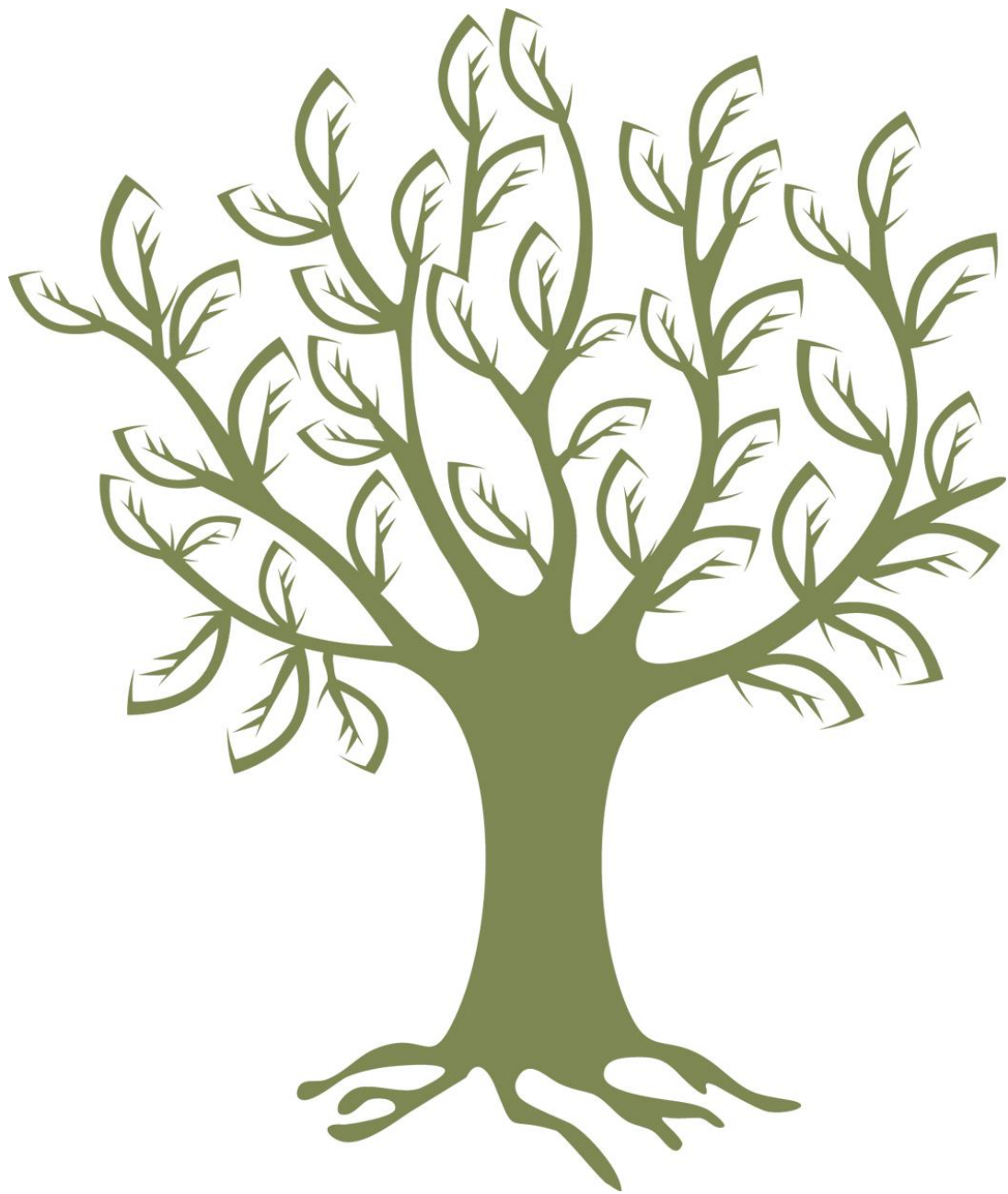


# NORTH OKANAGAN COMMUNITY

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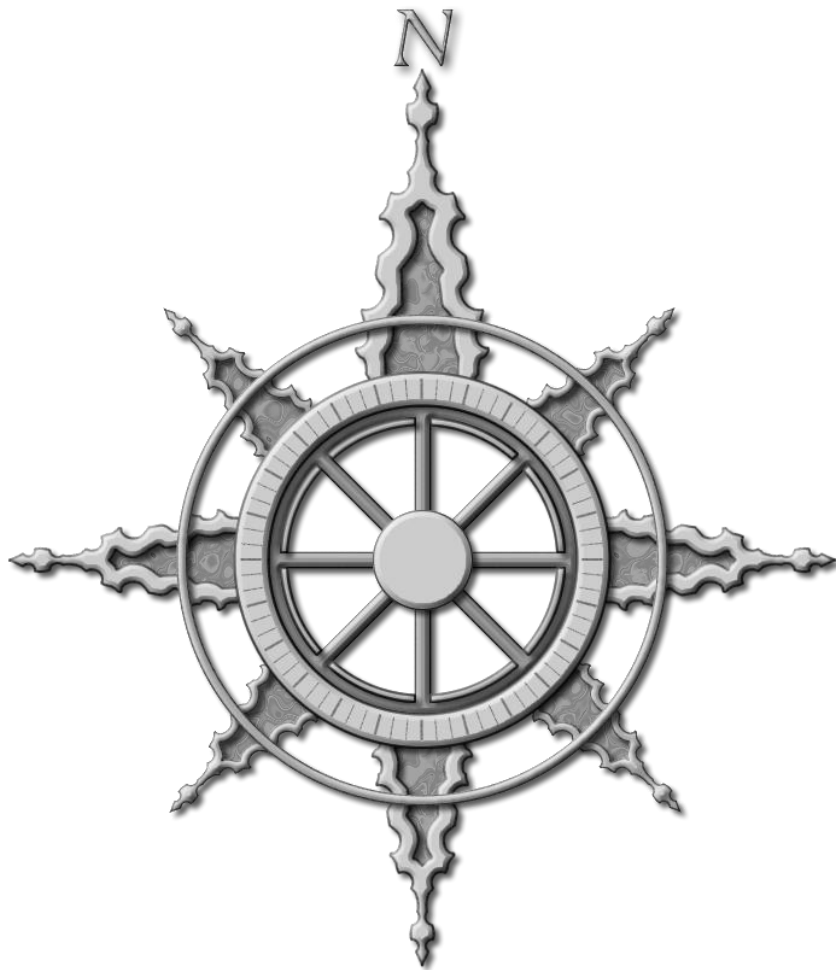
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September 2015

# COMMUNITY MAP



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2

BILL'S PLACE

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GATEWAY SHELTER

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YOUTH SAFE HOUSE 2

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THE UPPER ROOM MISSION

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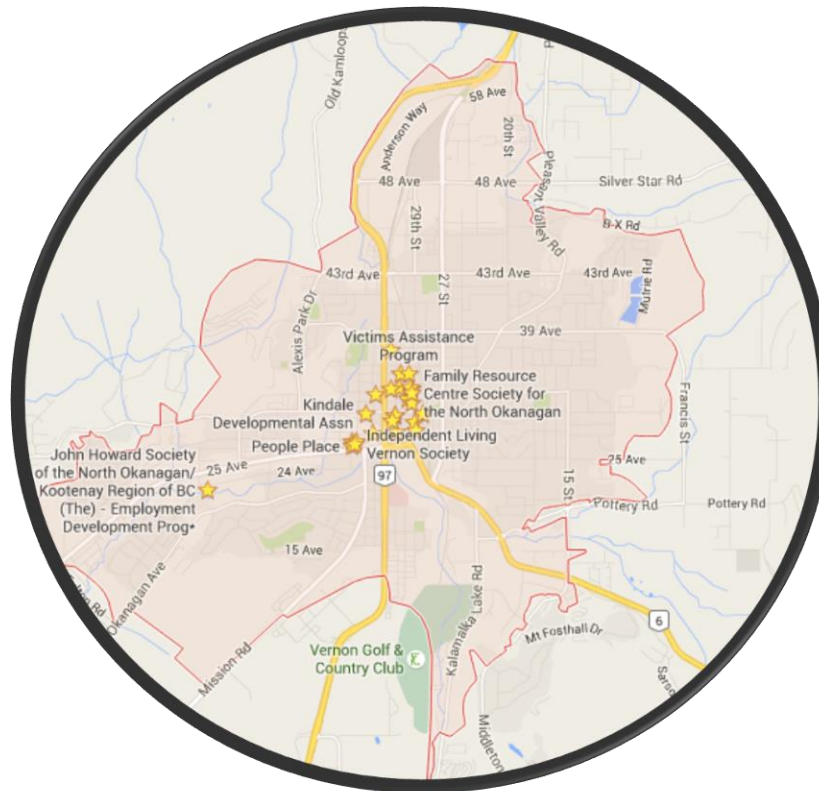
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# MENTAL HEALTH & WELLNESS





# MENTAL HEALTH & WELLNESS

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# NORTH OKANAGAN

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To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### MENTAL HEALTH & WELLNESS

#### INTERIOR HEALTH AUTHORITY

#### VERNON HEALTH UNIT

#### *MENTAL HEALTH & SUBSTANCE USE*

250-549-5737

Interiorhealth.ca



Interior Health

1440 14<sup>th</sup> Ave

Vernon BC, V1B 2T1

Interior Health MHSU (Mental Health & Substance Use) services offer a wide range of services covered by your provincial care card. Information is available by phone and drop in. Individuals are encouraged first to seek support through employer sponsored programs first if it is available. Most services are available by self-referral.

#### **PSYCHIATRIST SERVICES**

Community MHSU works closely with referral Physicians to offer Psychiatric consultations and follow up care to adults. **See your Family Physician for Referral.**

#### **ADULT SHORT TERM ASSESSMENT & TREATMENT PROGRAM (ASTAT)**

The ASTAT program offers short term intervention and treatment for moderate to serious mental health challenges through individual and group counselling. Referral can be Physician or self-referral. Call Mental Health main office and ask for Intake. **Call MHSU at 250-549-5737 and ask for intake.**

#### **ADULT COMMUNITY SUPPORT SERVICES (ACSS)**

This program offers Case Management, individual supportive therapy, and group therapy together with a host of community partner agencies to support persons and families who are experiencing a severe and persistent mental health challenge. The program is also supported by Community Support Staff who utilize a vocational approach to rehabilitation and support. Referral can be by physician or self-referral. **Call MHSU at 250-549-5737 and ask for intake.**

#### **SENIORS MENTAL HEALTH**

The comprehensive Seniors Mental health Program offers assessment, support, therapy, group therapy, care-giver support, referral services and Psychiatric consultation services to support individuals and families experiencing complex mental health challenges including dementia. Seniors mental health has a comprehensive support program involving highly trained community workers. Referrals to this program are through your physician or self-referral. **Call MHSU Main number at 250-549-5737 for assistance and ask for intake.**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### EARLY PSYCHOSIS INTERVENTION PROGRAM

This program offers assessment, support, and case management to individuals and families who are experiencing challenges with first break Psychotic episodes. A professional clinician works together with a number of agencies to support families through this process. **Referrals are often through Physicians however clients can self-refer by calling the main MSHU phone at 250-549-5737 and asking for Intake.**

### DEVELOPMENTAL DISABILITY MENTAL HEALTH

This program is designed to assist individuals and families who have been referred through DDMH and are experiencing challenges with both developmental and mental health issues. **For more information families can contact the main mental health phone at 250-549-5737 and ask for DDMH services.**

### A-TEAM PRIMARY CARE

This program offers mental health and substance use assessment, follow up and referral to individuals who are experiencing the most severe complex challenges and who find difficulty accessing physicians and other care. The primary team works out of a separate office downtown for ease of access to their clients. **For more information or to self-refer call 250-549-5737 and ask for intake.**

### ABORIGINAL SERVICES

Services to clients of aboriginal ancestry with mental health and/or substance use issues are available through Interior Health, local friendship centres, and with the assistance of Aboriginal Patient navigators. **Contact your local friendship center or MHSU at 250-549-5737.**



Interior Health, 14th Ave, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### **MENTAL HEALTH & SUBSTANCE USE EMERGENCY SERVICES**

MHSU Emergency Services known also as CRT is a team of professional nurses and social workers who work with all community agencies to offer emergent assessment and referral services to individuals in the most acute phase of mental health and substance use challenges.

Most often clinicians will meet with persons at the emergency in VJH. Once there, an individual can receive support, referral and sometimes admission as required in order to get the assistance they require. The CRT team also supports community agencies in the form of consultation to provide the best services for clients. **MHSU Emergency Services can be reached by attending VJH emergency, by non-emergency phone at 250-260-7893, or by calling Crisis Line at 1-888-353-2273.**

### **ART (ASSERTIVE RESPONSE TEAM)**

This program offers short term mental health follow up for individuals who are experiencing moderate to severe mental health and substance use challenges after their discharge from VJH inpatient Psychiatric Services.

**This program is through inpatient referral however more information is available by calling MHSU at 250-549-5737 and asking for intake.**

### **WILLOWVIEW (STEP PROGRAM)**

Willowview is a six bed short stay assessment and treatment option for individuals who are experiencing mental health or concurrent disorders. Most often, referral is through VJH however individuals can self-refer by calling the main mental health office and asking for intake. A stay at Willowview requires Psychiatrist consultation so community referrals should be in consultation with your family physician. **Consultation is done before admission with the CRT team. Their non-emergency line is 250-260-7893.**

### **DAY PROGRAM**

This program is a short intensive cognitive behavioural group therapy designed to assist individuals enhance their life skills for living. The program is a six week, three day a week program facilitated by experienced professionals. Referral can be made through mental health staff, via family physician and psychiatrist, or through self-referral. **For more information you can call MHSU at 250-549-5737 and ask for intake.**



# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### CANADIAN MENTAL HEALTH ASSOCIATION

250-542-3114

Vernon.cmha.bc.ca



CANADIAN MENTAL  
HEALTH ASSOCIATION

ASSOCIATION CANADIENNE  
POUR LA SANTÉ MENTALE  
BC Division

#### **RECYCLING WORKS**

An average of 22 volunteers participates each month in collecting and sorting paper for recycling. Providing recycling bins and locating them for collection in various schools and businesses in Vernon, Armstrong, and Lumby.

#### **CLEAN WORKS**

This program provides basic training in janitorial work. Volunteers take care of the CMHA building and transition into employment or other opportunities through our supported employment program. Participants receive a certificate at the end of training, and this enhances their employment options.

#### **KITCHEN PROGRAM & COFFEE ROOM**

This program offers training in meal preparation, Food Safe standards, and small catering services. A well balanced daily lunch is prepared for all volunteers at a cost of \$2.50. This group is responsible for menu planning, grocery shopping, preparing and serving meals, clean-up, and baking for catering needs.

#### **CLERICAL WORKS**

This training program develops basic office skills. Duties include answering a multi-line phone, assisting with walk-in queries from the general public, notifying staff of appointments, and the use of basic office equipment, such as faxing and photocopying. A certificate is awarded at the end of the training and practicum.

#### **RETAIL TRAINING**

The goal of our Retail Training Program is to provide experience and training in the world of retail sales and customer service. This is achieved through The Georgette Shop (CMHA thrift store), and provides individuals the opportunity to develop these skills.

#### **LEADERSHIP TRAINING**

Individuals are offered Leadership Training to empower them to facilitate a variety of social and recreational activities, in a safe, fun and friendly environment.

# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### PEER SUPPORT

#### **PEER OUTREACH 250-542-6155**

[peersupport@cmha.vernon.bc.ca](mailto:peersupport@cmha.vernon.bc.ca)

Peer Outreach volunteers are trained to offer support, friendship and empathy to their peers in the mental health community. Through interaction with their peers, they seek to foster:

- **Empowerment through meaningful volunteer opportunities**
- **Awareness of resources in the community**
- **Independence by emphasizing recovery and by being positive role models**

#### **PEER FACILITATION PROGRAM**

Peer Facilitators are trained in communication skills, the rights of people hospitalized, the Mental Health Act, and issues affecting day-to-day living of people coping with a mental illness. They work with health care providers and their peers to ensure a higher quality of life and address concerns people with a mental illness might have.

#### **PROVINCIAL ADVOCACY**

The Vernon CMHA BC Division Office strives to advocate at a broader "systems" level.

To learn more about their projects visit: <http://sos.cmha.bc.ca/get-informed/local-resource>.

### SUPPORTED PROGRAMS

#### **BOUNCEBACK: RECLAIM YOUR HEALTH**

**250-275-8062**

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

This program was introduced in the North Okanagan and the province of BC in July 2008. It is administered by CMHA and serves people in the community who suffer from low mood or depression, with or without anxiety, who are referred by their doctor. It is self-help that includes workbooks, a DVD and coaching sessions.

### PUBLIC EDUCATION

#### **WORKSHOPS**

- |                                      |                                      |
|--------------------------------------|--------------------------------------|
| • <b>Anxiety Management</b>          | • <b>Money Matters</b>               |
| • <b>Boundaries Workshop</b>         | • <b>Breathe Easy (Stop Smoking)</b> |
| • <b>Self-Esteem</b>                 | • <b>Anger Management</b>            |
| • <b>Tips for stress-free living</b> | • <b>Self-care for Depression</b>    |

# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### RECREATIONAL & SOCIAL PROGRAMS

A variety of social and recreational activities are available for participants to enhance and promote their physical and mental health and wellness.

- *Stretch & Swim*
- *Photography*
- *Yoga (Chair)*
- *Camping*
- *Hiking*
- *Boating*
- *Guitar Lessons*
- *Floor Hockey*
- *Volleyball*

### THERAPEUTIC PROGRAMS

#### LIGHT THERAPY

This program assists individuals in the treatment of depression, and/or Seasonal Affective Disorder. **Please call to make an appointment**

### COMMUNITY OUTREACH

#### MENTAL HEALTH WORKS

Mental Health Works is a course designed to meet the needs of businesses and workplaces dealing with mental health issues. This award winning workshop enables managers to:

- **discuss mental health issues with employees**
- **deal effectively with performance issues**
- **avoid discrimination and human rights violations**
- **develop accommodation strategies that work**



# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### **MENTAL HEALTH FIRST AID**

Mental Health First Aid (MHFA) is a two day course designed for people working with the general public to gain a better understanding of mental illnesses and the basic skills and knowledge to deal with specific situations

The MHFA Canada program aims to improve mental health literacy, and to help people manage potential or developing mental health problems in themselves, a family member, friend, or colleague.

#### **MHFA instructs participants how to:**

- Recognize the signs and symptoms of common mental health problems and crisis situations
- Provide initial assistance
- Provide information about effective interventions & treatment
- How to access professional help

MHFA follows the physical First Aid model by teaching people first responder skills that will help save lives.

### **LIVING LIFE TO THE FULL**

**llttf.ca**

LLTTF is a new Ministry of Health Program designed to help Adults, Seniors, and Youth tackle everyday problems. This 8 week program teaches key skills to help participants feel better, happier, and to have more control over their lives

### **YOUNG AT HEART**

This Senior's group meets weekly on Mondays from 1:30 to 3 PM from September to May at CMHA. Participants enjoy a variety of activities, including crafts, music, conversation and exploration of the Vernon area.

**Referrals from a health care professional are required. Participation in the program's activities assists participants to:**

- *exercise their mind and body*
- *develop and build their self-esteem & self confidence*
- *learn a variety of skills & increase social activities*
- *foster peer support*
- *have fun*

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **CRISIS LINE, GOOD MORNING PROGRAM & SUICIDE PREVENTION**

For more information on the Crisis Line, Good Morning Program and Suicide Prevention, please visit [www.peopleinneed.ca](http://www.peopleinneed.ca)

For more information on community resources please visit: [www.peopleinneed.ca/no-resourcess/](http://www.peopleinneed.ca/no-resourcess/)

**TO CALL THE CRISIS LINE: 1 .888 .353 .CARE (2273) 24hrs / 7 days per week**



Canadian Mental Health Association, Vernon BC



**Mental Health  
Commission  
of Canada**

**Commission de  
la santé mentale  
du Canada**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### VERNON WOMEN'S TRANSITION HOUSE SOCIETY

250-542-1122

Vwts.ca



Vernon Women's **Transition House** Society

#### WOMEN'S SAFETY, COUNSELLING & SUPPORT

**COUNSELLING SERVICES**      *Vernon: 250-558-0334 / Enderby & Armstrong: 250-546-6744*  
**(VERNON, ARMSTRONG & ENDERBY)**

The Transition House offers free, accessible and confidential counselling services to women who have experienced violence or abuse. Working to assist women in their healing with support, awareness and education.

**The counselling services available focus on the needs of the woman. With regard to her safety and that of her children**

#### OFFERED SERVICES:

- Confidential individual and/or group counselling services to women based on the needs of women
- A safe environment to look at personal safety, feelings and the effects of abuse
- Support, information and encouragement to help women discover their strengths
- Referral services to other support agencies that will help women in their recovery process

#### OUTREACH SERVICES

**250-542-1185**

Women and their dependent children who have experience violence, abuse and threats from an intimate partner can access help from the Outreach Program.

#### THE PROGRAM PROVIDES:

- **Mobile response and supportive counselling**
- **Support at a safe location in your community**
- **Service at the Outreach office**
- **Outreach service at other community agencies**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **SPECIALIZED VICTIMS ASSISTANCE**

**250-542-3322**

**(Monday - Friday 8:30am to 4:30pm)**

Specialized Victim Assistance Program offers support and information to women, children and men who have been victimized as a result of sexual assault, violence in an intimate relationship, child sexual abuse (recent or past), elder abuse, or criminal harassment (stalking).

### **TYPES OF SERVICES PROVIDED:**

- Accompaniment to court and other related appointments
- Help with understanding the court process
- Information and updates about your case
- Safety Planning
- Assistance with completing forms
- Help with obtaining restraining and custody orders
- Emotional support
- Referrals to other services

### **NORTH OKANAGAN INTEGRATED CASE ASSESSMENT TEAM (ICAT)**

**Brooke 250-542-1122**

**Debby 250-558-3850 Ext. 204**

ICAT uses an innovative, collaborative approach for information sharing, within legal parameters, to review the risk of serious bodily harm or death to victims of domestic/intimate partner violence or stalking. The same collaborative approach is used to provide an enhanced safety and support system to the victim and proactive interventions to the alleged offender.

### **SEXUAL ASSAULT SERVICES**

**Colleen or Eileen 250-542-3322**

**Vernon Jubilee Hospital**

**Social Worker 250-558-1200 ext. 1267**

A confidential hospital and community based emergency service which provides sensitive and supportive care for anyone, 13 and over, who has been sexually assaulted. All children under 13 will be assessed and referred appropriately.

### **EQUINE THERAPY**

**Wendy 250-309-0351**

Equine-assisted therapy is an experiential therapeutic form where horses participate as co-counsellors. The model applied at The Equine Connection uses a combination of the concepts of natural horsemanship, play therapy, story-telling, and problem-solving exercises.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### GROUP COUNSELLING

**250-558-3850**

A variety of group counselling and educational groups are offered to women and children at different times throughout the year. For more information, contact the Vernon Women's Transition House Society's Administration Office.

### CHILDREN'S PROGRAMS

#### CHILDREN WHO WITNESS ABUSE COUNSELLING

**Vernon Program 250-558-3850 ext. 201**

**Armstrong Program 250-546-6744**

Offered to children who witness the abuse of their mother or serious family conflict. The program includes both individual and group counselling for children ages 3 to 18, as well as counselling, education, and support programs for parents.

### COMMUNITY LIVING BRITISH COLUMBIA

**250-549-5490**

**Communitylivingbc.ca**



#### SUPPORT FOR INDIVIDUALS & FAMILIES

CLBC funds a range of services for those who support an adult family member with a developmental disability.

- **PSYCHOLOGICAL**

The service includes consultation, assessment, and therapy.

- **BEHAVIOURAL**

Psychological services require CLBC to establish a contract with a qualified professional on behalf of an individual with mental health support needs

- **HOME-MAKER**

Home-maker services are available to individuals who require basic Housekeeping Services or temporary personal care to successfully live in the community.

- **SUPPORT COORDINATION**

This service is tailored to the unique needs of the individual or family. It may involve Counselling, resource / referral, education / training, scheduling, advocacy, or connecting people with peers in the community.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### NORTH OKANAGAN YOUTH & FAMILY SERVICES SOCIETY

250-545-3572

Noyfss.org



#### FAMILY SERVICES

##### ***FAMILY BASED TREATMENT PROGRAM***

A voluntary service for families of children/youth age 7-17 with a diagnosed mental health disorder.

##### **SERVICE FOCUSES ON:**

- Coping strategies
- Life skills
- Parenting ability
- Emotional stability

##### ***FAMILY SERVICE COUNSELLING***

Families work closely with the family counsellor to:

- Develop parenting strategies
- Improve family relationships
- Increase family's ability to problem solve

##### ***ADD/ADHD SERVICES***

For parents whose children are diagnosed with Attention Deficit Disorder (ADD) or Attention Deficit Hyperactivity Disorder (ADHD). Parents work closely with the family counsellor to:

- Explore and understand the diagnosis
- Review "typical" ADD/ADHD child or teen development
- Identify strengths and related challenges
- Creating parenting strategies to help the child be successful in their home, community and school.

##### ***CLINICAL FAMILY SPECIALIST***

Provides individual therapy and integration of family systems to appropriate families who have been referred to Residential Services. The CFS consults with residential key workers, and social workers on family issues common to their respective clients.

Referrals must come from the *Ministry of Children and Family Development (MCFD)* and the *Child and Youth Mental Health office (CYMH)*.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **FAMILY RESOURCE CENTRE (PEOPLE PLACE)**

250-545-3390

[Vernonfrc.ca](http://Vernonfrc.ca)



### **COUNSELLING PROGRAMS & SERVICES**

#### ***LITTLE OWL FAMILY CIRCLE***

This Community Counselling program provides self-referral, short term counselling services for individuals, couples and families with concerns around issues such as depression, anxiety, childhood trauma, relationship challenges, communication, self-esteem and post-partum depression. The services offered include both assessment and therapeutic treatment.

#### ***SEXUAL ABUSE INTERVENTION PROGRAM***

This free program provides counselling for children and youth who have been sexually abused or who are exhibiting inappropriate behaviours. Support, education and counselling for non-offending family members of the child who has been sexually abused are also provided.

**On request this program can also provide and facilitate community education around body safety, sexual abuse, preventative measures and problematic sexual behaviour in children.**

#### ***FAMILY SUPPORT WORKER***

Counselling for children and youth experiencing grief and loss, blended families, mental health issues or other concerns.

#### **THESE FREE SERVICES INCLUDE:**

- Individual counselling for children and youth
- Art based groups for children and youth experiencing mental health concerns
- Groups for parents who have anxious children
- Family counselling
- In-home family counselling
- Parenting education and support
- Community and prevention based psycho-educational programs

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### ***THERAPEUTIC COUNSELLOR PROGRAM***

This free program provides counselling services for children and youth experiencing moderate to severe psychiatric, social, behavioural and/ or adjustment disorders. Referrals to this program come through Child and Youth Mental Health and include individual, group and/or family counselling.

The goals of this program are to provide a normalizing experience for clients through opportunities that help them build confidence, develop emotional and social skills, and augment their strengths to help them better manage their mental health challenges to eventually maintain a sustainable level of wellness.

### ***SEXUAL ABUSE RECOVERY FOR WOMEN***

This free, self-referral program provides individual counselling for women who have experienced recent or historical sexual abuse. Counselling approaches are tailored to each woman's individual needs and in keeping with the treatment methods in the field of trauma recovery.

### ***SEXUAL ABUSE RECOVERY FOR MEN***

This free, self-referral program provides individual counselling for men who have experienced recent or historical sexual abuse. The program allows men to explore how abuse has impacted their lives and confirms that they are not alone. Where appropriate counselling is offered to partners and families of the client, in order to help them understand the trauma related to this issue, and to offer tools and techniques in dealing with the related issues.

## **PSYCHO-EDUCATIONAL GROUPS**

### ***WOMEN'S ANGER MANAGEMENT***

A ten week program designed to give participants a better understanding of the origin and mechanism by which anger is generated and provide the skills to handle anger in a healthy manner.

**Open to women 19 years or older by self-referral.**

**Cost for the program is \$20.00.**

### ***INWARD BOUND***

A ten week program for men and women, 19 years of age or older who wish to work on the issue of self-esteem and to learn appropriate ways to set and enforce boundaries with the people in their lives.

**Admission is by self-referral.**

**Cost for the program is \$20.00.**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### TRANSFORMING SHAME

This twelve week program has a goal of helping clients to recognize and understand the concept of shame and to aid in developing shame resilience.

Open to men and women, 19 years of age or older.

**Admission is by self-referral.**

**Cost for the program is \$20.00.**

### BEGINNER'S AFRICAN STYLE DANCE FOR WOMEN

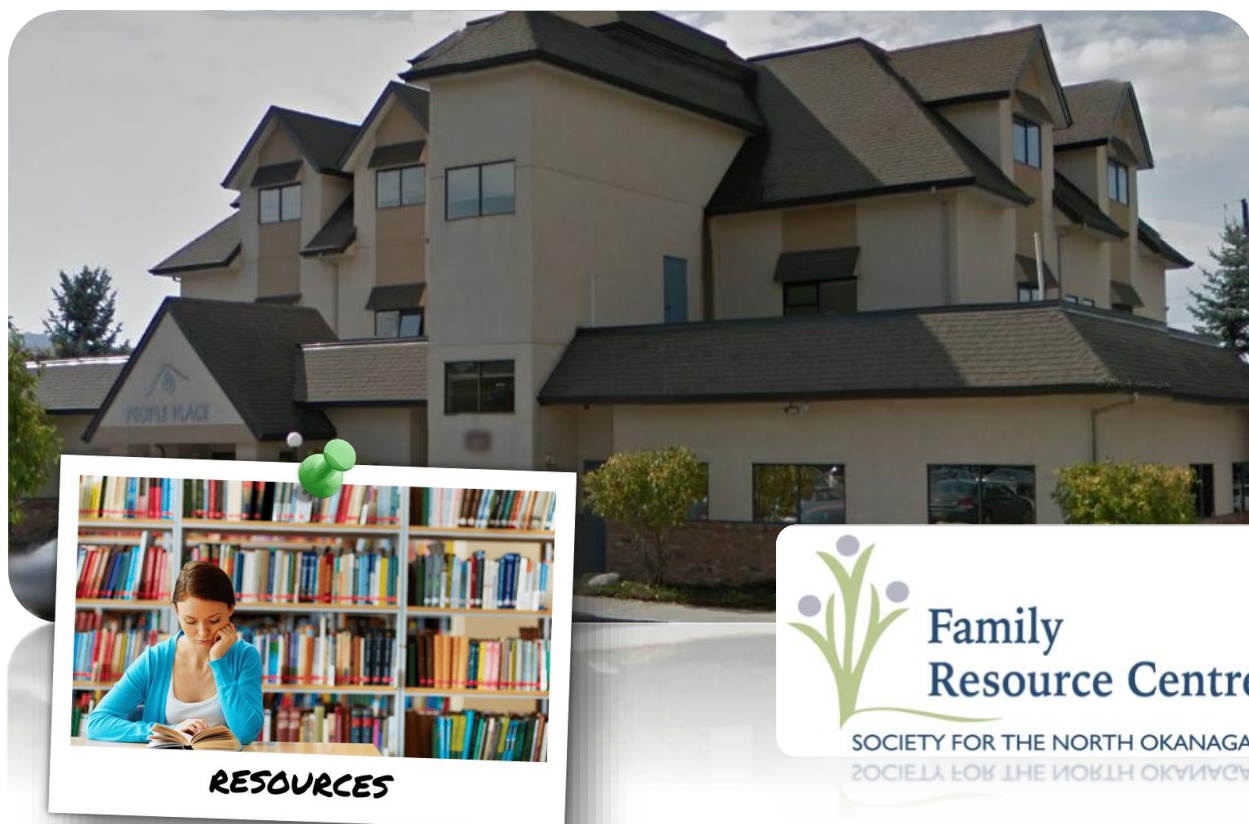
This is a body-focused African style support and stress management group. It is delivered in a low key and friendly dance format, and is available to all women regardless of emotional and/or physical disabilities.

### MEN'S ANGER MANAGEMENT

This eight week course is designed for men who desire to understand and manage their anger more effectively. We look at how men and women feel & express anger differently. A major focus of the course is to discover the feelings that fuel anger and how to put them into words.

Techniques are developed to expressing our anger in less harmful ways.

People Place, Vernon BC



# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### WHITEVALLEY COMMUNITY RESOURCE CENTRE

250-547-8866

[Whitevalley.ca](http://Whitevalley.ca)

#### COUNSELLING

##### **FAMILY SUPPORT PROGRAM**

Providing direct family support, individual and family counseling, parenting and life skills education and referrals. No fee is charged and the service is confidential.

##### **ADULT COUNSELLING**

Free, short term counseling available for a variety of issues including communication skills, anger management, marital, grief and stress.

##### **COMMUNITY LIVING SUPPORT PROGRAM**

A community service for adults affected by serious and persistent mental illness that provides individual support to enhance day-to-day living and sustain quality of life.

##### **SCHOOL BASED OUTREACH PROGRAM**

A counseling and support program for students where home or community is impacting their ability to manage at school. **Referrals through school based team.**



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### FIRST NATIONS FRIENDSHIP CENTRE

250-542-1247

#### **MENTAL HEALTH & ADDICTIONS COUNSELING**

250-542-5311

This is an outreach program that is designed to provide outpatient drug, alcohol and family counseling, workshops, support groups, and community resource.

#### **FAMILY SUPPORT WORKER**

250-542-1247

#### **SERVICES INCLUDE:**

- Family intervention response
- Family violence education
- Counseling
- Workshops

#### **FETAL ALCOHOL SPECTRUM DISORDER (FASD / ARBD PROGRAM)**

250-558-5699

Advocacy & community awareness;

#### **INCLUDING:**

- Workshops
- Group initiatives
- Capacity building
- Lending Library
- Partnerships



First Nations Friendship Centre, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### CRISIS INFORMATION – MENTAL HEALTH

**PEOPLE IN NEED CRISIS LINE** **250-545-2339**

24 HR CONFIDENTIAL SUPPORT

**THE MENTAL HEALTH COMMUNITY RESPONSE TEAM (CRT)** **250-260-7893**

HOURS OF OPERATION:

Weekdays: 9am – midnight

Weekends: 10am – midnight

Holidays: 5pm – midnight

**VERNON MENTAL HEALTH CENTRE** **250-549-5737**

Provides assessments, case management, support for adults with persistent mental illness.

**MENTAL ILLNESS FAMILY SUPPORT & INFO CENTRE** **250-260-3233**

Provides education, support and advocacy programs for people with serious mental illness and their families.

**PEER OUTREACH PROGRAM** **250-542-6155**

Peers helping other in a supportive environment



**CANADIAN MENTAL  
HEALTH ASSOCIATION**

**ASSOCIATION CANADIENNE  
POUR LA SANTÉ MENTALE  
BC Division**

# HOUSING



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## HOUSING & FOOD SERVICES

JOHN HOWARD SOCIETY  
HOWARD HOUSE

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JOHN HOWARD SOCIETY  
BILL'S PLACE

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VERNON WOMEN'S TRANSITION HOUSE

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# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### HOUSING

#### JOHN HOWARD SOCIETY **HOWARD HOUSE** (MEN'S HOMELESS SHELTER)

Jhsnok.ca

John Howard

JOHN HOWARD SOCIETY  
of the North Okanagan/Kootenay Region of BC



250-542-4041

#### **SHELTER**

16 dorm beds & 8 semi private rooms, any homeless man over the age of 19 years of age is eligible to enter the shelter, depending on availability of space and whether certain basic criteria can be met. While staying at the shelter, residents can access life skills training, employment programs, counseling, 12-step groups, and health and legal services through a community network.

#### **TRANSITIONAL HOUSING**

The Transitional Housing Program is located within the Howard House Men's Shelter. Twenty rooms are available to men who are homeless or seeking stable, interim housing. Residents are required to develop a case plan with a case manager and are supported to achieve their goals. A monthly fee is charged for participating in the program, which includes meals and sundry items.

#### **HOMELESS OUTREACH PROVIDER PROGRAM**

Clients are eligible to access the on-site program. There is also a location in the **People's Place**.

#### **RED ZONE ACTION TEAM**

The Red Zone Action Team was created in April 2014 to work with the RCMP, Probation and Crown Council to ensure red zoned individual's rights are not violated and that they are able to receive shelter and food services located in the red zone.

#### **HOMELESS PREVENTION PROGRAM**

Funded by BC Housing. One of the program mandates is to provide assistance, referrals and access to housing to people leaving the corrections systems.

#### **HOSPITAL DISCHARGE ACTION TEAM**

The Hospital Discharge Action Team was created in October 2009 to work with the hospital and outreach workers to ensure homeless citizens receive proper care after being discharged from the hospital.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### JOHN HOWARD SOCIETY

#### **BILL'S PLACE**

*(MEN'S SOBRE LIVING FACILITY)*

*Jhsnok.ca*

**John Howard**

JOHN HOWARD SOCIETY  
of the North Okanagan/Kootenay Region of BC



**250-549-6144**

#### **SOBER LIVING PROGRAM**

Bill's Place believes in the long term recovery process, and encourages individuals to join us in that process. Our Sober Living Community provides a stable, positive, monitored atmosphere that allows men to continue on their journey of recovery with others who share similar goals, beliefs, and accountability.

#### **ADMISSION REQUIRMENTS**

*Men 19 years of age or older*

*Medically and physically stable*

*Seeking recovery from mood altering chemicals or behaviors*

*Willing and motivated to change*



### JOHN HOWARD SOCIETY

#### **GATEWAY**

*(LOW BARRIER HOMELESS SHELTER)*

**Men's Floor: 250-260-2792**

**Women's Floor: 250-260-2786**

#### **SHELTER**

Must be 19 years or older

15 Women's beds & 13 Men's beds

Free services such as Case Management help clients find employment and housing or to fill out government applications

- **Breakfast, lunch & dinner served on weekends & holidays**

Low barrier shelter allows people who struggle with addictions to access the shelter while in active addiction.

**John Howard**

JOHN HOWARD SOCIETY  
of the North Okanagan/Kootenay Region of BC



**SNBC**  
SHELTER NET BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **BASIC NEEDS & NECESSITIES**

All amenities including showers and laundry services are available for residents of the shelter; there is a sign-up sheet for non-residents who also need these services that cannot afford them.

### **EMERGENCY WEATHER RELIEF PROGRAM (EWR)**

Between November 1<sup>st</sup> and March 31<sup>st</sup> the mat program opens up in the basement and holds room for 5 Men's beds and 5 Women's beds, the temperature has to reach -1 or colder.

## **SERVICE BC**

250-549-5511

[Servicebc.gov.bc.ca](http://Servicebc.gov.bc.ca)

### **INCOME ASSISTANCE**

- Managing your claim (Self Serve)



# John Howard

THE JOHN HOWARD SOCIETY OF CANADA  
La SOCIÉTÉ JOHN HOWARD DU CANADA

Gateway Shelter, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### COMMUNITY LIVING BC

(Operated by: First Nations Friendship Centre)

### VERNON YOUTH SAFE HOUSE

**250-260-7077**

#### YOUTH SHELTER

##### **YOUTH SHELTER SUPPORT**

AGE (13 - 18) For youth who are homeless, or at risk of being Homeless. Youth have had family breakdowns and or family conflict. The Safe House is open 7 days a week and is a youth shelter. They provide food, shelter, support and advocacy. The hours of operation are **Monday-Friday 7:00-4:30pm and re-opens at 7pm. Saturday-Sunday the shelter is closed 12-8pm.**

The safe house is operated by the Friendship Centre and is mandated and supported by Community Living BC.

#### **REFERENCE: The Social Planning Council**

**The North Okanagan's Youth Services Directory**

**<http://www.socialplanning.ca/>**



**Kekuli Centre & Youth Safe House, Vernon BC**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### VERNON WOMEN'S TRANSITION HOUSE SOCIETY

250-542-1122

Vwts.ca



Vernon Women's **Transition House** Society

#### TRANSITION HOUSE

##### WOMEN & CHILDREN SHELTER

250-542-1122

The Transition House provides short term shelter and related services to women, youth and children who have experienced or are at risk of violence. As a safe shelter with support, women are enabled to make decisions about their future and gain increased awareness of the nature of abuse.

##### YOUNG PARENT SUPPORT

250-549-2887

The Support to Young Parents Program provides affordable housing and support to pregnant and parenting teens and young women (ages 15-24).

##### THE SERVICES INCLUDE:

- One or two bedroom apartment with affordable rent
- Free utilities, laundry and cable
- Security system and monitoring
- Furniture and household items are available on a limited basis

For more information, please visit [vwts.ca](http://vwts.ca)

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### HOMELESSNESS OUTREACH

#### HOMELESSNESS PREVENTION PROGRAM

Women- Corrections – Aboriginal – Hospital - Youth

**JOHN HOWARD SOCIETY**

**250-542-4041 ext 223**

**VERNON WOMEN'S TRANSITION HOUSE SOCIETY**

**250-542-1122**

**NORTH OKANAGAN CENTER FOR COMMUNITY COLLABORATION**

**(250) 542-3555**

**(JOHN HOWARD SOCIETY)**

**Work BC (ext. 204)**

**#102 3301 24 Ave, Vernon, BC, V1T 9S8**

**Housing Outreach (ext. 210)**

For more information on affordable housing, homeless prevention and emergency housing please visit ([socialplanning.ca](http://socialplanning.ca) or [bchousing.org](http://bchousing.org))

#### BC HOUSING & BC REGISTRY

**1-800-257-7750**



**BC Housing**

### HOUSING

#### TENANT & LANDLORD INFORMATION

**MINISTRY OF HOUSING & SOCIAL DEVELOPMENT**

**1-866-866-0800**

**BC EMPLOYMENT & ASSISTANCE AND FAMILY MAINTENANCE PROGRAM**

**Vernon Employment & Income Assistance Office**

2600 – 48<sup>th</sup> Avenue

Off460@gov.bc.ca

Eia.gov.bc.ca

**Financial Assistance Work** (Emergency Financial Assistance for food and Shelter)

During Office Hours

**1-800-663-9122**

After Hours

**1-866-660-3194**

#### LANDLORD & TENANT ASSISTANCE

**ARBITRATOR (LANDLORD / TENANT)**

**Recorded Info: 1-800-665-8779**

**RESIDENTIAL TENANCY OFFICE**

**1-800-663-7867**

hsrto@gov.bc.ca

Administers the Residential Tenancy Act and assists tenants and landlords with most tenancy disputes.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### **LANDLORD & TENANCY GUIDE BC**

[Rto.gov.bc.ca/documents/guides/ACT\\_English.pdf](http://Rto.gov.bc.ca/documents/guides/ACT_English.pdf)

Available at BC Access Centre free of charge

### **BC HOUSING**

**1-866-465-6873**

[Bchousing.org](http://Bchousing.org)

A crown agency for the provincial government's social housing programs (9 affordable housing programs). The agency produces Housing Listings, a resource directory that provides maps and addresses of affordable housing developments for families, seniors and people with disabilities across the province.

BC HOUSING PROVIDES INFORMATION ABOUT:

- **How to apply for specific developments**
- **Whether a development offers wheelchair accessible units or market units**
- **Whether pets are allowed**
- **Whether a development has other charges such as a security deposit**

### **BC HOUSING – RENTAL ASSISTANCE PROGRAM**

**1-800-257-7756**

[Applicantinquiries@bchousing.org](mailto:Applicantinquiries@bchousing.org)

[Bchousing.org/programs/RAP](http://Bchousing.org/programs/RAP)

The program provides eligible low-income, working families with cash assistance to help with their monthly rent payments. To qualify, families must have a gross household income of \$35,000 or less, have at least one dependent child, and have been employed at some point over the last year.

**\*Applications available online**

### **MINISTRY OF HOUSING AND SOCIAL DEVELOPMENT**

#### **TENANT RESOURCE & ADVISORY CENTRE (TRAC)**

**1-800-665-1185**

[info@tenants.ca](mailto:info@tenants.ca)

[tenants.bc.ca](http://tenants.bc.ca)

Serves as an advocate for tenants by providing information on tenant's rights and obligations and on how to win in residential tenancy complaint situations.

**Tenant Survival Guide:** [tenants.bc.ca/main/tenantsurvivalguide](http://tenants.bc.ca/main/tenantsurvivalguide)



Ministry of  
Housing and  
Social Development



# SPECIALIZED HOUSING



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### SPECIALIZED HOUSING



#### KINDALE DEVELOPMENTAL ASSOCIATION

Kindale.net

Vernon: 250-545-7495 Armstrong: 250-546-3005

Kindale Developmental Association is a nonprofit, community based network of dedicated people providing individualized person centered support for persons with diverse abilities in an inclusive and interdependent community.

#### RESIDENTIAL HOUSING OPTIONS

Kindale owns and operates six residential homes in Armstrong, Greater Vernon, and Salmon Arm, and one BC Housing-owned house in Armstrong, that provide safe and supportive housing for 30 individuals.

**These residential homes are staffed by professional care providers 24 hours per day, seven days per week.**

#### AFFORDABLE HOUSING

Kindale helps individuals with disabilities gain access to quality, safe and affordable housing as well as those wishing to live more independently in the community and many other individuals and families with low or fixed incomes who are in need of urgent housing needs

Kindale is the property manager for a number of affordable rental units in Vernon and Armstrong. **To enquire about availability and applications, please call Kindale's office in Armstrong at 250-546-3005.**

For more information, view the Home Sharing Providers' Handbook or call Kindale at **250-546-3005** and ask to speak to a **Home Share Coordinator**.

#### RESPIRE

Respite is a support service for caregivers providing temporary relief from the physical and emotional demands involved in caring for a family member or an individual with a diverse ability.



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### VENTURE TRAINING

250-542-2374

Vdacl.ca



#### **FAMILY CARE MODEL**

Adults live with a family whether by occupying a bedroom and sharing communal space or by living in a self-contained suite within the family home.

##### **Criteria for Home Share Providers:**

- Minimum age of 19 years of age
- First aid & CPR training
- Satisfactory Home Study
- Satisfactory criminal record check
- Three references
- Training & or previous experience in community living or a related field
- Physician's certification of good health
- Signed release of information

**Valid driver's license & abstract**

#### **ADULT COMMUNITY LIVING**

This program currently consists of four residential group homes administered by the Vernon & District Association for Community Living., a non-profit community based organization serving individuals with developmental disabilities.

The homes provide 24 hour, seven day a week total care for residents. Areas of care include recreation, hygiene, social outings, nutrition, medical appointments and more.

A registered nurse is on staff to provide supports to residents and employees. In addition employees are trained in all aspects of personal care, first aid, CPR, Food Safe and Class 4 Driver's License.



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### COMMUNITY LIVING BRITISH COLUMBIA

250-549-5490

[Communitylivingbc.ca](http://Communitylivingbc.ca)



#### **RESIDENTIAL**

Community Living BC supports eligible adults to live as fully and independently as possible in the community. Funding and the type of support provided depend upon the individual's current disability-related needs, support preferences, and preferred home environment.

#### **SUPPORTED LIVING**

Supported living is a residential option that provides individuals living independently in the community with assistance in daily living. This service is available to individuals who own, lease, or rent their own homes. Supported Living services include outreach support and cluster living.

#### **SHARED LIVING**

Shared living is a residential option in which an adult with a developmental disability shares a home with someone who is contracted to provide ongoing support. The home is the primary residence of both the individual being supported and the person offering support. Shared living includes home sharing and live-in support.

#### **STAFFED RESIDENTIAL**

Within staffed residential, support for daily living is provided to an individual or group of individuals by a team of staff who rotate through the home according to an established schedule that includes overnight hours.

#### **COMMUNITY INCLUSION**

These services are designed to support individuals to have rich lives within community. The amount of funding and type of support provided depend upon the individual's current disability-related needs, support preferences, and goals for inclusion.

#### **RESPIRE**

##### **DIRECT-FUNDED**

Direct-funded respite is coordinated by families. The family recruits, screens, monitors, and pays for the delivery of respite services.

##### **CONTRACTED**

Contracted respite is coordinated by a community-based agency. The agency recruits, screens, monitors, and pays for the delivery of respite services.

#### **INDIVIDUALIZED FUNDING**

Individualized Funding (IF) provides individuals and families with flexible, person-centred, self-directed payment options for arranging, managing, and paying for supports and services.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### NORTH OKANAGAN YOUTH & FAMILY SERVICES SOCIETY

250-545-3572

Noyfss.org



#### INDEPENDENT LIVING PROGRAM

Similar to Youth Agreement, this program is for youth who are permanent wards of the *Ministry of Children and Family Development (MCFD)*.

### RESIDENTIAL SERVICES

#### MARA HOUSE

Mara House is a family-oriented, residential facility for challenging/vulnerable children age 6 to 16. Parents and caregivers meet with a multi-disciplinary team, including a Clinical Family Specialist/Residential Clinical Consultant, and community specialists.

#### STAFF AT MARA HOUSE PROVIDE:

**A nurtured home life and environment**

**Safety and security for all residents**

**Positive goal-oriented individual plans**

Mara House is in operation 24 hours a day, 365 days a year in accordance with the Interior Health Community Care Facility Act. Access to Mara House is done through the Resource Team at the *Ministry of Children and Family Development (MCFD)*.



Ministry of  
Children and Family  
Development

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### **INTENSIVE SUPPORT PROGRAM (ISP) AND INTENSIVE SUPPORT HOMES (ISH) 250-545-3572**

OFFERS SUPPORT TO CAREGIVERS AND YOUTH RESIDING IN INTENSIVE SUPPORT HOMES WITH GOALS TO:

- Increase ability of caregivers to care for high needs of children
- Increase stable and positive placement behaviours
- Increase ability of caregivers to manage stress related to the needs of children and youth
- Increase skills of youth to achieve positive growth
- Intensive Support Homes program recruits, screens, trains and maintains caregivers available to provide care for children/youth in the care of the Ministry of Children and Family Development (MCFD)

Referrals for the Intensive Support Program must come from MCFD.

For more information on this program, please contact **Jodi McGrandle**  
email [jodimcgrandle@noyfss.org](mailto:jodimcgrandle@noyfss.org)

### **RESIDENTIAL CLINICAL CONSULTANT**

Works with children and youth who demonstrate two or more symptoms of conduct disorder over a six month period.

THE CLINICAL CONSULTANT PROVIDES:

- Caregiver consultation
- Behaviour management strategies
- One to one counselling
- Group service to a limited caseload



**N.O.Y.F.S.S, Vernon BC**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)



### FIRST NATIONS FRIENDSHIPS CENTRE

250-542-1247

#### **YOUTH SAFE HOUSE**

250-260-7077

Safe shelter access for youth ages 13-18

#### **VERNON NATIVE HOUSING**

250-542-2838

Low-cost rental housing to low-income families and/or individuals of native ancestry within the city of Vernon

#### **KEKULI HOUSING COMPLEX**

250-542-1264

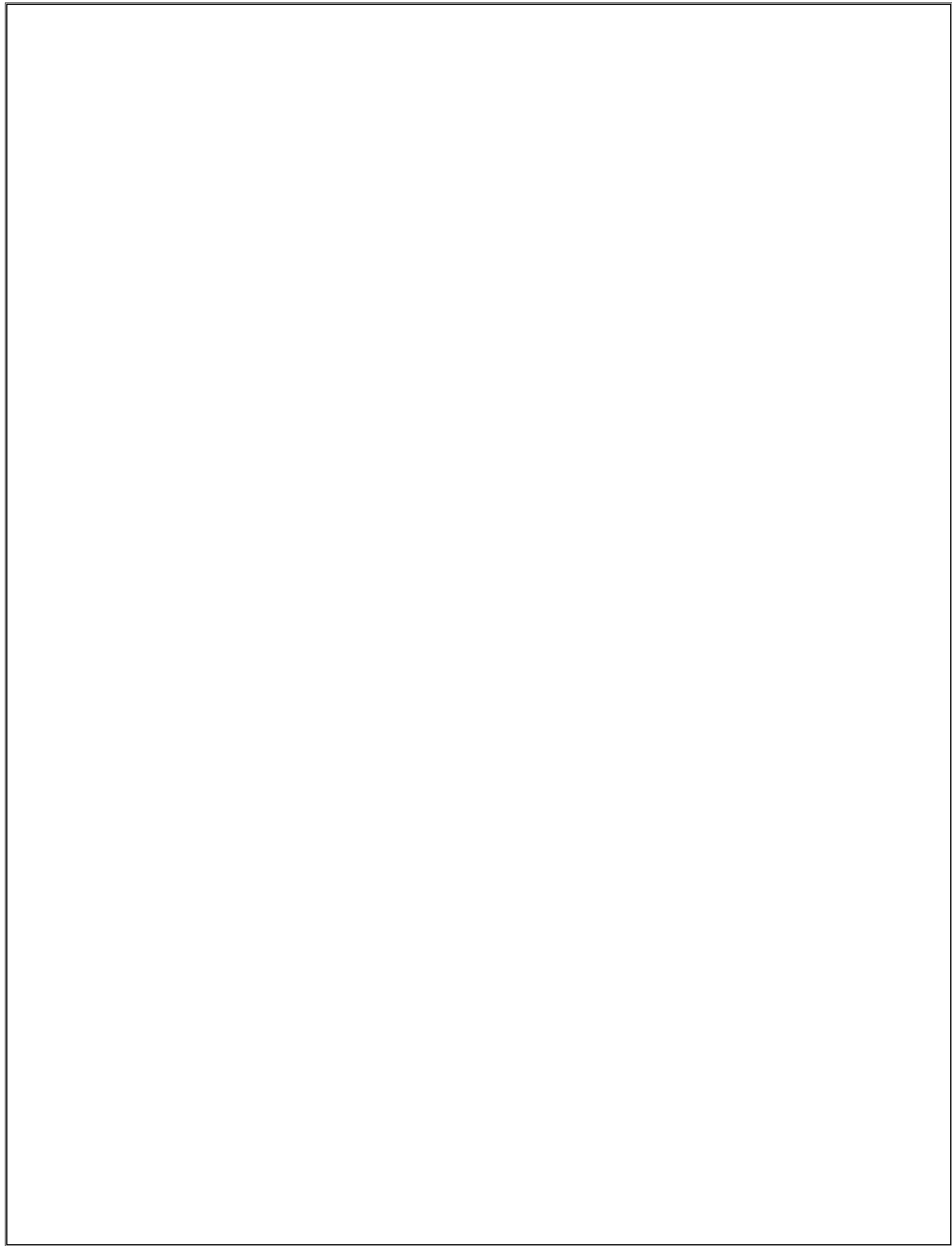
A housing complex for youth between ages 19 to 29 who are at risk of being homeless.



Kekuli Apartments & Youth Safe House,  
Vernon BC

Native Low Cost Housing,  
Vernon BC





September 2015

# FOOD SERVICES



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### FOOD SERVICES

#### UPPER ROOM MISSION SOCIETY

250-549-1231

[Upperroommission.ca](http://Upperroommission.ca)



#### MEAL SERVICES

*MISSION HOURS - 9:00-5:00 (MON-FRI)*

#### MEAL & CHAPEL SERVICES

The Upper Room Mission offers hope to the hurting, hungry and homeless by serving meals and offering a chapel service daily (11:30).

**MEALS - 9:00, 12:00 & 4:00**

#### BOUTIQUE & DOLLAR BIN

A low-cost thrift store.

**10:00-4:00 (Mon-Sat)**

Dollar Bin

**9:00-5:00 (Tue-Sat)**

#### CHARLOTTE'S PLACE

Charlotte's Place is a safe and comfortable spot for women to come and relax, visit with each other, or simply have some quiet time. Programs, guest speakers, as well as creative art projects are also offered.



Upper Room Mission, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### LOW COST / NO COST FOOD PROGRAMS

**SALVATION ARMY HOUSE OF HOPE - FOOD BANK** **250-549-4111**

**3303 – 32 Ave, Vernon**

Pre-appointments only

**Monday – Friday : 9:30am – 11:30am (Closed noon – 1:30pm)**

- Bread and Appointment services available Mon, Tues, Wed & Fri
- Christmas Hampers (sign up in November)
- Food for Families in need (Pre-registration)

\*Contact Salvation Army Food Bank for dates & times of sign up

**FOOD BANK (ARMSTRONG)** **250-546-3465**

**GOOD FOOD BOX** **250-545-7617**

**info@goodfoodbox.net**

**goodfoodbox.net**

**To order fresh fruits and vegetables for low cost (\$9-\$15).** Prepayment by the second Wednesday of the month and receive your food box on the third Thursday of the month. Please bring receipts and shopping bags. Deliveries are available for a fee.

Pick up Food Boxes at:

All Saints Anglican Church: 2:00pm – 6:00pm : 3205 – 27<sup>th</sup> Ave, or,

Knox Presbyterian Church: 2:00pm – 4:00pm : 3701 – 32<sup>nd</sup> Ave

**Order & Pay (Cash Only) at any of the following locations:**

Family Resource Centre – People Place, #201 3410 – 27<sup>th</sup> Street 250-545-3390

First Nations Friendship Centre – **2902 – 29<sup>th</sup> Ave** 250 542-1247

Canadian Mental Health Association – **3105 – 28<sup>th</sup> Ave** 250-542-3114

Salvation Army Food Bank – **3303 – 32<sup>nd</sup> Ave** 250-549-4111

North Okanagan Youth & Family Services – **2900 – 32<sup>nd</sup> Ave** 250-545-3572

Vernon Boys & Girls Club – Reception – **3600 - 33<sup>rd</sup> Street** 250-542-3121

Vernon Alliance Church – **2601 - 43<sup>rd</sup> Ave** 250-545-7105

Vernon Health Unit – Main Reception – **1440 – 14<sup>th</sup> Ave** 250-549-5700

Vernon & District Women's Centre – **3309 – 32<sup>nd</sup> Ave** 250-542-7531

OKIB Health Centre (pick up: Head of the Lake Hall 12:30-1:30) 250-542-5094

Okanagan College Admin Office 250-545-7291

**\*Open to people of all income levels**

\* When you pick up your box be prepared to pay for next month's box



**GOOD FOOD BOX**

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# SUBSTANCE USE & ADDICTIONS





## SUBSTANCE USE & ADDICTIONS

INTERIOR HEALTH AUTHORITY

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JOHN HOWARD SOCIETY

HOWARD HOUSE

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JOHN HOWARD SOCIETY

BILL'S PLACE

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JOHN HOWARD SOCIETY

GATEWAY SHELTER

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CAMMY LAFLEUR OUTREACH NURSE

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## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### SUBSTANCE USE & ADDICTIONS

#### INTERIOR HEALTH AUTHORITY VERNON HEALTH UNIT MENTAL HEALTH & SUBSTANCE USE

250-549-5737

[Interiorhealth.ca](http://Interiorhealth.ca)



Interior Health

1440 14<sup>th</sup> Ave

Vernon BC, V1B 2T1

Interior Health MHSU (Mental Health & Substance Use) services offer a wide range of services covered by your provincial care card. Information is available by phone and drop in. Individuals are encouraged first to seek support through employer sponsored programs first if it is available. Most services are available by self-referral.

#### **SUBSTANCE USE SERVICES**

This service offers a number of programs designed to assist individuals who seek supportive group and individual professional counselling services to assist in their substance use. Clients can self-refer by drop-in to the Vernon Health Unit from 1:00 pm to 3:00 pm from Monday thru Friday. Other important services include methadone assessment, an intensive three week day program, and referral to residential facilities. This program includes youth substance use, working in concert with local schools. For more information contact **250-549-5737** and ask for intake.

#### **A-TEAM PRIMARY CARE**

This program offers mental health and substance use assessment, follow up and referral to individuals who are experiencing the most severe complex challenges and who find difficulty accessing physicians and other care. The primary team works out of a separate office downtown for ease of access to their clients. For more information or to self-refer call **250-549-5737** and ask for intake.

#### **MENTAL HEALTH & SUBSTANCE USE EMERGENCY SERVICES**

MHSU Emergency Services known also as CRT is a team of professional nurses and social workers who work with all community agencies to offer emergent assessment and referral services to individuals in the most acute phase of mental health and substance use challenges.

Most often clinicians will meet with persons at the emergency in VJH. Once there, an individual can receive support, referral and sometimes admission as required in order to get the assistance they require. The CRT team also supports community agencies in the form of consultation to provide the best services for clients. MHSU Emergency Services can be reached by attending VJH emergency, by non-emergency phone at **250-260-7893**, or by calling Crisis Line at **1-888-353-2273**.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### **ART (ASSERTIVE RESPONSE TEAM)**

This program offers short term mental health follow up for individuals who are experiencing moderate to severe mental health and substance use challenges after their discharge from VJH inpatient Psychiatric Services.

This program is through inpatient referral however more information is available by calling MHSU at **250-549-5737** and asking for intake.

### **JOHN HOWARD SOCIETY**

250-542-4041

[Jhsnok.ca](http://Jhsnok.ca)

**John Howard**

JOHN HOWARD SOCIETY  
of the North Okanagan/Kootenay Region of BC



### **HOWARD HOUSE**

#### **TRANSITIONAL HOUSING**

The Transitional Housing Program is located within the Howard House Men's Shelter. Twenty rooms are available to men who are homeless or seeking stable, interim housing. Residents are required to develop a case plan with a case manager and are supported to achieve their goals. A monthly fee is charged for participating in the program, which includes meals and sundry items.

#### **HOWARD HOUSE HARM REDUCTION PROGRAM**

Clients are also able to access the on-site Harm Reduction Program Coordinator.

#### **RED ZONE ACTION TEAM**

The Red Zone Action Team was created in April 2014 to work with the RCMP, Probation and Crown Council to ensure red zoned individual's rights are not violated and that they are able to receive shelter and food services located in the red zone.



Howard House, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### JOHN HOWARD SOCIETY

250-549-6144

Jhsnok.ca

John Howard

JOHN HOWARD SOCIETY  
of the North Okanagan/Kootenay Region of BC



### BILL'S PLACE

#### **PRIMARY CARE PROGRAM**

A residential program that is abstinence based, follows the step 12 model, and incorporates education, group therapy, relapse prevention as well as 12 Step meetings.

#### **CONTINUING CARE PROGRAM**

Continuing Care is a critical part of all recovery programs. In this program, individuals continue to utilize the tools they've learned. They receive support from Bill's Place staff, volunteers, and the local 12 Step community, but also begin to rely on the support of a healthy peer network. Regular 12 Step meeting attendance is also required. The length of Continuing Care is tailored to the needs of each resident.

#### **FAMILY PROGRAMMING**

Bill's Place is committed to working closely with family members throughout their loved one's stay at Bill's Place.

For family members of people struggling with addiction, Bills Place has partnered with a local family program called AWARE. The AWARE program is specifically designed for families to begin the healing process, and to explore how their lives have been affected by the illness. AWARE looks at issues like: understanding addiction, family dynamics, and the process of recovery.

#### **SOBER LIVING PROGRAM**

Bill's Place believes in the long term recovery process, and encourages individuals to join us in that process. Our Sober Living Community provides a stable, positive, monitored atmosphere that allows men to continue on their journey of recovery with others who share similar goals, beliefs, and accountability.

#### **DISCOVERY PROGRAM**

Bill's Place Discovery Program does not require individuals to take time off work or leave their families. They include meeting 4 nights a week, featuring lectures and group therapy. Potential candidates include people who are employed, live with a supportive family, are medically stable, and who demonstrate the ability to abstain from mood altering chemicals or behaviors. Our Discovery Program tailors the length of the program to meet each individual's needs.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### SERVICES

#### INTERVENTION SERVICES

Bill's Place has a certified interventionist on staff that can help begin the process.

#### EMPLOYER SUPPORT SERVICES

**250-309-4616**

By providing financial support for your employee's addiction treatment, you're not only helping a valued member of your team, you're also protecting your organization's bottom line.

#### Consider the business benefits of investing in addiction treatment for your employee:

- Improved employee morale
- Reduced costs in employee benefit claims, disability insurance, worker compensation claims
- Reduced on-the-job errors
- Lower absenteeism rates
- Increased productivity levels and improved quality of work
- Decreased accidents and a safer workplace

Call us today at **250-309-4616** to discuss how we can work together to get your employee on the road to recovery.

#### ADMISSION REQUIREMENTS

- Men 19 years of age or older*
- Medically and physically stable*
- Seeking recovery from mood altering chemicals or behaviors*
- Willing and motivated to change*



Bill's Place, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### JOHN HOWARD SOCIETY

Men's Floor: 250-260-2792

Women's Floor: 250-260-2786

John Howard

JOHN HOWARD SOCIETY  
of the North Okanagan/Kootenay Region of BC



### GATEWAY SHELTER

#### SHELTER

Must be 19 years of age or older

15 Women's beds & 13 Men's beds

Free services such as Case Management help clients find employment and housing or to fill out government applications

- **Breakfast, lunch & dinner served on weekends & holidays**
- ✓ *Low barrier shelter allows people who struggle with addictions to access the shelter while in active addiction.*

#### HARM REDUCTION

#### NEEDLE EXCHANGE PROGRAM

Providing clients with clean needles and supplies to reduce the spread of disease. Clients are also able to access the on-site Harm Reduction Program Coordinator.



Gateway Shelter, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### PRIMARY CARE SERVICES

#### **CAMMY LAFLEUR STREET NURSE OUTREACH PROGRAM**

**250-545-3572**

AN OUTREACH PROGRAM THAT:

- Provides situational education to people who are homeless, drug addicted and/or suffering with a mental illness
- Focuses on harm reduction strategies that reduce the infection rates of blood borne pathogens
- Enhances the health of persons served
- Increases the safety of the community

The Street Nurse and Counsellor provide outreach to Vernon, Enderby, Armstrong and Lumby.

N.O.Y.F.S.S (Cammy Lafleur), Vernon, BC



# CHILD, YOUTH & FAMILY SERVICES





## **CHILD, YOUTH & FAMILY SERVICES**

**VERNON WOMEN'S TRANSITION HOUSE  
SOCIETY**

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**TEEN JUNCTION YOUTH CENTRE**

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**JUNCTION LITERACY CENTRE**

**45**

**NORTH OKANAGAN YOUTH & FAMILY  
SERVICES SOCIETY**

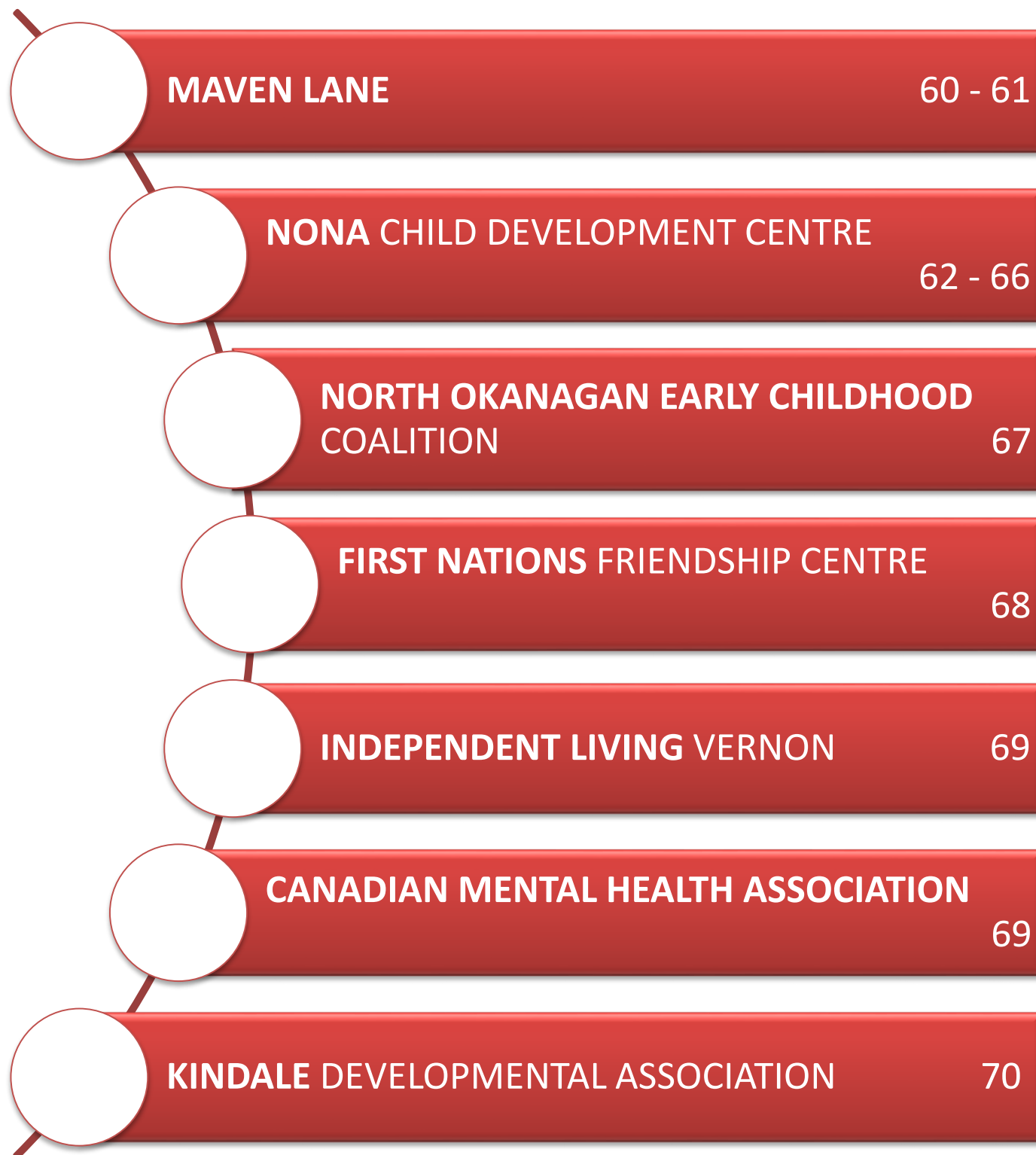
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**FAMILY RESOURCE CENTRE**

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**OKANAGAN BOYS & GIRLS CLUB**

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## VENTURE TRAINING

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## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### CHILD, YOUTH & FAMILY SERVICES

#### VERNON WOMEN'S TRANSITION HOUSE SOCIETY

250-542-1122

Vwts.ca



Vernon Women's **Transition House** Society

#### **SHELTER**

**250-542-1122**

The Transition House provides short term shelter and related services to women, youth and children who have experienced or are at risk of violence. As a safe shelter with support, women are enabled to make decisions about their future and gain increased awareness of the nature of abuse.

#### **COUNSELLING SERVICES**

**Vernon: 250-558-0334 / Enderby & Armstrong: 250-546-6744**

**(VERNON, ARMSTRONG & ENDERBY)**

The Transition House offers free, accessible and confidential counselling services to women who have experienced violence or abuse. Working to assist women in their healing with support, awareness and education.

**The counselling services available focus on the needs of the woman. With regard to her safety and that of her children**

#### **OFFERED SERVICES:**

- Confidential individual and/or group counselling services to women based on the needs of women
- A safe environment to look at personal safety, feelings and the effects of abuse
- Support, information and encouragement to help women discover their strengths
- Referral services to other support agencies that will help women in their recovery process

#### **OUTREACH SERVICES**

**250-542-1185**

Women and their dependent children who have experience violence, abuse and threats from an intimate partner can access help from the Outreach Program.

#### **THE PROGRAM PROVIDES:**

- Mobile response and supportive counselling
- Support at a safe location in your community
- Service at the Outreach office
- Outreach service at other community agencies

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### **SPECIALIZED VICTIMS ASSISTANCE 250-542-3322**

***(Monday - Friday 8:30am to 4:30pm)***

Specialized Victim Assistance Program offers support and information to women, children and men who have been victimized as a result of sexual assault, violence in an intimate relationship, child sexual abuse (recent or past), elder abuse, or criminal harassment (stalking).

#### ***TYPES OF SERVICES PROVIDED:***

- **Accompaniment to court and other related appointments**
- **Help with understanding the court process**
- **Information and updates about your case**
- **Safety Planning**
- **Assistance with completing forms**
- **Help with obtaining restraining and custody orders**
- **Emotional support**
- **Referrals to other services**

### **YOUNG PARENT SUPPORT 250-549-2887**

The Support to Young Parents Program provides affordable housing and support to pregnant and parenting teens and young women (ages 15-24).

#### ***THE SERVICES INCLUDE:***

- **One or two bedroom apartment with affordable rent**
- **Free utilities, laundry and cable**
- **Security system and monitoring**
- **Furniture and household items are available on a limited basis**

### **NORTH OKANAGAN INTEGRATED CASE ASSESSMENT TEAM (ICAT)**

***Brooke 250-542-1122***

***Debby 250-558-3850 Ext. 204***

ICAT uses an innovative, collaborative approach for information sharing, within legal parameters, to review the risk of serious bodily harm or death to victims of domestic/intimate partner violence or stalking. The same collaborative approach is used to provide an enhanced safety and support system to the victim and proactive interventions to the alleged offender.

### **SEXUAL ASSAULT SERVICES**

***Colleen or Eileen 250-542-3322***

***Vernon Jubilee Hospital***

***Social Worker 250-558-1200 ext. 1267***

A confidential hospital and community based emergency service which provides sensitive and supportive care for anyone, 13 and over, who has been sexually assaulted. All children under 13 will be assessed and referred appropriately.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### **EQUINE THERAPY**

**Wendy 250-309-0351**

Equine-assisted therapy is an experiential therapeutic form where horses participate as co-counsellors. The model applied at The Equine Connection uses a combination of the concepts of natural horsemanship, play therapy, story-telling, and problem-solving exercises.

### **GROUP COUNSELLING**

**250-558-3850**

A variety of group counselling and educational groups are offered to women and children at different times throughout the year. For more information, contact the Vernon Women's Transition House Society's Administration Office.

## **CHILDREN'S PROGRAMS**

### **CHILDREN WHO WITNESS ABUSE COUNSELLING**

**Vernon Program 250-558-3850 ext. 201**

**Armstrong Program 250-546-6744**

Offered to children who witness the abuse of their mother or serious family conflict. The program includes both individual and group counselling for children ages 3 to 18, as well as counselling, education, and support programs for parents.

### **LEGAL SERVICES SOCIETY OUTREACH**

**250-542-1185**

A community partner of the Legal Services Society.

### **MAY HELP IMPROVE ACCESS TO LEGAL AID SERVICES SUCH AS:**

- **Connecting people to legal aid intake offices to apply for legal aid**
- **Referring people to other community, print, and web resources**
- **Raising awareness of legal aid services**
- **Promoting and providing law-related community development and/or public legal education activities and information**

### **NORTH OKANAGAN CHILD ADVOCACY RESPONSE SERVICE**

The North Okanagan Child Advocacy Response Service was established to help child victims of physical and sexual abuse. By partnering with the necessary service providers this service increases the safety, support and promotes healing to children and their families.



Vernon Women's **Transition House** Society

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### JUSTICE & ADVOCACY PROGRAMS

#### LEGAL ADVOCACY PROGRAM

250-558-3850 ext. 214

*By Appointment Only*

*Drop-in on Wednesday 9:00am – 3:30pm*

*A legal advocate cannot give legal advice.*

*AN ADVOCATE MAY BE ABLE TO HELP IN THE EVENT THAT YOU ARE EXPERIENCING DIFFICULTIES WITH:*

- Welfare
- Persons With Disabilities (PWD)
- Canada Pension Plan Disability (CPP)
- Employment Insurance (EI)
- Tenant Information

*AND HELP YOU UNDERSTAND INFORMATION ON:*

- Your rights and options
- Reconsideration requests
- Tribunals
- Procedures and investigations

*AN ADVOCATE MAY ALSO:*

- Provide information and referrals

**The Vernon Women's Transition House** is funded by the  
Province of BC



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### TEEN JUNCTION YOUTH CENTRE - Downstairs

250-275-3117

3104 - 37th Avenue, Vernon BC V1T 2Y2

facebook: TeenJunctionYouthCentre

[Teenjunctionyouthcentre.ca](http://Teenjunctionyouthcentre.ca)

[info@junctionyouth.ca](mailto:info@junctionyouth.ca)

### PROGRAMS

#### ON-SITE

##### YOUTH DROP-IN CENTRE

OPEN MONDAY – FRIDAY 3:30 – 7:30

Summer Hours: MONDAY – FRIDAY 2:00 – 6:00

FREE! Supervised drop-in Centre for youth aged 13-18 years. Meals, recreational activities, computer access, and more...



Teen Junction & Literacy Centre, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)



### JUNCTION LITERACY CENTRE - Upstairs

250-275-3117

3104 - 37th Avenue, Vernon BC V1T 2Y2

[Junctionliteracycentre.ca](http://Junctionliteracycentre.ca)

[admin@junctionliteracy.ca](mailto:admin@junctionliteracy.ca)

#### **SCHOOL-BASED**

The Junction Literacy Centre offers a number of school-based literacy support programs. Students are referred through SD#22. Refer to the website or call for more information

#### **OFF-SITE**

Seniors Computer Support Program: Seniors are matched with a volunteer who helps them develop basic computer skills. There is a onetime registration fee. This program has expanded to offer drop-in services at the library. Must schedule in advance. The program runs September through June.

#### **WORKSHOPS**

##### **PLAIN LANGUAGE WORKSHOPS**

Learn how to write and design documents that are clear and easy to read in order to better reach your target audience. There is a fee for this workshop. To schedule one or to find out when they are offered next, please contact the Centre.



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### NORTH OKANAGAN YOUTH & FAMILY SERVICES SOCIETY

250-545-3572

[Noyfss.org](http://Noyfss.org)



#### SCHOOL -BASED OUTREACH PROGRAM

##### OUTREACH

For students and families that encounter stressors at home that affects the student's ability to manage at school. Families are referred by the School Based Team in individual schools. Service is offered in the school and the family home.

#### YOUTH SERVICES

##### PARENT TEEN CONFLICT

For families experiencing a high degree of conflict in parent-teen relationships.

##### FAMILIES CAN ACCESS A COUNSELLOR THAT OFFERS:

- **Consultation and education**
- **Mediation and support**

This service is offered to both parents and teens.

There is a parenting group specifically for parents who have conflict with their teen(s).

##### FOCUS IS ON:

- **Communication**
- **Boundary setting**
- **Conflict resolution**

Teen group runs at the same time to share similar information and skills.



# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### YOUTH AGREEMENTS

#### SUPPORT YOUTH TO:

- Live independently
- Complete their education
- Find suitable employment

Youth aged 16 to 19 are referred by **Integrated Youth Services**. A social worker assesses youth for eligibility of a Youth Agreement. This program is for youth that have been assessed and referred by MCFD.

### INDEPENDENT LIVING PROGRAM

Similar to Youth Agreement, this program is for youth who are permanent wards of the *Ministry of Children and Family Development (MCFD)*.

## YOUTH JUSTICE

### RE-DIRECT & INTENSIVE SUPPORT AND SUPERVISION PROGRAM (ISSP)

A program for youth on probation, who have been referred to the program by the courts.

#### SERVICE FOCUSES ON:

- Life skills development
- Community integration and recreation
- Individual support
- Employment support

### SPECIAL NEEDS PROGRAM

**250-549-5404**

### FAMILY / SPECIAL NEEDS PROGRAM

For families who have a child(ren) diagnosed with a special need and/or autism spectrum.

- child has opportunity to develop life skills

#### FAMILIES LEARN PARENTING STRATEGIES:

- Parents of Children with Special Needs - Support Group
- Parents meet monthly to share stories, concerns and ideas with other parents who face similar challenges.

# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### FAMILY SERVICES

#### **FAMILY BASED TREATMENT PROGRAM**

A voluntary service for families of children/youth age 7-17 with a diagnosed mental health disorder.

SERVICE FOCUSES ON:

- Coping strategies
- Life skills
- Parenting ability
- Emotional stability

#### **PERMANENCY PLANNING PROGRAM**

For children who are being adopted through the Ministry of Children and Family Development (MCFD). The adoption triad (birth family, foster placement and the adoptive family) collaborate to fit the needs of the children as they adjust to their new family.

#### **FAMILY SERVICE COUNSELLING**

Families work closely with the family counsellor to:

- Develop parenting strategies
- Improve family relationships
- Increase family's ability to problem solve

#### **ADD/ADHD SERVICES**

For parents whose children are diagnosed with Attention Deficit Disorder (ADD) or Attention Deficit Hyperactivity Disorder (ADHD). Parents work closely with the family counsellor to:

- Explore and understand the diagnosis
- Review "typical" ADD/ADHD child or teen development
- Identify strengths and related challenges
- Creating parenting strategies to help the child be successful in their home, community and school.

#### **YOUNG PARENTS PROGRAM**

For pregnant and/or young parents (under age of 19). A Child and Family Counsellor works with participants to:

- Promote healthy pregnancy and parenting
- Increase safety of children born to young parents
- Strengthen family connections
- Provide knowledge of and access to community resources

# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### PRIMARY CARE SERVICES

#### **CAMMY LAFLEUR STREET NURSE OUTREACH PROGRAM**

AN OUTREACH PROGRAM THAT:

- Provides situational education to people who are homeless, drug addicted and/or suffering with a mental illness
- Focuses on harm reduction strategies that reduce the infection rates of blood borne pathogens
- Enhances the health of persons served
- Increases the safety of the community

The Street Nurse and Counsellor provide outreach to Vernon, Enderby, Armstrong and Lumby.

### RESIDENTIAL SERVICES

#### **MARA HOUSE**

Mara House is a family-oriented, residential facility for challenging/vulnerable children age 6 to 16. Parents and caregivers meet with a multi-disciplinary team, including a Clinical Family Specialist/Residential Clinical Consultant, and community specialists.

STAFF AT MARA HOUSE PROVIDE:

- A nurtured home life and environment
- Safety and security for all residents
- Positive goal-oriented individual plans

Mara House is in operation 24 hours a day, 365 days a year in accordance with the Interior Health Community Care Facility Act. Access to Mara House is done through the Resource Team at the *Ministry of Children and Family Development (MCFD)*.



Mara House, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **INTENSIVE SUPPORT PROGRAM (ISP) AND INTENSIVE SUPPORT HOMES (ISH) 250-545-3572**

OFFERS SUPPORT TO CAREGIVERS AND YOUTH RESIDING IN INTENSIVE SUPPORT HOMES WITH GOALS TO:

- Increase ability of caregivers to care for high needs of children
- Increase stable and positive placement behaviours
- Increase ability of caregivers to manage stress related to the needs of children and youth
- Increase skills of youth to achieve positive growth
- Intensive Support Homes program recruits, screens, trains and maintains caregivers available to provide care for children/youth in the care of the Ministry of Children and Family Development (MCFD)

Referrals for the Intensive Support Program must come from MCFD.

For more information on this program, please contact **Jodi McGrandle**  
email [jodimcgrandle@noyfs.org](mailto:jodimcgrandle@noyfs.org)

### **RESIDENTIAL CLINICAL CONSULTANT**

Works with children and youth who demonstrate two or more symptoms of conduct disorder over a six month period.

THE CLINICAL CONSULTANT PROVIDES:

- Caregiver consultation
- Behaviour management strategies
- One to one counselling
- Group service to a limited caseload

### **CLINICAL FAMILY SPECIALIST**

Provides individual therapy and integration of family systems to appropriate families who have been referred to Residential Services. The CFS consults with residential key workers, and social workers on family issues common to their respective clients.

Referrals must come from the **Ministry of Children and Family Development (MCFD)** and the **Child and Youth Mental Health office (CYMH)**.



N.O.Y.F.S.S. Building, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### FAMILY RESOURCE CENTRE (PEOPLE PLACE)

250-545-3390

Vernonfrc.ca



#### COUNSELLING PROGRAMS & SERVICES

##### **LITTLE OWL FAMILY CIRCLE**

This Community Counselling program provides self-referral, short term counselling services for individuals, couples and families with concerns around issues such as depression, anxiety, childhood trauma, relationship challenges, communication, self-esteem and post-partum depression. The services offered include both assessment and therapeutic treatment.

#### FAMILY GROUP PROGRAMS

##### **NATURAL CONNECTIONS**

*Spring/ Summer/ Fall*

The program offers a free weekly parent /tot park program for children 0-6 Years of age. This group encourages families to connect with each other and other families in the various outdoor environments in our community. Increases physical literacy, confidence in outdoor spaces and knowledge of outdoor opportunities.

##### **PLAYFUL ART**

*Winter*

This program offers a free weekly parent/tot art program for children 0-6 years of age. This group encourages families to connect with each other and other families while participating in a variety of art activities.

*Facilitated by an Early Childhood Educator and an assistant.*



**COMMUNITY KITCHEN**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### **COFFEE TALK**

Coffee Talk is a supportive group for parents and children aged 0-6. This program is a free weekly group that offers playtime for children and a relaxed, comfortable forum for parents to share their successes and challenges. Experienced, trained facilitators will lead discussions, offer valuable tips and strategies, and provide community support and resource information. Quality childcare and healthy snacks are included in this program.

### **SEXUAL ABUSE INTERVENTION PROGRAM**

This free program provides counselling for children and youth who have been sexually abused or who are exhibiting inappropriate behaviours. Support, education and counselling for non-offending family members of the child who has been sexually abused are also provided.

On request this program can also provide and facilitate community education around body safety, sexual abuse, preventative measures and problematic sexual behaviour in children.

### **FAMILY SUPPORT WORKER**

Counselling for children and youth experiencing grief and loss, blended families, mental health issues or other concerns.

### **THESE FREE SERVICES INCLUDE:**

- Individual counselling for children and youth
- Art based groups for children and youth experiencing mental health concerns
- Groups for parents who have anxious children
- Family counselling
- In-home family counselling
- Parenting education and support
- Community and prevention based psycho-educational programs

### **THERAPEUTIC COUNSELLOR PROGRAM**

This free program provides counselling services for children and youth experiencing moderate to severe psychiatric, social, behavioural and/ or adjustment disorders. Referrals to this program come through Child and Youth Mental Health and include individual, group and/or family counselling.

The goals of this program are to provide a normalizing experience for clients through opportunities that help them build confidence, develop emotional and social skills, and augment their strengths to help them better manage their mental health challenges to eventually maintain a sustainable level of wellness.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **SEXUAL ABUSE RECOVERY FOR WOMEN**

This free, self-referral program provides individual counselling for women who have experienced recent or historical sexual abuse. Counselling approaches are tailored to each woman's individual needs and in keeping with the treatment methods in the field of trauma recovery.

### **SEXUAL ABUSE RECOVERY FOR MEN**

This free, self-referral program provides individual counselling for men who have experienced recent or historical sexual abuse. The program allows men to explore how abuse has impacted their lives and confirms that they are not alone. Where appropriate counselling is offered to partners and families of the client, in order to help them understand the trauma related to this issue, and to offer tools and techniques in dealing with the related issues.

## **PSYCHO-EDUCATIONAL GROUPS**

### **WOMEN'S ANGER MANAGEMENT**

A ten week program designed to give participants a better understanding of the origin and mechanism by which anger is generated and provide the skills to handle anger in a healthy manner.

**Open to women 19 years or older by self-referral.**

**Cost for the program is \$20.00.**

### **INWARD BOUND**

A ten week program for men and women, 19 years of age or older who wish to work on the issue of self-esteem and to learn appropriate ways to set and enforce boundaries with the people in their lives.

**Admission is by self-referral**

**Cost for the program is \$20.00.**

### **TRANSFORMING SHAME**

This twelve week program has a goal of helping clients to recognize and understand the concept of shame and to aid in developing shame resilience.

Open to men and women, 19 years of age or older.

**Admission is by self-referral.**

**Cost for the program is \$20.00.**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **BEGINNER'S AFRICAN STYLE DANCE FOR WOMEN**

This is a body-focused African style support and stress management group. It is delivered in a low key and friendly dance format, and is available to all women regardless of emotional and/or physical disabilities.

### **MEN'S ANGER MANAGEMENT**

This eight week course is designed for men who desire to understand and manage their anger more effectively. We look at how men and women feel & express anger differently. A major focus of the course is to discover the feelings that fuel anger and how to put them into words. Techniques are developed to expressing our anger in less harmful ways.

### **ASSERTIVENESS**

This ten week course explores the concept of assertiveness in the context of our culture, gender, family of origin and belief system. There are three behaviour styles (aggressive, passive and passive-aggressive) that hinder assertiveness and good relationships. A significant component of assertiveness is communication. Other topics covered include accepting compliments, receiving criticism and learning how to confront in a healthy way.

### **COUPLES COMMUNICATION**

The most common challenge that couples encounter is learning to communicate effectively. Often it is the starting point for addressing relationship challenges.

THE GOALS OF THIS 8 WEEK PROGRAM ARE:

1. To gain deeper insight into how humans communicate with a special focus on couples.
2. To gain deeper insight into what is really going on internally as we communicate. Special emphasis is given to understand how communication is affected by our background (family and culture), our gender and our values.
3. To learn the difficult skills of listening effectively without seeking to judge, defend, correct or win. Listening is given the largest block of time within the group.
4. To be able to express our own thoughts and emotions honestly and clearly, without aggression, anger or compromise.
5. To understand the attitudes and actions can enhance and hinder interpersonal relationships.
6. To be able to take life less serious, laugh at ourselves and enjoy the circumstances and people around us.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **LIBRARY**

#### ***FRC LENDING LIBRARY***

The library provides access to a wide variety of books, magazines, videos, cassettes and information on self-help and behavioural health issues.

**Library membership is \$5.00 for one year.**

#### ***BELOW IS A GENERAL SUBJECT LIST***

- |                                 |                       |
|---------------------------------|-----------------------|
| • Family/Adult/Child Issues     | • Psychology          |
| • Parenting                     | • Teen's Books        |
| • Relationships                 | • Children's Books    |
| • Self-Help/Inner Growth Issues | • Directories         |
| • Sexual Abuse                  | • Social Issues/Legal |

The People Place, Vernon BC



**RESOURCES**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### OKANAGAN BOYS & GIRLS CLUB

250-762-3914

[Boysandgirlsclub.ca](http://Boysandgirlsclub.ca)



Okanagan  
Boys & Girls Clubs

All children and youth who participate in programs and services are members of the Okanagan Boys and Girls Clubs. Your membership is recognized at all Clubs across the Okanagan Valley.

**Membership fee is \$10.00 per year. No one is ever turned away from the Boys and Girls Clubs due to an inability to pay membership. Sponsorship and payment plans can be arranged.**

For more information on membership please visit [boysandgirlsclub.ca](http://boysandgirlsclub.ca)

### CHILDCARE

#### DAYCARE

This program is designed to meet the needs of parents who require a full day of care for their young children ages 3 - 5. We provide children with a nurturing, safe environment in which children are encouraged to explore, make choices and be unique when engaging in activities.

#### PRESCHOOL

This program provides young children the opportunity to explore activities based on our program streams including Sports, Leisure and Recreation, Creative Arts, Personal Growth and Life Skills. Children will learn and grow in a stimulating safe environment

#### AFTER SCHOOL PROGRAMS

Operate when school is not in session. Children have opportunities to develop new skills, make new friends and challenge themselves with new adventures. While in the After School Program children will participate in activities in the following program Streams: Sports, Leisure and Recreation, Creative Arts and Personal Growth and Life Skills

#### RECREATION PROGRAMS

These Drop-in programs are free for members who want to come out to the Club and take part in a wide variety of activities that are planned around Recreation, Sports and Leisure, Creative Arts, Personal Growth and Life Skills.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **SPECIAL NEEDS PROGRAMS**

Each Club offers programs and services unique to the needs of the community and families we serve so some Clubs may offer vary difference programs from another within the Okanagan. To find out more about the Child Care, Recreation or Special Needs Programs in your area please visit <http://www.boysandgirlsclubs.ca>

### **LOCAL PROGRAMS AVAILABLE IN:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Penticton</li> <li>• Summerland</li> <li>• Peachland</li> <li>• West Kelowna</li> <li>• Kelowna</li> </ul> | <ul style="list-style-type: none"> <li>• Rutland</li> <li>• Lake Country</li> <li>• Vernon</li> <li>• Armstrong</li> </ul> |
|---|--|

### **YOUTH PROGRAMS & SERVICES**

#### **YOUTH RECREATION PROGRAMS**

Youth programs and services are targeted to youth who are between the ages of 13-19 years.

**Recreation Programs support leadership and character development, self-esteem and a sense of belonging through peer interaction and positive adult relationships.**

#### **YOUTH OUTREACH SERVICES**

These programs are designed to deliver support services to youth who are experiencing personal, family or social difficulties and require people, resources and services to assist them in getting the help they need.

Other Youth Outreach services (Only available in Kelowna) include

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• <b>Bail Services</b></li> <li>• <b>Restorative Justice</b></li> <li>• <b>Reconnect</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Outreach Mental Health</b></li> <li>• <b>Bail Support &amp; Supervision</b></li> </ul> |
|--|--|



**Boys & Girls Club, Vernon BC**

# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### CHILDREN'S PROGRAMS

#### **MOTHER GOOSE**

**250-542-3121**

The Parent Child Mother Goose Program focuses on the importance of rhyme and storytelling. Mother Goose builds on this essential relationship and provides parents with the tools that make daily life with a young child more fulfilling while enhancing development, early literacy skills and more.

**For more information contact:**

**Tracy Williamson, Program Coordinator @ 250-542-3121 Ext. 106**

#### **PALS**

**250-542-3121**

PALS is a program for parents/guardians of Kindergarten children. It is designed to improve the children's performance in reading, writing and math at school and to build the connection between home and school. Parents are invited to attend 3 kindergarten PALS sessions held throughout the school year.

**For more information contact:**

**Tracy Williamson, Program Coordinator @ 250-542-3121 Ext. 106**

**This program is in partnership with School District 22**

#### **NOBODY'S PERFECT**

**250-542-3121**

The Nobody's Perfect parenting program is about finding your way as a parent -- even when family life gets a bit messy. Find ideas and support to help you manage today's challenges and your child's needs. Discover your strengths as a parent, and build new ones with the support and encouragement of other parents. For parents of children 0-5.

**For more information contact:**

**Tracy Williamson for more information regarding eligibility @ 250-542-3121 Ext. 106**

#### **READY SET LEARN - In partnership with School District #22**

**250-542-3121**

Once a year families are invited to an open house at their neighbourhood elementary school.

#### **PARENTS WILL LEARN ABOUT:**

- **Getting ready for kindergarten**
- **Public health programs and services**
- **Information about other community services for families with young children**

**For More Info:**

**Call Tracy Williamson @ 250-542-3121 Ext. 106**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **THE GOOD FOOD BOX**

**250-545-7617**

A monthly box of quality fresh fruits and veggies! The Vernon Boys and Girls Club accepts orders on behalf of the Good Food Box.

**Cost: \$15.00 per large box \$9.00 per small box**

For more information contact:

**Diane Flemming @ 250-545-7617** or place your order at the **Vernon Boys & Girls Club office**

### **CAMP ARROWFLIGHT**

**250-762-3989 ext. 103**

Camp ArrowFlight is an outdoor adventure centre located near Armstrong BC, it offers programs for children and youth ages 7-17.

Camp ArrowFlight's mission is to promote a greater appreciation of self, others, and of our natural environment by giving our campers a meaningful and challenging outdoor experience.

#### **CAMP ACTIVITIES INCLUDE:**

- Canoeing
- Archery
- Hiking
- BMX
- Mountain Boarding
- Arts & Crafts
- Camping/ Survival skills
- Camp Games
- Climbing
- Swimming

For more information about upcoming **Camp ArrowFlight** programs please contact:

**250-762-3989 Ext. 103** or email [camps@boysandgirlsclubs.ca](mailto:camps@boysandgirlsclubs.ca).

. - See more at: <http://www.boysandgirlsclubs.ca/camp#sthash.NfFoiOCs.dpuf>

### **VERNON CHILD CARE RESOURCE & REFERRAL**

**250-542-3121**

We link families and child care providers in the communities of Vernon, Lavington, Lumby, Armstrong, Falkland, Cherryville by offering free consultation, support, and referral services to parents seeking child care.

- **Child care providers are supported through information, outreach, resource library networking and learning opportunities.**

For more information email: [crrvernon@boysandgirlsclubs.ca](mailto:crrvernon@boysandgirlsclubs.ca)



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### MAVEN LANE

250-558-9963

[Mavenlane.org](http://Mavenlane.org)



#### **INFANT – TODDLER**

**9 MONTHS – 2 YEARS**

#### **STEPPING STONES**

**2 YEARS-3 YEARS**

Here children will have a chance to play in the fresh air on site and on field trips, and in the naturally stimulating rooms that promote wonder and creativity. All the while, nurturing Early Childhood Educators look for teachable moments to foster learning about the sights and sounds that interest them the most.

Enroll and join the wait list with a convenient application form and secure deposit payment system.

Wait list fee is \$20. If you prefer to pay in person, print off the wait list form at [mavenlane.org/parents/](http://mavenlane.org/parents/)

#### **ADVENTURES IN FRENCH**

**3 YEARS – 5 YEARS**

*YOUR CHILD IS INTRODUCED TO FRENCH THROUGH:*

- Concepts such as numbers, colours, body parts, animals and seasons.
- Everyday experiences
- Greetings and guidance of routines
- Songs
- Stories

#### **THE LEARNING TREE**

**3 YEARS – 5 YEARS**

The Learning Tree is Maven Lane's morning preschool program, a place where children come to begin a lifelong love of learning.

The Learning Tree runs from 9 a.m. to 1 p.m. Monday to Thursday throughout the school year.

#### **MONTESORI PROGRAM**

**3 YEARS – 5 YEARS**

*PRINCIPLES OF THE MONTESSORI APPROACH:*

- Engage children with materials designed for doing rather than looking.
- Appeal to children with materials that are bright and the right size.
- Let children discover mistakes through materials designed to identify errors.
- Train children's senses to focus on specific qualities—the length of a rod, the pitch of a bell.
- Give children a pleasant, natural-feeling environment where imagination and independence thrive.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### **REGGIO PROGRAM**

**3 YEARS – 5 YEARS**

Highly trained educators give children the time, tools and support they need to guide this hands-on discovery. Guest speakers and field trips put project knowledge into context. The result is deep and lasting learning.

#### **PRINCIPLES OF THE REGGIO EMILIA PHILOSOPHY:**

- Children are capable of constructing their own learning.
- Children learn through action: touching, moving, listening, seeing and hearing.
- Children have 100 different ways of thinking, discovering and expressing themselves, and each one should be nurtured and valued.
- Children should be able to explore the world's material items in a beautiful, natural-feeling classroom, their third teacher.
- Educators can best prepare each child's projects by observing and documenting her discoveries.

### **AFTER SCHOOL & SUMMER PROGRAMS**

**KINDERGARTEN – GRADE 6**

Vernon after school care, summer and Pro-D Day programs for school-aged children. The before and after school programs offered through Maven Lane give children a chance to be physically active, spend time with peers, pursue creative interests, recharge with a nutritious snack, and maybe even do a little homework. Children actually lead the program, helping to plan their activities.

#### **PROGRAM OFFERS:**

- Fun activities
- Field trips

To enroll in any of Maven Lane programs please visit the website or call 250-558-9963 to be added to the wait list



**Maven Lane, Vernon BC**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### NONA CHILD DEVELOPMENT CENTRE

250-549-1281

[nona-cdc.com](http://nona-cdc.com)



NONA Child Development Centre

#### INFANT DEVELOPMENT PROGRAM

The Infant Development Program (IDP) serves children from birth to three years old who are at risk for, or who already have a delay in development.

#### LET'S PLAY

A playgroup for 2-year-olds where children are provided with opportunities to explore a new and positive environment away from home.

Emphasis is on positive interactions and exchanges between the children. Encourages children to learn how to gently separate from parents or other important adults in their lives.

**Children currently involved with NONA programs are given first priority.**

#### CONNECTIONS

Parent-Tot Drop-In! Here families involved with NONA have an informal opportunity to connect, share and play together. Jointly facilitated by IDP and Supported Child Development Programs.

#### MOTHER GOOSE PROGRAM

During a session parents sit in a circle on the floor with their babies on their laps and they recite rhymes together. At NONA, the Mother Goose program has the usual fun of learning rhymes, but also has a special focus on the development of premature babies.



NONA Child Development Centre



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### SUPPORTED CHILD DEVELOPMENT PROGRAM

***THE SUPPORTED CHILD DEVELOPMENT PROGRAM (SCD) PROVIDES SERVICES TO CHILDREN (0-12) WHO NEED EXTRA HELP IN THEIR CHILD CARE SETTING.***

**WHAT SUPPORTED CHILD DEVELOPMENT CONSULTANTS DO:**

- Visit with families to understand child's needs in the child care setting
- Assist child care staff in increasing child's level of participation in their programs
- Develop a child's individual program that reflects parent priorities and choices
- Assists parents in locating services for their child
- Coordinates transitions for child, such as within child care settings and starting kindergarten
- Offers educational opportunities for families and caregivers

### SPEECH-LANGUAGE THERAPY

***SPEECH-LANGUAGE THERAPISTS OFFER HELP TO CHILDREN UNDER THE AGE OF SIX WHO HAVE DIFFICULTIES LEARNING TO COMMUNICATE.***

**COMMUNICATION ISSUES MAY INCLUDE:**

- Children over the age of 18 months that haven't begun to use words yet; or
- Are over the age of 3 years and aren't talking in sentences; or
- Have difficulty following instructions, answering questions, or participating in conversation; or
- Are difficult to understand; or
- Seem to be stuttering; or
- Have difficulty relating to other people; or
- Have a delay or disorder that can affect speech and language development (such as Down syndrome, seizures, cerebral palsy, autism, hearing impairment, or other developmental delays.)



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### PHYSIOTHERAPY & OCCUPATIONAL THERAPY

Nona physiotherapists and occupational therapists work with babies and preschoolers who may have trouble with functional movement. We work closely with families and caregivers to find ways to help your child to move with success.

THINGS WE CAN HELP WITH INCLUDE:

#### **1.) BABIES WHO ARE HAVING DIFFICULTY WITH:**

- Feeding – suck, swallow, spoon.
- Head control and position.
- Learning to sit, crawl, stand or walk.
- Settling to sleep or play quietly on their own.

#### **2.) TODDLERS WHO ARE HAVING DIFFICULTY WITH:**

- Balance – changing direction, uneven ground, climbing.
- Beginning self-feeding
- New places, crowds, noise, lights, smells, swings, textures (sensory issues).
- Using hands to play.

#### **3.) PRESCHOOLERS WHO ARE HAVING DIFFICULTY WITH:**

- Jumping, one foot balance, hopping, climbing.
- Playing with balls.
- Riding a trike / bike.
- Stacking blocks, doing puzzles, threading beads, colouring.
- Dressing self.

#### **4.) SENSORY ISSUES AS ABOVE AND ARE FALLING APART BECAUSE OF IT.**

#### **5.) CHILDREN WITH MANY NEEDS AND LITTLE MOVEMENT**

#### **6.) CHOOSING AND ORDERING SPECIAL EQUIPMENT (WALKERS, WHEELCHAIRS ETC.)**

#### **7.) ACCESSING FUNDING SOURCES FOR EQUIPMENT.**

#### **8.) CHANGES TO HELP CHILD DO MORE (E.G. FOAM LINER FOR SWING SEAT OR WAGON)**

The initial visit will be booked as soon as possible. The visit can be in your home or at NONA, whichever works best for you and your child.

**Follow – Up visits will be booked according to the child and family's needs – usually within 4 to 6 weeks**

# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### FAMILY SUPPORT PROGRAM

The Family Support Program is available for all families with young children with special needs. The program is a great place to connect with other families and to gain support and information. The goal of the program is to be readily available to offer a wide range of support services when families require help and information.

**Services are provided in your home or at the Centre.**

**FASD KEY WORKER & PARENT SUPPORT PROGRAM 250 549-1281 ext.215**

The Key Worker and Parent Support Program helps families of children and youth with Fetal Alcohol Spectrum Disorder (FASD) and similar neurodevelopmental conditions (birth to 19 years).

#### GOALS OF THE PROGRAM:

- To help families with children and youth stay together
- To reduce the feelings of frustration for children and youth
- To help families, professionals and service providers understand FASD and similar conditions
- To help families and children build on strengths and successes
- To offer families and children ongoing emotional and practical support

### AUTISM SERVICES PROGRAM

**UP TO 6 YEARS OLD**

The NONA Child Development Centre is committed to providing individualized early intervention services for young children diagnosed with Autism Spectrum Disorders and their families who live in the North Okanagan.

#### THIS SERVICE PROVIDES:

- Development of an individualized plan of intervention
- Up to 10 hours per week of behaviour intervention that incorporates a variety of strategies to facilitate skill acquisition, generalization & maintenance
- Up to 4 hours a month of OT consultation
- Up to 4 hours a month of S-LP services
- Interdisciplinary team meetings to review service plan
- Transition planning into kindergarten.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### AUTISM SERVICES PROGRAM

**6 YEARS PLUS**

The focus of the over 6 Program is on life-skills.

Programs currently being offered are a combination of behaviour intervention session, groups and consultative occupational therapy services.

Currently clients may choose from any of three possible combinations of services:

- Two 1:1 sessions per week with Behaviour Interventionist
- One 1:1 session and one group per week
- One 1:1 session per week & monthly OT consultation
- One Life-skills Group per week facilitated by OT or Behaviour Consultant with Behaviour Interventions

### OTHER HEALTH & FAMILY SERVICES (not necessarily associated with NONA)

**COMMUNITY LIVING LIFE SKILLS PROGRAM**

**250-549-2744**

**LEARNING DISABILITIES ASSOCIATION**

**250-542-5033**

**CANADIAN CANCER SOCIETY**

**250-542-0770**



**Nona Child Development Centre, Vernon BC**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### NORTH OKANAGAN EARLY CHILDHOOD DEVELOPMENT COALITION

[Noecdcoalition.ca](http://Noecdcoalition.ca)



#### **APALS (ABORIGINAL PARENTS AS LITERACY SUPPORTERS)**

**250 317-2996**

For family members & caregivers to support their preschool or kindergarten aged children's early literacy development.

- **AGE:** Preschool/kindergarten aged children
- **COST:** No Cost
- **CONTACT:** Susan
- **CATEGORIES:** Early Learning & Literacy

#### **ACHIEVER'S PROGRAM**

**250-542-3121**

The Achievers program is a unique social program that provides community integration to school-age children who have disabilities that limit their opportunities to fully participate socially in the community. Run through the Boys & Girls Club.

**CATEGORIES:** Early Learning & Literacy

**This program runs Tuesday to Friday from 3:00 - 5:00 pm and Saturday from 10:00 - 4:00 pm.**

#### **ALL SAINTS NURSERY SCHOOL**

**250 503-0787**

**PRESCHOOL**

**LOCATION:** 3205 27 Street

**CONTACT:** Jennifer

**CATEGORIES:** Child Care Settings & Preschools

#### **BABY TALK**

**250 549-5721**

Informal 2 hour weekly drop-in offered 3 times a year, support group for moms (parents) and new babies (up to 12 months). Various health topics ranging from nutritional requirements to infant massage to safety and childhood illness.

**COST:** Free

**CATEGORIES:** Parent and Tot Groups

A larger list of Childcare, Youth & Family programs can be found at [noecdcoalition.ca](http://noecdcoalition.ca), please visit the website for more information.

# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### FIRST NATIONS FRIENDSHIP CENTRE

250-542-1247

#### **ABORIGINAL INFANT & EARLY CHILDHOOD DEVELOPMENT PROGRAM**

250-542-7578

The program promotes the optimum development of children through a full range of community activities.

#### PROGRAMS INCLUDE:

- Drop-In Centre
- Traditional aboriginal teachings
- Mother Goose Program
- Outreach Programs
- Hot Lunch (Thursdays & Saturdays)
- Networking Opportunities for Parents
- Individualized Support

#### **FAMILY SUPPORT WORKER**

250-542-1247

#### SERVICES INCLUDE:

- Family intervention response
- Family violence education
- Counseling
- Workshops

#### **PRENATAL NUTRITION PROGRAM**

250-542-5448

A pregnancy outreach program that offers accessible, culturally, appropriate support to pregnant women and their families until their babies are 6 months old.

#### SERVICES INCLUDE:

- Weekly group sessions
- Individual counseling
- Prenatal vitamins & supplements



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### INDEPENDENT LIVING VERNON (PEOPLE PLACE) - 250-545-9292 [ilvernon.ca](http://ilvernon.ca)



#### **YOUTH OPPORTUNITIES UNLIMITED (YOU)**

**250-545-9292**

**(YOU)** is a peer support group for youth ages 16-29 with disabilities. Meet every Monday 3:30-5:30. Fun events, social activities, and skill building are scheduled throughout the year. *To see what is planned for the next two months, please click on the "What We Do" tab, and then click on Peer Support on the left side menu at [ilvernon.ca](http://ilvernon.ca).* For more information about the group please contact **Crystal Williams** e-mail at [crystal@ilvernon.ca](mailto:crystal@ilvernon.ca) or **Kyla Kongsdorf** e-mail at [kyla@ilvernon.ca](mailto:kyla@ilvernon.ca)

### CANADIAN MENTAL HEALTH ASSOCIATION

250-542-3114

[Vernon.cmha.bc.ca](http://Vernon.cmha.bc.ca)



CANADIAN MENTAL  
HEALTH ASSOCIATION  
ASSOCIATION CANADIENNE  
POUR LA SANTÉ MENTALE  
**BC Division**

#### **LIVING LIFE TO THE FULL**

[Llutf.ca](http://Llutf.ca)

**LLTTF is a new Ministry of Health Program designed to help Adults, Seniors, and Youth tackle everyday problems. This 8 week program teaches key skills to help participants feel better, happier, and to have more control over their lives**

#### **YOUNG AT HEART**

This Senior's group meets weekly on Mondays from 1:30 to 3 PM from September to May at CMHA. Participants enjoy a variety of activities, including crafts, music, conversation and exploration of the Vernon area.

Referrals from a health care professional are required. Participation in the program's activities assists participants to:

- *exercise their mind and body*
- *develop and build their self-esteem & self confidence*
- *learn a variety of skills & increase social activities*
- *foster peer support*
- *have fun*

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### KINDALE DEVELOPMENTAL ASSOCIATION

Kindale.net

**Vernon: 250-545-7495 Armstrong: 250-546-3005**



Kindale Developmental Association is a nonprofit, community based network of dedicated people providing individualized person centered support for persons with diverse abilities in an inclusive and interdependent community.

#### SERVICES FOR YOUTH

Kindale offers a range of programs that cater specifically to young people. **Mainstreet Connections** in Vernon, is a primary base for youth programs. It functions as a drop in resource centre.

#### LEADERSHIP AND DEVELOPMENT

Kindale offers young people with disabilities the opportunity to learn, teach and share their skills, along with developing resources to enhance their education and make connections with other individuals their age.

#### YOUNG MOMS SUPPORT

Kindale supports young moms with developmental disabilities. Ensuring they have regular medical care, develop parenting skills and support in coping with responsibility.

#### OTHER SERVICE OPTIONS

- Social Events
- Music Programs
- Arts/Crafts
- Gardening
- Library Visits
- Community inclusive activities/Recreational outings
  - Arts and culture
  - Sports events
  - Therapeutic riding

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)



### VENTURE TRAINING

250-542-2374

[Vdacl.ca](http://Vdacl.ca)

#### **FAMILY CARE MODEL**

Adults live with a family whether by occupying a bedroom and sharing communal space or by living in a self-contained suite within the family home.

#### **Criteria for Home Share Providers:**

- Minimum age of 19 years of age
- First aid & CPR training
- Satisfactory Home Study
- Satisfactory criminal record check
- Three references
- Training & or previous experience in community living or a related field
- Physician's certification of good health
- Signed release of information

Valid driver's license & abstract



# EMPLOYMENT & BUSINESS SERVICES

~~UNEMPLOYED~~





## EMPLOYMENT & BUSINESS SERVICES

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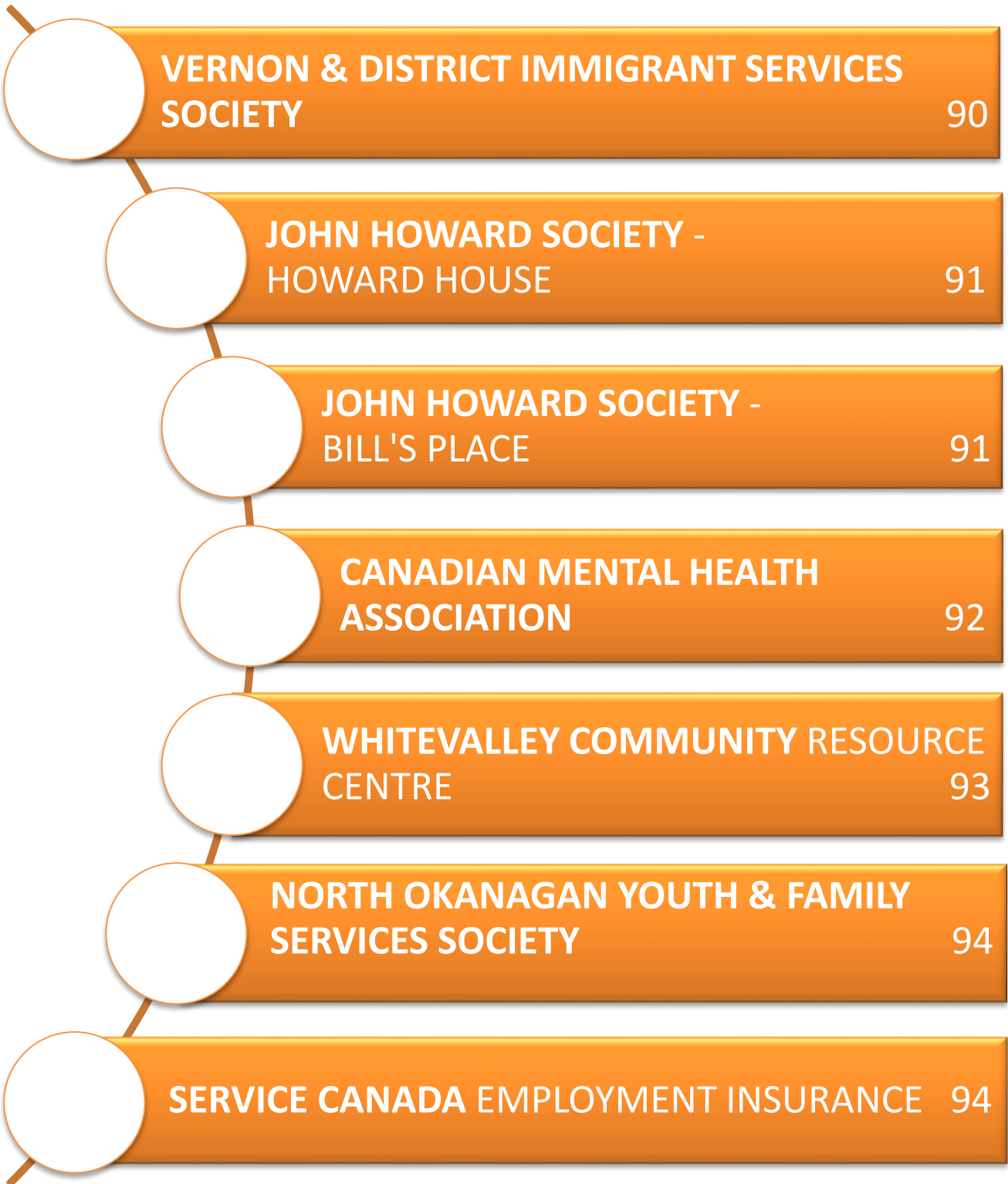
## SPECIALIZED EMPLOYMENT SERVICES

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# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### EMPLOYMENT & BUSINESS SERVICES

#### NEXUSBC

250-545-0585

[Nexusbc.ca](http://Nexusbc.ca)



#### EMPLOYMENT PROGRAMS

##### **JOB OPTIONS BC PROGRAM**

This 9-week employment program helps jobseekers create effective resumes and cover letters, prepare for a successful interview and gain confidence in their job search.

##### **EMPLOYMENT PLUS PROGRAM**

Employment Plus, a targeted initiative for older workers, is developed for jobseekers age 50 and wiser. This 10-week program offers eligible jobseekers paid attendance, valuable certifications, work and/or volunteer experience, and effective job search techniques.

##### **WORLDHOST CUSTOMER SERVICE TRAINING**

**WorldHost** is a series of dynamic and interactive customer service based workshops to support people working in service industries. NexusBC Community Resource Centre is the official community delivery organization for **WorldHost** Training Services in Vernon.

##### **SKILLS CONNECT FOR IMMIGRANTS PROGRAM**

The Skills Connect for Immigrants program helps people navigate an unfamiliar labour market and overcome barriers in finding jobs that match their current skills, qualifications and experience.

##### **VOLUNTEER VERNON**

Connecting volunteers to volunteer positions with non-profit organizations in the North Okanagan.



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### SENIORS SERVICES

#### SENIOR SUPPORT

A drop-in or by appointment service for seniors that provides information and referrals, a housing directory, community resource guide, and income tax preparation for low income seniors.

#### BETTER AT HOME

Better at Home helps seniors with simple non-medical, day-to-day tasks so they can continue to live independently in their own homes, and remain connected to their communities. Services include transportation, housekeeping, yard work, minor home repairs and friendly visits.

### OUT OF TOWN SERVICES

#### WORKBC EMPLOYMENT SERVICES CENTRE

Located at: 2-904 Maud Street, Enderby BC

► Tel: 250.838.2324 | Fax: 250.838.0722

► Visit: [www.enderbyemployment.ca](http://www.enderbyemployment.ca)

#### ENTREPRENEURIAL SERVICES

#### SALMON ARM

NexusBC Community Resource Centre delivers Self Employment Services in Salmon Arm through the WorkBC Employment Services Centre – Salmon Arm / Sicamous

### EMPLOYER SERVICES

#### WORKSHOPS

Are occasionally offered for local employers. These workshops give employers a chance to discuss what's working, what's not and to learn tools and strategies to ensure your workplace is one that can effectively attract and retain the best workers.

#### WAGE SUBSIDY PROGRAMS

Hiring someone through **Employment Plus** can provide you with funding for wages (50% of hourly rate up to \$8 per hour) for a 3 week work placement. This gives the program participant an opportunity to demonstrate their skills and abilities and potentially provide you with a valuable employee for your workplace.

Email [info@nexusbc.ca](mailto:info@nexusbc.ca) for more information.



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### CONNECTING IMMIGRANTS WITH EMPLOYERS

**250-545-0585**

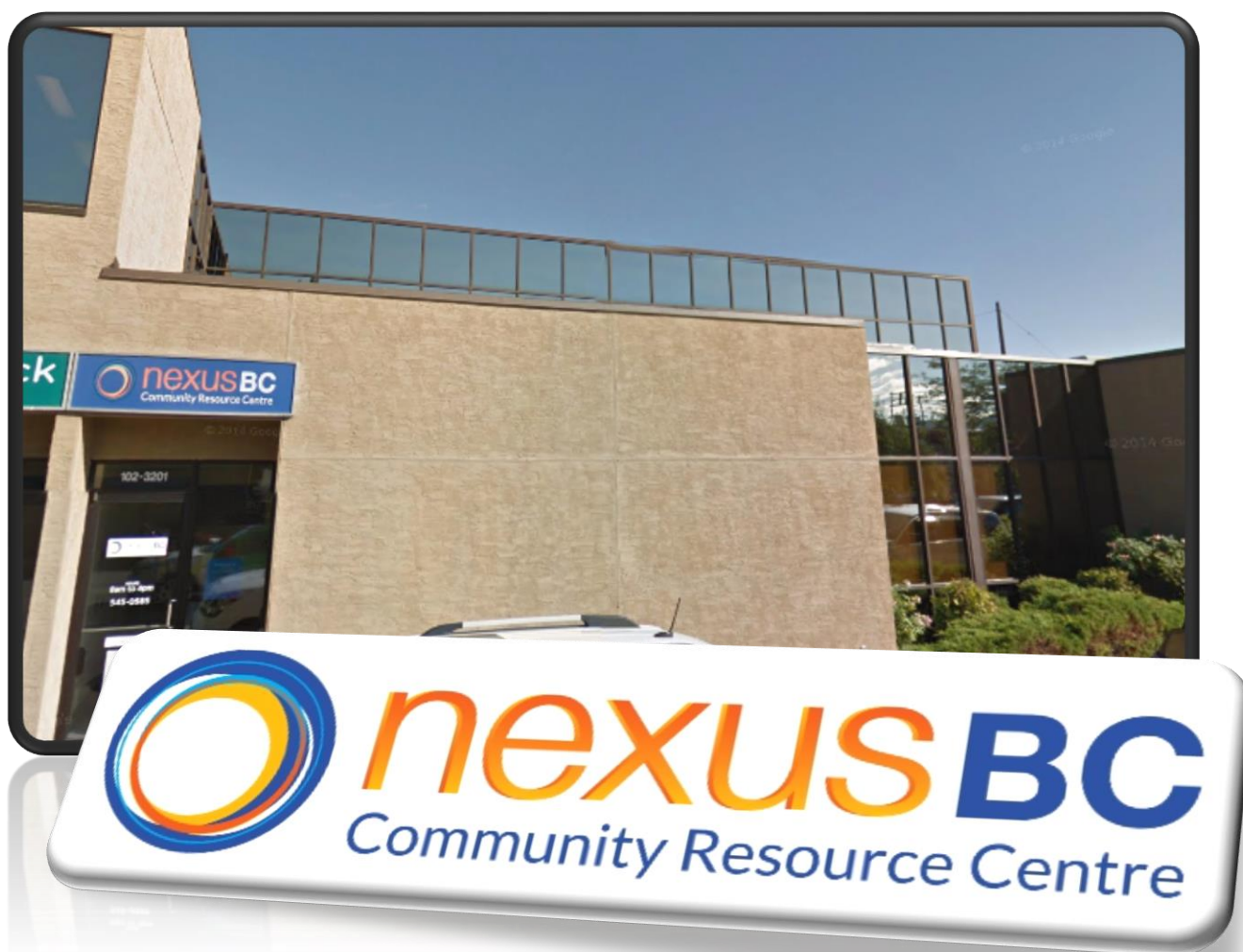
This free service connects employers with qualified and skilled immigrants. Highly motivated applicants are pre-screened and can receive industry-specific training even after they're hired at no cost to the employer.

**Phone Rob at 250.545.0585 for more information on the Skills Connect For Immigrants program.**

### EMPLOYEE TRAINING

**WorldHost Training Services** workshops will train employees to provide exceptional customer service.

NexusBC, Vernon BC



# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### COMMUNITY FUTURES NORTH OKANAGAN

250-545-2215

[Futuresbc.com](http://Futuresbc.com)



### STARTING A BUSINESS

#### BUSINESS COACHING

Community Futures offers all the advice and resources to get started on the right foot. Call or drop in and ask to speak to our business staff about:

- Business planning
- Managing a business
- Human resources planning
- Marketing Strategies
- Buying a business
- Testing the viability of a business idea
- Financial analysis

#### BUSINESS PLANNING TOOLS

Tools for Business Planning & Writing a Business Plan

With the right tools and resources, you can build a solid business plan to guide your business towards success.

Talk to CFNO business staff about how to get started or use these tools:

- Resources for Starting a Business in the North Okanagan
- Assessment – Do you have what it takes to run a business?
- Business Concept Outline
- Sections of a Business Plan
- Financial Worksheets
- Business Planning Guide



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **BUSINESS WORKSHOPS**

#### **MARKET RESEARCH**

This workshop helps you understand the importance of researching your customers and your competition as you begin to build a strong business plan.

#### **THE WORKSHOP COVERS THE FOLLOWING TOPICS:**

- **Market research defined**
- **Research sources**
- **Industry analysis**
- **Competition analysis**
- **Customer analysis**
- **Extrapolating research**

Cost: \$130 + GST

For course dates and to Register: Fill in the online Registration at **Futuresbc.com** or Call: Kari at 250-545-2215 ext 200 [karie@futuresbc.com](mailto:karie@futuresbc.com)

### **BUSINESS WORKSHOPS**

#### **FINANCIAL MANAGEMENT**

In this workshop, you'll learn how to manage your business's finances.

#### **THIS WORKSHOP COVERS THE FOLLOWING TOPICS:**

- **General financial management tips**
- **Record keeping**
- **Budgeting**
- **Business financial statements**

Cost: \$130 + GST For more information and to register:

Fill in the online Registration at **Futuresbc.com** or Call: Kari at 250-545-2215 x 200 [karie@futuresbc.com](mailto:karie@futuresbc.com)



# BUSINESS

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### SELF EMPLOYMENT SERVICES

Self-Employment services provide guidance and support through workshops and one-to-one counselling to eligible applicants who want to start a business or purchase an existing business in which they have no prior ownership. The program can also offer financial supports to eligible clients.

### ELIGIBILITY

To be eligible for these services, you must meet the following requirements:

- Have a referral from the WorkBC Employment Services Centre
- Live in the North Okanagan and intend to operate your new business here
- Be eligible for Employment Insurance or have had a claim in the last three years
- Have a business idea and experience in the field
- Agree to work full time on your business
- Meet the contribution requirement (funds or in kind) that demonstrates you are investing in your business
- Have not started the business yet

\*The monthly business planning workshops provided through Self-employment Services are open to the public at a cost of **\$130 +GST/workshop**.

### EXISTING BUSINESS

#### BUSINESS LOANS

Community Futures offers business loans for most business-related purposes, including business start-up, seasonal requirements, working capital, and expansion.

Lending criteria:

- Start-up or existing businesses
- Demonstrated viability through a business plan
- Located in the North Okanagan
- Competent management
- Creates or maintains employment
- Ability to repay
- Reasonable personal investment
- Provision of adequate security

Growing communities one idea at a time.

# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### BUSINESS PROGRAMS, FUNDING & GRANTS

#### **STARTING A BUSINESS**

- Self-Employment Services

#### **RESEARCH & DEVELOPMENT PROGRAMS**

- IRAP – Innovation and Funding
- SR&ED – Tax Incentive
- Mitacs – Partnerships between Academia and Industry
- Engage Grant
- NSERC Programs for Research and Innovation
- Southern Interior Development Trust
- Concierge Services for Business

#### **LABOUR & HIRING PROGRAMS**

- Trades tax credit program
- Targeted Wage Subsidy
- Career Connect
- Job Creation Partnership
- Provincial Nominee Program
- Youth Employment Program

#### **HELP GROWING & MANAGING A BUSINESS**

- Post a job – need link still
- Employment Standards
- BCHARMA

#### **BUYING OR SELLING A BUSINESS**

Community Futures can help you with buying or selling a business. Assisting in the understanding all of the options in buying and selling, and the important steps to take to ensure a smooth, successful transition.

#### **Tools for Selling a Business:**

- **Pre-sale checklist – PDF** (found on our website)
- **Business for sale information – PDF** (found on our website)
- **Venture Connect** (found on our website)

# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### BUSINESS WORKSHOPS

**250-545-2215 ext 200**

#### **BUSINESS OPERATIONS & MANAGEMENT**

Now that you've got a brilliant idea for a business, find out what your next steps are. In this workshop, you'll learn what you need to do to get your business off the ground.

#### **THIS WORKSHOP COVERS THE FOLLOWING TOPICS:**

- The business planning process
- Elements of a business plan
- Entrepreneurial goal setting
- Company structures
- Important considerations about starting a business

Cost: \$130 + GST

**\*For more information on course dates please visit our website at [Futuresbc.com](http://Futuresbc.com)**

### **MARKETING & SALES**

Google ads, Twitter retweets and Facebook likes—the marketing landscape has changed dramatically in recent years. This workshop provides information and tools to create an effective marketing plan to attract business and build a reputation.

#### **THIS WORKSHOP COVERS THE TOPICS:**

- The new reality of marketing
- The marketing process
- What is in the plan
- Analysis of marketing strategy
- Implementation and budgeting
  - Monitoring and measurement
- Do's and Don'ts
- Basics of sales



Cost: \$130 + GST

For course dates and to register: Fill in the online Registration at **[Futuresbc.com](http://Futuresbc.com)** or Call **Kari at 250-545-2215 x 200** [karie@futuresbc.com](mailto:karie@futuresbc.com)

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### HIRING STAFF

#### **HOLDING A JOB FAIR**

Our staff will assist you with holding a job fair. We have space to conduct interviews as well as resources to host the fair onsite. Plus, we can help you coordinate and promote it!

#### **DOING A PRESENTATION**

Help us learn about your business. Community Futures invites you to do a presentation for our staff and job seekers about your business and your staffing needs.

#### **POSTING A JOB**

**250-545-2215 x 230**

Submit a job posting and we will post your job on our website and in our resource centre.

For more information about any of these services, contact our **Resource Centre at 250-545-2215 x 230 or by email [rca@futuresbc.com](mailto:rca@futuresbc.com)**.

### WAGE SUBSIDY WORK EXPERIENCE PLACEMENTS

The targeted wage subsidy gives employers financial support to help with some of the costs of on-the-job training and skill development for new employees.

#### **EMPLOYER ELIGIBILITY**

To be eligible for a wage subsidy, an employer must:

- Be a registered business and provide the business legal name and business number
- Be in business for at least a year
- Have a position to fill that is part of their ongoing business operations
- Confirm that no workers will be laid off as a result of wage subsidy placement
- Apply and be accepted for the program PRE-hire.
- Offer a full-time position of a minimum 35 hours per week
- Offer the likelihood of long-term, non-seasonal employment
- Pay reasonable, competitive wages that are reflective of the prevailing wage rate for the position

Employers must apply for the subsidy before they hire a potential candidate. Download an application form on our website under Business Services

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### **WAGE SUBSIDY: EMPLOYEE ELIGIBILITY**

To be eligible for a wage subsidy work experience placement, a potential employee must:

- Be an unemployed or underemployed Canadian citizens (working less than 20 hours/week)
- Be eligible for Employment Insurance or have had a claim in the last three years
- Lack work experience in a field or industry
- Have recently obtained skills training but no experience
- Be a new immigrant who lacks needed Canadian work experience
- Be seeking an apprenticeship and lack work experience in the trade

### **BUSINESS EXCHANGE**

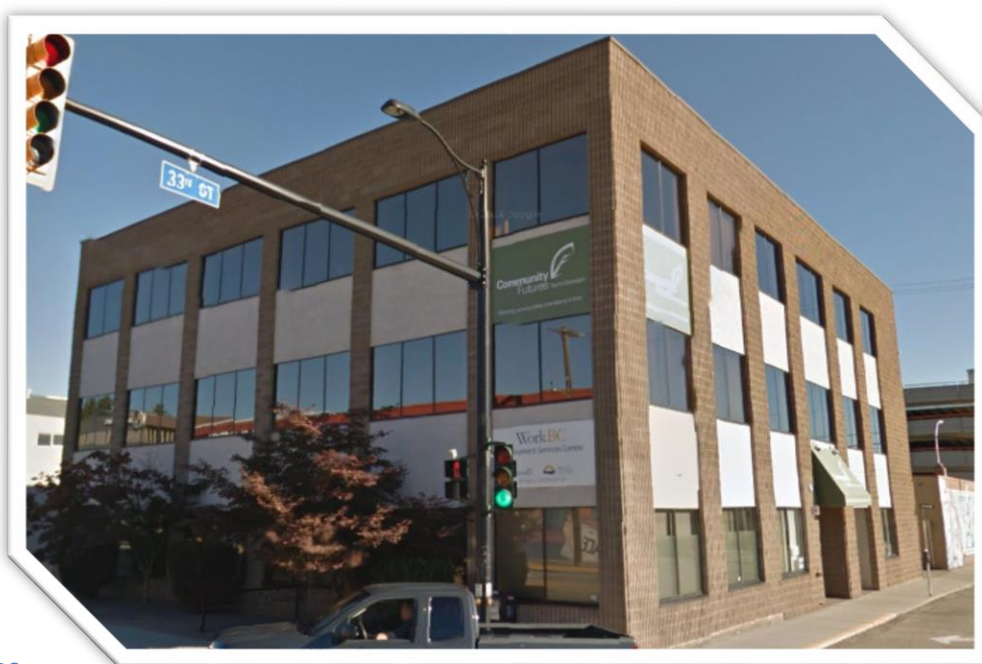
This is an open forum of non-competitive business owners that meets every two weeks to explore business issues, improve management skills and connect with important resources and support.

This program uses a professional development model that focuses on the needs of the participating businesses to address local business concerns and issues in the North Okanagan.

### **SHARED**

This program gives managers and executive directors of not-for-profit organizations the tools and strategies they need to succeed. By coming together and meeting for discussions and guest presentations, members of SharED share best practices for strategic planning, finances, human resources, marketing and more.

**To learn more about SharED, contact Kim Lauritsen at 250-545-2215 x244**



Community Futures (WorkBC), Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **SELF SERVE EMPLOYMENT SERVICES**

#### **VERNON LOCATION & ENDERBY (NEXUSBC) LOCATION**

WorkBC Employment Resource Centres offer you:

- **Current job postings**
- **Internet access**
- **Resume programs**
- **Staff support**
- **Telephone, fax, scanning and photocopies**
- **Workshops**

Drop into the Vernon Employment Resource Centre, located on the ground floor of Community Futures at 3105 33 Street in Vernon.

### **CENTRE HOURS**

Open Monday to Friday, 9 am to 5 pm.

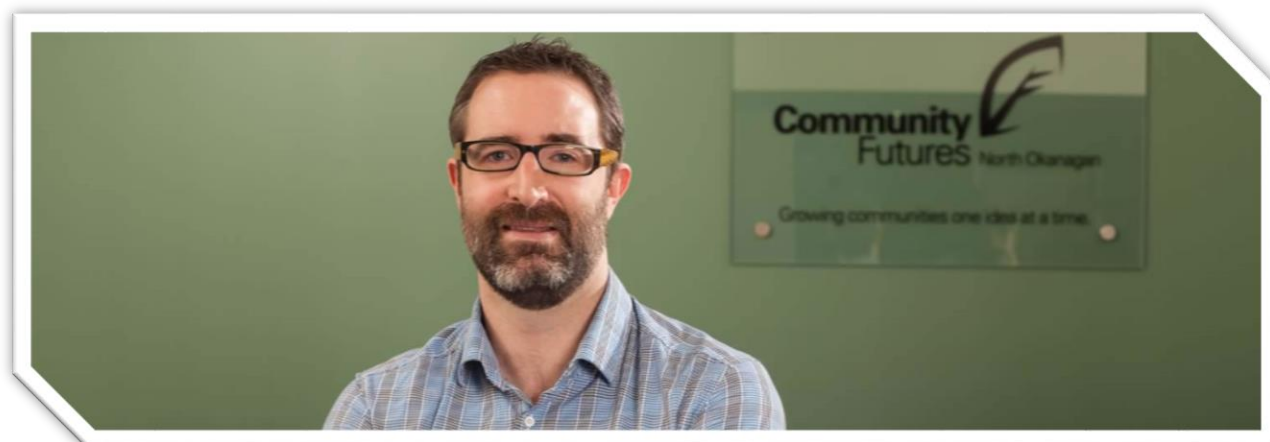
### **ONE-TO-ONE EMPLOYMENT SUPPORT**

WorkBC offers One-to-one Employment Support and services at no charge to eligible job seekers.

With the help of our service partners, staff works directly with clients to develop and achieve employment goals.

To help you achieve your goals, you may be eligible to access the following services:

- **Skills Training**
- **Employment workshops**
- **Job Coaching and Development**
- **Paid Wage Subsidy work experience placements**
- **Self-employment services**



# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### EMPLOYMENT WORKSHOPS

#### **TRADES WORKSHOPS**

In this workshop, clients will explore the different trades that are out there and what it takes to start working in them. You will leave this workshop with an understanding of the Apprenticeship process, where the jobs are for tradespersons, and a targeted trades resume.

#### **COMPUTER BASICS**

This three-hour workshop will help you to know the basics of using a computer including using a mouse, navigating your desktop, storing information, working with a word document. Computer skills are essential into day's job market. Let this be your first step to using this powerful tool.

#### **MONEY SMARTS**

This three-hour workshop will help you to learn how your values impact your spending habits, how to successfully use a budget, good and bad loans, and strategies for reducing costs and increasing savings.

#### **ESSENTIAL WORKPLACE COMMUNICATION**

This two-and-a-half-day workshop covers how to develop effective workplace relationships through effective listening skills, problem-solving strategies, verbal and non-verbal communication, communication etiquette and assertiveness skills.

#### **BRIDGES**

Bridges is an eight-week, group-based workshop for women of all ages who have faced life obstacles, including women who are survivors of violence and abuse.

The workshop is delivered as part of an overall employment plan and includes topics on:

- **Self-awareness, stress and time management**
- **Self-esteem and assertiveness building**
- **Problem solving and conflict management skills**
- **Self-care**
- **Personal planning.**

#### **PASSPORT TO EMPLOYMENT**

This three-and-a-half-day workshop covers the aspects of health and self-care as well as self-awareness and personality assessment.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **CREATING CAREER POSSIBILITIES**

This workshop covers self-assessment to discover your skills and strengths, how to conduct labour market research, training options, goal setting and planning to help you focus your job search and get back to work.

### **JOB ACTION**

This action-oriented job search club assists job-ready individuals with tools, resources and coaching to be successful in their job search. Resume help, interview skills, discovering the hidden job market and the benefit of peer support and more all contribute to this very effective workshop.

### **THIS EFFECTIVE WORKSHOP INCLUDES:**

- **Resume help**
- **Interview skills**
- **Discovering the hidden job market**
- **Benefits of peer support**
- **Personal planning.**

### **JOB SEARCH STRATEGIES**

This workshop helps you to tap into the hidden job market and find new ways of gaining employment.

### **LABOUR MARKET INFORMATION**

LMI helps you to know what jobs are in demand now and in the future, what employers are really looking for and how best to prepare to meet their needs.

### **TRANSFERRABLE SKILLS**

This enlightening workshop helps to discover your strengths and how best to present them.

### **INTERVIEW SKILLS**

This workshop will tell you what to do before, during and after an interview so that you can get the job.

### **RESUMES & COVER LETTERS**

This workshop can help you create an effective resume and cover letter that will give you great results.



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **USING INTERNET & EMAIL TO JOB SEARCH**

In this workshop, you'll learn the basics of how to best use email and the internet to search for work and connect with employers.

### **SELF MARKETING**

This workshop will help you create your own marketing plan and strategy so that employers will take notice of you.

### **NETWORKING**

This workshop will help you recognize networking opportunities, learn about your personal network, and explore the wonderful world of social networking.

### **JOB COACHING & DEVELOPMENT**

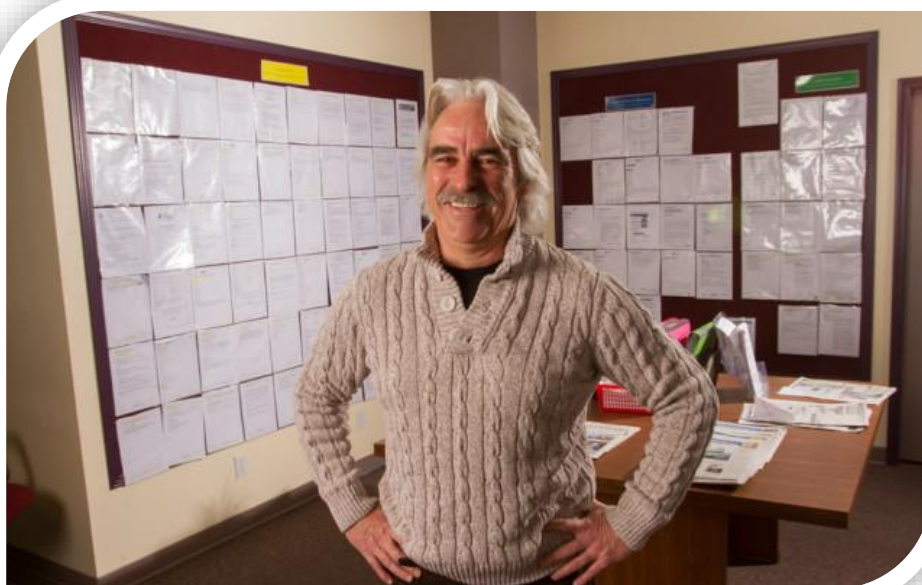
Job Development provides individuals with support in finding and keeping work through a variety of services such as marketing to employers, arranging and attending interviews, negotiating job terms and conditions and coaching after the job begins.

### **ELIGIBILITY**

To be eligible for these services, you must meet the following requirements:

- **Be unemployed or underemployed Canadian citizens (working less than 20 hours/week)**
- **Be a person with disability or significant barrier to finding work**
- **Someone who has difficulty marketing or promoting yourself to employers**

Customized Employment provides clients with support in creating a new job or self-employment opportunity where one does not exist and helping them to maintain it.



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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The **EMPLOY** Program is a federally funded client centered employment program for youth aged 16 – 30 who face barriers to employment. EMPLOY assists youth in attaining the broad range of skills, knowledge and work experience they need to be successful in today's job market.

At the conclusion of the 3 week paid classroom portion of EMPLOY, youth will participate in a 6 week paid work practicum with a local employer. This portion of the program is intended for the participants to develop and enhance employability and occupational skills through practical on-the-job experience. Participants will be continuously supported by a Job Coach and will receive individual employability skills and certification training as needed.

For the Employ! Schedule please visit our website **Futuresbc.com**

For any further information please contact:

**Angie Fisher**

**Employ Program Coordinator**

T 250 545 2215 x 215

E [angief@futuresbc.com](mailto:angief@futuresbc.com)

**Brad Kaludis**

**Employ Job Coach**

T 250 545 2215 x 242

E [bradk@futuresbc.com](mailto:bradk@futuresbc.com)





Growing communities one idea at a time.

# **SPECIALIZED EMPLOYMENT SERVICES**



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### SPECIALIZED EMPLOYMENT SERVICES



**FIRST NATIONS  
EMPLOYMENT SERVICES**

## FIRST NATIONS EMPLOYMENT SERVICES 250-558-3345

### PRE EMPLOYMENT

- Barriers to Employment
- Life Skills
- Cultural Awareness & Pride
- Literacy Issues
- Career Assessment

### EMPLOYABILITY SKILLS

- Communication
- Problem-Solving
- Positive Attitude
- Responsibility
- Adaptability
- Working with others

### EDUCATION

- **Short-term training for certificates:**
  - Food Safe
  - H2S
  - Alive
  - First Aid
- **Upgrading**
- **Trades Training**
- **Post-secondary Education**
- **Funding Options**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### EMPLOYMENT OPPORTUNITY

- Resume writing
- Job Search
- Interview skills
- Labour market Research
- Work place training
- Referral for Self Employment
- Support & follow up

### OTHER SERVICES

- Employment counselling
- Support & Encouragement
- Advocacy
- Computer/ Internet
- Phone/ Fax
- Job board
- Message board
- Resource centre
- Drop-in services
- Referral



First Nations Employment Centre, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### FIRST NATIONS FRIENDSHIP CENTRE

250-542-1247

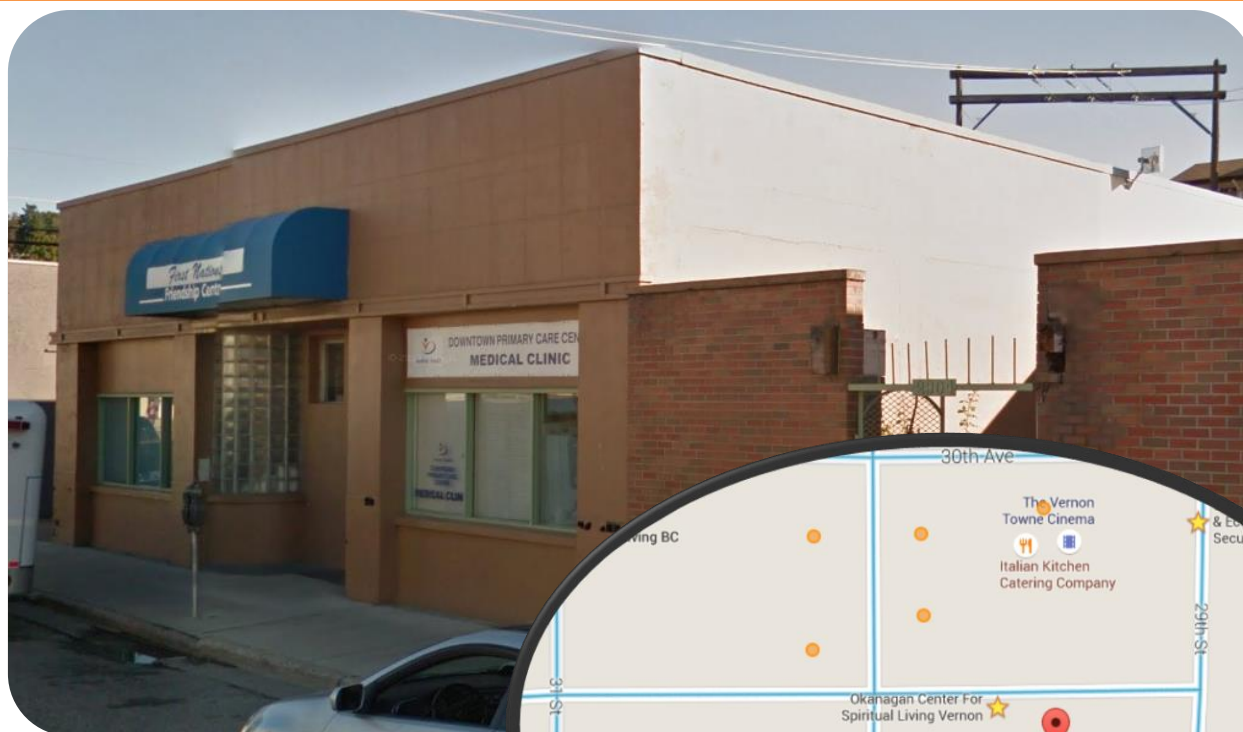
#### EMPLOYMENT SERVICES

250-558-3345

The purpose of this program is to increase the employability and employment rate of First Nations People. The services are delivered in a safe, supportive environment.

#### PROGRAMS INCLUDE:

- Employment counseling
- Training
- Educational opportunities
- Life skills
- Advocacy
- Career exploration
- Resume & cover letter writing
- Support groups
- Community referral



First Nations Friendship Centre, Vernon BC



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### VERNON & DISTRICT IMMIGRANT SERVICES SOCIETY

General Inquiries: 250-542-4177

WorkBC Services: 250-542-4612

Vdiss.com

[facebook.com/vernoniss](https://facebook.com/vernoniss)



#### Services Available in:

English – French – Spanish – Russian – German

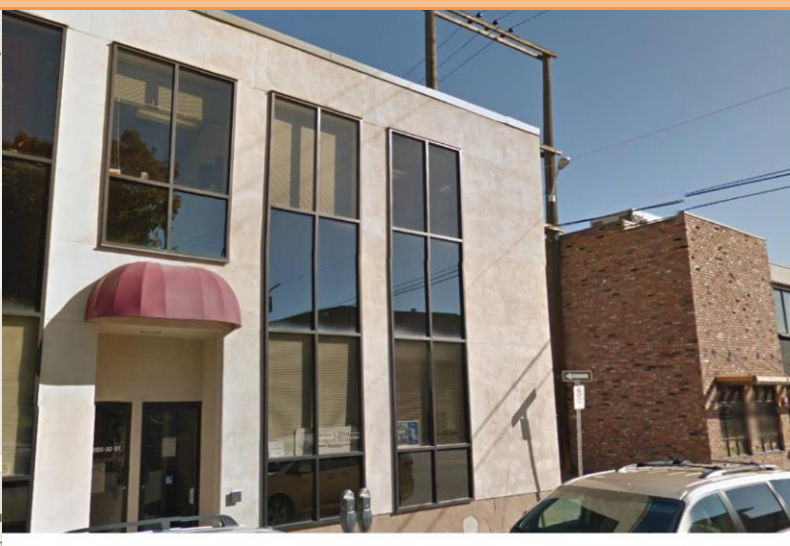
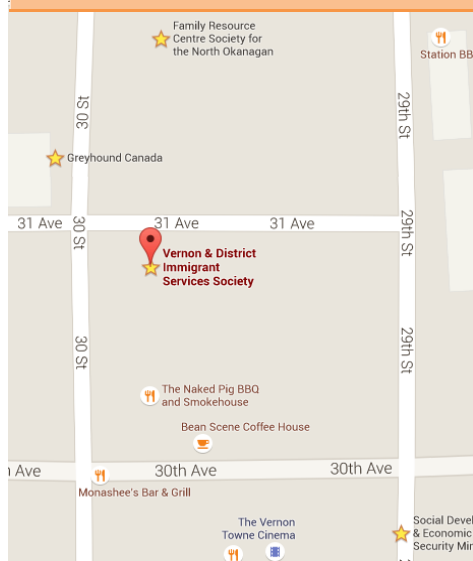
### EMPLOYMENT

#### **CAREER SERVICES**

The WorkBC Employment Services Centre at VDISS is open to all unemployed Permanent Residents who are currently working less than 20 hours a week and are seeking work. Services offered include resume writing/cover letters, job search, interview skills, training opportunities and foreign credential recognition and assessment information.

#### **SETTLEMENT & INTEGRATION SERVICES**

VDISS's Settlement Workers will assist in identifying and assessing individual's settlement and employment needs and barriers of newcomers and provide them with information and resources. This program also offers employment services to job seekers with no restriction of weekly working hours. A job board and a computer lab are available for work seekers. Staff assists with resumes, job search and job maintenance.



Vernon & District Immigrant Services Society, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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**JOHN HOWARD SOCIETY**  
**HOWARD HOUSE**  
250-542-4041  
[Jhsnok.ca](http://Jhsnok.ca)

**John Howard**

JOHN HOWARD SOCIETY  
of the North Okanagan/Kootenay Region of BC



### EMPLOYMENT

#### WORK BC EMPLOYMENT PROGRAM

Clients are eligible to access the on-site program

#### HOWARD INDUSTRIES

Providing clients Part-Time work catering, painting or in maintenance and general labour to reintegrate them back into the workforce.

**JOHN HOWARD SOCIETY**  
**BILL'S PLACE**  
250-549-6144  
[Jhsnok.ca](http://Jhsnok.ca)

**John Howard**

JOHN HOWARD SOCIETY  
of the North Okanagan/Kootenay Region of BC



#### EMPLOYER SUPPORT SERVICES

**250-309-4616**

By providing financial support for your employee's addiction treatment, you're not only helping a valued member of your team, you're also protecting your organization's bottom line.

#### Consider the business benefits of investing in addiction treatment for your employee:

- Improved employee morale
- Reduced costs in employee benefit claims, disability insurance, worker compensation claims
- Reduced on-the-job errors
- Lower absenteeism rates
- Increased productivity levels and improved quality of work
- Decreased accidents and a safer workplace

Call us today at **250-309-4616** to discuss how we can work together to get your employee on the road to recovery.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### CANADIAN MENTAL HEALTH ASSOCIATION

250-542-3114

[Vernon.cmha.bc.ca](http://Vernon.cmha.bc.ca)



CANADIAN MENTAL  
HEALTH ASSOCIATION  
ASSOCIATION CANADIENNE  
POUR LA SANTÉ MENTALE  
BC Division

#### **RECYCLING WORKS**

An average of 22 volunteers participates each month in collecting and sorting paper for recycling. Providing recycling bins and locating them for collection in various schools and businesses in Vernon, Armstrong, and Lumby.

#### **CLEAN WORKS**

This program provides basic training in janitorial work. Volunteers take care of the CMHA building and transition into employment or other opportunities through our supported employment program. Participants receive a certificate at the end of training, and this enhances their employment options.

#### **KITCHEN PROGRAM & COFFEE ROOM**

This program offers training in meal preparation, Food Safe standards, and small catering services. A well balanced daily lunch is prepared for all volunteers at a cost of \$2.50. This group is responsible for menu planning, grocery shopping, preparing and serving meals, clean-up, and baking for catering needs.

#### **CLERICAL WORKS**

This training program develops basic office skills. Duties include answering a multi-line phone, assisting with walk-in queries from the general public, notifying staff of appointments, and the use of basic office equipment, such as faxing and photocopying. A certificate is awarded at the end of the training and practicum.

#### **RETAIL TRAINING**

The goal of our Retail Training Program is to provide experience and training in the world of retail sales and customer service. This is achieved through The Georgette Shop (CMHA thrift store), and provides individuals the opportunity to develop these skills.

#### **LEADERSHIP TRAINING**

Individuals are offered Leadership Training to empower them to facilitate a variety of social and recreational activities, in a safe, fun and friendly environment.

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### WHITEVALLEY COMMUNITY RESOURCE CENTRE

250-547-8866

[Whitevalley.ca](http://Whitevalley.ca)

#### YOUTH PROGRAMS

##### **COMMUNITY PRIDE – YOUTH EMPLOYMENT PROGRAM**

Community Pride provides up to 40 hours of paid employment for participating youth ages 15-29. Whitevalley Community Resource Centre then connects the youth to local organizations.

This project provides youth with valuable work experience, gives them a chance to build interpersonal skills and confidence, opportunity to expand their resumes, and free courses such as WCB Level 1, Food Safe and Superhost as well as resume writing, interview skills, and job search skills may be available.

\*For more information, contact Niki at Whitevalley Community Resource Centre, 250-547-8866.

**Funding Support provided by the United Way North Okanagan Columbia Shuswap.**

##### **THE COMMUNITY YOUTH INITIATIVE (C.Y.I)**

CAPYI aims to provide employment opportunities for young Canadians between the ages of 15 and 30- primarily students, recent graduates, or the under-employed or unemployed and provides youth with work experience that will facilitate the transition to the labour market.



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### NORTH OKANAGAN YOUTH & FAMILY SERVICES SOCIETY

250-545-3572

[Noyfss.org](http://Noyfss.org)



#### YOUTH AGREEMENTS

##### SUPPORT YOUTH TO:

- Live independently
- Complete their education
- **Find suitable employment**

Youth aged 16 to 19 are referred by Integrated Youth Services. A social worker assesses youth for eligibility of a Youth Agreement. **This program is for youth that have been assessed and referred by MCFD.**

#### YOUTH JUSTICE

##### RE-DIRECT & INTENSIVE SUPPORT AND SUPERVISION PROGRAM (ISSP)

A program for youth on probation, who have been referred to the program by the courts.

##### SERVICE FOCUSES ON:

- Life skills development
- Community integration and recreation
- Individual support
- **Employment support**

### SERVICE CANADA

1-800-622-6232

[Servicecanada.gc.ca](http://Servicecanada.gc.ca)



#### EMPLOYMENT INSURANCE INFORMATION & APPLICATION PROCESS

#### SOCIAL INSURANCE NUMBER APPLICATIONS

#### MATERNITY / MEDICAL EMPLOYMENT INSURANCE

#### RECORD OF EMPLOYMENT (ROEs)

#### GST / HST CREDIT

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### INDEPENDENT LIVING VERNON (PEOPLE PLACE) - 250-545-9292 [ilvernon.ca](http://ilvernon.ca)



#### APPLY-ABILITY

12 week long pre-employment course for anyone with a disability looking to gain skills and help prepare them in their search for employment! If you're interested in taking this course contact Lisa at IL Vernon by phone at 250-545-9292 or email at [lisa@ilvernon.ca](mailto:lisa@ilvernon.ca)

### KINDALE DEVELOPMENTAL ASSOCIATION [Kindale.net](http://Kindale.net)



**Vernon:** 250-545-7495 **Armstrong:** 250-546-3005

#### EMPLOYMENT OPTIONS

Hiring people with diverse abilities can help employers overcome the challenge of finding skilled workers. A large variety of very talented workers within all sectors who have very strong skills and abilities are available for employers to hire.

Employment specialists are available to work with individuals to determine employment objectives, assess skills, identify opportunities, prepare letters of inquiry and resumes, provide job coaching and support, and follow up on a regular basis as needed. Employment specialists will also approach prospective employers and develop employment opportunities on an ongoing basis.

**If you are interested in employment options, call 250.546.3005. If you are interested in hiring someone with diverse abilities please call Blake, 250.540.9388**

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### VENTURE TRAINING

250-542-2374

Vdaci.ca



### EMPLOYMENT PROGRAMS

#### SUPPORTED EMPLOYMENT PROGRAMS

Our counsellors match participants to appropriate employment opportunities by individual case management which examines the individual's strengths, abilities and desires.

#### THIS PROGRAM PROVIDES:

- ❖ *Individual Case Management*
- ❖ *In-Depth Participant Interviews*
- ❖ *On-Site Vocational Skills Development*
- ❖ *Long-Term Dependable Employees*
- ❖ *Resume Writing, Job Interview Techniques, Job Search, Job Coaching*
- ❖ *Long-Term Support For Program Participants and Employers*

#### THERAPEUTIC WORK PROGRAMS

##### EWASTE

The E-Waste Program is a community partnership program that provides the public with a designated collection site to dispose of electronic items they no longer require and are considered "End of Life".

These items include computer monitors, CPU, keyboards, speakers, mouse, all cabling, notebooks, printers, fax machines televisions, old Christmas lights, batteries, audio visual electronics, VCR's, DVD players, stereos, speakers, cameras cell phones and small appliances. Our participants and staff will then wrap items delivered to our site, arrange for processing and have the items recycled in a safe and environmentally sound manner-thereby keeping them out of landfills.



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### WOODWORKING

**250-542-2374**

Through direct hands-on experience participants are given the opportunity to participate in and learn the various training and day programs.

As participants hone and develop their individual skills they are able to rotate throughout the shop, mastering each station.

Through sales and individual contracts, monies earned are returned to the program to assist with operational costs, staffing and participant honorariums.

#### PARTICIPANTS MANUFACTURE:

- Lath
- Survey Stakes
- Garden Stakes
- Dunnage
- Specialty Items
- Pallets
- Cant Strips
- Hub Stakes
- Cross Bridging



### CYCLE CYCLE

In partnership with the Vernon Royal Canadian Mounted Police, Cycle Cycle is administrated by Vernon and District Association for Community Living. Bicycles that are found throughout Vernon are reported to Cycle Cycle by the community. Program staff and participants retrieve the found bicycles and store them for 90 days at a holding facility. If after 90 days the owner has not claimed the bicycle, the individual who reported the bicycle found has first opportunity to purchase it for \$25. If they are not interested it becomes the property of Cycle Cycle. At this time trained employees and participants determine if the bicycle will be sold as is, used for spare parts or repaired.

### VENTURE BOTTLE DEPOT

Vernon and District Association for Community Living administrates the Venture Bottle Depot Program. Located in Lumby, the Venture Bottle Depot is a community based business providing participants a therapeutic work opportunity to build their employment skills by assisting community members sort their beverage containers and recyclables.

### STYROFOAM RECYCLING PROGRAM

The Recycling Styrofoam Program is located at the Regional District Recycling Plant south of Vernon, program participants, under the supervision of staff, assist in sorting and recycling Styrofoam.

# DISABILITIES





## DISABILITIES

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### DISABILITIES

**INDEPENDENT LIVING VERNON**  
(PEOPLE PLACE) - 250-545-9292  
[ilvernon.ca](http://ilvernon.ca)



#### **APPROY-ABILITY**

12 week long pre-employment course for anyone with a disability looking to gain skills and help prepare them in their search for employment! If you're interested in taking this course contact Lisa at IL Vernon by phone at 250-545-9292 or email at [lisa@ilvernon.ca](mailto:lisa@ilvernon.ca)

#### **THE SELF ESTEEM for INDEPENDENT LIVING**

This is a 14 week program that will help individuals unlock their potential, take charge of their lives, manage emotions, worry buster and much more. This course that also helps those looking to enhance their employment potential and learn more about work ethic. If interested contact Lisa Kongsdorf by phone at 250-545-9292 or by email at [lisa@ilvernon.ca](mailto:lisa@ilvernon.ca)

#### **YOUTH OPPORTUNITIES UNLIMITED (YOU)**

**250-545-9292**

(YOU) is a peer support group for youth ages 16-29 with disabilities. Meet every Monday 3:30-5:30. Fun events, social activities, and skill building are scheduled throughout the year. *To see what is planned for the next two months, please click on the "What We Do" tab, and then click on Peer Support on the left side menu at [ilvernon.ca](http://ilvernon.ca).* For more information about the group please contact Crystal Williams e-mail at [crystal\\_@ilvernon.ca](mailto:crystal_@ilvernon.ca). Kyla Kongsdorf e-mail at [kyla@ilvernon.ca](mailto:kyla@ilvernon.ca)

#### **DISABILITY PARKING PERMIT PROGRAM**

Independent Living Vernon is responsible for the administration of this program which issues Parking Placards entitling people with mobility disabilities to utilize accessible parking spaces. A doctor's assessment is required to determine if the placard will be issued as a:

**Temporary -valid for up to one year**

**Permanent - re-newable every three years**

**Organizational - must be renewed every year**

**All permits cost \$18.00. Payment is required at the time the application is processed.**

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### KINDALE DEVELOPMENTAL ASSOCIATION

Kindale.net

Vernon: 250-545-7495 Armstrong: 250-546-3005



Kindale Developmental Association is a nonprofit, community based network of dedicated people providing individualized person centered support for persons with diverse abilities in an inclusive and interdependent community.

#### RESIDENTIAL HOUSING OPTIONS

Kindale owns and operates six residential homes in Armstrong, Greater Vernon, and Salmon Arm, and one BC Housing-owned house in Armstrong, that provide safe and supportive housing for 30 individuals.

**These residential homes are staffed by professional care providers 24 hours per day, seven days per week.**

#### AFFORDABLE HOUSING

Kindale helps individuals with disabilities gain access to quality, safe and affordable housing as well as those wishing to live more independently in the community and many other individuals and families with low or fixed incomes who are in need of urgent housing needs

Kindale is the property manager for a number of affordable rental units in Vernon and Armstrong. **To enquire about availability and applications, please call Kindale's office in Armstrong at 250-546-3005.**

#### HOME SHARING

Home Sharing is opening your home and life to an individual with diverse abilities. Kindale contracts with individuals who have qualified to provide home sharing support. Home share contracted care providers support only one individual at any given time.

*For more information, view the Home Sharing Providers' Handbook or call **Kindale at 250-546-3005 and ask to speak to a Home Share Coordinator.***

#### RESPITE

Respite is a support service for caregivers providing temporary relief from the physical and emotional demands involved in caring for a family member or an individual with a diverse ability.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### **CRISIS SUPPORT**

Crisis support services are provided to adults who have a developmental disability and are eligible for CLBC funded services. An emergency or critical situation requiring emotional, behavioral, or physical supports for an individual, their family, or other support people, that exceeds their resources and ability to cope.

**9 am – 10 pm, 7 days per week.**

**250.540.7400**

### **COMMUNITY LIVING OPTIONS**

#### **DAY PROGRAMS**

Kindale provides Community Living and Day Options to adults of all ages - from youth to seniors - and at all levels of functioning. Our Day Programs make an immense difference in the lives of people with developmental and other disabilities. They provide opportunities for skill enhancement, recreation, socialization and community inclusion that significantly enhance self-esteem and quality of life

#### **DAY PROGRAMS & LOCATIONS**

Outreach services and independent living supporting individuals to live in their own homes and build the skills necessary to live exclusively, with minimal to moderate support. Our centres also provide individuals of all ages and a spectrum of abilities, the opportunity to participate in a variety of community activities, volunteer options, and numerous programs either centre or community based.

- ***Bechtold Centre – 2725 Patterson Avenue, Armstrong, BC – 250.546.3005***
- ***Independent Generation – 2525 Patterson Avenue, Armstrong, BC – 250.546.9447***
- ***Mainstreet – 3314 – 30 Avenue, Vernon, BC -- 250.545.2377***
- ***Seaton Centre – 1340 Polson Drive, Vernon, BC -- 250.558.1997***



# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### EMPLOYMENT OPTIONS

Hiring people with diverse abilities can help employers overcome the challenge of finding skilled workers. A large variety of very talented workers within all sectors who have very strong skills and abilities are available for employers to hire.

Employment specialists are available to work with individuals to determine employment objectives, assess skills, identify opportunities, prepare letters of inquiry and resumes, provide job coaching and support, and follow up on a regular basis as needed. Employment specialists will also approach prospective employers and develop employment opportunities on an ongoing basis.

**If you are interested in employment options, call 250.546.3005. If you are interested in hiring someone with diverse abilities please call Blake, 250.540.9388**

### SERVICES FOR YOUTH

Kindale offers a range of programs that cater specifically to young people. **Mainstreet Connections** in Vernon, is a primary base for youth programs. It functions as a drop in resource centre.

#### LEADERSHIP AND DEVELOPMENT

Kindale offers young people with disabilities the opportunity to learn, teach and share their skills, along with developing resources to enhance their education and make connections with other individuals their age.

#### YOUNG MOMS SUPPORT

Kindale supports young moms with developmental disabilities. Ensuring they have regular medical care, develop parenting skills and support in coping with responsibility.

#### OTHER SERVICE OPTIONS

- Social Events
- Music Programs
- Arts/Crafts
- Gardening
- Library Visits
- Community inclusive activities/Recreational outings
  - Arts and culture
  - Sports events
  - Therapeutic riding

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### VENTURE TRAINING

250-542-2374

Vdacl.ca



#### RESIDENTIAL OPTIONS (*VENTURE HOME SHARE*)

##### **FAMILY CARE MODEL**

Adults live with a family whether by occupying a bedroom and sharing communal space or by living in a self-contained suite within the family home.

##### **Criteria for Home Share Providers:**

- Minimum age of 19 years of age
- First aid & CPR training
- Satisfactory Home Study
- Satisfactory criminal record check
- Three references
- Training & or previous experience in community living or a related field
- Physician's certification of good health
- Signed release of information
- Valid driver's license & abstract

##### **ADULT COMMUNITY LIVING**

This program currently consists of four residential group homes administered by the Vernon & District Association for Community Living., a non-profit community based organization serving individuals with developmental disabilities.

The homes provide 24 hour, seven day a week total care for residents. Areas of care include recreation, hygiene, social outings, nutrition, medical appointments and more.

A registered nurse is on staff to provide supports to residents and employees. In addition employees are trained in all aspects of personal care, first aid, CPR, Food Safe and Class 4 Driver's License.

# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### SKILL DEVELOPMENT

#### COMMUNITY CONNECTIONS (DAY PROGRAMS)

250-542-2374

Participants of Community Connections enjoy community based activities focusing on interpersonal relationships, self-determination and social inclusion.

Participants enjoy social and recreational activities while building friendships and developing skills.

##### What the program offers:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• <i>Music</i></li> <li>• <i>Gardening</i></li> <li>• <i>Book club</i></li> <li>• <i>Shopping</i></li> <li>• <i>Cooking</i></li> <li>• <i>Exercising</i></li> <li>• <i>Theatre</i></li> <li>• <i>Volunteering</i></li> <li>• <i>Health &amp; Welfare Programs</i></li> </ul> | <ul style="list-style-type: none"> <li>• <i>Walking groups</i></li> <li>• <i>Model railroads</i></li> <li>• <i>Crafts</i></li> <li>• <i>Painting</i></li> <li>• <i>Photography</i></li> <li>• <i>Community Events – Winter Carnival, Art Programs</i></li> <li>• <i>Youth &amp; Senior Groups</i></li> <li>• <i>Recreation &amp; Leisure Activities</i></li> </ul> |
|---|--|

#### LIFESKILLS COMMUNITY OUTREACH

Through one-to-one and group support, individuals are provided assistance in managing all aspects of everyday life.

Offering three semi-independent apartments. Each unit has a small living room, bedroom, bathroom and kitchenette. Tenants must be able to live independently, as staff are not scheduled for evenings and weekends.

There is also a shared living room, craft room and kitchen for anyone in our program to enjoy. We often have participants "drop in" throughout the day.

##### PROGRAM ACTIVITIES IN:

- *Personal Safety*
- *Community Access*
- *Volunteer Projects*
- *Cooking Groups*
- *Social Outings*
- *Advocacy*

##### PROVIDING INSTRUCTION ON:

- *Banking/Budgeting*
- *Household Maintenance*
- *Shopping and Meal Planning*
- *Self Esteem*
- *Medical Support*
- *Problem Solving*
- *Friendship Building*
- *Promotion of Healthy, Active Lifestyles*
- *Communication and Relationships*

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### **ACT: AWARENESS – CHALLENGE --THINKING**

The ACT Program focuses on making learning opportunities for participating individuals using activities and resources in Literacy, Numeracy and Art. Literacy is “using printed, written and spoken information to function in society, to achieve one’s goals and to develop one’s knowledge and potential” (International Adult Literacy Survey – 2003).

#### **ACT stands for the promotion of:**

**AWARENESS:** From learning about reading and writing, to discussion of current events and news. The program strives to bring awareness about the local community, Canada and the world.

**CHALLENGE:** From challenging skills in Literacy and Arts, to perhaps challenging conventional ways of doing things, the belief is that challenge itself is a learning opportunity that leads to development and growth.

**THINKING:** Through promotion of critical, analytical and creative thinking. The belief in promoting responsibility and taking ownership of self and behavior as much as possible, in the way one interacts with others and in one’s community.

## **EMPLOYMENT PROGRAMS**

### **SUPPORTED EMPLOYMENT PROGRAMS**

Our counsellors match participants to appropriate employment opportunities by individual case management which examines the individual's strengths, abilities and desires.

- |  |   |
|--|---|
| • Resume Writing, Job Interview Techniques, Job Search, Job Coaching | • Individual Case Management            |
| • Long-Term Support For Program Participants and Employers           | • In-Depth Participant Interviews       |
|  | • On-Site Vocational Skills Development |
|  | • Long-Term Dependable Employees        |

### **THERAPEUTIC WORK PROGRAMS**

#### **EWASTE**

The E-Waste Program is a community partnership program that provides the public with a designated collection site to dispose of electronic items they no longer require and are considered "End of Life".

These items include computer monitors, CPU, keyboards, speakers, mouse, all cabling, notebooks, printers, fax machines, televisions, old Christmas lights, batteries, audio visual electronics, VCR's, DVD players, stereos, speakers, cameras, cell phones and small appliances.

*Our participants and staff will then wrap items delivered to our site, arrange for processing and have the items recycled in a safe and environmentally sound manner—thereby keeping them out of landfills.*

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **WOODWORKING**

**250-542-2374**

Through direct hands-on experience participants are given the opportunity to participate in and learn the various training and day programs.

As participants hone and develop their individual skills they are able to rotate throughout the shop, mastering each station.

Through sales and individual contracts, monies earned are returned to the program to assist with operational costs, staffing and participant honorariums.

### **PARTICIPANTS MANUFACTURE:**

Lath  
Survey Stakes  
Garden Stakes  
Dunnage  
Specialty Items

Cross Bridging  
Pallets  
Cant Strips  
Hub Stakes

### **CYCLE CYCLE**

In partnership with the Vernon Royal Canadian Mounted Police, Cycle Cycle is administrated by Vernon and District Association for Community Living. Bicycles that are found throughout Vernon are reported to Cycle Cycle by the community. Program staff and participants retrieve the found bicycles and store them for 90 days at a holding facility. If after 90 days the owner has not claimed the bicycle, the individual who reported the bicycle found has first opportunity to purchase it for \$25. If they are not interested it becomes the property of Cycle Cycle. At this time trained employees and participants determine if the bicycle will be sold as is, used for spare parts or repaired.

### **VENTURE BOTTLE DEPOT**

Vernon and District Association for Community Living administrates the Venture Bottle Depot Program. Located in Lumby, the Venture Bottle Depot is a community based business providing participants a therapeutic work opportunity to build their employment skills by assisting community members sort their beverage containers and recyclables.

### **STYROFOAM RECYCLING PROGRAM**

The Recycling Styrofoam Program is located at the Regional District Recycling Plant south of Vernon, program participants, under the supervision of staff, assist in sorting and recycling Styrofoam.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### **THE PLACE LUNCH PROGRAM**

The Place Lunch Program provides contracted services to School District #22 to prepare and supply over 200 lunches per day to 4 elementary schools 4 days a week during the school year. Employees and participants are involved in all aspects of the program from purchasing of supplies to assembly and delivery of the packaged lunches.

### **COMMUNITY EMPLOYMENT**

#### **PARTICIPANTS WILL:**

Receive support to achieve a paid employment position

Work one-on-one with an employment counselor to discover their interests and employable skills

Gain connections with local businesses, organizations and service providers in order to work towards their employment goal

Receive assistance creating a professional employment portfolio, consisting of a resume and cover letter.

#### **BUSINESSES WILL:**

Have the opportunity to help make a difference in creating an inclusive community by employing a person with a disability

Assistance with training, problem solving and maintaining good working relationships with participants



Venture Training Facility, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### COMMUNITY LIVING BRITISH COLUMBIA

**250-549-5490**

**[Communitylivingbc.ca](http://Communitylivingbc.ca)**



#### SUPPORTS

##### **RESIDENTIAL**

Community Living BC supports eligible adults to live as fully and independently as possible in the community. Funding and the type of support provided depend upon the individual's current disability-related needs, support preferences, and preferred home environment.

##### **SUPPORTED LIVING**

Supported living is a residential option that provides individuals living independently in the community with assistance in daily living. This service is available to individuals who own, lease, or rent their own homes. Supported Living services include outreach support and cluster living.

##### **SHARED LIVING**

Shared living is a residential option in which an adult with a developmental disability shares a home with someone who is contracted to provide ongoing support. The home is the primary residence of both the individual being supported and the person offering support. Shared living includes home sharing and live-in support.

##### **STAFFED RESIDENTIAL**

Within staffed residential, support for daily living is provided to an individual or group of individuals by a team of staff who rotate through the home according to an established schedule that includes overnight hours.

##### **COMMUNITY INCLUSION**

These services are designed to support individuals to have rich lives within community. The amount of funding and type of support provided depend upon the individual's current disability-related needs, support preferences, and goals for inclusion.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **SKILL DEVELOPMENT**

This service provides individuals with support to develop skills that are required for healthy, independent living.

### **COMMUNITY BASED**

This service is designed for individuals who require ongoing support to participate in community in a meaningful way. The service operates outside the individual participants' homes and is usually offered according to an established schedule that allows individuals to participate on a part-time or full-time basis.

### **HOME-BASED**

The service operates within the individual participants' homes and is usually offered according to an established schedule that allows individuals to participate on a part-time or full-time basis.

### **RESPITE**

#### **DIRECT-FUNDED**

Direct-funded respite is coordinated by families. The family recruits, screens, monitors, and pays for the delivery of respite services.

#### **CONTRACTED**

Contracted respite is coordinated by a community-based agency. The agency recruits, screens, monitors, and pays for the delivery of respite services.

### **INDIVIDUALIZED FUNDING**

Individualized Funding (IF) provides individuals and families with flexible, person-centred, self-directed payment options for arranging, managing, and paying for supports and services.



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **SUPPORT FOR INDIVIDUALS & FAMILIES**

CLBC funds a range of services for those who support an adult family member with a developmental disability.

- **PSYCHOLOGICAL**

The service includes consultation, assessment, and therapy.

- **BEHAVIOURAL**

Psychological services require CLBC to establish a contract with a qualified professional on behalf of an individual with mental health support needs

- **HOME-MAKER**

Home-maker services are available to individuals who require basic Housekeeping Services or temporary personal care to successfully live in the community.

- **SUPPORT COORDINATION**

This service is tailored to the unique needs of the individual or family. It may involve counselling, resource / referral, education / training, scheduling, advocacy, or connecting people with peers in the community.

## **EMPLOYMENT**

### **EMPLOYMENT SERVICES**

This service uses a variety of methods to ensure that individuals achieve employment within an integrated setting. This option includes supported employment, customized employment, and / or self-employment options.

### **COMMUNITY ACTION EMPLOYMENT PROGRAM**

Community Living British Columbia released a three-year Employment Plan to help increase the number of job opportunities for adults with developmental disabilities who wish to work in their communities.

## **PERSONALIZED SUPPORTS**

### **(FASD & AUTISM)**

CLBC introduced the Personalized Supports Initiative (PSI) to provide services and supports which are separate from the CLBC services for individuals with developmental disabilities, and focuses on adults who have both significant limitations in adaptive functioning and either a diagnosis of Fetal Alcohol Spectrum Disorder (FASD) or Autism Spectrum Disorder (ASD).

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### NORTH OKANAGAN YOUTH & FAMILY SERVICES SOCIETY

250-545-3572

[Noyfss.org](http://Noyfss.org)



#### SPECIAL NEEDS PROGRAM

**250-549-5404**

#### *FAMILY / SPECIAL NEEDS PROGRAM*

For families who have a child(ren) diagnosed with a special need and/or autism spectrum.

- **child has opportunity to develop life skills**

#### *FAMILIES LEARN PARENTING STRATEGIES:*

- **Parents of Children with Special Needs - Support Group**
- **Parents meet monthly to share stories, concerns and ideas with other parents who face similar challenges.**

#### *ADD/ADHD SERVICES*

For parents whose children are diagnosed with Attention Deficit Disorder (ADD) or Attention Deficit Hyperactivity Disorder (ADHD). Parents work closely with the family counsellor to:

- **Explore and understand the diagnosis**
- **Review "typical" ADD/ADHD child or teen development**
- **Identify strengths and related challenges**
- **Creating parenting strategies to help the child be successful in their home, community and school.**



Ministry of  
Children and Family  
Development

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### OKANAGAN BOYS & GIRLS CLUB

250-762-3914

[Boysandgirlsclub.ca](http://Boysandgirlsclub.ca)



Okanagan  
Boys & Girls Clubs

All children and youth who participate in programs and services are members of the Okanagan Boys and Girls Clubs. Your membership is recognized at all Clubs across the Okanagan Valley.

Membership fee is \$10.00 per year. No one is ever turned away from the Boys and Girls Clubs due to an inability to pay membership. Sponsorship and payment plans can be arranged.

For more information on membership please visit [boysandgirlsclub.ca](http://boysandgirlsclub.ca)

#### **SPECIAL NEEDS PROGRAMS**

Each Club offers programs and services unique to the needs of the community and families we serve so some Clubs may offer vary difference programs from another within the Okanagan. **To find out more about the Child Care, Recreation or Special Needs Programs in your area please visit <http://www.boysandgirlsclubs.ca>**

#### **LOCAL PROGRAMS AVAILABLE IN:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Penticton</li> <li>• Summerland</li> <li>• Peachland</li> <li>• West Kelowna</li> <li>• Kelowna</li> </ul> | <ul style="list-style-type: none"> <li>• Rutland</li> <li>• Lake Country</li> <li>• Vernon</li> <li>• Armstrong</li> </ul> |
|---|--|



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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NONA Child Development Centre

### **NONA CHILD DEVELOPMENT CENTRE**

250-549-1281

[nona-cdc.com](http://nona-cdc.com)

#### **INFANT DEVELOPMENT PROGRAM**

The Infant Development Program (IDP) serves children from birth to three years old, who are at risk for, or who already have a delay in development.

#### **SUPPORTED CHILD DEVELOPMENT PROGRAM**

***THE SUPPORTED CHILD DEVELOPMENT PROGRAM (SCD) PROVIDES SERVICES TO CHILDREN (0-12) WHO NEED EXTRA HELP IN THEIR CHILD CARE SETTING.***

**WHAT SUPPORTED CHILD DEVELOPMENT CONSULTANTS DO:**

- Visit with families to understand child's needs in the child care setting
- Assist child care staff in increasing child's level of participation in their programs
- Develop a child's individual program that reflects parent priorities and choices
- Assists parents in locating services for their child
- Coordinates transitions for child, such as within child care settings and starting kindergarten
- Offers educational opportunities for families and caregivers

#### **SPEECH-LANGUAGE THERAPY**

***SPEECH-LANGUAGE THERAPISTS OFFER HELP TO CHILDREN UNDER THE AGE OF SIX WHO HAVE DIFFICULTIES LEARNING TO COMMUNICATE.***

**COMMUNICATION ISSUES MAY INCLUDE:**

- Children over the age of 18 months that haven't begun to use words yet; or
- Are over the age of 3 years and aren't talking in sentences; or
- Have difficulty following instructions, answering questions, or participating in conversation; or
- Are difficult to understand; or
- Seem to be stuttering; or
- Have difficulty relating to other people; or
- Have a delay or disorder that can affect speech and language development (such as Down syndrome, seizures, cerebral palsy, autism, hearing impairment, or other developmental delays.)

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)  
**PHYSIOTHERAPY & OCCUPATIONAL THERAPY**

Nona physiotherapists and occupational therapists work with babies and preschoolers who may have trouble with functional movement. We work closely with families and caregivers to find ways to help your child to move with success.

THINGS WE CAN HELP WITH INCLUDE:

### **1.) BABIES WHO ARE HAVING DIFFICULTY WITH:**

- Feeding – suck, swallow, spoon.
- Head control and position.
- Learning to sit, crawl, stand or walk.
- Settling to sleep or play quietly on their own.

### **2.) TODDLERS WHO ARE HAVING DIFFICULTY WITH:**

- Balance – changing direction, uneven ground, climbing.
- Beginning self-feeding
- New places, crowds, noise, lights, smells, swings, textures (sensory issues).
- Using hands to play.

### **3.) PRESCHOOLERS WHO ARE HAVING DIFFICULTY WITH:**

- Jumping, one foot balance, hopping, climbing.
- Playing with balls.
- Riding a trike / bike.
- Stacking blocks, doing puzzles, threading beads, colouring.
- Dressing self.

### **4.) SENSORY ISSUES AS ABOVE AND ARE FALLING APART BECAUSE OF IT.**

### **5.) CHILDREN WITH MANY NEEDS AND LITTLE MOVEMENT**

### **6.) CHOOSING AND ORDERING SPECIAL EQUIPMENT (WALKERS, WHEELCHAIRS ETC.)**

### **7.) ACCESSING FUNDING SOURCES FOR EQUIPMENT.**

### **8.) CHANGES TO HELP CHILD DO MORE (E.G. FOAM LINER FOR SWING SEAT OR WAGON)**

The initial visit will be booked as soon as possible. The visit can be in your home or at NONA, whichever works best for you and your child.

**Follow – Up visits will be booked according to the child and family's needs – usually within 4 to 6 weeks.**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### FAMILY SUPPORT PROGRAM

The Family Support Program is available for all families with young children with special needs. The program is a great place to connect with other families and to gain support and information. The goal of the program is to be readily available to offer a wide range of support services when families require help and information.

**Services are provided in your home or at the Centre.**

**FASD KEY WORKER & PARENT SUPPORT PROGRAM 250 549-1281 ext.215**

The Key Worker and Parent Support Program helps families of children and youth with Fetal Alcohol Spectrum Disorder (FASD) and similar neurodevelopmental conditions (birth to 19 years).

#### GOALS OF THE PROGRAM:

- To help families with children and youth stay together
- To reduce the feelings of frustration for children and youth
- To help families, professionals and service providers understand FASD and similar conditions
- To help families and children build on strengths and successes
- To offer families and children ongoing emotional and practical support

### AUTISM SERVICES PROGRAM

**UP TO 6 YEARS OLD**

The NONA Child Development Centre is committed to providing individualized early intervention services for young children diagnosed with Autism Spectrum Disorders and their families who live in the North Okanagan.

#### THIS SERVICE PROVIDES:

- Development of an individualized plan of intervention
- Up to 10 hours per week of behaviour intervention that incorporates a variety of strategies to facilitate skill acquisition, generalization & maintenance
- Up to 4 hours a month of OT consultation
- Up to 4 hours a month of S-LP services
- Interdisciplinary team meetings to review service plan
- Transition planning into kindergarten.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### AUTISM SERVICES PROGRAM

**6 YEARS PLUS**

The focus of the over 6 Program is on life-skills.

Programs currently being offered are a combination of behaviour intervention session, groups and consultative occupational therapy services.

Currently clients may choose from any of three possible combinations of services:

**Two 1:1 sessions per week with Behaviour Interventionist**

**One 1:1 session and one group per week**

**One 1:1 session per week & monthly OT consultation**

**One Life-skills Group per week facilitated by OT or Behaviour Consultant with Behaviour Interventions**

### OTHER HEALTH & FAMILY SERVICES

(not necessarily associated with NONA)

**COMMUNITY LIVING LIFE SKILLS PROGRAM**

**250-549-2744**

**LEARNING DISABILITIES ASSOCIATION**

**250-542-5033**

**CANADIAN CANCER SOCIETY**

**250-542-0770**

### SERVICE CANADA

1-800-622-6232

[Servicecanada.gc.ca](http://Servicecanada.gc.ca)

**DISABILITY (PWD)**

**Service  
Canada** 



September 2015

# COMMUNITY SUPPORT





## COMMUNITY SUPPORT

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# NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

## COMMUNITY SUPPORT

### NORTH OKANAGAN RCMP VICTIMS ASSISTANCE PROGRAM

250-260-7171

Rdno.ca



#### PROGRAMS & SUPPORT

##### EMOTIONAL SUPPORT

- Emotional Support and information about reactions to crime and trauma

##### HOME SECURITY

- Information or evaluation

##### INFORMATION

- About the progress of the police file, the criminal justice system, and case progress.
- Information about crime scene clean-up and re-victimization prevention

##### COURT ORIENTATION

- Court orientation & Accompaniment
- Court updates

##### ASSISTANCE

- With Criminal Injury Compensation forms or Victim Impact Statements, where applicable

##### REFERRALS

- To other service programs, community agencies or professionals for additional support, counselling or other identified needs

##### CRISIS INTERVENTION

- By trained workers 24 hours a day, accessed through the RCMP

##### CALL OUT SERVICES

- Volunteer, emotional support outreach program for domestic disputes, assault cases and crisis situations.



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

**FOR A LIST OF CITY BYLAWS PLEASE VISIT THE FOLLOWING WEBSITE:**

<http://www.vernon.ca/site.php/council/bylaws/>

**FOR A LIST OF COMMUNITY POLICING SERVICES PLEASE VISIT THE FOLLOWING WEBSITE:**

[http://www.vernon.ca/public\\_safety/community\\_policing/index.html](http://www.vernon.ca/public_safety/community_policing/index.html)

<b>COMMUNITY POLICING</b>	<b>250-550-7840</b>
<b>BLOCK WATCH PROGRAM</b>	

<b>CITY BYLAW</b>	<b>General Inquiries: 250-545-1361</b>
	<b>Bylaw Enforcement: 250-550-3505</b>

<b>CANADIAN IDENTITY THEFT SUPPORT CENTRE</b>	<b>1.866.436.5461</b>
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Community Policing Building, Vernon BC



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)



### WHITEVALLEY COMMUNITY RESOURCE CENTRE

250-547-8866

[Whitevalley.ca](http://Whitevalley.ca)

#### COUNSELLING

##### ***FAMILY SUPPORT PROGRAM***

Providing direct family support, individual and family counseling, parenting and life skills education and referrals. No fee is charged and the service is confidential.

##### ***ADULT COUNSELLING***

Free, short term counseling available for a variety of issues including communication skills, anger management, marital, grief and stress.

##### ***COMMUNITY LIVING SUPPORT PROGRAM***

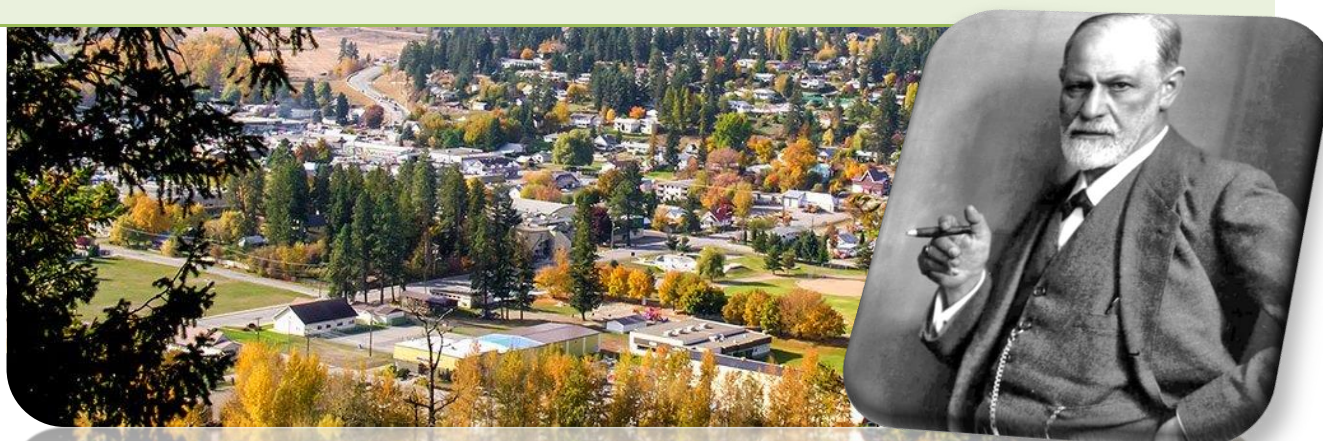
A community service for adults affected by serious and persistent mental illness that provides individual support to enhance day-to-day living and sustain quality of life.

##### ***SCHOOL BASED OUTREACH PROGRAM***

A counseling and support program for students where home or community is impacting their ability to manage at school. Referrals through school based team.

##### ***ADDICTIONS COUNSELLING, INFORMATION AND PREVENTION***

The purpose of this program is to provide individual and group counseling services to youth and adults in the community of Lumby and surrounding area who are experiencing issues related to substance misuse.



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### CHILDREN'S PROGRAMS

#### **GOOD TIMES TOGETHER**

Parents and tots get together on Thursday's, 9:30 – 11:30 am, September to June at the White Valley Community Hall. Playtime, guest speakers, crafts and so much more. A chance for children (as well as parents!) to socialize. **Bring a snack and juice for your child.**

**For more information, call 250-547-8866**

#### **CHERRYVILLE PARENT & TOT**

Invites parents and caregivers with young children (0-6 year) to meet other parents and children and have a coffee, chat, do crafts and have guest speakers.

**Every Wednesday from 10:00 am to 12:00 pm at the Cherryville Community Hall.**

**For more information, contact Brandin at 547-8866**

#### **KIDS SPACE**

Kid's Space After School Program is an after school care program for children ages 5-12. It is a non-profit program coordinated through Whitevalley Community Resource Centre. The program is designed to create an atmosphere where parents can feel confident that their children are having fun in a safe, caring environment that encourages social interaction with positive influences.

**The program is available Monday-Friday, from 2:30pm – 5:30pm, and on Pro-D Days from 8am – 5:30pm (need a minimum of 15 kids registered to run). It is located at J.W Inglis School, in the Library and the Den room.**

**For more information please call Katie at 250-547-8866.**

**Pre-registration is required**

**Register by calling 547-8866**

#### **KIDS ZONE**

After School Mondays, Wednesdays and Thursdays. Children ages 5-12. Starts in November until the end of March, the after school program will have lots to do: music, gym, arts & crafts, drama, games and friends. Funding support provided by United Way of the North Okanagan Columbia Shuswap.

**This program is located at Cherryville Elementary School, North Fork Road. For more information, call 250-547-8866.**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **LUMBY SUMMER DAY CAMP**

The program is held at J.W. Inglis Elementary School and is for children ages 5-12 (children must have attended kindergarten last year). With events and activities happening every day.

Weekly trips (usually on Wednesdays)

**For more information contact Brandin C. at 250-547-8866 or [brandinc@whitevalley.ca](mailto:brandinc@whitevalley.ca).**

### **PARENTING ISN'T EASY PROGRAM (P.I.E.)**

Each week a different topic is introduced, with discussion being led by the facilitator. At the end of each session parents take home a bag of activities, toys and story books to support the topic being discussed. Enjoy time with other parents as we discuss the struggles and successes of parenting children 0-6 years of age. This program is offered free of charge to all participants and we register 10 parents for each group. Child care is also provided for infants and preschoolers at no cost and coffee and a snack are served at every session! .

**For registration or questions please Whitevalley Community Resource Centre at 250-547-8866.**

**Register early – this wonderful program fills up quickly!**

## **YOUTH PROGRAMS**

### **COMMUNITY PRIDE – YOUTH EMPLOYMENT PROGRAM**

Community Pride provides up to 40 hours of paid employment for participating youth ages 15-29. Whitevalley Community Resource Centre then connects the youth to local organizations.

This project provides youth with valuable work experience, gives them a chance to build interpersonal skills and confidence, opportunity to expand their resumes, and free courses such as WCB Level 1, Food Safe and Superhost as well as resume writing, interview skills, and job search skills may be available.

**\*For more information, contact Niki at Whitevalley Community Resource Centre, 250-547-8866.**

**Funding Support provided by the United Way North Okanagan Columbia Shuswap.**

### **THE COMMUNITY YOUTH INITIATIVE (C.Y.I)**

CAPYI aims to provide employment opportunities for young Canadians between the ages of 15 and 30- primarily students, recent graduates, or the under-employed or unemployed and provides youth with work experience that will facilitate the transition to the labour market.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **SENIOR DROP-IN**

The staff and community volunteers create a very well rounded support team. They continue to offer programs, services and supports for seniors in the community and welcome others to get involved in making the community the best it can be for our seniors.

**Senior Drop-In Program 1751 Glencaird St. Saddle Mountain Place Serving hot, nutritious meals; \$6.00 per person Monday, Wednesday and Friday 9:00 to 1:30.**

### **THE DROP-IN'S PURPOSE IS TO:**

- Connect with seniors in Lumby, Cherryville, Whitevale Lavington, and Mabel Lake
- Provide a hot, nutritious meal as well as a variety of activities
- Create an opportunity for socializing
- Offer respite time for caregivers
- Offer a caregiver support group to help with stress management and coping skills

**For more information contact Diann Bastian – Seniors Services Coordinator, Colleen Hazeldine – Drop-in Facilitator or Dawn Frizzell, Seniors' Volunteer Coordinator at (250) 547-8866.**

### **SENIORS CONNECT –(VOLUNTEER SERVICES & PROGRAM SUPPORT FOR SENIORS)**

The Volunteer and Programming Development Coordinator assists individuals who are wanting to give back to the community and volunteer at various seniors' programs. With the financial support of the Province of British Columbia the following activities are available at the Drop-in and with-in the community through the Seniors Connect Program.

***Funding support provided by the United Way North Okanagan Columbia Shuswap.***

### **VOLUNTEER POSITIONS INCLUDE:**

- Visit one-on-one
- Cook or assist with a meal
- Assist with games
- Set and clean tables



# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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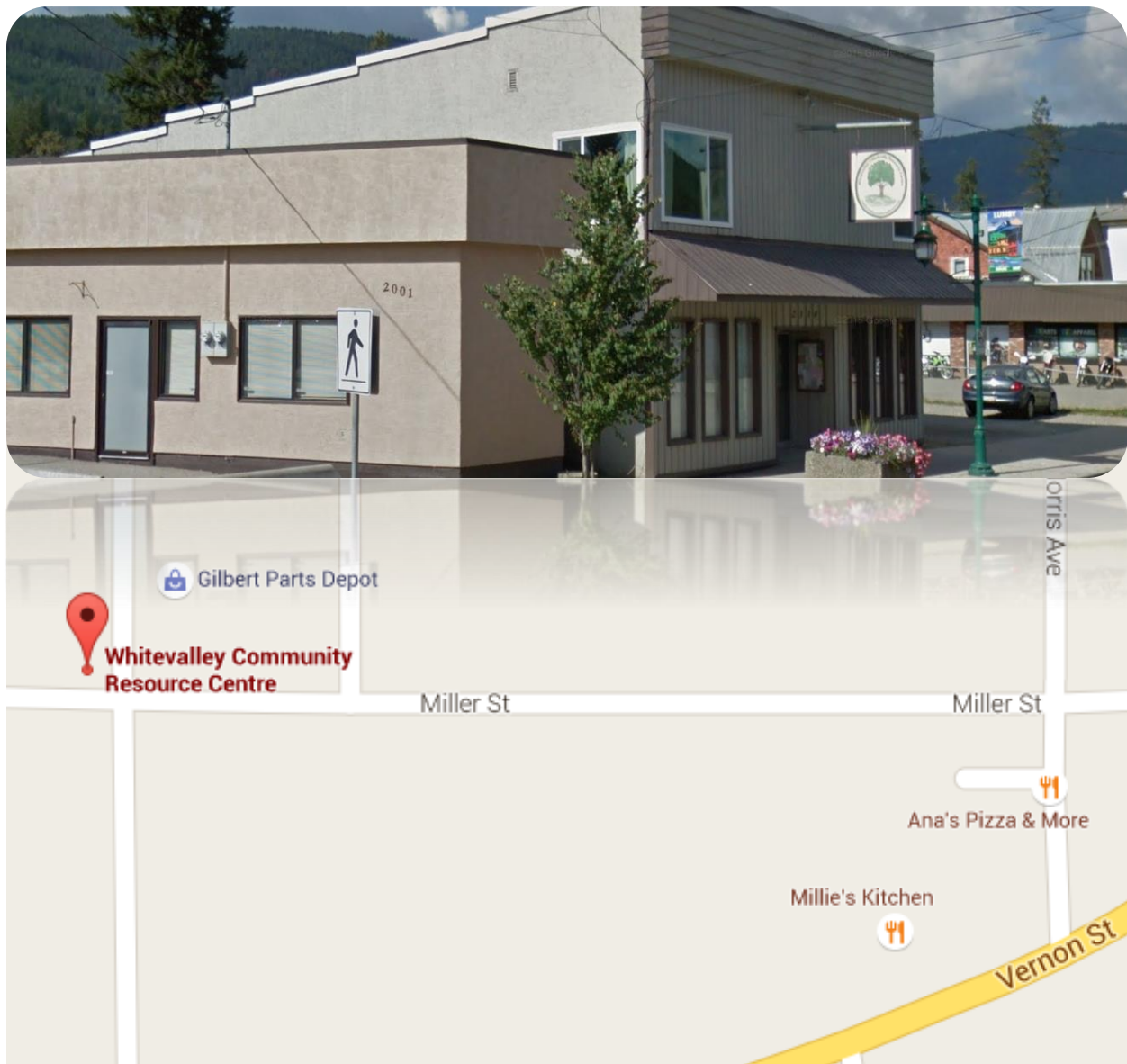
### COMMUNITY INITIATIVES

#### LUMBY COMMUNITY GARDEN

The Lumby Community Garden consists of 24, raised beds (4 of which were higher than the others to accommodate for participants who might be on scooters) in early March 2010.

For more information contact Whitevalley Community Resource Centre at 250-547-8866

Whitevalley Community Resource Centre, Lumby BC



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### OKANAGAN REGIONAL LIBRARY NORTH OKANAGAN (VERNON)

250-542-7610

2800 - 30th Ave

Vernon, B.C. V1T 8S3

[orl.bc.ca/branches/Vernon](http://orl.bc.ca/branches/Vernon)



A haven for curious minds.

#### **HOURS:**

<b>Monday:</b>	10:00 a.m. to 5:30 p.m.
<b>Tuesday:</b>	10:00 a.m. to 9:00 p.m.
<b>Wednesday:</b>	10:00 a.m. to 9:00 p.m.
<b>Thursday:</b>	10:00 a.m. to 9:00 p.m.
<b>Friday:</b>	10:00 a.m. to 5:30 p.m.
<b>Saturday:</b>	10:00 a.m. to 5:30 p.m.
<b>Sunday:</b>	12:00 p.m. to 4:00 p.m. Oct. 19 to Apr. 19

*All branches closed on statutory holidays*

*Visit the above website for further information on all of Okanagan Regional Library locations*

### PROGRAMS

#### KIDS

**STORY TIME**

**TODDLER TIME**

**SUMMER READING CLUB (GROUP AGES: 5-8, 9-13 & Teens)**

For more information on dates & times please visit the website provided above

#### ADULTS

#### **ANNOUNCING LIBRARY AT YOUR DOOR!**

The library is coming to your door with a pilot project to deliver free service to Coldstream and Vernon library patrons physically unable to visit the library. If you are a homebound senior, contact Nexus BC Senior Services at 250-545-0585 to be screened for the program.

Supported by the ORL, NexusBC, the Vernon Friends of the Library, and Southward Medical Supplies.

# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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### MONDAY

#### POST-SECONDARY INFORMATION SESSIONS

- Have questions about what Okanagan College can offer you?
- How can you audit classes?
- How do credits work?
- What services are at Okanagan College?

### TUESDAY

#### COMPUTER HELP

Junction Literacy's Seniors Computer Support Program will be running out of the library on Tuesday mornings. Meet with the program coordinator and get help. Till the end of June, starting up again in September (watch for more exact dates).

#### FALUN GONG LECTURE

##### LEARN ABOUT AN ANCIENT PRACTICE FOR THE MIND/BODY THAT:

- Relieves stress & anxiety
- Increases energy & vitality
- Greatly improves physical health
- 5 sets of gentle exercises
- Fits people of all ages

#### CHESS NIGHT

Come play the game of kings! Everyone is welcome, from beginners to seasoned players.

#### MEDITATION GROUP

Okanagan Oneness Blessing, a non-denominational meditation group, meets at the library on Tuesday evenings. No experience is necessary, only an open mind and heart. Free, all are welcome to attend. Drop-in

***This group does not meet during the summer months.***

#### THE WRITER'S CIRCLE

Join a group of writers dedicated to developing their work through networking and sharing ideas.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### WEDNESDAY

#### RESULTS Vernon

Join RESULTS Vernon for an Education and Action meeting and learn about global development issues. Join in working together to create the political will to end the worst aspects of poverty.

**With your help, we can end extreme poverty sooner and prevent more needless deaths and suffering.** <http://www.results-resultats.ca/en/>

#### OKANAGAN WORDPRESS MEETUP

Interested in learning more about one of the web's most popular website platforms, just recently started to blog with WordPress, or are a pro-blogger wanting to improve your skills?

Join the Meetup! A group of local WordPress developers, designers, and publisher will be meeting in the library to get together to share their knowledge and experience and to meet other WordPress users in the area. Please come down to the library to join in to discuss and learn all about WordPress to power projects, blogs, and websites.

**Check out the Meetup website to find out more:** <http://www.meetup.com/Okanagan-WordPress-Meetup/>

✓ **No registration required**

#### MINIATURE WAR GAMING WEDNESDAYS

Okanagan Board Game Group is pleased to host a night of tabletop miniature war gaming. All types of miniature games are available, from X-Wing Miniatures to the WW2 setting of Dust. New players and experienced players are welcome. Come down and get eye-to-eye with your favourite figures.

#### AMNESTY INTERNATIONAL MEETING

Join the Amnesty International's Vernon Group and hear presentations on various human rights issues that Amnesty International is working on. We write at least two letters about a cause or case that Amnesty International has performed a thorough investigation and chosen to support.

***This group does not meet during the summer months.***

#### VERNON PERMACULTURE GROUP DROP-IN

Vernon Permaculture is an open community group whose aim is to share regenerative knowledge and hands on experiences with one another in order to build a stronger community and healthier local environment. Everyone is welcome.

***Last Wednesday of the month at 7 pm in the meeting room.***

#### OKANAGAN CHAPTER OF THE BC SUSTAINABLE ENERGY ASSOCIATION MEETING

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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Every month the Okanagan Chapter of the BCSEA will discuss a new topic related to sustainability and transitioning communities. BCSEA is interested in a modernized energy model not reliant on fossil fuels, sprawling inefficient housing, and habitat decimation.

Learn more at <http://www.bcsea.org/chapters/okanagan>

**3rd Wednesday of the month at 6:30 p.m. in the community room on the second floor of the library.**

### CO-HOUSING

Do you want to learn more about cohousing? Join a group of locals hoping to create a cohousing residence in the Vernon area.

Contact Barbara & Mel for more information at [mvansick@pathcom.com](mailto:mvansick@pathcom.com).

### THURSDAY

#### THE IDEA EXCHANGE

The Idea Exchange is a regular forum where community members can join together to discover new thoughts, debate topics and share ideas. **The public is welcome to propose themes and can contact the Idea Exchange Coordinator, Kristy, at [kennings@orl.bc.ca](mailto:kennings@orl.bc.ca) to inquire about presenting.**

#### STRATEGY BOARD GAMES NIGHT

The library invites you to use our space to meet with friends and play your favourite board games. From Settlers of Catan to historical war gaming, a veteran gamer and librarian will be on-hand to moderate and to play. Bring your games, bring your opponents or come alone and meet others who share your hobby. Lengthier games can be stowed away and picked up again the following session. The librarian will be bringing Mage War with more to come.

**Every Thursday night at 5:30 pm the tables in front of the computer lab.**



Okanagan Regional Library, Vernon BC



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **ELDERS GAMES NIGHT**

First Nations Elders are invited to get together and play games. New players are always welcome.  
***Every Thursday night at 6 pm in the Community Room.***

### **ROLE PLAYING GAMES NIGHT**

The library invites you to join in on an ongoing campaign of mystery and horror. A traditional pencil and paper role-playing night will be hosted once a month at the library. Travel back to the 1920s and join a team of globe travelling investigators and attempt to unravel a complex and ominous mystery. No experience with role-playing necessary.

***The last Thursday of every month at 6:00 pm location to be determined.***

### **FRIDAY (N/A)**

### **SATURDAY**

### **MULTICULTURAL MEET UP: A TASTE OF ...**

The cultures of the world at your doorstep! Come meet a new Country every month and get a taste of the culture! Local speakers share their experiences traveling and living in various places in the world and give insight into the unique cuisine. Sponsored by Urban Matters, Vernon Local Immigration Partnerships Council, and Welcoming Communities Vernon.

### **VISIONING VERNON**

Do you have a vision for Greater Vernon? Come together with staff from the City of Vernon and the RDNO, community groups and your fellow citizens to generate and share exciting new ideas for the future of our beautiful municipalities. Programming and childcare will be available for children while parents are participating in the panel and discussion groups.

***Saturdays from 2:00 - 4:00 pm in the meeting room and children's area of the library.***

### **VERNON KNITTING CIRCLE**

These drop-in sessions are for knitters of all experience levels and are open to anyone interested in knitting, whether new or experienced. Bring along yarn and needles, and a project you are working on. Hosted by Allison Griswold and Janet Armstrong, both passionate, experienced knitters who love sharing their knowledge. Bring your knitting questions and problems, and they'll happily work out the solutions for you.

***Every Saturday morning, 10 am - noon. Held at the tables upstairs near the computer lab. Free of charge.***

### **POPPY COVE MYSTERY TOUR**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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Come on out for our swell shindig with author Barbara Jean Coast (pen name for local authors Andrea Taylor and Heather Shkuratoff), writer of cozy mysteries set in the 50's and 60's. Who doesn't like a little murder and mayhem with their tea and company?

### **SATURDAY ADULT BOOK CLUB**

Vernon Branch invites you to read the suggested titles and to join us for a lively, facilitated discussion of the featured title. The book club is open to all interested adults and preregistration is not required.

*Held the third and fourth Saturday of every month from 10:30 - 11:30 am in the library's upstairs community room. Both meetings are the same discussion, so you can choose to attend either.*

## **SERVICES**

### **BASIC E-BOOK TRAINING**

Offering free one-on-one training sessions to help you learn to use our digital resources including our eBook collections, digital audiobooks and Zinio. Check here to see if your eReader or Tablet is compatible with the library's eBook provider.

- **Do you have questions about what the library can offer you? Call today to sign up! 250-542-7610 ext. 6822.**

For some tips on purchasing an eReader/Tablet please check out the ORL's Blog post that's loaded with tips.

### **FREE COMMUNITY SPACE**

**250-542-7610 ext. 6822**

The library has a beautiful community meeting room that can be booked for up to two hours at a time, free of charge.

You may book the room up to one day in advance by calling **250-542-7610 ext. 6822**. It's a great space for tutoring, studying, meetings, scrapbooking and more!

### **EXAM INVIGILATION**

**250-542-7610 ext. 6822**

Are you looking for somewhere to take an invigilated exam, either written or online? The library can help you out.

Basic information can be found on the Exams in the Library page. **Call or email us for more details at [verefence@orl.bc.ca](mailto:verefence@orl.bc.ca) or 250-542-7610 ext. 6822.**

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **INTERNET, PHOTOCOPYING AND SCANNING**

The Vernon Branch has 17 internet terminals with word processing capabilities available for one hour per day with a valid ORL library card. Unlimited wifi access is available all day. Printing and photocopying is \$.25 per page, black and white only. Scanning to email is available at the 2nd floor photocopier and is free of charge.

### **MEETING ROOM RENTAL**

**250-542-7610 ext 6819**

The Vernon Branch has meeting rooms available for rent on open days.

The main meeting room has a capacity of 100 with a theatre style set-up, and can be divided into two smaller rooms, each with a capacity of 50.

Rental fees are \$50.00 for a 3-hour block for each of the smaller rooms and \$85.00 for the whole room. There is a fee of \$10.00 for each additional hour for both room sizes. Bookings are not confirmed until the rental fee has been paid.

*For further information, please contact the branch at 250-542-7610 ext 6819.*

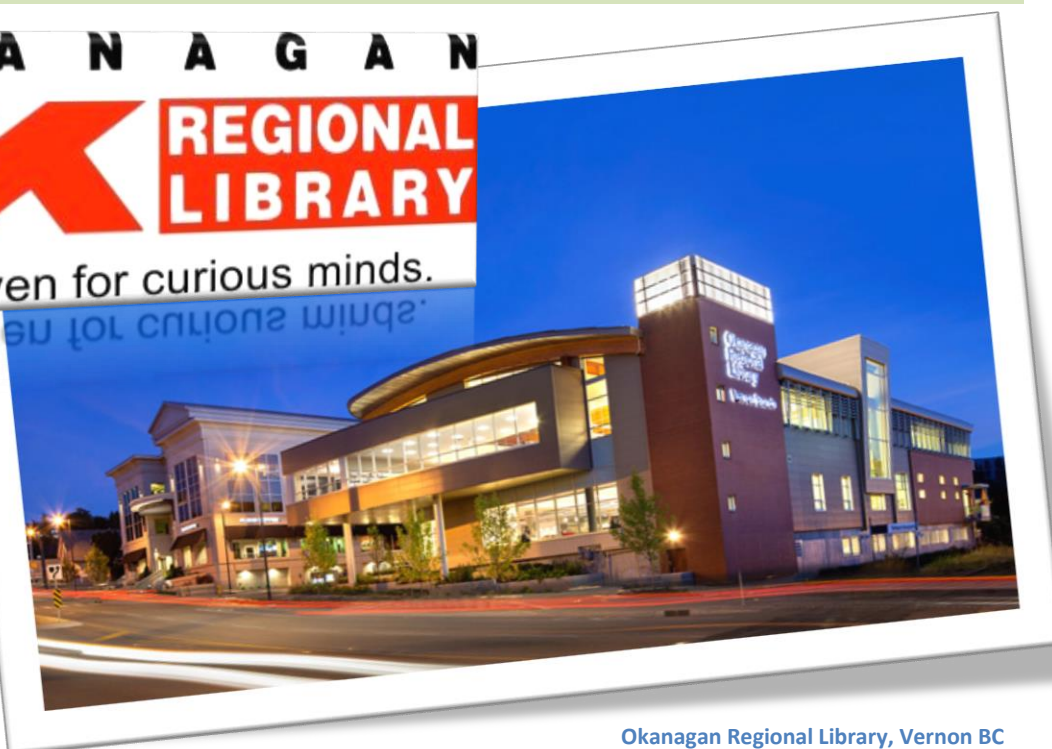
### **VERNON GROWS: SEED LENDING LIBRARY**

**250-546-7610**

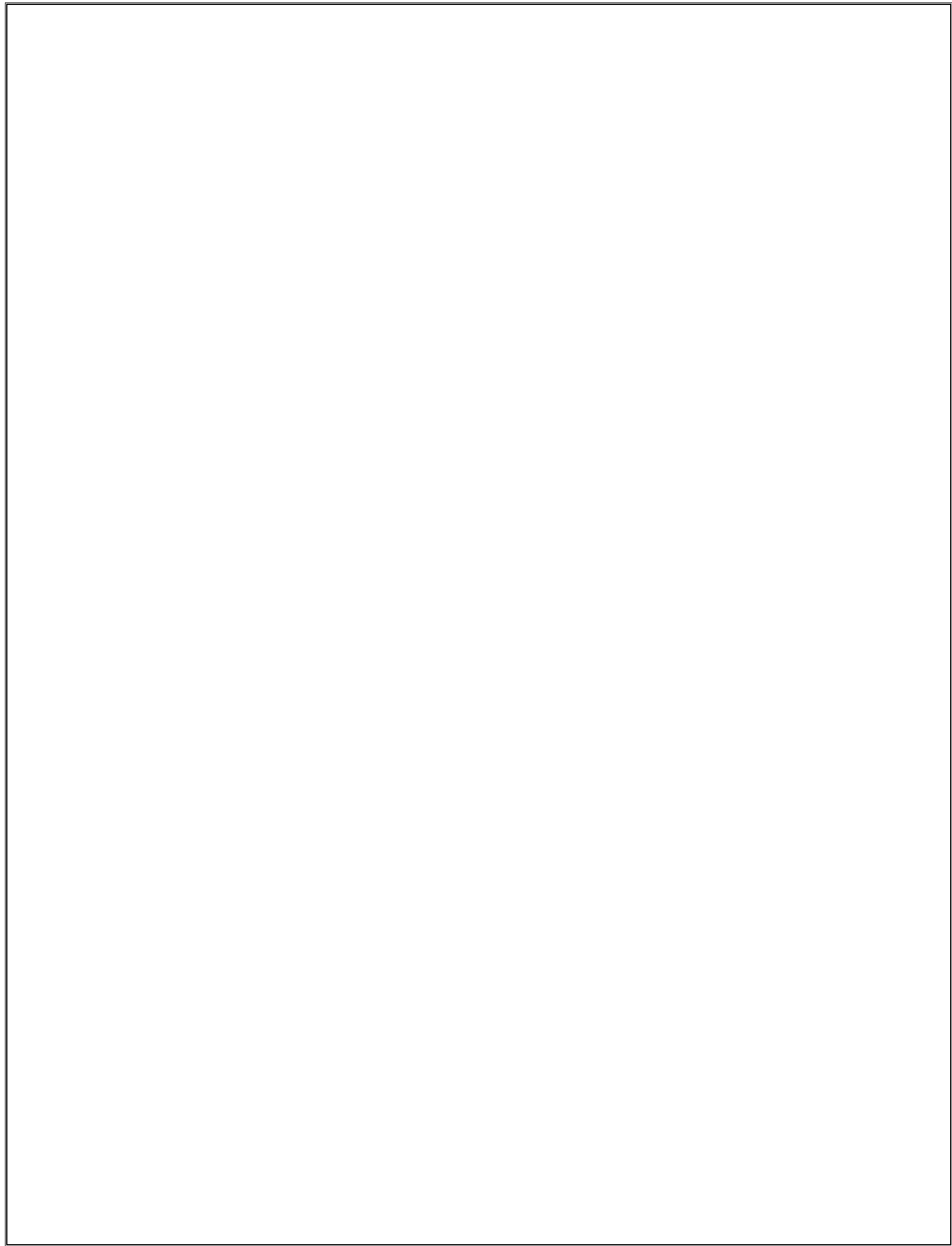
The Vernon branch is creating a seed lending library, in conjunction with Okanagan College and Patchwork Farms. Once the library is sufficiently stocked, patrons will be allowed to check out seeds on the condition they replace the seeds the following season from the plants they grew.

*For more information please contact the library at 250-546-7610 and ask for Peter.*

For more information on program updates and schedules please visit ORL's website.



Okanagan Regional Library, Vernon BC



# FIRST NATIONS & IMMIGRATION SERVICES



## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### FIRST NATIONS & IMMIGRATION SERVICES

#### FIRST NATIONS FRIENDSHIP CENTRE

250-542-1247



#### **ABORIGINAL INFANT & EARLY CHILDHOOD DEVELOPMENT PROGRAM**

**250-542-7578**

The program promotes the optimum development of children through a full range of community activities.

#### **PROGRAMS INCLUDE:**

- Drop-In Centre
- Traditional aboriginal teachings
- Mother Goose Program
- Outreach Programs
- Hot Lunch (Thursdays & Saturdays)
- Networking Opportunities for Parents
- Individualized Support

#### **MENTAL HEALTH & ADDICTIONS COUNSELING**

**250-542-5311**

This is an outreach program that is designed to provide outpatient drug, alcohol and family counseling, workshops, support groups, and community resource.

#### **EMPLOYMENT SERVICES**

**250-558-3345**

The purpose of this program is to increase the employability and employment rate of First Nations People. The services are delivered in a safe, supportive environment.

#### **PROGRAMS INCLUDE:**

- Employment counseling
- Training
- Educational opportunities
- Life skills
- Advocacy
- Career exploration
- Resume & cover letter writing
- Support groups
- Community referral

#### **FAMILY SUPPORT WORKER**

**250-542-1247**

#### **SERVICES INCLUDE:**

- Family intervention response
- Family violence education
- Counseling
- Workshops

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### **FETAL ALCOHOL SPECTRUM DISORDER (FASD) / ARBD PROGRAM**

**250-558-5699**

**Advocacy & community awareness;**

#### **INCLUDING:**

- Workshops
- Group initiatives
- Capacity building
- Partnerships
- Lending Library

### **PRENATAL NUTRITION PROGRAM**

**250-542-5448**

A pregnancy outreach program that offers accessible, culturally, appropriate support to pregnant women and their families until their babies are 6 months old.

#### **SERVICES INCLUDE:**

- Weekly group sessions
- Individual counseling
- Prenatal vitamins & supplements

### **FAMILY GROUP CONFERENCE**

**250-549-5533**

A process of collaborative planning in situations where decisions need to be made for children or youth, designed to promote cooperative planning and decision making and to rebuild a family's support network.

### **THE ROOTS PROGRAM**

**250-549-5533**

In response to the high percentage of Aboriginal children and youth in the care of the Ministry, the Roots program ensures that every child has a cultural plan that respects and preserves their identity, family ties and heritage.

### **TURTLE CIRCLE: CHILDREN'S CULTURAL PROGRAM**

**250-542-1287**

A number of cultural inclusions for both child and parent to address the lack of cultural resources and activities available in the community for Urban Aboriginal children between ages 7-13.

### **NATIVE COURT WORKER**

**1-877-811-1190 ext. 364**

The Native Court Worker provides assistance, prevention, & intervention for legal disputes.

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### HOUSING OPTIONS

#### **YOUTH SAFE HOUSE**

**250-260-7077**

Safe shelter access for youth ages 13-18

#### **VERNON NATIVE HOUSING**

**250-542-2838**

Low-cost rental housing to low-income families and/or individuals of native ancestry within the city of Vernon

#### **KEKULI HOUSING COMPLEX**

**250-542-1264**

A housing complex for youth between ages 19 to 29 who are at risk of being homeless.



Kekuli Housing Complex & Youth Safe House,  
Vernon, BC



Native Low Income Housing,  
Vernon BC

# NORTH OKANAGAN

## COMMUNITY REFERENCE GUIDE

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## FIRST NATIONS EMPLOYMENT SERVICES

### FIRST NATIONS EMPLOYMENT SERVICES

250-558-3345

#### PRE EMPLOYMENT

- Barriers to Employment
- Life Skills
- Cultural Awareness & Pride
- Literacy Issues
- Career Assessment

#### EMPLOYABILITY SKILLS

- Communication
- Problem-Solving
- Positive Attitude
- Responsibility
- Adaptability
- Working with others

#### EDUCATION

- Short-term training for certificates:
  - Food Safe
  - H2S
  - Alive
  - First Aid
- Upgrading
- Trades Training
- Post-secondary Education
- Funding Options

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### EMPLOYMENT OPPORTUNITY

- Resume writing
- Job Search
- Interview skills
- Labour market Research
- Work place training
- Referral for Self Employment
- Support & follow up

### OTHER SERVICES

- Employment counselling
- Support & Encouragement
- Advocacy
- Computer/ Internet
- Phone/ Fax
- Job board
- Message board
- Resource centre
- Drop-in services
- Referral



First Nations Employment Services, Vernon BC

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### VERNON & DISTRICT IMMIGRANT SERVICES SOCIETY

General Inquiries: 250-542-4177

WorkBC Services: 250-542-4612

Vdiss.com

[facebook.com/vernoniss](https://facebook.com/vernoniss)

#### PROGRAMS

##### Services Available in:

English – French – Spanish – Russian - German

#### EMPLOYMENT

##### **CAREER SERVICES**

The WorkBC Employment Services Centre at VDISS is open to all unemployed Permanent Residents who are currently working less than 20 hours a week and are seeking work. Services offered include resume writing/cover letters, job search, interview skills, training opportunities and foreign credential recognition and assessment information.

##### **SETTLEMENT & INTEGRATION SERVICES**

VDISS's Settlement Workers will assist in identifying and assessing individual's settlement and employment needs and barriers of newcomers and provide them with information and resources. This program also offers employment services to job seekers with no restriction of weekly working hours. A job board and a computer lab are available for work seekers. Staff assists with resumes, job search and job maintenance.

##### **LANGUAGE INSTRUCTION FOR NEWCOMERS**

Offering different levels and schedules based on participant's Canadian Language Benchmark assessment. Participants will practice communication skills and also learn about Canadian laws, health care, society, job market and topics necessary to be successful in Canada.

##### **COMMUNITY CONNECTIONS TUTORING PROGRAM**

Vernon and District Immigrant Services offers flexible schedules for one to one tutoring as well as conversation groups. Daytime and evening sessions are available.

##### **CHILD MINDING**

Licensed child-minding on-site is available for clients accessing services. Pre-registration is necessary.

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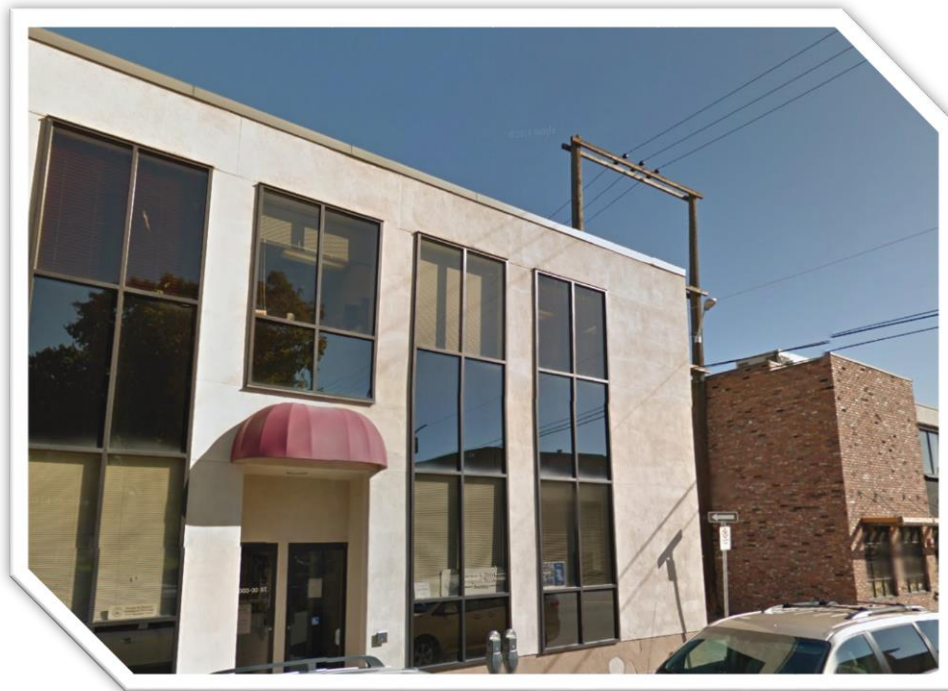
### **CITIZENSHIP CLASSES**

Classes prepare Canadian Citizenship applicants for the Canadian citizenship test. Schedules vary and pre-registration is necessary.

### **LANGUAGE BANK**

The Language Bank is available in a variety of languages.

**Please inquire by contacting Vernon & District Immigrant Services at 250.542.4177**



Vernon & District Immigrant Services Society

**WorkBC** Employment  
Services Centre

Septemer 2015

# GOVERNMENT AGENCIES





## GOVERNMENT AGENCIES

SERVICE CANADA

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COMMUNITY CORRECTIONS

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MINISTRY OF CHILDREN & FAMILY DEVELOPMENT

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## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### GOVERNMENT AGENCIES

**Service  
Canada** 

#### **SERVICE CANADA**

1-800-622-6232

[Servicecanada.gc.ca](http://Servicecanada.gc.ca)

#### ***SOCIAL INSURANCE NUMBER APPLICATIONS***

#### ***EMPLOYMENT INSURANCE***

#### ***CANADIAN PENSION PLAN***

#### ***PASSPORT APPLICATION / RENEWAL***

#### ***MATERNITY / MEDICAL EMPLOYMENT INSURANCE***

#### ***GST / HST CREDIT***

#### ***ADDRESS CHANGES***

#### ***DISABILITY (PWD)***

#### ***OLD AGE SECURITY***

#### ***BIRTH CERTIFICATES***

#### ***RECORD OF EMPLOYMENT (ROEs)***



Service Canada, Vernon BC

# NORTH OKANAGAN

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### SERVICE BC

250-549-5511

[Servicebc.gov.bc.ca](http://Servicebc.gov.bc.ca)

#### SERVICES

##### ADDRESS CHANGES

- Residential
- British Columbia Corporation
- Sole Proprietorship
- General Partnership
- Incorporated Society

##### BIRTH, DEATH & MARRIAGE REGISTRATION

- |                          |                         |
|--------------------------|-------------------------|
| • Birth registration     | • Death registration    |
| • Birth certificates     | • Death certificates    |
| • Marriage Commissioners | • Wills registry        |
| • Marriage licences      | • Marriage Certificates |
| • Marriage registration  |                         |

##### LEGAL CHANGES OF NAME

- Legal change of name applications
- Certificate of change of name

##### ADOPTIONS

- Adoption registration
- Adoption records

##### ORDER CERTIFICATES & COPIES OR EXTRACTS

##### CHILD CARE SUBSIDY

- |                                     |                 |
|-------------------------------------|-----------------|
| • Financial assistance for families | • Resources     |
| • Early childhood educator registry | • Publications  |
| • Funding for service providers     | • Related links |

# NORTH OKANAGAN

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### STATISTICS & REPORTS

- BC's most popular baby names
- Annual reports
- Quarterly digests
- Marriage reports

### CORPORATE & PERSONAL PROPERTY (REGISTRATION or LIEN)

#### BUSINESS

- |                             |                               |
|-----------------------------|-------------------------------|
| • Starting a business       | • Incorporating a company     |
| • Approving a business name | • Liquor control & licencing  |
| • Registering a business    | • Changing a business address |

#### DRIVER LICENSING

- Booking & completing road tests
- Renewing a licence
- Driver training information

### EMPLOYEE STANDARDS ACT (HOW TO FILE A COMPLAINT)

### EMPLOYMENT INSURANCE, PASSPORT, SIN, CPP, OAS

### FISHING OR HUNTING LICENCES

**250-387-9771**

- Information on the Wildlife act
- Introduction to the Wildlife act permit regulation
- The freshwater fisheries program

### GAMING POLICY & ENFORCEMENT BRANCH

- Applying for a gaming event licence
- Determining the correct licence for the event

### INCOME ASSISTANCE

- Managing your claim (Self Serve)

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### ***APPLYING FOR PERSONS WITH DISABILITY (PWD)***

- Disability services
- Accessibility
- Services to adults with Developmental Disabilities (STADD)

### ***GOVERNMENT I.D***

- Health cards
- Driver's licences
- BC I.D

### ***LAND TITLE SEARCH, CHANGE & TRANSFER***

- General public
- Professionals
- Government & Business

### ***RESIDENTIAL TENANCY (LANDLORD/TENANT RELATIONS)***

- Starting a tenancy
- During a tenancy
- Ending a tenancy
- Solving problems

### ***MEDICAL SERVICES PLAN of BC (MSP)***

- BC residents
- Group plan administrators
- Medical & Health Care Practitioners

### ***MINERAL TITLES***

- Mineral Titles Online (MTO)

### ***ORGRAN DONAR REGISTRY***

- Becoming a donor
- Patients
- Recipient families
- Donor Families

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### **MAKING A PAYMENT (BC GOVERNMENT)**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Ambulance Services</li> <li>• Court Fines</li> <li>• Employment &amp; Income Assistance</li> <li>• Forest revenue</li> <li>• Hotel room tax</li> <li>• Insurance premium tax</li> <li>• Logging tax</li> <li>• Medical Service Plan</li> <li>• Mineral land tax</li> </ul> | <ul style="list-style-type: none"> <li>• Mineral tax</li> <li>• Motor fuel tax &amp; carbon tax</li> <li>• Property transfer tax</li> <li>• Provincial Sales Tax (PST)</li> <li>• Repayment of property tax deferment accounts</li> <li>• <i>Rural property tax</i></li> <li>• <i>Sponsorship default debts</i></li> <li>• <i>Student loans</i></li> <li>• <i>Tobacco tax</i></li> </ul> |
|---|--|

### **PROPERTY ASSESSMENT REVIEW PANELS (PARP)**

### **SPECIAL OCCASION LICENCES**

- Selling liquor at any location that is not licenced
- Serving or selling liquor in a public place

### **RELATED SERVICES**

<b>COMMUNITY CORRECTIONS (PROBATION)</b>	<b>250-260-5000</b>
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<b>YOUTH PROBATION</b>	<b>250-558-2775</b>
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<b>MINISTRY OF CHILDREN &amp; FAMILY DEVELOPMENT</b>	<b>250-558-2700</b>
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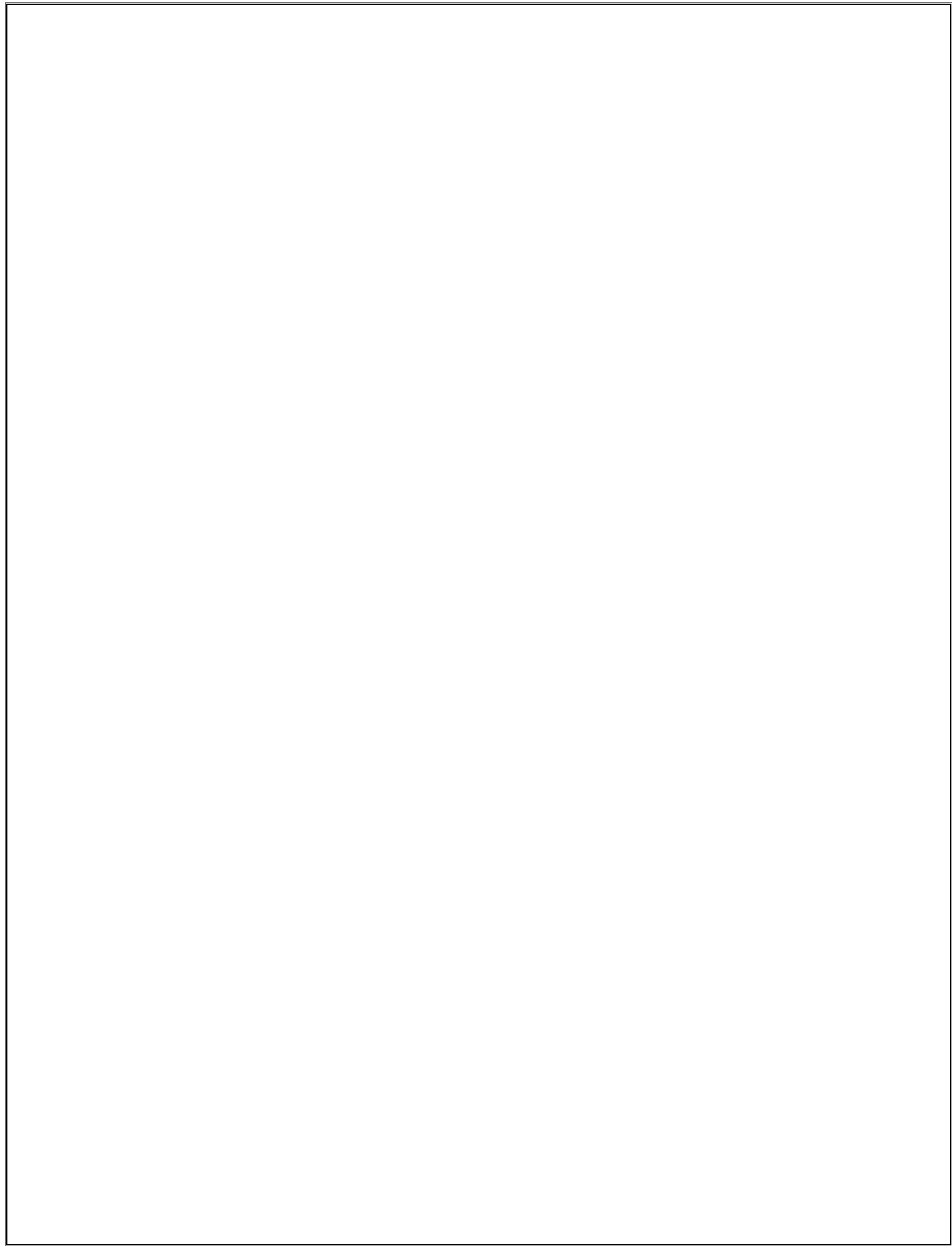
[Mcf.gov.bc.ca](http://Mcf.gov.bc.ca)

- |   |                     |
|---|---------------------|
| • <b>ABORIGINAL SERVICES TEAM</b>         | <b>250-549-5533</b> |
| • <b>INTAKE ASSESSMENT OFFICE</b>         | <b>250-558-2700</b> |
| • <b>PROTECTIVE FAMILY SERVICE OFFICE</b> | <b>250-558-2700</b> |
| • <b>INTEGRATED YOUTH SERVICES OFFICE</b> | <b>250-558-2775</b> |



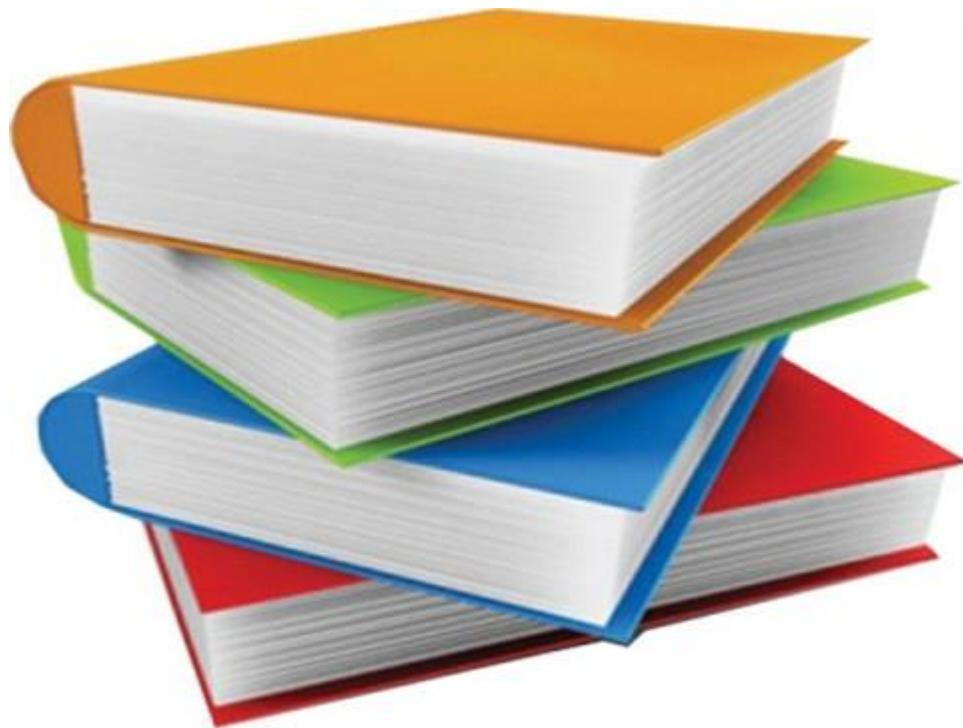
BRITISH  
COLUMBIA

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September 2015

# **EDUCATIONAL INSTITUTIONS & ADDITIONAL SERVICES**





## EDUCATIONAL INSTITUTIONS & ADDITIONAL SERVICES

OPEN DOOR EDUCATION CENTRE (SD22)

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## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

To view a larger list of local Service Providers please visit the Social Planning website at: [www.socialplanning.ca](http://www.socialplanning.ca)

### EDUCATIONAL INSTITUTIONS

#### OPEN DOOR EDUCATION CENTRE (SD 22)

250-549-3546

[www.okanagan.bc.ca](http://www.okanagan.bc.ca)



**FOR PROGRAM INFORMATION PLEASE CONTACT:**

**250-549-3546**

#### OKANAGAN COLLEGE

250-545-7291



For program information & student enrollment please contact  
[csnorth@okanagan.bc.ca](mailto:csnorth@okanagan.bc.ca) or call: **250-545-7291**

#### **COURSES OFFERED IN:**

*CERTIFICATE PROGRAMS*

*DIPLOMA PROGRAMS*

*CONTINUING STUDIES*

*CONTRACT TRAINING / APPRENTICESHIPS*

*FIRST AID & SAFETY TRAINING*

*DISTANCE EDUCATION*

*SPA STUDIES*

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### CAMPUS LOCATIONS:

<b>SALMON ARM</b>	<b>250-804-8888</b>
<b>TOLL FREE:</b>	<b>1-866-352-0103</b>
<b>REVELSTOKE</b>	<b>250-837-4235</b>
<b>VERNON</b>	<b>250-545-7291</b>
<b>TOLL FREE</b>	<b>1-800-289-8993</b>
<b>KELOWNA</b>	<b>250-862-5480</b>
<b>TOLL FREE</b>	<b>1-888-638-0058</b>
<b>PENTICTON / SUMMERLAND CENTRE / OLIVER CENTRE</b>	<b>250- 492-4305</b>
<b>TOLL FREE</b>	<b>1-866-510-8899</b>



Okanagan College, Kelowna BC



Okanagan College, Vernon BC



# NORTH OKANAGAN

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### CITY SERVICES

ACCESS CENTRE	250-549-5511
AMBULANCE	Medical Emergency 911
BUSINESS LICENCES	250-550-3585
BYLAW ENFORCEMENT	250-550-3505
CITY HALL (CITY OF VERNON)	250-545-1361
COMMUNITY SERVICES BUILDING	250-550-3634
COMMUNITY POLICING OFFICE	250-550-7840
DOG CONTROL	250-545-8070
DIABETIC CLINIC (VJH)	250-558-1210
ECONOMIC DEVELOPMENT	250-550-3249
ENVIRONMENTAL SERVICES	250-550-3634
FINANCE (CITY OF VERNON)	250-545-1361
FIRE HALL	250-550-3569
FIRE RESCUE SERVICES	250-550-3569
BX / SWAN LAKE	250-545-7432
OKANAGAN LANDING	250-545-6657
GOOD MORNING PROGRAM	250-542-8336
GREATER VERNON (PARKS & RECREATION)	250-545-6035
POOL & ARENA SCHEDULE	250-545-4896
GREATER VERNON RECYCLING & DISPOSAL FACILITY	250-545-6410
GREATER VERNON WATER	250-550-3700
HOSPITAL (VERNON JUBILEE) <i>[non-emergency]</i>	250-545-2211
LIBRARY	250-542-7610
MUSEUM	250-542-3142
NORTH OKANAGAN HOSPICE SOCIETY	250-503-1800
OPERATIONS (CITY OF VERNON)	250-549-6757
PEOPLE IN NEED CRISIS LINE (OFFICE)	250-545-8074
PARKADE	250-550-3505
PLANNING & BUILDING/ ENGINEERING SERVICES (CITY OF VERNON)	250-550-3634
RCMP (VERNON) <i>[non-emergency line]</i>	250-545-7171
RECYCLING DEPOT	1-888-547-6961
SENIOR CITIZEN ASSISTANCE	250-558-0040
TRANSIT	250-545-7286
VERNON WATER RECLAMATION CENTRE	250-550-3627
VERNON AIRPORT	250-545-3035

<http://www.vernon.ca/contact/>

## NORTH OKANAGAN COMMUNITY REFERENCE GUIDE

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### COMMUNITY HELPLINES

ACHIEVE BC EARLY CHILDHOOD DEVELOPMENT		1-800-663-7867
ALCOHOL & DRUG INFO & REFERRAL SERVICE	24/7	1-800-663-1441
BC (24 HOUR) NURSE LINE	24/7	811
BC ASSOCIATION OF CLINICAL COUNSELLORS		1-800-909-6303
BC GOVERNMENT PUBLICATIONS SERVICES		1-800-663-6105
BC PSYCHOLOGICAL ASSOCIATION		1-800-730-0522
CANADA LEARNING BOND		1-800-622-6232
CANADA REVENUE AGENCY		1-800-959-8281
CANADA - PUBLIC SAFETY		1-800-830-3118
CANADA HUMAN RIGHTS COMMISSION		1-800-999-6899
CHILD FIND – BC	24/7	1-800-387-7962
COLLEGE OF MIDWIVES OF BC		1-604-742-2230
COLLEGE OF PHYSICIANS & SURGEONS OF BC		1-800-461-3008
HUMAN RIGHTS PROTECTION, BC		1-800-373-2222
DEPARTMENT OF JUSTICE CANADA – PARENTING AFTER DIVORCE		1-613-954-0811
DIAL-A-DIETITIAN	24/7	811
DIAL-A-LAW PROGRAM	24/7	1-800-565-5297
EATING DISORDERS RESOURCE CENTRE		1-800-665-1822
ENQUIRY BC		1-800-663-7867
HEALTH CANADA		1-866-225-0709
HEALTHLINK BC	24/7	811
HEART & STROKE FOUNDATION (BC & YUKON)		1-800-432-7833
HELPLINE FOR CHILDREN	24/7	310-1234
HIV / AIDS & STD HOTLINE		1-800-661-4337
KIDS HELP PHONE	24/7	1-800-668-6868
LAWYER REFERRAL SERVICE – BC		1-800-663-1919
MENTAL HEALTH INFORMATION LINE – BC	24/7	1-800-661-2121
MEDICAL SERVICES PLAN (MSP)		1-800-663-7100
OFFICE OF THE OMBUDSMAN (VANCOUVER)		1-800-567-3247
PROBLEM GAMBLING HELP LINE		1-888-795-6111
PARDONS CANADA		1-877-929-6011
POISON CONTROL		1-800-567-8911
PUBLIC GUARDIAN & TRUSTEE OF BC		1-604-660-4444
RETURN-IT ELECTRONICS		1-800-330-9767
SERVICES FOR CHILDREN		1-800-622-6232
VICTIMLINK	24/7	1-800-563-0808

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### TOASTMASTERS CLUB DIVISION C

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#### **MONASHEE TOASTMASTERS – CLUB #: 1348085, Dist #: 21, Est: 10/8/2009**

Blue Ox Pub

**250-547-6480**

[Chris\\_wilcox@telus.net](mailto:Chris_wilcox@telus.net)

#### **ARMSTRONG TOASTMASTERS – CLUB #: 2645, Dist #: 21, Est: 05/01/ 1988**

Armstrong Spall Chamber of Commerce

**250-545-8031**

[Freewebs.com/armstrongtoastmasters](http://Freewebs.com/armstrongtoastmasters)

#### **HI NOON TOASTMASTERS – CLUB #: 1298198, Dist #: 21, Est. 06/02/ 2009**

**250-542-5161**

[Serle-skwerl@shaw.ca](mailto:Serle-skwerl@shaw.ca)

#### **KALAMALKA TOASTMASTERS – CLUB #: 4869, Dist #: 21, Est: 06/01/ 1982**

Holiday Inn Express

[Kalamalkatoastmasters.ca](http://Kalamalkatoastmasters.ca)

#### **MONDAY NIGHT VERNON TOASTMASTERS – CLUB #: 6884, Dist #: 21, Est: 03/01/ 1997**

Schubert Centre

**250-542-4614**

[katrues@telus.net](mailto:katrues@telus.net)

#### **VERNON CLUB – CLUB #: 1929, Dist #: 21, Est: 12/01/ 1955**

Holiday Inn Express

**250-542-5161**

[Serle-skwerl@shaw.ca](mailto:Serle-skwerl@shaw.ca)



## **Special thanks to the following organizations for their cooperation in making this guide possible:**

- ❖ **The Social Planning Council**
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- ❖ **Scott Manjak – Family Resource Centre**
- ❖ **Kirstie Blanleil – Okanagan Boys & Girls Club**
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- ❖ **Wendy Gilbert – Whitevalley Community Resource Centre**
- ❖ **Marla O'Brien – Okanagan Regional Library**
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- ❖ **Lori Anders – Kindale Developmental Association**
- ❖ **Eileen Howells - Vernon & District Association for Community Living**
- ❖ **First Nations Friendship Centre**

To maintain this guide with any future updates

***PLEASE CONTACT***

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This guide was designed & developed by **Jonny Braun** of  
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