

Central Okanagan Outreach Supports

Westside / West Kelowna

Canadian Mental Health Association (CMHA) – Outreach

 Mondays 12pm-2pm  250-258-4882

- Summer Supplies: clothing, sunscreen, aloe vera, cold packs, electrolytes, hats, items to provide shade.
- Support with Supportive Housing Registry (SHRs), VATs, Situational Updates, ID's (including birth certificates) and housing navigation and connections to community supports.

Canadian Mental Health Association (CMHA) – Foundry (Youth Services)

 #15–2484 Main St West Kelowna Child & Youth Mental Health Office

 236-420-2803 Appointments available by phone or walk-in.

 Mondays and Fridays, 9am–4pm

- Counselling and youth navigation (ages 12–24)

Central Okanagan Food Bank – West Kelowna

 #203–3710 Hoskins Rd

 Mon–Fri, 9am–3pm

- Provide day bags to Turning Points outreach staff to hand out
- Food hampers for registered clients

City of West Kelowna – Bylaw Community Support

 778-797-2227 / 778-797-3308

 7 days a week, 7am–6pm

- Outreach and wellness checks

Crisis Lines Immediate Assistance 24 hours, 7 days per week

- Interior Crisis Line Network  1-888-353-2273
- Suicide Crisis Helpline  988 crisisline@kcr.ca
- KUU-US (Indigenous) Crisis Line  1-800-588-8717
- Métis Crisis Line  1-833-638-4722

Westside / West Kelowna

Helpline Services - United Way British Columbia

Call, Live Chat, Text, or Email to talk to a 211 Navigator, 9am to 9pm Weekdays

 211  bc.211.ca

Interior Health – Substance Use & Mental Health

 Call 310-MHSU (6478) to reach your local Mental Health and Substance Use (MHSU) Centre for more information and links to services to best meet your needs.

Interior Health – Integrated Health Outreach Team (IHOT)

 7 days a week, 8:30am -4:30pm  250-878-7031 (referral line)

- Health care access and system navigation

KANDU

 778-594-1716

- Outreach Services

Ministry of Social Development & Poverty Reduction (MSDPR)

 3685 Hoskins Rd

 Mon–Fri, 8:30am–4pm

- Income & disability assistance, outreach, navigation

PIERS (Partners in Resources)

 #3–2411 Drought Rd

 250-878-2740

 Mon–Fri, 9am–4pm

- Case management services, life skills, and housing retention

Salvation Army - West Kelowna

 778-484-9790

- Water, clothing and hygiene supplies provided to agencies for outreach.

Turning Points – Bartley Shelter

 2500 Bartley Court  778-583-4881  Open 7 days a week

- Shelter and mat program

Westside / West Kelowna

Turning Points – Outreach Meals

-  Various Locations
-  Tues–Sat, 11:30am–12:30pm
-  250-306-8666
- Meals and Beverages

Turning Points - Shelter Hub

-  250-826-2322
-  Mondays, 9am–12pm
- Outreach and connection to shelter services

Westbank First Nation - Health and Wellness

-  1900 Quail Lane, Westbank, BC
-  250-768-0227 ext 2121
-  Mon–Fri, 8:30am–4:30pm
- Wellness Advocate Support

Westbank First Nation – Law Enforcement

-  250-717-6417
-  Mon–Fri, 6am–10pm
- Community safety and enforcement

Westside Health Network Society

-  250-768-3305
-  Mon–Fri, 8am–2pm
- Senior support and referrals

Westside Youth Centre – BGC Okanagan

-  250-768-9139 or (cell) 250-718-7065
-  2466 Main Street
-  Mon–Fri, 3–8pm
- Youth services for ages 12–19

Kelowna

AG House

 250-763-2262

- Emergency shelter for women and children (ages 16+)
- Pet friendly

BGC Okanagan - Downtown Youth Centre

 1633 Richter St  250-215-5253

 Mon–Fri, 3–8pm

- Youth ages 13–24
- Dinner, showers, laundry, and recreational activities

BGC Okanagan - Downtown Youth Centre Emergency Youth Shelter

 250-718-7620

 24 hour model

- Youth ages 13–24 (Youth 19+ require an exemption application)

Central Okanagan Food Bank –Kelowna

 2310 Enterprise Way  250-763-7161

 Mon-Fri, 8am - 4pm

- Provide food hampers for registered clients
- Provide emergency day bags for people experiencing homelessness

Canadian Mental Health Association (CMHA) - Outreach Services

 Mon–Fri, 8am–4pm (Rutland & Midtown)

 Coordinator: 250-258-4882

 Navigators: 250-801-2564 | 250-801-6963

- Meals, harm reduction supplies
- Hygiene kits , clothing , tents, tarps, sleeping bags
- Summer supplies: Clothing, sunscreen, aloe vera, cold packs, electrolytes, hats, items to provide shade.
- Housing navigation and connections to community supports
- Assistance with VATs, Shelter Harm Reduction (SHR), and ID (including birth certificates)

Kelowna

Canadian Mental Health Association (CMHA) - Shelter Hub at Metro

- Shelter Diversion, Housing support, ID support)
- 🕒 Thursdays: 9am - 12pm -
- Walk-in and scheduled appointments made by the team.

Emergency Shelters - Kelowna (19+)

All sites offer overdose prevention and harm reduction services

Cornerstone - All genders

📍 425 Leon Ave | 📞 250-317-6678

Richter Street Shelter - All genders

📍 1083 Richter St | 📞 778-212-1401

Bay Avenue Shelter - All genders, pet friendly

📍 858 Ellis St | 📞 236-420-0899

Helpline Services - United Way British Columbia

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📞 211 🌐 bc.211.ca

Interior Health – Integrated Health Outreach Team (IHOT)

🕒 7 days a week, 8:30am -4:30pm 📞 250-878-7031 (referral line)

- Health care access and system navigation

Kelowna's Gospel Mission

📍 251 Leon Ave | 📞 250-763-3737

- Men only - No pets
- Mobile outreach services
- Breakfast: 7 days a week, 8:30am - 9:30am at Outdoor Sheltering Site (Tent City)
- Breakfast: Wed / Fri / Sat / Sun, 7am - 7:30am at Lions Park (Rutland)
- Lunch: 7 days a week, Noon-12:30pm at Lions Park (Rutland)
- Dinner: 7 days a week, 5pm-5:30pm at Outdoor Sheltering Site (Tent City)

Kelowna's Gospel Mission - Hygiene & Drop-in Site at Metro Central

🕒 7 days a week, 9am - 4pm 📍 1262 St. Paul Street

- Access to showers, laundry, computers, basic first aid, basic case management

Kelowna

Kelowna Shelter HUB

 Tues–Fri, 10am–3pm  250-826-5544 (Alisha at Turning Points)

(Or fill out a form at Metro Community)

- Case management, shelter diversion, eviction prevention and connection to supports.
- Registration form: <https://turningpoints.ngo/continuum-of-care/outreach>

Kelowna Women's Shelter: Women and Children

 250-763-1040

- Pet friendly

Ki-Low-Na Friendship Society (KFS) - Outreach Team

 Rutland & Downtown - 442 Leon Avenue

 Monday to Thursday: 8:30am - noon, 1pm-4:30pm

Metro Drop-In & Hygiene Centre

 1262 St Paul St  Mon–Fri, 9am–4pm

- Showers, laundry, washrooms, foot care, barbering
- Café and courtyard open for drop-in

Outdoor Overnight Sheltering Site

 735 Weddell Pl / 890 Baillie Ave

 Onsite casework and service provider support: Monday, Tuesday, Thursday 8:30-10am

- Temporary Shelter Site hours: 5pm – 9am, 7 days a week

Outreach Urban Health Centre

 1649 Pandosy St  Mon–Fri, 10am–4pm

- Primary care, mental health support, vaccinations
- Supervised consumption services

PEOPLE Lived Experience Society: peer support workers and navigators

Parkinson Rec Centre: Monday to Thursday, 9am-2:15pm

Salvation Army - Kelowna

 250-765-3450

- Water, clothing and hygiene supplies, food assistance, case management and referrals.

Peachland

BGC Okanagan - Peachland

 5684 Beach Avenue  250-762-3914

- <https://www.bgco.ca/club-location/central-okanagan/peachland/>

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- Health care access and system navigation

Interior Health – Substance Use & Mental Health

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Peachland Food Bank

 778-594-6312  4475 4th Street

 Every Friday 12:30pm – 2:30pm

 Second Saturday of each month 9:00am – 11:30am

- <https://peachlandfoodbank.ca/>

Peachland Community Centre

 4450 6th Street Peachland

 250-767-2133

- Cooling Centre and Water Refill Station

Peachland Wellness Centre

 4475 4th Street  Monday to Thursday, 9am-3pm

- Providing connection and support in Peachland
- <https://peachlandwellnesscentre.ca/>

Lake Country

BGC Okanagan

-  250-766-5277  9830 Bottom Wood Lake Road
- Infant-Toddler and 3-5 year old Daycare and Preschool
 - School-age After-School Care and School-Age Closure Care
 - <https://www.bgco.ca/club-location/central-okanagan/lake-country/>

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Lake Country Food Bank

-  250-766-0125  9830C Bottom Wood Lake Road in Winfield
- (TEXT) 778-581-6717
-  Tuesdays & Wednesdays 9:30-11am, 1-2:30pm (food hamper distribution)
- <https://www.lakecountryfoodbank.org/>

Lake Country Health

-  778-215-5247  10080 Main Street, Lake Country
- Assisting caregivers, seniors, and offer mental health support to anyone facing challenges
 - <https://www.lakecountryhealth.ca/>