Hindi, Punjabi

Services: Supportive counselling, home rehab, Nursing Case Management, and meal programs.  
(Services free with referral.)

### **\*Medical Services Plan BC**

PO Box 9035 Stn Prov Govt

Victoria, BC V8W 9E3

Phone: 1-800-663-7100

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

Languages: 135 languages available through BC NurseLine

Services: An automated service to provide information about your Medical Services Plan. Forms can be obtained from the website or at the Vital Statistics Agency.

### **\*Medication Info BC**

Phone: 1-800-668-6233

Languages: Language translation available in 135 languages

Services: Medical information program providing pharmacist consultation services; information on medication, drug interactions, new drugs, herbal products questions and research.

### **\*Poison Control Centre**

BC Drug and Poison Information Centre

Phone: 1-800-567-8911

Languages: Language translation available

Services: 24/7 Phone line offering emergency advice and information on the treatment of poison or overdose of medications, chemicals, street drugs, or other hazardous or toxic substances.

### **\*Seniors' Pharmacare**

Phone: 1-800-465-4911

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

Languages: English, French, Chinese, Punjabi (135 languages available)

## **HOSPITALS / EXTENDED CARE**

### **Brookhaven Care Centre**

1775 Shannon Lake Road  
Westbank, BC V4T 2N7  
Phone: 862-4040  
Languages: English, Pilipino / Tagalog, Punjabi  
Services: Extended care facility

### **Cottonwoods Care Centre**

2255 Ethel Street  
Kelowna, BC V1Y 2Z9  
Phone: 862-4100  
Languages: English, Pilipino / Tagalog, Punjabi  
Services: Extended care facility

### **\*Kelowna General Hospital**

2268 Pandosy Street  
Kelowna, BC V1Y 1T2  
Phone: 862-4000  
Languages: English, Arabic, Cantonese, Czech, Danish, Dutch, Pilipino / Tagalog, French, German, Hindi, Italian, Japanese, Mandarin, Norwegian, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sign Language, Ukrainian, Urdu and Vietnamese

### **KGH Psychiatric Services**

2268 Pandosy Street  
Kelowna, BC V1Y 1T2  
Phone: 862-4478  
Languages: English, Arabic, Cantonese, Czech, Danish, Dutch, Pilipino / Tagalog, French, German, Hindi, Italian, Japanese, Mandarin, Norwegian, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sign Language, Ukrainian, Urdu and Vietnamese

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## **LANGUAGE TRANSLATION SERVICES**

### **Immigrant Services**

A program of Kelowna Community Resources  
255 Lawrence Avenue  
Kelowna, BC V1Y 6L2  
Phone: 763-8058 ext.2  
Contact: Elizabeth / Andrew  
Email: elizabeth@kcr.ca or andrew@kcr.ca  
Website: www.kcr.ca  
Languages: Language translations / interpretation available in over 30 languages  
Services: Assist in identifying and assessing needs and barriers and provide relevant information, options and services specific to individual circumstances.

### **Intercultural Society Central Okanagan (ISCO)**

200 – 1864 Spall Road

Kelowna, BC V1Y 4R1

Phone / Fax: 717-5797

Email: isco@shaw.ca

Website: www.interculturalsociety.ca

Languages: Language interpretation is available in over 30 languages

Services: Immigrant Settlement Services, ESL Classes, Citizenship Classes, Language Interpretation and Translation Services, Referral services, Social and Community events

### **Kelowna Immigrant Society (KIS)**

27 – 1873 Spall Road

Kelowna BC V1Y 4R2

Phone: 763-0901

Email: contactus@kelownais.com

Website: www.kelownais.com

Languages: Language interpretation available in over 30 languages (fee for service).

Services: Language Interpretation and Translation Services, Counselling and Advocacy, Settlement Services, Parents and Tots Program, Language Classes, Citizenship Classes

### **Provincial Language Service**

Provincial Health Services Authority

Phone: 1-877-BC TALKS (228-2557)

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## **LEGAL SERVICES**

### **Community Justice Program**

Program of Central Okanagan Elizabeth Fry Society

104- 347 Leon Avenue

Kelowna, BC V1Y 8C7

Phone: 763-4613, ext.104

Email: efry@telus.net

Website: www.coefs.com

Languages: English, German, Spanish, Punjabi

Services: Provides support and information for individuals in conflict with the law, and involved in the Criminal Justice System.

### **Dial-A-Law**

Phone: 1-800-565-5297

Website: www.dialalaw.org

Languages: English, Chinese. Punjabi available online.

Services: Free library of legal information in BC. Assistance with legal services to qualifying low income clients.

### **Kelowna Family Justice Centre**

119 – 565 Bernard Ave.

Kelowna BC V1Y 8R4

Phone: 712-3636 / 1-888-227-7734

Website: www.bcifv.org

Languages: Language translation available

Services: A no cost information, referral and mediation service for parents who are separated and require assistance in resolving issues involving their children; specifically custody, guardianship, access and child support.

### **\*Legal Services Society of British Columbia**

Kelowna Regional Centre

307 – 1664 Richter Street

Kelowna, BC V1Y 8N3

Phone: 763-8613

Languages: English, Arabic, Cantonese, Farsi, French, Mandarin, Punjabi, Spanish, Vietnamese (and others on request)

Services: Assist with legal services to qualifying low income clients; information in many areas of law including: criminal, family, immigration, human rights, income assistance, disability benefits, employment issues, Canada Pension Plan, WCB, debt, landlord/tenant, criminal injuries. Drop-in service and to apply 9am-11am, 1pm-3:30pm. Office hours: 8:30am-4:30pm. Also available: Family Duty Counsel, Outreach Workers, Lawlink Kiosk, and Lawline.

### **\*MultiLingoLegal.ca**

Website: [www.multilingolegal.ca](http://www.multilingolegal.ca)

Services: Community workers and newcomers can find legal information and community resources in their own language in this website.

### **Pro-Bono Legal Program**

Salvation Army Community and Family Services

1449 Ellis Street

Kelowna, BC V1Y 2A3

Phone: 860-3442

Languages: Language interpreters are available within the community

Services: Free legal counsel to those who are not qualified for legal aid.

### ***Lawyers***

#### **Doak Shirreff**

200-537 Leon Avenue

Kelowna, BC V1Y 2A9

Phone: 763-4323

Website: [www.doakshirreff.com](http://www.doakshirreff.com)

Languages: English, French, German, Portuguese

#### **Jenzen and Jenzen Notary Public**

103 - 1912 Enterprise Way

Kelowna, BC V1Y 9S9

Phone: 763-1923

Languages: English, German

#### **\*Lowe, Jeffrey S., Lawyer**

Lowe and Company

#900 - 777 West Broadway

Vancouver, BC V5Z 4J7

Phone: (604) 875-9338

Email: [info@canadavisalaw.com](mailto:info@canadavisalaw.com)

Web-site: [CanadaVisaLaw.com](http://CanadaVisaLaw.com)

Languages: English, Mandarin Chinese, Cantonese Chinese, Teo Chiu Chinese, Polish, Arabic, more.

Services: Help people from overseas come to Canada to work, study and immigrate in an efficient and caring manner.

## **R. Patrick Kimmitt Law Corporation**

202 - 1433 St. Paul Street

Kelowna, BC V1Y 2E4

Phone: 763-6441

Languages: English, French

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## **MENTAL HEALTH**

### **Canadian Mental Health Association**

504 Sutherland Avenue

Kelowna, BC V1Y 5X1

Phone: 861-3644

Email: cmhakelowna@shaw.ca

Languages: English, Arabic, French, Lebanese

### **\*KGH Psychiatric Services**

2268 Pandosy Street

Kelowna, BC V1Y 1T2

Phone: 862-4478

Fax: 862-4447

Languages: English, Arabic, Cantonese, Czech, Danish, Dutch, Pilipino / Tagalog, French, German, Hindi, Italian, Japanese, Mandarin, Norwegian, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sign Language, Ukrainian, Urdu and Vietnamese).

### **Mental Health Centre (Interior Health Authority)**

1340 Ellis Street

Kelowna, BC V1Y 9N1

Phone: 868-7788

Languages: English, Polish, Spanish

### **\*Mental Health Information Line**

Phone: 1-800-661-2121

Website: [www.heretohelp.bc.ca](http://www.heretohelp.bc.ca)

Languages: Through BC Nurseline or VictimLINK provide services in 135 languages, including 17 North American aboriginal languages

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## **SETTLEMENT SERVICES AND IMMIGRATION**

### **Central Okanagan Immigrant Employment Services**

420 Leon Avenue

Kelowna, BC V1Y 6J3

Phone: 762-4134

Languages: English, French, Punjabi, Spanish

Services: Assist Newcomers from other countries in their orientation and settlement in Canada. Provide employment assistance services to Immigrants, Refugees, Visible Minorities, New Canadians, and First Generation Canadians.

### **Host and Buddy Program**

Program of the Kelowna Community Resources

255 Lawrence Avenue

Kelowna, BC V1Y 6L2

Phone: 763-8058 ext.232

Languages: English, Spanish (Language translations available through our settlement services)

Services: Help newly arrived immigrants learn about Canadian Values, traditions and daily living in our community by matching the individual or family to volunteer hosts.

### **Immigrant Services**

Program of Kelowna Community Resources

255 Lawrence Avenue

Kelowna, BC, V1Y 6L2

Phone: 763-8058 ext.2

Contact: Elizabeth / Andrew

Email: elizabeth@kcr.ca; andrew@kcr.ca

Website: www.kcr.ca

Languages: Language translations / interpretation available in over 30 languages

Services: Assist in identifying and assessing needs and barriers and provide relevant information, options and services specific to individual circumstances.

### **\*Intercultural Society Central Okanagan (ISCO)**

200 – 1864 Spall Road

Kelowna, BC V1Y 4R1

Phone / Fax: 717-5797

Email: isco@shaw.ca

Website: www.interculturalsociety.ca

Languages: Language interpretation available in over 30 languages

Services: Immigrant Settlement Services, Advocacy, ESL Classes, Citizenship Classes, Language Interpretation and Translation Services, Referral Services, Social and Community Events

### **Kelowna Immigrant Society (KIS)**

27 – 1873 Spall Road

Kelowna BC V1Y 4R2

Phone: 763-0901

Email: contactus@kelownais.com

Website: www.kelownais.com

Languages: Language interpretation available in over 30 languages (There is a fee for this service).

Services: Counselling and Advocacy, Language Interpretation and Translation Services, Settlement Services, Parents and Tots Program, Language Classes, Citizenship Classes

### **Okanagan French Cultural Centre**

#### **Centre Culturel Francais de l'Okanagan**

702 Bernard Avenue

Kelowna, BC V1Y 6P5

Phone: 860-4074; Provincial Referral Service 1-888-800-RFCB (7322)

Email: ccfo@shawcable.com

Website: www.centreculturelfrancaisokanagan.org

Languages: French

Services: French referral services & employment assistance

## **VICTIM'S SERVICES**

### **Adult Counselling Program**

A program of Central Okanagan Elizabeth Fry Society

104 – 347 Leon Avenue

Kelowna, BC V1Y 8C7

Phone: 763-4613, ext.111

Website: [www.coefs.com](http://www.coefs.com)

Languages: English, German, Punjabi, Spanish

Services: Counselling is provided to adults who have experienced sexual abuse / assault or violence in relationships.

### **Child and Youth Sexual Abuse Intervention Program**

A program of Central Okanagan Elizabeth Fry Society

104 – 347 Leon Avenue

Kelowna, BC V1Y 8C7

Phone: 763-4613, ext.105

Website: [www.coefs.com](http://www.coefs.com)

Languages: English, German, Spanish, Punjabi

Services: Assessment, counselling and support for children and adolescents who have disclosed recent or historical sexual abuse or assault. Counselling, support, and education also available for non-offending family members.

### **Kelowna Women's Shelter / Central Okanagan Emergency Shelter Society**

PO Box 1575, Station A

Kelowna, BC V1Y 7V8

Phone: 763-1040 (24/7)

E-mail: [kelownawomensshelter@silk.net](mailto:kelownawomensshelter@silk.net)

Website: [kws.shelternet.ca](http://kws.shelternet.ca)

Languages: English, Farsi, French, Mandarin, Cantonese

Services: Provides sanctuary, advocacy, support and self development opportunities for women and children during and after crisis.

### **\*RCMP- Kelowna Detachment**

350 Doyle Avenue

Kelowna, BC V1Y 6V7

Phone: 762-3300

Languages: English, French, Greek, Polish, Portuguese, Punjabi, Vietnamese. Other languages will be connected to VictimLink (available in more than 135 languages).

### **\*RCMP Victim Services**

350 Doyle Avenue

Kelowna, BC V1Y 6V7

Phone: 470-6242

Languages: English, German, Croatian, Yugoslavian, French, Punjabi, Serbian and more

Services: Provide information and support to victims of crime and trauma.

### **Specialized Victim Assistance Program (Community based)**

A program of Central Okanagan Elizabeth Fry Society

104 – 347 Leon Avenue

Kelowna, BC V1Y 8C7

Phone: 763-4613, ext.108

Website: [www.coefs.com](http://www.coefs.com)

Languages: English, German, Spanish, Punjabi

Services: Provides emotional and practical support, information and assistance for everyone who has experienced and/or witnessed, domestic/relationship/family violence, recent or historical sexual abuse or assault, and criminal harassment. Services are also available to individuals and families who choose not to be involved with the criminal justice system.

### **\*VictimLink**

Phone: 1-800-563-0808

TTY: (604) 875-0885 (collect calls accepted), or text to (604) 836-6381

Fax: (604) 660-9415

Website: [www.vcn.bc.ca/isv/victims.htm](http://www.vcn.bc.ca/isv/victims.htm)

Languages: VictimLINK provides service in 130 languages, including 17 North American aboriginal languages.

Services: Referrals include counselling, transition houses, crime victim assistance programs, legal agencies, police, justice system, Ministry of Children and Family Development, and hospital/medical support.

**\*Website** for world-wide abuse information in over **70 languages.**

[www.hotpeachpages.net](http://www.hotpeachpages.net)

[www.hotpeachpages.net/lang/index.html](http://www.hotpeachpages.net/lang/index.html)

### **Women's Outreach Services**

A program of Central Okanagan Elizabeth Fry Society

104 – 347 Leon Avenue

Kelowna, BC V1Y 8C7

Phone: 763-4613

Email: [efry@telus.net](mailto:efry@telus.net)

Website: [www.coefs.com](http://www.coefs.com)

Languages: English, German, Spanish, Punjabi (language translation available)

Services: Support for women who have experienced violence, including advocacy, crisis intervention, short-term counselling, accompaniment and referral.

### **\*Youth Against Violence Line**

Phone: 1 800-680-4264

Email: [inform@communityinfo.bc.ca](mailto:inform@communityinfo.bc.ca)

Languages: Multilingual

Services: Free services for young people in BC. Call to prevent or report incidents of other violence or crime, or to seek assistance from local police. Parents, teachers, caregivers, service providers and others can also call for information about youth-related issues such as bullying and gangs.

## **WALK-IN MEDICAL CLINICS**

### **Glenvalley Medical Centre**

107-437 Glenmore Road  
Kelowna, BC V1V 1Y5  
Phone: 860-5811  
Languages: English, South African, Finnish, Dutch

### **Lakeland Medical Clinic**

6-515 Harvey Ave.  
Kelowna, BC V1Y 6C7  
Phone: 862-3113  
Languages: English, Farsi

### **Orchard Medical Centre**

104 - 1990 Cooper Road  
Kelowna, BC V1Y 8K5  
Phone: 861-3235  
Languages: English, French, German

### **Rutland Walk In Clinic**

Willow Park Mall  
25 - 590 Hwy 33 West  
Kelowna, BC V1X 6A8  
Phone: 862-5915  
Languages: English, Pilipino / Tagalog (Patients can bring their own language interpreter)

### **Westridge Medical Clinic**

406 - 2330 Hwy 97 S  
Westbank, BC V4T 2P3  
Phone: 768-6985  
Fax: 768-5490  
Languages: English, Spanish

### **\*Kelowna Multiple Sclerosis Clinic**

Kelowna General Hospital  
2268 Pandosy Street  
Kelowna, BC V1Y 1T2  
Phone: 862-4225  
Languages: English, Arabic, Cantonese, Czech, Danish, Dutch, Pilipino / Tagalog, French, German, Hindi, Italian, Japanese, Mandarin, Norwegian, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sign Language, Ukrainian, Urdu and Vietnamese

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## **WOMEN'S ORGANIZATIONS / SERVICES**

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

104 – 347 Leon Avenue

Kelowna, BC V1Y 8C7

Phone: 763-4613

Email: [efry@Phoneus.net](mailto:efry@Phoneus.net)

Website: [www.coefs.com](http://www.coefs.com)

Languages: English, German, Spanish, Punjabi

Services: Adult Counselling Program, Child and Youth Sexual Abuse Program, Community Justice Program, Sexual Exploitation Prevention Programs, Shoplifting Prevention Program, Specialized Victim Assistance Program, Women's Outreach Services.

### **Family Friend Program**

A program of Kelowna Community Resources

120 – 1735 Dolphin Avenue

Kelowna, BC V1Y 8A6

Phone: 763-8008, ext. 36

Email: [familyfriend@kcr.ca](mailto:familyfriend@kcr.ca)

Languages: English

Services: Connects single parents with a screened, trained competent “family friend” for friendship, support, mentoring and connection to community resources.

### **Harmony House**

Contact Kelowna Gospel Mission

259 B Leon Avenue

Kelowna, BC V1Y 7N3

Phone: 763-6544

Email: [harmony@kelownagospelmission.ca](mailto:harmony@kelownagospelmission.ca)

Website: [www.kelownagospelmission.ca](http://www.kelownagospelmission.ca)

Languages: English, German

Services: Recovery home for women in crisis. Designed to assist women in establishing independence and the ability to provide for their families.

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

107 – 347 Leon Avenue

Kelowna, BC V1Y 8C7

Phone: 762-2355

Languages: Language translation is available

Services: Provide information and referrals, emotional support, advocacy, educational workshops, public awareness events, Phone, Fax & computer access

### **Kelowna Women's Shelter / Central Okanagan Emergency Shelter Society**

PO Box 1575, Station A

Kelowna, BC V1Y 7V8

Phone: 763-1040 (24/7)

E-mail: [kelownawomensshelter@silk.net](mailto:kelownawomensshelter@silk.net)

Website: [kws.shelternet.ca](http://kws.shelternet.ca)

Languages: English, Farsi, French, Mandarin, Cantonese

Services: Provides sanctuary, advocacy, support and self development opportunities for women and children during and after crisis.

### **Kelowna Women's Shelter Thrift Shop**

A program of Kelowna Women's Shelter

527 Lawrence Avenue

Kelowna, BC V1Y 9H2

Phone: 762-8561

Services: Clothing and household items at reasonable prices. Items given free of charge to clients in need. Volunteer opportunities.

### **Okanagan Valley Pregnancy Care Centre**

201 – 2622 Pandosy Street

Kelowna, BC V1Y 1V6

Phone: 763-2112

Website: [www.ovpcc.com](http://www.ovpcc.com)

Languages: English, French, German

Services: Free and confidential support to women and families facing unplanned or distressing pregnancies.

### **Options for Sexual Health**

1340 Ellis Street

Kelowna, BC V1Y 9N1

Phone: 868-7700

After Hours: 1-800-739-7367 (1.800.sex.sense)

Website: [www.optionsforsexualhealth.org](http://www.optionsforsexualhealth.org)

Languages: English, French, Romanian, Spanish, Punjabi

Services: Provides confidential, non-judgemental reproductive and sexual health services to people of all ages. Birth control counselling is offered and contraceptives are sold at a reduced cost. The clinic provides free pregnancy testing, counselling and information on parenting, adoption, and abortion, as well as PAP and STD testing and treatment.

### **St. Elizabeth Seton House of Prayer**

5819 Chute Lake Road

Kelowna, BC V1W 4L5

Phone/Fax: 764-4333

Email: [setonhp@Phoneus.net](mailto:setonhp@Phoneus.net)

Languages: English, Tagalog

Services: Retreat and Counselling Available

### **Women's Outreach Services**

Program of Central Okanagan Elizabeth Fry Society

104 – 347 Leon Avenue

Kelowna, BC V1Y 8C7

Phone: 763-4613

Website: [www.coefs.com](http://www.coefs.com)

Languages: English, German, Spanish, Punjabi

Services: Support for women who have experienced violence, including advocacy, crisis intervention, short-term counselling, accompaniment and referral.

## **YOUTH COMMUNITY SERVICES**

### **Okanagan Boys and Girls Clubs**

Admin: 1434 Graham Street

Mailing: Box 20222

Kelowna, BC V1Y 9H2

Phone: 762-3914

Website: [www.boysandgirlsclubs.ca](http://www.boysandgirlsclubs.ca)

Email: [info@boysandgirlsclubs.ca](mailto:info@boysandgirlsclubs.ca)

Languages: English, French, Dutch, German

Services: Before school care program provides breakfast, after-school program provides afternoon snack. Family support programs; Emergency shelter for youth; and other supports available to children and youth at risk.

### **Okanagan Families Society**

1829 Chandler Street

Kelowna, BC V1Y 3Z2

Phone: 763-0456

Email: [info@okfamilies.org](mailto:info@okfamilies.org)

website: [www.okfamilies.org](http://www.okfamilies.org)

Languages: English, Fijian, East Indian Languages (Hindi, Punjabi, Gujarati)

Services: Family counselling, Youth Services, Parenting & Education

### **\*Youth Against Violence Line**


Phone: 1 800-680-4264

Email: [inform@communityinfo.bc.ca](mailto:inform@communityinfo.bc.ca)

Languages: Multilingual

Services: Free services for young people in BC. Call to prevent or report incidents of other violence or crime, or to seek assistance from local police. Parents, teachers, caregivers, service providers and others can also call for information about youth-related issues such as bullying and gangs.

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*The mission of the Intercultural Society of the Central Okanagan (ISCO) is to provide leadership in helping our community achieve inter-cultural harmony. We believe that the culture and ethnicity of each person deserves respect and that everyone must be offered the opportunity to integrate fully into mainstream society.*

*ISCO seeks to:*

- *Ensure access to language training, settlement services, and Citizenship classes*
  - *Support ethnic groups*
  - *Organize cultural programs and events*
- *Befriend newcomers to Canada and help them embrace Canadian values*
  - *Promote tolerance of other cultures and ethnic groups*
  - *Oppose racism*
- *Enjoy socializing with people from other parts of the world through potlucks, and enjoying activities together.*

*We invite like-minded people to join our membership - ensuring the success of our objective to strengthen and maintain the spirit of friendship and tolerance in our community.*

*Contact: ISCO #200, 1864 Spall Road, Kelowna, BC V1Y 4R1*

*Phone: (250) 717-5797*

*Email: [info@interculturalkelowna.com](mailto:info@interculturalkelowna.com)*

*[www.interculturalkelowna.com](http://www.interculturalkelowna.com)*

# ISCO

# INTERCULTURAL SOCIETY CENTRAL OKANAGAN