



SeniorsOutreach
& RESOURCE CENTRE

elder guide 2026

**A Directory of Services
for Seniors in the Kelowna Area**

250-861-6180

www.seniorsoutreach.ca



Are you or someone you know experiencing any of the following:

- ◆ Bruising or other unexplained injuries?
- ◆ Are you being forced to sell your home?
- ◆ A sudden lack of money to pay rent/bills?
- ◆ Have large sums of money missing from your bank account?
- ◆ Are you unable to care for yourself?
- ◆ Do you have a caregiver who prevents you from being alone with others?
- ◆ Are you fearful or anxious?

THERE IS HELP

Contact:

IHA - Home and Community Care: 1-800-707-8550

IHA - Abuse and Neglect Line: 1-844-870-4754

Seniors Abuse and Information Line: 1-866-437-1940



Operated by Seniors Outreach Services Society

We are a non-profit agency that provides a variety of social services for seniors and family caregivers to enhance their belonging, independence, and well-being.

Office

155 Asher Road
Kelowna, BC V1X 3H5
Phone: 250-861-6180
Fax: 250-861-6153

Email: info@seniorsoutreach.ca
<https://seniorsoutreach.ca>

To the best of our knowledge, the information contained in this guide is correct. This guide is provided as a community service, and we take no responsibility for any errors, omissions, or changes OR for the quality of service provided by those listed herein. Any prices listed are subject to change.

Emergency Numbers

FIRE * POLICE * AMBULANCE

911

Adult Abuse Line	1-844-870-4754
Interior Crisis Line	1-888-353-2273
Suicide Crisis Helpline	988
HealthLink BC	811
Kelowna General Hospital	250-862-4000
Poison Control	1-800-567-8911
Home and Community Care	1-800-707-8550
Mental Health & Substance Use	310-6478
Police (non-emergency)	250-762-3300
SAGE LGBTQ+ Elder Hotline	1-877-360-5428
Seniors' Distress Line	1-604-872-1234
Hope for Wellness Helpline	1-855-242-3310

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Activity Centres

CMHA Kelowna Wellness Development Centre

Art classes, skill building, yoga, community outings are some of the activities offered here. A referral from a health professional is required to access the WDC.

Phone: 250-861-3644 for a referral form and more information.

H2O Adventure & Fitness Centre

H2O Adventure + Fitness Centre is Kelowna's world-class aquatics recreation, health, and fitness facility offering a wide variety of amenities and fun activities for all ages.

4705 Gordon Dr

Phone: 250-491-9622

Kelowna Family YMCA (Rutland)

375 Hartman Road

Phone: 250-491-9622

MNP Place (formerly Capital News Centre)

Gym, walking track, ice skating rink and programs. Offers senior rates.

4105 Gordon Dr

Phone: 250-764-6288

Sarsons Activity Centre (formerly Okanagan Mission Activity Centre)

City of Kelowna

4398 Hobson Road

Phone: 250-764-7642

Parkinson Activity Centre

1700 Parkinson Way

Phone: 250-762-4108

Peachland 50+ Activity Centre

Drop-in centre that provides social and recreational activities for seniors.

5672 Beach Ave

Phone: 250-767-9133

Rutland Activity Centre

City of Kelowna/Rutland Senior Centre Society

765 Dodd Road

Phone: 250-765-3723

Email: rsac@telus.net

www.rutlandseniors.com

Seniors' Activity Centre

1353 Richter Street

Phone: 250-861-6180

info@seniorsoutreach.ca

Westside Senior Citizens Service Association Activity Centre

Promotes health and wellness for residents at all stages of life. Programs and services vary, but generally include art classes, bingo & choir.

3661 Old Okanagan Hwy

Phone: 250-863-1068

Adult Day Programs

Interior Health Day Programs

Provide individuals with a sense of well-being through participation in social, recreational and health maintenance services.

For more information call: 250-469-7070

Adult Day Program Locations:

- *Apple Valley Adult Day Centre*
- *Brookhaven Adult Day Centre*
- *Hawthorn Park Adult Day Centre*
- *Lake Country Adult Day Centre*
- *May Bennett Wellness Centre*

Advance Care Planning

HealthLinkBC – Advance Care Planning

Advance care planning is the process of thinking about and writing down your wishes or instructions for present or future health care treatment in the event you become incapable of deciding for yourself. Line is open 24 hours/7 days a week.

Just dial 8-1-1

www.healthlinkbc.ca/healthwise/advance-care-planning

Advance Care Planning Canada - Canadian Hospice Palliative Care Association

Advance Care Planning is a process of reflection and communication. It is a time for you to reflect on your values and wishes, and to let people know what kind of health and personal care you would want in the future if you were unable to speak for yourself.

Phone: 613-241-3663 or 1-800-668-2785

Email: info@advancecareplanning.ca

www.advancecareplanning.ca

BC Centre for Palliative Care – Advance Care Planning

A provincial organization established and funded by the BC Ministry of Health who work with partners in the health system, community sector, and research institutions to enhance access to high-quality palliative care and support in all care settings and throughout the patient and family journey with a serious illness. Offers Advance Care Planning guides, explanations, and assistance.

Phone: 604-553-4866

Email: office@bc-cpa.ca

www.bc-cpc.ca

Counselling/ Mental Health Services

BC Cancer Society – Kelowna – Family & Patient Counselling

Individuals, couples, caregivers and families can talk to counsellors in-person, over the phone, or attend local counsellor-led support groups at their regional centres.

399 Royal Ave

Phone: 250-712-3963 or 1-888-563-7773

BC Schizophrenia Society

BCSS offers information, understanding, advocacy, support groups and education courses for families, friends and individuals living with any mental illness. All education programs and support groups are free of charge.

Phone: 250-859-0478 or 1-888-888-0029

Email: okanagan@bcss.org

Canadian Mental Health Association (CMHA)

Provides a variety of mental health programs and supports, including the Peer Support Program. Peer Support provides group support online and in-person. Referral required.

504 Sutherland Ave

Phone: 250-861-3644

Email: peer.support@cmhakelowna.org

www.cmhakelowna.com

Community Based Victim Services

Central Okanagan Elizabeth Fry Society

Support and referrals for persons who have experienced physical or sexual abuse. Other services include sexual assault counselling and COEFS peer support.

649 Leon Ave

Phone: 250-763-4613

Connect Counselling

Provides affordable and professional counselling services to adults, seniors, children, and families. They offer counselling to groups, individuals, and couples to meet community needs.

4- 1890 Cooper Road

Phone: 250-860-3181

Email: reception@connectcounselling.ca
www.connectcounsellingsociety.ca

Family and Friend Caregiver Support Program

Lake Country Health

The Caregiver Support Group is an encouraging space designed for individuals facing the stresses of unpaid caregiving. Current caregiver support groups are in Vernon, Kelowna, & Lake Country.

Phone: 778-215-5247

<https://www.lakecountryhealth.ca/caregivers>

Soul Sounds Music Therapy

Creative relaxation experience with Certified Music Therapists (MTA's) can help bring more peace and meaning into your everyday life.

Kayla: 250-689-0418 or Lizzy: 250-516-5134

Email: soulsoundstherapy@gmail.com
www.soulsoundsmusictherapy.ca

Interior Health Kelowna Senior Mental Health & Substance Use

Services are provided in the community for seniors 65+ experiencing dementia and other mental health and/or substance use concerns. Services may include mental health & competency assessments, medication administration, review & monitoring, care coordination & referrals, self-management supports, life skills education & support, family education & support. Call for more information.

505 Doyle Ave

Phone: 250-868-7788 or 250-469-7070

Kelowna Women's Shelter

Provides safe emergency accommodation and essentials for women experiencing or leaving domestic abuse. KWS also provides individual and group domestic abuse support, safety planning, advocacy and outreach, and preventative education programs for women.

24 HOUR HELPLINE: 250-763-1040

24 HOUR TEXTLINE: 250-864-0286

Email: support@kelownawomensshelter.ca

www.kelownawomensshelter.com

Moving Forward Family Services

Moving Forward is a non-profit agency that provides counselling to anyone who needs it in Canada via in-person, online, and over the phone. They offer inclusive free short-term and affordable long-term counselling options.

Phone: 1-877-485-5025

Email: hello@movingforward.help
www.movingforward.help

No Fear Counselling

Offers accessible, compassionate, and effective mental health support to those who need it. They provide low-cost counselling services for individuals experiencing financial challenges. The program aims to offer essential support and guidance without imposing a significant financial burden.

339 Bernard Ave

Phone: 778-288-8361

www.nofearcounselling.com

Options Family Wellness Addiction Center

551 Sherrydale Crescent

Phone: 1-855-335-0331

www.optionsokanagan.com

OK Clinical Counselling Services

Provides a comfortable, safe, and non-judgmental environment where you can openly discuss the issues you are seeking assistance with. Offers a free 20-minute counseling consultation by phone. Subsidized counselling available for those experiencing financial hardship.

206-1634 Harvey Ave

Phone: 250-718-9291

Email: info@okclinical.com

www.okclinical.com

Orchard Valley Counselling

Counselling services for personal growth, mental health treatment & support, relationship, and personality/emotional challenges. Offer a free 20-minute consultation by phone, and subsidized counselling for those experiencing financial hardship.

1129-1631 Dickson Avenue

Phone: 236-361-0043

Email: admin@ovcs.ca

www.orchardvalleycounselling.ca

Williams & Associates Counselling

Passionately believe asking for help should open doors to the resources and support needed to make a difference. Offers low-fee therapy to those experiencing financial hardship.

116-565 Bernard Ave

Phone: 236-420-1155, Text: 250-469-3173

Email: hello@wacs.ca

www.wacs.ca

Cleaning/ Decluttering Services

Agape Works & Cleaning Services

Provides reliable home, office, and post-construction cleaning services in Kelowna area. Let them handle the cleaning so you can enjoy a fresh, spotless space—stress-free!

Phone: 778-583-0441

Email: agapeworkscleaning@gmail.com

A-Quality Cleaning Services

Committed to delivering top-tier cleaning services and the removal of unwanted furniture or junk at an affordable price.

Phone: 778-594-8088

Email: aqcleaning30@gmail.com

Clear the Chaos

Helps busy homeowners, families, and businesses reclaim their space with practical, sustainable organizing solutions.

Phone: 778-363-1787

Email: consults@clearthechaos.ca

www.clearthechaos.ca

Joyful Memories Clean-Out Services

Specializes in downsizing and possession removal. Works with care facilities to remove belongings after your loved one passes away and assists families who are unable to remove belongings or downsize themselves. Transparent pricing so there are no surprises.

Phone: 778-583-5145

Email: joyfulmemories33@gmail.com

ServiceMASTER Restore - Hoarding

Believe that successfully handling a hoarding situation calls for an honest, realistic approach and professional skills that comes from specialized training. The company has many years of experience in professional cleaning and restoration.

Phone: 1-855-781-8865

Email: info@servicemasterok.ca

www.svmrestore-centralokanagan.ca

Dental Services

Brookside Dental Centre

Provides a relaxed and welcoming atmosphere, offering comprehensive services, all conveniently available in one place. Prioritize your comfort and convenience at every step of your appointment to ensure a pleasant experience. Accepts CDCP.

121-1940 Kane Rd

Phone: 250-717-8486

www.brooksidedentalcentre.ca

Care Dental

They bring dedication, experience, and a skillset that exceeds what is needed to create your ideal smile and feel comfortable during your visits to the office. Two locations, accepts CDCP.

300-1575 Banks Rd

Phone: 778-484-2256

2691 Pandosy St

Phone: 778-484-2256

www.caredental.ca

Dr. Sandy Crocker, Dr. Peter Mitchell & Associates

Prioritizes your family's comfort while working with you to accommodate your unique dentistry needs. Strive to provide patients with a stress-free environment and affordable dentistry options.

Accepts CDCP.

1482 Springfield Rd

Phone: 236-361-4141

www.drsandycrocker.com

Kelowna Gospel Mission Dental Clinic

Dental Care for low-income individuals, families, and seniors. Call for more information.

Phone: 778-738-3636

Email: dentalclinic@kelownagospelmission.ca

Landmark Dental Centre

Committed to supporting their patients in achieving the functional and aesthetic results they've always wanted. Their wide variety of dental services can help Kelowna patients maintain healthy smiles.

Accepts CDCP.

150-1631 Dickson Ave

Phone: 236-361-4098

www.landmark.dental/site/home

Love It Dental

Care and compassion are two of the main pillars on which Love It Dental is built. You'll get to know the dentist and hygienist who will be taking care of you and get the best treatment possible in a modern environment. Accepts CDCP.

101-1680 Water St

Phone: 778-760-1741

www.loveitdental.ca

Mission Park Dental

Provides quality dentistry, tailored to your individual dental needs, in a caring comfortable environment. Equipped with the latest technology and a highly trained & compassionate team, you can be confident that your oral health is being well cared for. Accepts CDCP.

105-595 KLO Rd

Phone: 778-721-4997

www.missionparkdental.ca/

One Dental

Kelowna dentist office is committed to providing you with comfort and excellence in all aspects of your dental treatment. Accepts CDCP.

1210 Water St

Phone: 778-718-3517

Orchard Park Dental & Implant Centre

Offer a comprehensive range of dental services and treatment planning to help you achieve your best possible dental health. With short wait times, extended treatment hours, dental technology, and dental sedation options, we strive to make each and every appointment as comfortable and convenient as possible. Accept CDCP.

215-2271 Harvey Ave

Phone: 236-361-4987

www.orchardparkdental.ca/site/home

Valley Denture Clinic

Denture care provided in an accessible facility. On site service for complete dentures, partial dentures, relines, and repairs. Accepts CDCP.

1- 757 K.L.O. Road

Phone: 778-581-6171

Email: info@valleydentureclinic.ca

www.valleydentureclinic.ca

Disability Services

Community Living BC (CLBC)

Community Living BC, or CLBC, is a provincial crown corporation that funds supports and services to adults with developmental disabilities. Includes individuals who have a diagnosis of autism spectrum disorder or Fetal Alcohol Spectrum Disorder and who also have significant difficulty doing things on their own.

100-2045 Enterprise Way

Phone: 250-712-3610

Email: clbcinfo@gov.bc.ca

www.communitylivingbc.ca

Community Recreational Initiatives Society (CRIS) Adaptive Adventures

Provides outdoor activities with adaptive equipment for kayaking, snowshoeing, cross-country skiing, hiking, paddle boarding and cycling for people with disabilities. Daily programs and multi-day Adaptive Wilderness Expeditions throughout the year.

Annual membership \$15.

Phone: 250-979-3941

Email: admin@adaptiveadventures.ca

www.adaptiveadventures.ca

Disability Alliance BC

Promote a more inclusive and equitable society for people with all disabilities through direct services, community partnerships, systemic advocacy, research, etc. Help with tax credits, legal assistance, accessibility projects, and more.

Phone: 1-800-663-1278

www.disabilityalliancebc.org

Pathways Abilities Society

An advocacy organization that provides services to people with developmental disabilities and their families.

123 Franklyn Road

Phone: 250-763-4837

Email: info@pathwayskelowna.ca

www.pathwayskelowna.ca

People in Motion

Assists and encourage people with physical and sensory disAbilities, seniors with special needs and their families to participate in and contribute to programs and services in adaptive recreation, lift-equipped transportation, adaptive equipment loans and providing online resource information.

Phone: 250-861-3302

www.pimbc.ca

PLAN Okanagan

Offers information, workshops, and resources for individuals with disabilities. Establishes networks for people with disabilities, hosts a monthly gathering and other social events.

Phone: 250-860-2080

Email: info@planokanagan.ca

www.planokanagan.ca

Spinal Cord Injury of British Columbia

Resources, information, and referral line to answer questions about disability and spinal cord injury.

Phone: 1-800-689-2477

Email: info@sci-bc.ca

www.sci-bc.ca

Education/Training

CMHA Kelowna's Discovery College

Free online educational workshops on topics like motivation, self-care, boundaries and more. Visit www.discoverycollegekelowna.com for more information and to register.

Connected Canadians

Connected Canadians uses a customized, person-centered approach to learning. Volunteers with a high comfort level in technology are paired with senior clients. Working together, one-on-one, clients' various technology challenges are addressed.

Email: info@connectedcanadians.ca
www.connectedcanadians.ca

Digital Literacy for Seniors

Project Literacy

Individual and group classes including one-to-one tutoring where seniors will be matched with a tutor who will assist them with their digital learning goals.
1635 Bertram St.

Phone: 250-762-2163

<https://projectliteracy.ca/become-a-learner-2/>

Okanagan Regional Library (ORL)

All Okanagan Regional Library branches offer free Internet access on designated library computers.

1380 Ellis St

Phone: 250-762-2800

20- 301 Hwy 33 W

Phone: 250-765-8165

4105 Gordon Dr

Phone: 250-764-2254

Project Literacy Central Okanagan Society

Offers adult tutoring in English and Math, English tutoring for immigrants, and digital literacy for seniors.

1635 Bertram St.

Phone: 250-762-2163

www.projectliteracy.ca

Tech Life Unity

A free educational website that teaches older adults and others with limited computer skills how to use the most popular and trusted websites on the Internet.

www.techlifeunity.com

Society for Learning in Retirement (SLR)

Open to all retired and semi-retired persons who share a love of the camaraderie of learning regardless of their formal education.

- 2 terms, day classes, usually 2 hours/1x week
- No tests or grades.
- No academic or experience requirements.
- Affordably priced courses.

The Martin Centre

1434 Graham St.

Phone: 250-448-1203

Email: registrar@slrkelowna.ca

www.slrkelowna.ca

University of British Columbia Okanagan Senior Access Studies

UBC's Okanagan Campus combines some of the finest instruction available to deliver a world of study in and beyond the classroom. If you are a senior citizen and would like to take classes for your own interest, then Access Studies is for you. No tuition or student fees, but students can expect a cost for course materials.

Email: nondegree.ok@ubc.ca

Elected Government Officials

Kelowna City Mayor & Councillors

Mayor Tom Dyas

Phone: 250-469-8980

Email: mayorandcouncil@kelowna.ca

Councillor Ron Cannan

Phone: 250-864-9537

Email: rcannan@kelowna.ca

Councillor Maxine DeHart

Phone: 250-862-7662

Email: mdehart@kelowna.ca

Councillor Charlie Hodge

Phone: 250-979-7254 or 250-808-0674

Email: chodge@kelowna.ca

Councillor Gord Lovegrove

Phone: 250-863-0431

Email: glovegrove@kelowna.ca

Councillor Luke Stack

Phone: 250-864-8762

Email: lstack@kelowna.ca

Councillor Mohini Singh

Phone: 250-575-1453

Email: msingh@kelowna.ca

Councillor Loyal Wooldridge

Phone: 250-863-0149

Email: lwooldridge@kelowna.ca

Councillor Rick Webber

Phone: 250-317-9817

Email: rwebber@kelowna.ca

Federal MP's

MP Stephen Fuhr

Kelowna-Lake Country

#102 – 1420 St. Paul St.

Phone: 250-470-5075

Email: stephen.fuhr@parl.gc.ca

MP Dan Albas

Central Okanagan-Similkameen

2562-B Main Street, West Kelowna

Toll Free: 1-800-665-8711

Email: dan.albas@parl.gc.ca

Provincial MLA's

MLA Kristina Loewen

Kelowna Centre

Phone: 236-361-0679

Email: kristina.loewen.mla@leg.bc.ca

MLA Tara Armstrong

Lake Country-Coldstream

721-11850 Oceola Road, Lake Country

Phone: 250-765-8516

Email: tara.armstrong.mla@leg.bc.ca

MLA Gavin Dew

Kelowna-Mission

102 - 2121 Ethel Street

Phone: 250-712-3620

Email: gavin.dew.mla@leg.bc.ca

MLA Macklin McCall

West Kelowna-Kelowna

102-3731 Old Okanagan Hwy, West Kelowna

Phone: 250-768-8426

Email: macklin.mccall.mla@leg.bc.ca

Emergency Devices & Systems

Best Security: 250-826-8395

Life Assure: 1-800-354-5706

Lifeline: 1-855-681-5351

Telus LivingWell: 1-866-898-0427

Financial Resources and Assistance

BC Rebate for Accessible Home Adaptations (BC RAHA)

Provides financial assistance to low-income seniors and people with disabilities finance home modifications for independent safe living.

Phone: 1-800-257-7756

Canada Revenue Agency

Contact point for questions regarding income tax, requesting T-slips and general information.

Phone: 1-800-959-8281

Community Volunteer Income Tax Program

Seniors Outreach & Resource Centre

Trained volunteers will help eligible individuals' complete income tax and benefits returns.

Phone: 250-861-6180

Credit Counselling Society

Provides free and confidential credit counselling, budgeting help and planning for debt repayment.

375-1855 Kirschner Road

Phone: 1-888-527-8999 or 250-860-3000

www.nomoredebts.org

LAUNCH Financial Education Society

Offers money management programs that empower people to be financially independent.

Phone: 778-363-4954

Email: info@launchokanagan.ca

www.launchokanagan.ca

PharmaCare/MSP

Medical plan for residents of BC. Premium assistance provided for persons with low income. May also provide help with prescription costs. You must file your income tax to be eligible for PharmaCare program.

Phone: 1-800-663-7100

Registered Disability Savings Plan (RDSP)

A savings plan that assists families in planning for long-term financial security of a relative who is eligible for the disability up until the year they turn 59.

Phone: 1-800-959-8281

Shelter Aid for Elderly Renters (SAFER)

A rental subsidy for eligible 60+.

For more information contact: 1-800-257-7756

Fax: 1-604-439-4729

Foot Care & Podiatrists

A1 Foot Care Mobile

Services from an RN and LPN who are trained in advanced foot care.

Phone: 250-860-1005

Email: a1footcare@gmail.com

www.a1footcare.com

Transforming Feet – Medi-Pedicure Spa

Enhancing Healthy Feet

Client consultation, foot soak and scrub, clean up of nails & calluses, moisture, and massage.

Contact: Cathy Renoe, CMP

Phone: 250-870-3758

Jocelyn's Sole Care

Mobile footcare from an LPN with services including nail trimming/ filing, corn and callous treatment, treatment of ingrown or fungal toenails, and more.

Phone: 250-258-4920

Email: solecare03@gmail.com

www.jocelynssolecare.ca

One Step Foot Care

If you have difficulty managing the equipment to trim your nails or if trimming your own nails could be too risky because of a medical condition, let their nursing professionals assist you.

Phone: 1-833-863-3688

Email: onestepfootcare@gmail.com

www.onestepfootcare.com

Stepwise Footcare

Difficulty getting to and from your appointments? Need help managing the care of your toenails due to a medical condition or uncertain how to trim them? Stepwise Footcare offers mobile advanced footcare services in the comfort of YOUR home.

Contact: Shelley

Phone: 250-718-4503

www.stepwisefootcare.net

Sweet Feet Foot Care

Provides in home nail trimming, thinning, corn and callous care and consults by Licensed Practical Nurses with Advanced Footcare Certification and over 15 years of experience.

Phone/Text: 778-581-4325

Email: sweetfeet@live.ca

Funeral Homes

Cypress Funeral & Cremation Services

#1B- 10058 BC-97, Lake Country

Phone: 250-766-4400

Email: lakecountry@cypressfuneral.ca

www.cypressfuneral.ca

Everden Rust Funeral Services & Crematorium

1910 Windsor Road, Kelowna

Phone: 250-860-6440 or 1-866-660-6440

#190- 2300 Carrington Rd, West Kelowna

Phone: 250-768-8925

www.everdenrust.com

First Memorial Funeral Services

1211 Sutherland Ave, Kelowna

Phone: 250-762-2299

www.dignitymemorial.com

Hansons Arbor Funeral Chapels & Crematorium

2541 Churchill Road, West Kelowna

Phone: 250-768-3702

Email: info@hansonsfuneral.ca

www.hansonsfuneral.ca/west-kelowna

Springfield Funeral Home

A full-service, family owned and operated Kelowna funeral home. They will respect and honour your loved one and help you transition the relationship from one of presence to one of loving memory.

2020 Springfield Road, Kelowna

Phone: 250-860-7077

Email: contact@springfieldfuneralhome.com

<https://www.springfieldfuneralhome.com>

Today's Choice Alternative Funeral Services

Kelowna's affordable cremation service offering convenient, practical, and dignified service. Open by appointment.

1930 Kirschner Road, Kelowna

Phone: 250-860-1644

Email: contact@todayschoicecremation.com

<https://todayschoicecremation.com/index.php>

Valleyview Funeral Home

165 Valleyview Road, Kelowna

Phone: 250-765-3147

www.dignitymemorial.com

Government Services & Entities

811 – HealthLink BC

Easy access to non-emergency health information. Speak to a nurse, dietitian, or pharmacist for medically approved information. Line is open 24 hours/7 days a week. Just dial 8-1-1.

Canadian Dental Care Plan

Federal dental benefit for low to moderate income Canadians without private dental insurance. Taxes must be up to date, subject to application approval.
www.canada.ca/dental

Government of Canada Information Line (Service Canada)

Referral and information line for Federal programs.
Toll-Free: 1-800-622-6232

MSP/ PharmaCare Program

Income based medical plan for residents of BC. Premium assistance provided for persons with low income. May also provide help with prescription costs. *Note:* You must file your income tax to be eligible for Fair PharmaCare program.

Toll-Free: 1-800-663-7100

www.gov.bc.ca

Ministry of Social Development and Poverty Reduction (MSDPR)

Financial support to low- or no-income individuals through a variety of statuses including regular employable Income Assistance, Persons with Persistent Multiple Barriers (PPMB) and Persons with Disabilities (PWD).

Hours: Monday-Friday, 9:00 am – 4:00 pm

405 Highway 33 West

Toll-Free: 1-866-866-0800

Service Canada Kelowna

Canada Pension, Old Age Security, Spouse's Allowance, Guaranteed Income Supplement (GIS), CDGP, EI, and more.

106- 471 Queensway

Local Toll-Free: 1-800-567-6868

www.servicecanada.gc.ca

Service BC Centre – Kelowna

Provides basic provincial information and services, MSP, Pharmacare, etc.

Hours: Monday-Friday 8:30 am - 4:30 pm

305- 478 Bernard Ave

Phone: 250-861-7500

<https://appointments.servicebc.gov.bc.ca/appointment>

WorkSafe BC – Kelowna

Committed to creating a province free from workplace injury or illness. Offers support for WCB claims including ones for hearing loss from work-related environment.

2300 Leckie Rd

Phone: 250-717-4301

www.worksafebc.com/en

Grief, Bereavement & End of Life Care

BC Bereavement Helpline

Free and confidential service that refers to the appropriate grief support.

Toll-Free: 1-877-779-2223 or 604-738-9950

www.bcbh.ca

BC Palliative Care Benefits Program

Benefits program for persons who have reached the end stage of a life-threatening disease or illness and who wish to receive palliative care at home.

For more information contact:

Health Insurance BC: 1-800-663-7100

Or Community Care: 1-800-707-8550

Canadian Virtual Hospice

Provides support and personalized information about advanced illness, palliative care, loss and grief, to people living with illness, family members, people working in healthcare, educators, and researchers.

Email: info@virtualhospice.ca

www.virtualhospice.ca

Central Okanagan Hospice House (IHA)

Provides comfort and quality care during the last stage of life. To access this service your Physician is required to make a referral to the Central Okanagan Hospice Palliative Care Program.

2035 Ethel St

Hospice House Phone: 250-862-4126

or home care nurse at Interior Health

Phone: 250-469-7070

Central Okanagan Hospice Association

Trained volunteers provide support services for terminally ill and bereaved persons. Support is available for persons with a terminal illness, their families, friends, and caregivers. Also offers one-on-one bereavement counselling with a professional counsellor and a bereavement support group for adults.

200-1890 Cooper Road

Phone: 250-763-5511 ext. 110

Email: ian@hospicecoha.org

www.hospicecoha.org

Springfield Funeral Home

Recognizing a unique responsibility to offer grief resources to the community, Springfield Funeral Home sponsors support groups throughout the Central Okanagan, such as GriefShare-Understanding Grief and Grieving with Great Hope. Seminars, grief related community services and local resources are on their website.

2020 Springfield Road, Kelowna

Phone: 250-860-7077

Email: griefcare@springfieldfuneralhome.com

www.springfieldfuneralhome.com/grief

Hairdressers – Mobile

Karen's Mobile Hair: 250-826-4658

Kelowna Mobile Hair

Licensed professional that brings 28+ years of industry experience to every appointment.

Phone: 403-966-1550

www.kelownamobilehair.com

Handyperson/Renovations

Better at Home - Handyperson Program

Seniors Outreach & Resource Centre

Volunteers may be able to assist with simple home maintenance or repair tasks for low-income persons (not construction or renovation).

Phone: 250-861-6180

Email: info@seniorsoutreach.ca

Handyman Connection

Provides maintenance and renovation.

212-1884 Spall Rd

Phone: 250-717-5500

Email: hc6802@handymanconnection.com

Rest Easy Liquidators

Auction hosting, downsizing, minor and major renovations, item donations to charity, general cleanup, moving services, lawn and garden maintenance, waste disposal and referral to legal services.

Phone: 250-878-1101

Email: mark@resteasystateliquidators.com
www.resteasystateliquidators.com

The Grab Bar Guy

Specializes in enhancing the safety and accessibility of homes and retirement communities. The services are designed to cater specifically to the elderly, individuals with disabilities, and facilities dedicated to senior living in the Okanagan.

Phone: 250-470-9254

Email: grabbarguy68@gmail.com
www.thegrabbarguy.ca

Tansi Contracting

Provides maintenance and renovation.

Contact: Cristian Ardiles

Phone: 250-299-6548

Email: tansicontracting@gmail.com

Health Resources – Community

ALS Support Group

The groups provide an open, friendly, and safe environment for ALS patients, family members, friends, and caregivers to discuss issues related to living with ALS. Meets at Trinity Church or virtually from 1- 3pm on 4th Friday of month.

Contact: Louise Adderley

Phone: 250-317-1510

Toll-Free: 1-800-708-3228

Email: louiseadderley50@gmail.com

Arthritis Support Group

Meets virtually Wednesdays from 1:00-3:00pm.

Contact: Eileen

Phone: 250-860-4869

Alcoholics Anonymous Central Okanagan

Phone: 1-800-735-7520

Alzheimer Society of BC

Provides information, education, and support for people with early dementia and caregivers.

Phone: 250-860-0305

Toll-Free: 1-800-634-3399

www.alzheimerbc.org

BC Cancer Society – Kelowna

Offers an array of programs to cancer patients and their families, including counseling, nutrition, education, yoga, movement therapy, relaxation group therapy, and mindfulness. Also offers accommodation and transportation information for patients and/or their caregivers.

399 Royal Ave

Phone: 250-712-3900

Brain Trust Canada – Kelowna

Brain Trust helps people with concussion and acquired brain injury by providing programs and services that improve quality of life.

100-215 Lawrence Ave

Phone: 250-762-3233

Email: info@braintrustcanada.com

www.braintrustcanada.com

The Bridge – Withdrawal Management Services

A medically supervised, secure residence for adults seeking safe withdrawal from alcohol and/or drugs to stay for 3 to 7 days, depending on the withdrawal substance. Offers 24-hour nursing and access to an on-site physician.

Phone: 250-763-0456 or 1-855-760-0456

Email: info@thebridgeservices.ca
www.thebridgeservices.ca

Canadian Diabetes Association

Supports people affected by diabetes by providing information, diabetes research, education, service, and advocacy.

Toll Free: 1-800-226-8464

www.diabetes.ca

COACH (Central Okanagan Association for Cardiac Health)

They promote healthy behaviour change by supporting and educating individuals and families to manage their cardiovascular risk factors and achieve a healthy lifestyle.

204- 2622 Pandosy St.

Phone: 250-763-3433

www.coachkelowna.com

Dynacare (formerly Valley Medical Lab)

Phone: 250-761-4813

Freedom's Door

Freedom's Door Kelowna is a non-profit addiction recovery home for men. They are dedicated to helping men find freedom from addiction in a safe and secure environment.

Phone: 250-717-0472

Email: info@freedomsoorkelowna.com

www.freedomsoorkelowna.com

Heart and Stroke Foundation of BC & Yukon

Funding critical research and lifesaving initiatives.

Toll-Free: 1-888-473-4636

www.heartandstroke.ca

Indian Residential School Survivors Society

Phone: 1-800-721-0066

www.irsss.ca

Kalano Club

The Kalano Club's mission is to provide a safe, social, alcohol and drug free environment. The clubhouse offering meeting rooms for groups that support those dealing with various addictions, like alcoholics and narcotics anonymous and is the primary meeting point for multiple addiction recovery groups in the Kelowna area.

2108 Vasile Rd

Phone: 250-762-4999

Email: kalano@shaw.ca

Kelowna Coronary Exercise Society

Through COACH. An exercise program for individuals managing chronic disease. Classes take place Mondays, Wednesday, and Fridays from 8am -10am at MNP Place (former Capital News Centre) Zoom classes 3x per week. Costs \$40 per month.

4105 Gordon Drive

Phone: 250-763-3433

Email: kces.fit@gmail.com

www.kelownacardiacexercise.ca

Kelowna Gospel Mission

Offers emergency shelter services, case management and outreach support, and women's housing and resources.

251 Leon Ave.

Phone: 250-763-3737

www.kelownagospelmission.ca

Kelowna Respiratory Club

Provides education, support and social opportunities for clients and families of those with respiratory problems. Virtually meets on the second Wednesday of the month from 1:30 pm- 2:30 pm.

Contact: Kendra Foster

Phone: 250-801-6470

Ki-Low-Na Friendship Society (KFS)

A charitable organization that provides community-based services to support the mental, emotional, physical, and spiritual well-being of Aboriginal people living in the Kelowna area. Some services also available to non-Aboriginal individuals (legal clinic, ESL class, etc.).

442 Leon Ave.

Phone: 250-763-4905

Email: reception@kfs.bc.ca

March of Dimes– Stroke Support Line

1-888-540-6666

Metis Community Services Society

147 Park Road, Kelowna

Phone: 250-868-0351

Metro Community

Hygiene Program (Monday- Friday 9:00AM-4:00PM) offers showers, laundry, some hygiene products and clothing (as supplies last). Drop-in Café/Courtyard offers food, drinks, a place to sit inside or outside, and washrooms.

1262 St. Paul St (Downtown)

Phone: 778-478-9727

Email: info@metrocommunity.ca

www.metrocommunity.ca

Okanagan Clinical Trials-Memory Clinic

Encourages individuals to begin taking an active role in managing their cognitive health. They offer comprehensive assessments will allow individuals to explore the issues or concerns they are currently experiencing.

Phone: 250-862-8141

Email: info@oktrials.ca

okanaganclinicaltrials.com/memory-clinic/

Osteoporosis Canada

Offers support, information, and education to those with osteoporosis and the public. Free newsletter available online.

Toll-Free: 1-800-463-6842

www.osteoporosis.ca

Parkinson Society BC

Information and referral line for anyone affected with Parkinson Disease. Meetings held the 1st Thursday of each month from 2pm-4pm.

1305 Gordon Drive, First Mennonite Church.

BC Support Line: 1-800-668-3330

Email: info@parkinson.bc.ca,

patthecoach@shaw.ca

Salvation Army Rutland (Community Life Centre)

Rutland Salvation Army's Community Life Centre offers a variety of donation programs for eligible clients: clothing, beds, furniture, and household items. Also offers a Sharing Christmas Program.

1- 200 Rutland Rd S.

Phone: 250-765-3450

S.H.A.R.E. Society

Their community assistance program supplies clothing, household items, and furniture free of charge. To find out if you are eligible for this program, please call.

Phone: 250-763-8117

www.sharesociety.ca

VitalAire

Provides oxygen and Obstructive Sleep Apnea therapy to people in need. Also provides nebulizer compressor therapy for liquid medications.

Prescription from doctor required.

Phone: 250-764-0250

www.vitalaire.ca

Health Resources – Government

Alcohol and Drug Information and Referral Line

The Alcohol and Drug line is an information and referral service for anyone concerned about drug or alcohol issues. Line is open 24/7.

Phone: 1-800-663-1441

Arthritis Answer Line

Hours: Mon-Fri 10am-4pm

Toll Free: 1-800-321-1433, press 2.

BC Palliative Care Benefits Program

Benefits program for persons who have reached the end stage of a life-threatening disease or illness and who wish to receive palliative care at home.

Health Insurance BC: 1-800-663-7100

Or Community Care: 1-800-707-8550

Community Respiratory Service

Interior Health

Clinical Care, as well as education and self-management for persons with respiratory issues.

Phone: 250-862-4000

Kelowna Diabetes Clinic

Interior Health

Offers education to increase diabetes awareness and prevention, and help individuals with diabetes manage their condition effectively including insulin adjustment

505 Doyle Ave.

Phone: 250-980-1405

www.interiorhealth.ca

First Nations Health Authority

Phone: 1-866-913-0033

Email: info@fnha.ca

www.fnha.ca

Home and Community Care

Home and Community Care has a range of health services and programs to help people live independently. Care can be provided in your home, supportive living, or a long-term care home.

Phone: 1-800-707-8550

Programs:

Adult Day Programs

Acquired Brain Injury Services

Choice in Supports for Independent Living (CSIL)

Community Care Management

Health Services for Community Living

Home Care Nursing

Home Support Services

Meal Programs

Mental Health & Substance Use

Patient and Family Counselling

Palliative and End-of-Life Programs

Rehabilitation Therapists

Respite Programs

Seniors Wellness

Volunteer Services

Health Canada's Division of Aging and Seniors

HC's Division of Aging and Seniors serves as the centre of expertise and focal point for information about healthy aging and seniors. The Division promotes meaningful participation of seniors in federal decisions and activities that affect them.

Phone: 1-844-280-5020

Email: seniors@hc-sc.gc.ca

www.canada.ca/en/public-health/services/health-promotion/aging-seniors.html

Kelowna Community Health & Service Centre

Interior Health

Offers a variety of services in one location, including mental health & substance use services, outpatient ambulatory care, community services, audiology & speech services, and more.

505 Doyle Avenue

Phone: 250-469-7070

www.interiorhealth.ca

Kelowna TIA Stroke Clinic

Interior Health General Outpatient Services

2251 Pandosy Street

Phone: 250-980-1392

Kelowna Urgent and Primary Care

The Kelowna Urgent and Primary Care Centre (UPCC) can address medical needs that require same-day attention. Depending on the nature of your injury or illness, you may be seen by a physician, a nurse practitioner, a registered nurse, or another health professional. Team-based care is available for urgent, non-life-threatening illnesses or injuries that need attention within 12-24 hours. No appointment needed. Same-day appointments are available on a first come, first served basis. Call if you need an appointment.

1141 Harvey Ave.

Phone: 250-469-6985

Medical Services Plan of BC/PharmaCare Program

Income based medical plan for residents of BC. May also provide help with prescription costs. You must file your income tax to be eligible.

Toll Free: 1-800-663-7100

Problem Gambling Helpline

Information and referral service for anyone who is adversely affected by gambling. Line is open 24/7
Phone: 1-888-795-6111

Outreach Urban Health

Provides primary health care services that include medical care, wound care and blood borne infection care, podiatry, harm reduction, addiction support, social work support, MSD support, and dental, psychiatric, and addiction referrals. Clinicians include Physicians, Nurse Practitioners, RN's, Addiction Counselors, and Social Workers.
1649 Pandosy St.
Phone: 250-868-2230

Rutland Urgent and Primary Care

The Rutland Urgent and Primary Care Centre (UPCC) can address medical needs that require same-day attention. Depending on the nature of your injury or illness, you may be seen by a physician, a nurse practitioner, a registered nurse, or another health professional. Team-based care is available at the UPCC for urgent, non-life-threatening illnesses or injuries that need attention within 12-24 hours. No appointment needed. Same-day appointments are available on a first come, first served basis. Call if you require an appointment.
150 Hwy 33 W
Phone: 250-491-1100

Westbank First Nation Office (WFN)

WFN is committed to creating a healthy, strong, and vibrant community through programs and services that promote physical, mental, emotional, and spiritual well-being and healing.

515 Hwy 97 South

Phone: 250-769-4999

Hearing Services

Hear Care

Registered Audiologists & Hearing Instrument Practitioners Mikhila Sivaswami & Aswin Kuttuva
Proudly an independent and locally owned audiology clinic. Provide & fit hearing aids from all major brands & clients see the same audiologist each time.

Kelowna: 1695 Burtch Rd E.

Call or Text: 778-721-5621

West Kelowna: 205-3608 Carrington Road

Call or Text: 236-361-3837

HearingLife

130- 1835 Gordon Drive, Capri Mall

Phone: 250-762-2131

1879 Cooper Rd, Orchard Plaza

Phone: 250-762-7228

1615 Ellis Street, Kelowna

Phone: 250-762-6141

100- 1940 Harvey Ave

Phone: 250-763-2335

7- 590 Hwy 33 W, Rutland

Phone: 250-762-7430

218- 3645 Gosset Road, West Kelowna

Phone: 250-707-0087

Lakeside Hearing

202-3295 Lakeshore Rd.

Phone: 236-420-0294

210-3121 Hill Rd

Phone: 250-766-0294

Amplifon Kelowna

Over 10,000 stores in 29 countries and more than 65 years of experience. They advertise a deep understanding of how to care for different customers needs.

115-1856 Ambrosi Road, Kelowna.

Phone: 236-420-4327

Home Supports/ Nursing Care

Age Wise Okanagan

With over 25 years of experience, they provide expert support with aging in place solutions. Plans include fall prevention tips, home safety, meal programs, transportation, community supports, social and physical programs, funding and tax credits, advanced care planning and more.

Phone: 250-317-6933

Email: agingokanagan@gmail.com

www.agingwise.ca

Bayshore Home Health

Offers medical escorts and coordination of appointments, grocery shopping, and personal care that can include medical reminders, showers, nutrition, diabetes management, nursing, home support/care, companionship, cleaning and more.

Phone: 250-717-7528 or 1-877-717-7528

Email: kelowna@bayshore.ca

www.bayshore.ca

Big Hearts Home Care

Provides cost-effective medical & non-medical home support services, including personal, overnight, and foot care, meals, errands, transportation, housekeeping, and more.

Phone: 604-493-2045 or 1-855-902-2073

Email: info@bigheartshomecare.ca

www.bigheartshomecare.ca

Busy Bee Home Care Ltd.

Promoting quality of life and wellness, personal care, dementia care, light housekeeping, meal prep, assistance with schedule planning, coaching movement, and exercise, etc.

Phone: 778-919-3867

Email: busybernie2@hotmail.com

Caregiver & Home Support 4 Seniors

Provides non-medical in-home support and home management, including companionship, light housekeeping, shopping, meal prep, outings, and more. A compassionate owner/operator who offers experience with Dementia & Alzheimer care. No matter your living situation, they will assist you with anything to improve your quality of life.

Email: farmersdaughter.t@gmail.com

Phone/Text: 250-808-9999

Comfort Keepers

Provides trusted in-home service including basic personal care, meal preparation, 24-hour care and private nursing care.

Phone: 778-214-2464

www.comfortkeepers.ca

DNA's Helping Hands Companion Care

Help seniors stay in their homes, stay active, and engaged in the community, declutter, and more.

You name it; we will do our best to help. We provide compassionate non-medical support, including transportation, shopping/errands, daily living, companionship, medical assistance advocacy, and appointment support.

Phone: 250-808-9326

Email: info@dnahelpinghands.ca

www.dnahelpinghands.ca

Elderly Errands

Help seniors with their day-to-day tasks. Services include appointment transportation, prescription pick up, banking, shopping, de-cluttering, pet sitting, and more.

Phone: 250-808-0175

Email: lakecog@telus.net

Hands in Service

Food bank hamper delivery for with limited financial means, disability, chronic illness, or medical crisis.

Also provide housekeeping services for those under the age of 65 with the same limitations.

206-1889 Springfield Road

Phone: 250-861-5465

Email: info@handsinservice.ca

www.handsinservice.ca

Harmony Care

Provides personalized home support including personal care, companionship, meal plan & prep, palliative care, housekeeping, foot care, transportation, and Alzheimer's or Dementia care.

Phone: 778-363-5741

Email: Harmonycare23@outlook.com

Heart 2 Heart Connection

Serving the Kelowna area, they provide respectful and caring senior assistance with outings, errands, appointments, shopping, and companionship.

Phone: 250-575-5901

Email: colgrace2@outlook.com

Healthy at Home Senior Care

Companionship, personal care, footcare, housekeeping, laundry, errands, yard care, and home repairs. Emergency respite can begin within 24 hours and all services can be arranged on a short or long-term basis. Available in Kelowna, West Kelowna, Peachland & Lake Country.

Phone: 250-762-2233

Email: info@healthyathomeseniorcare.com
www.healthyathomeseniorcare.com

Here For You Senior Support

Provide non-medical senior support services, including friendly visits, errands, light home support, walks and pet care, and more.

Phone: 204-384-1617

Email: hereforyoukelowna@gmail.com

Horizon Elder Care

Provides added support for individuals in long-term care homes, and full assistance with outside professional appointments.

Phone: 250-599-9080

Email: suzanne@horizoneldercare.ca
www.horizoneldercare.ca

Home Instead

In-home care including companionship, nursing care, complex care, respite, shopping & errands, and more.

102- 546 Leon Ave

Phone: 250-860-4113

Email: janine.karlsen@homeinstead.com

www.homeinstead.com

It's All About You

Personal care, shopping/errands.

201-1960 Springfield Road

Phone: 250-860-0220

Email: iaayqols@gmail.com

www.itsallaboutyoukelowna.com

Just Like Family Home Care

Provides specialized home care services, including companionship, respite care, disability support, specialized care, post-hospitalization recovery, personal care, and household support.

1100 – 1631 Dickson Ave

Phone: 250-215-2477

Email: okanagan@justlikefamily.ca

www.justlikefamily.ca/kelowna/

Kelowna Seniors Home Support

Personal care, shopping/errands, foot care, doctor appointments, companionship, respite care, bathing dressing, overnight care.

Phone: 250-808-0830

Email: marylinseniorcare@gmail.com

www.kelownaseniorshomesupport.com

Kelowna Homecare Solutions

Family-owned business providing specialized, professional staff to meet your needs 24 hours a day, seven days a week. Provides advanced home care solutions for seniors and others requiring home health care or home care nursing services.

Phone: 250-861-8315

Email: cpears@kelownahomecare.ca

www.kelownahomecare.com

MD Home Support

Affordable, flexible, professional care in your home. No minimum time requirement. Also offers house cleaning and operates 24 hours a day, 7 days a week.

Phone: 250-470-9020

Email: michmom@live.ca

www.mdhomecare.ca

Optimum Home Care

Optimum Home Care wants to enable your loved ones to stay in their homes for as long as they can by providing services that foster this independence.

Phone: 778-594-4548

Email: pieter@optimumhomecare.ca

www.optimumhomecare.ca

Qualicare Home Care

Provides comprehensive care for every client.

Whether you or your loved one needs help around the house, assistance taking a shower, or more complex or specialized care, their team can provide a solution that meets the gaps your family is struggling to fill.

Phone: 778-404-3373

www.qualicare.com/vernon-kelowna-bc/

ReliAble Wellness Services

Driver shuttle service, recreational activities, shopping and errands, personal visits, light housekeeping, pet care, in home exercise, walks, meal planning and food preparation.

Phone: 250-634-0214

Email: info@reliablewellness.ca

www.reliablewellness.ca

Seniors Companion- Colleen Preston

Experienced companion to assist individuals with aging comfortably at home by providing compassionate support with their daily needs. Companionship, social interaction, emotional support, post surgery assistance, accompanying to medical appointments and grocery shopping, light meal preparation and cooking, personal care, respite care, household support.

Contact: Colleen Preston

Phone: 604-250-3639

Email: colleendpreston@gmail.com

Senior Helpers

Specialized care programs include services such as: Home safety, falls prevention, daily routine assistance, medication reminders, personal hygiene, companionship, general shopping and errands, housekeeping, transportation, respite care, decluttering, and more.

3021A Pandosy Street, Kelowna

Phone: 236-361-7549

Email: info@seniorhelpers.ca

www.seniorhelpers.ca/bc/kelowna/

TLC Home Support Services

Offering companionship, meal preparation, shopping/errands, housekeeping, transportation, respite and more.

Phone: 250-860-5683

Toll Free: 1-877-317-0373

Email: info@tlchomesupport.com
www.tlchomesupport.com

Tuktu Care

Community powered care provider that connects family members, friends, or individuals who need support to safe, local, friendly companions for everyday needs like shopping, cleaning, cooking, rides to appointments, technology help and more.

Phone: 866-938-8588

Email: Care@tuktu.ca
www.tuktu.ca

Housing Providers

Affordable Housing

Not to be confused with Subsidized Housing, rent is not based on an individual's income but instead is priced at low-end-of-market value.

Brookside Senior Citizens Housing Society

1212 Mountainview Street

Phone: 250-763-5707

Okanagan Metis & Aboriginal Housing Society

107-150 Kneller Road, Kelowna

Phone: 250-763-7747

Society of Hope

101-2055 Benvoulin Crt

Phone: 778-478-7977

The Burtches

110-1620 Burtch Road, Kelowna

Phone: 250-861-5221

Assisted Living

For individuals who can make their own health care decisions, but may require meals, housekeeping and/ or laundry support, as well as unscheduled personal care, such as bathroom assistance as needed. Persons may be eligible for funding by **Interior Health (IH), Private Pay (PP)** also available. For more information or to set up an assessment call 1-800-707-8550

Blue Heron Villa (IH)

100-9506 Main Street, Lake Country

Phone: 250-766-1660

Chartwell Chatsworth Assisted Living (PP)

1831 Parkview Crescent, Kelowna

Phone: 778-738-0624

**Also see Supportive Housing*

Hawthorn Park (PP)

867 K.L.O. Road, Kelowna

Phone: 250-861-6636

**Also see Supportive Housing*

Mountainview Assisted Living Village (IH)

1540 KLO Rd, Kelowna

Phone: 250-762-2192

**Also see Supportive Housing and Long-term care*

Sun Pointe Village – Baptist Housing Ministries (IH/PP)

700 Rutland Road N, Kelowna

Phone: 250-491-1400

**Also see Supportive Housing and Long-term Care*

Village at Mill Creek (IH/PP)

1450 Sutherland Avenue, Kelowna

Phone: 250-860-2216

**Also see Supportive Housing & Long-term Care*

Village at Smith Creek (IH/PP)

2524 Orlin Road, West Kelowna

Phone: 250-768-0488

**Also see Supportive Housing & Long-term care*

The Vineyards Residence (IH/PP)

726 Valley Road, Kelowna

Phone: 236-420-4400

**Also see Long-term Care*

Independent Living with Supports

Also known as Supportive Housing. Private suite in a multi-unit residence. For independent individuals who could benefit from meals and/ or housekeeping support

Borden Manor

1035 Borden Avenue, Kelowna

Phone: 250-763-1940 or 778-215-0912

Chartwell Chatsworth (PP)

1831 Parkview Crescent, Kelowna

Phone: 236-499-1402

**Also see Assisted Living*

Eldercare Seniors Residence

3431 Scott Road, Kelowna

Phone: 250-763-2188

Email: eldercare@shaw.ca

**Also see Long-Term care*

Hawthorn Park

867 K.L.O. Road, Kelowna

Phone: 250-861-6636

**Also see Assisted Living and Long-term care*

Highlands Retirement Residence

400 Snowsell Street North, Kelowna

Phone: 250-763-7265

Lake Country Lodge

10163 Kanschuh Road, Lake Country

Phone: 250-766-3007

**Also see Long-term care*

Lakeshore Place

3200 Lakeshore Road, Kelowna

Phone: 250-860-3223

Missionwood Retirement Resort

1075 Barnes Avenue, Kelowna

Phone: 250-860-9308

Mission Villas – Pasadena Estates

4433 Gordon Drive, Kelowna

Phone: 250-764-8088

Mountainview Village (IH)

1540 KLO Road, Kelowna

Phone: 250-717-3918

**Also see Assisted Living and Long-term care*

Northwood Retirement Resort

1277 Gordon Drive, Kelowna

Phone: 250-860-1122

Okanagan Chateau – Aspira Retirement Living

2100 Benvoulin Court, Kelowna

Phone: 250-862-9088

Orchard Gardens Seniors Community

295 Gerstmar Road

Phone: 250-979-0600

Westwood Retirement Resort

2505 Ingram Rd, West Kelowna

Phone: 250-768-2934

Sandalwood Retirement Resort

580 Yates Road, Kelowna

Phone: 250-717-1884

Sun Pointe Village- Baptist Housing Ministries

700 Rutland Road, Kelowna

Phone: 250-491-1400

**Also see Assisted Living and Long-term care*

The Dorchester Retirement Residence

863 Leon Ave, Kelowna

Phone: 250-860-0725

Twin Maples Seniors Homes

919 Guisachan Road, Kelowna

Phone: 250-763-1940

Village at Mill Creek (IH/PP)

1450 Sutherland Avenue, Kelowna

Phone: 250-860-2216

**Also see Assisted Living & Long-term care*

Village at Smith Creek (IH/PP)

2524 Orlin Road, West Kelowna

Phone: 250-768-0488

**Also see Assisted Living & Long-Term Care*

Valleywood Retirement Resort

340 Valley Road, Kelowna

Phone: 250-980-0023

Subsidized Housing

Regular apartments for low-income individuals who are independent. No supports provided. Eligibility varies for building/ society, such as seniors, adults with disabilities, or families. Rent is income based. Contact the housing provider for more information.

BC Housing Registry

1-800-257-7756

Columbian Centennial Housing

Phone: 250 862 3206

Evangel Senior Citizens Society

Phone: 250-762-6225

Father Delestre Housing Society

Phone: 250-860-1128

Hinode Home – Japanese Canadian Society

1920 Burtch Road, Kelowna

Phone: 250-869-9069

Ki-Low-Na Friendship Society

Phone: 250-469-2330

Okanagan Manor

845 Jones Street, Kelowna North

Phone: 250-862-9518

Okanagan Metis & Aboriginal Housing Society

150 Kneller Road, Kelowna

Phone: 250-763-7747

NOW Canada Society

Phone: 250-763-3876

Long-term Care Housing

Private or shared unit in a shared residence. For individuals who require 24-hour professional care. Persons may be eligible for funding by **Interior Health (IH)**, **Private Pay (PP)** also available. For more information or to set up an assessment call 1-800-707-8550

AgeCare Brandt's Creek Mews (IH/PP)

Provides respite services.
2081 Cross Road, Glenmore
778-478-8800

Brookhaven Care Centre (IH)

1775 Shannon Lake Road, West Kelowna
Phone: 250-862-4040

Cottonwoods Care Centre (IH)

Also provides respite services.
2255 Ethel Street, Kelowna
Phone: 250-862-4100

David Lloyd Jones Home (IH)

934 Bernard Avenue, Kelowna
Phone: 250-762-2706

Eldercare Seniors Residence (PP)

3431 Scott Road, Kelowna

Phone: 250-763-2188

Email: eldercare@shaw.ca

**Also see Supportive Housing*

Glenmore Lodge (IH/PP)

325 Drysdale Blvd, Kelowna

Phone: 236-420-1717

Hawthorn Park (PP)

867 K.L.O. Road, Kelowna

Phone: 250-861-6636

**Also see Supportive Housing and Assisted Living*

Summerwood Retirement Resort (PP)

1360 KLO Road

Phone: 778-478-1736

The Heritage Retirement Residence (PP)

3630 Brown Road, West Kelowna

Phone: 250-768-9926

Lake Country Lodge

10163 Kenschuh Road, Lake Country

Phone: 250-766-3007

**Also see Supportive Housing*

Lakeview Lodge

2337 Butt Road, West Kelowna

Phone: 250-768-3802

Mountainview Village (IH)

1540 KLO Road, Kelowna

Phone: 250-717-3918

**Also see Supportive Housing and Assisted Living*

Mission Creek Landing (IH)

3081 Hall Road, Kelowna

Phone: 250-860-2330

Sun Pointe Village – Baptist Housing Ministries (IH/PP)

700 Rutland Road N. Kelowna

Phone: 250-491-1400

**Also see Supportive Housing and Assisted Living*

Three Links Manor (IH)

Also provides respite services.

1449 Kelglen Crescent, Kelowna

Phone: 250-763-2585

Village at Mill Creek – Baptist Housing Ministries (IH/PP)

1450 Sutherland Avenue, Kelowna

Phone: 250-860-2216

**Also see Supportive Housing and Assisted Living*

Village at Smith Creek – Baptist Housing Ministries (IH/PP)

2425 Orlin Road, West Kelowna

Phone: 250-768-0488

**Also see Supportive Housing and Assisted Living*

The Vineyards Residence (IH/PP)

726 Valley Road, Kelowna

Phone: 236-420-4400

**Also see Assisted Living*

Senior Society's Housing for Purchase

Carmel Housing Society

1450 Bertram Street, Kelowna

Phone: 250-762-3789

Gordon Park Housing Society

1329 K.L.O. Road, Kelowna

Phone: 250-762-6225

Good Samaritan Society – Lifelease

1540 KLO Rd, Kelowna

Phone: 250-717-3918

Housing-Related Services

BC Rebate for Accessible Home Adaptations (BC RAHA)

Provides financial assistance to low-income seniors and people with disabilities finance home modifications for independent safe living.

Phone: 1-800-257-7756

Office of the Assisted Living Registrar

Part of the Quality Assurance Branch of the Health Services Policy and Quality Assurance Division.

The role of the Assisted Living Registrar is to register residences, monitor their operations, and work with operators/registrant to ensure that they protect the health and safety of residents to whom they provide services. It is also to act, if needed, in circumstances where the registrant is not protecting health and safety.

Phone: 1-866-714-3378

Email: hlth.assistedlivingregistry@gov.bc.ca

Homeowner Grant for Seniors

The homeowner grant helps reduce the amount of residential property tax British Columbians pay, for seniors who own and occupy their residence.

Call: 1-888-355-2700

Proactive Seniors

Whether planning well ahead or in immediate need, Proactive Seniors believe that being prepared is the key to living and aging well. They help ensure seniors and their families have the right information and guidance to make their best decisions and choices when selecting a senior living community or setting up supports at home. Contact for a complimentary initial consultation.

Phone: 403-608-4424

Email: brenda@proactiveseniors.ca

www.proactiveseniors.ca

Seniors Service Society of BC

Provides older adults 60+ with information and guidance on housing and support program options to enhance their lives and help them live comfortably and safely in their homes.

Phone: 604-520-6621

www.seniorsservicessociety.ca

Residential Tenancy Branch

Provides Provincial information on landlord/tenant issues, such as what your rights are as a tenant.

Phone: 1-800-665-8779

Email: HSRTO@gov.bc.ca

<http://www.gov.bc.ca/landlordtenant>

Tenant Resource and Advisory Centre (TRAC)

Provides tenants with information on landlord/tenant issues.

Phone: 1-800-665-1185

www.tenants.bc.ca

Information, Navigation, & Community Resources

211 British Columbia

Not sure where to turn? Dial or text 2-1-1 to be connected with a Resource Navigator who will provide information about supports and services in your community. It's free, confidential, and available 24/7. Learn more at bc.211.ca

All Our Family Outreach Society

A charity serving those in need from Armstrong to Kelowna. Provides food, clothing, and assistance with finding housing. Also provides support for those experiencing depression, children in danger and women fleeing abuse.

Phone: 250-503-4983

www.aafoutreach.org

BCSPCA- Kelowna

Shelter takes surrendered animals, stray dogs, cats, and other small domestic pets. Facilitate adoptions and also offer kids camps.

3785 Casorso Rd.

Phone: 250-861-7722

www.sPCA.bc.ca/locations/kelowna/

Okanagan Humane Society (OHS)

Assists qualifying low-income individuals with access to low cost spay/neuter/vaccine/deworm and permanent identification for their pets and provides necessary veterinary care. Volunteers are needed to help with the Rescue Program and fostering. *Also offers *Cat and Kitten Adoption*.

Phone: 250-448-8554

Email: info@okanaganhumanesociety.com

Kelowna Community Resources (KCR)

Offers an array of community services, employment services, family and adoption services and immigrant services to Kelowna residents.

620 Leon Ave

Phone: 250-763-8008

Email: info@kcr.ca

www.kcr.ca

Lake Country Health Society

Lake Country Health offers seniors support including rides to appointments, monthly housecleaning, lawn care, frozen meal delivery, and senior fitness classes. Open Monday to Friday 9:00-4.30pm. Please call to find out more.

Phone: 778-215-5247

Email: lchealth@shaw.ca

www.lakecountryhealth.ca

Old Age Pensioners Organization

Provides drivers, home makers, handy persons, and senior citizens counsellors.

149-720 Commonwealth Rd

Phone: 250-766-5437

Seniors Outreach & Resource Centre

A non-profit agency helping seniors to enhance their quality of life. Assistance with finding appropriate resources and services, information sessions, and various social recreation programs. Also facilitates the Better at Home program to provide non-medical home support in Kelowna.

155 Asher Road

Phone: 250-861-6180

Email: info@seniorsoutreach.ca

www.seniorsoutreach.ca

Service Canada Pension Call Centre

Assists with Canada Pension, Old Age Security, Spouse's Allowance , and Guaranteed-Income-Supplement (GIS Allowance)

Phone: 1-800-277-9914

Email: www.servicecanada.gc.ca

Westside Health Network

Enhancing seniors' wellness through volunteerism, information & referral, and social programs in West Kelowna.

203- 879 Anders Road

Phone: 250-768-3305

Email: whns@telus.net

www.westsidehealthnetwork.org

Legal & Advocacy Services

Access Pro Bono

A free lawyer referral service and several pro bono programs serving the critical legal needs of low-income people across BC.

Phone: 604-878-7400

www.accessprobono.ca/get-legal-help

BC Seniors Advocate

The Office of the Seniors Advocate (OSA) is an independent branch of the government and has several key functions including analyzing, reporting, and monitoring systemic issues that affect seniors.

Phone: 1-877-952-3181

www.seniorsadvocatebc.ca

Canadian Anti-Fraud Centre

Call line for victims of fraud (can be telephone, email, or mail fraud,) or identity theft. Also answers questions related to fraud. Open Monday- Friday.

Phone: 1-888-495-8501

Legal Services Society – Legal Aid BC

Provides legal information and representation services for some persons with low income.

Phone: 1-866-577-2525

NIDUS: Personal Planning Resource Centre & Registry

Provides education and assistance with personal planning, including information and forms for Representation Agreements.

Phone: 1-877-267-5552

Email: info@nidus.ca

www.nidus.ca

Public Guardian and Trustee

Serve adults who require assistance in decision-making through protection of their legal rights, financial interest, and personal care interests. Also manage estates with no administrator.

Phone: 250-712-7576

Email: mail@trustee.bc.ca

Seniors First BC

Offers pro bono legal advice to eligible older adults (55+) residing in BC through their Elder Law Clinics, Advance Plannings Clinics, and Legal Advocacy Program. Call for more information.

Toll-Free: 1-866-437-1940

www.seniorsfirstbc.ca

Meals and Food Services

The Bistro, Parkinson Senior Activity Centre

Open Monday-Friday 9:00am to 1:00pm offering freshly brewed coffee and beverages, home-made pastries and delicious soup, sandwich, and main dish menu options. Also have frozen meals and soups available for purchase to take home.

1700 Parkinson Way

Phone: 250-762-4108

Hands in Service

Food bank hamper delivery those with limited financial means, disability, chronic illness, or in medical crisis.

206-1889 Springfield Road

Phone: 250-861-5465

Email: info@handsinservice.ca

www.handsinservice.ca

Kelowna Community Fridge

Located at Burke Hair Lounge, on the ancestral & unceded lands of the Sylix Okanagan Nation. Safe, 24/7 access to free food. Volunteer-run.

515 Lawrence Avenue

Email: kelownacommunityfridge@gmail.com

Okanagan Fruit Tree Project Society (OFTP)

Cultivates a food secure community through programs that increase access to local food and engage people in the Okanagan food system. It provides opportunities for members of the community to access food with dignity and increase social connection.

Phone: 250-277-1932

Email: info@fruittreeproject.com

Salvation Army Seniors Drop-In Lunch

Socializing and board games before lunch. After lunch, entertainment or guest speaker provided.

Cost: \$4 for soup and sandwich

Hours: Wednesday 10:00am-1:00pm

January-June, September-November.

1480 Sutherland Ave.

Phone: 250-860-2329

Email: office@kelsa.ca

www.kelownasalvationarmy.ca

Food Banks

Central Okanagan Food Bank

By appointment only. Call to book.

2310 Enterprise Way, Kelowna

Mondays-Saturday 9:30AM – 11:30AM

12:00PM- 3:00PM

Phone: 250-763-7161

Email: info@cofoodbank.com

203-3710 Hoskins Road, West Kelowna.

Tuesdays 9:30AM-12:30AM, Wednesdays 4:30PM-

7:30PM, Thursdays 9:30AM-12:30PM

Phone: 250-768-1559

Email: infowk@cofoodbank.com

www.cofoodbank.com

Lake Country Food Bank

Provides food for individuals and families in temporary financial difficulty. Ran by Lake Country Food Assistance Society.

Hours: Tues. & Wed. 9:30AM-11:00AM & 1:00PM-2:30PM

9830 Bottom Wood Lake Rd, Lake Country

Phone: 250-766-0125

Salvation Army Rutland (Community Life Centre)

Pre-packed food hampers for pick-up will be provided, and the 'free shelf' items will be distributed from the Reception Window. Also have a meal program. Call to book an appointment.

200 Rutland Rd S.

Phone: 250-765-3450

Veterans Food Bank

The CVSS supports all military and frontline emergency personnel regardless of whether they are retired or currently serving. Potential clients can call with any question and to arrange assistance.

13- 830 McCurdy Place

Phone: 250-448-4405

www.veteransfoodbankbc.ca

Grocery Shopping and Delivery

Abaco Health

Vitamins, supplements, and wellness products.

3818 Gordon Dr

Phone: 250-861-3090

www.abacohealth.com

Choices Markets

Call in for ordering details.

1937 Harvey Ave

Phone: 250-862-4864

<https://www.choicesmarkets.com/pick-up-order/>

IGA

Shop by phone available any day of the week at IGA. Orders must be \$40 minimum plus \$10 delivery fee. Order before 12 pm for same day orders. All locations offer online & phone shopping.

Glenmore: 250-868-3009

Rutland: 250-762-9234

Lake Country: 250-766-2591

www.shop.igabc.com

Lakeview Market (Pandosa & KLO)

Shop by phone available. \$5 pickup fee or \$15 delivery fee. Pick up orders: Tuesdays 9-12

3033 Pandosa Street

Phone: 250-762-2913

Email: barb@lakeview-market.com

Online ordering option: Send an e-mail to the store Manager. Type out the grocery items you'd like delivered or ready for pick-up and follow up with phone call to store.

Mike's Produce: Pick-Up and Delivery

102-2365 Gordon Dr.

Phone: 250-763-3131

Online ordering option:

<https://mikes-produce.myshopify.com/>

Free Delivery over \$25.00. Must have credit card or can pay later in store for pick up.

M&M Food Market: Pick-up and Delivery

Highway 97 Location: 250-862-2366

Lakeshore (Mission) Location: 250-861-8818

Delivery:

<https://www.mmfoodmarket.com/en/delivery>

Pick-Up:

<https://www.mmfoodmarket.com/en/clickcollect>

Nature's Fare: Pick-up

120- 1876 Cooper Rd

Phone: 250-762-8636

Online ordering option:

<https://www.naturesfare.com/pick-up-order-request>

Save on Foods: Pick-Up and Delivery

All locations offer online shopping:

www.saveonfoods.com.

Order minimum of \$40 and delivery charges vary from \$4.95-\$12.95 depending on your location.

Shop by Phone

Community Care Volunteer Programs

For Community Care clients only. Referral from Community Care worker required. Speak to your Community Care worker for more information.

Superstore: Delivery or pick-up

2280 Baron Rd

Phone: 250-717-2536

<https://delivery.realcanadiansuperstore.ca/>

Urban Harvest Organic Delivery

806 Crowley Ave.

Phone: 250-868-2704

<https://www.urbanharvest.ca/customer/new/signup/>

Urban Fare

Shop by phone daily between 9am-5:30pm, except Sundays. No order minimum. Delivery charges range from \$5 to \$15. \$5 shopping and convenience fee also applies. If you forward the receipts to Senior's Outreach, they get 3% donation
3155 Lakeshore Rd.

Phone: 250-860-0608

Unearthed Organics: Delivery

2424 Mayer Rd.

Phone: 250-767-6636.

Ordering online option:

<https://www.unearthedfarm.com/purchase>

Walmart: Delivery or pick-up

1555 Banks Rd.

Phone: 250-860-8811

Ordering online option:

<https://www.walmart.ca/en/grocery/N-117>

Meals for Purchase (Prepared)

Better Meals

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

Phone: 1-888-838-1888

www.bettermeals.ca

BLKBOX

www.blkboxlife.com

Heart to Home Meals

Over 200 meals, soups, and desserts are delivered frozen so you can simply heat and enjoy when you're ready to eat! No subscription or ongoing obligation, free delivery.

Phone: 236-302-3586

www.hearttohomemeals.ca

Home for Dinner

Provides healthy and hearty fresh and frozen food for take-out.

107-1912 Enterprise Way

Phone: 778-478-0343

www.homefordinner.info

Inspired Go

<https://inspiredgo.ca/collections/west>

Lani's Kitchen

Phone: 778-770-2253

Email: info@laniskitchen.ca

www.laniskitchen.ca

May Bennett Meal Program

A community-based food service program committed to delivering quality food to improve the quality of life. Program is operated by Interior Health's Food Services Department.

Phone: 250-980-1400

www.okmeals.info

Meal Prep For You

101-2237 Leckie Road, Kelowna

Phone: 250-878-4226

Email: info@mealprepforyou.ca

www.mealprepforyou.ca

Meals on Wheels

For seniors or persons with disabilities. Hot meals are delivered to your home at lunchtime. Frozen meals also available.

Call for prices and delivery days.

Phone: 250-763-2424

Email: info@mow-online.com

www.mow-online.com

Other Related Food Services

811 – HealthLink BC Dietitian Services

Easy access to non-emergency health information.

Speak to a nurse, dietitian, or pharmacist.

Phone: 811

Medical Supplies & Equipment

Alliance Mobility Solutions

Dealer specializing in finding wheelchair accessible or adaptive technology to keep people on the road.

Phone: 236-420-1400

Email: info@amsvans.ca

www.alliancemobility.ca

Cooper Medical Supplies

Full range of health care aids for purchase or rent.

101–1953 Baron Road, Kelowna

Phone: 250-868-3034

Email: wecare@coopermedical.ca

www.coopermedical.ca

Dyck's Medicine Centre

Health care aides and equipment for sale or rent, with full line of compression stockings, braces, and orthotics. Also have Foot Care services.

Five locations in Kelowna:

1460 St. Paul Street, Kelowna

Phone: 250-762-3333

1111 Springfield Road, Kelowna

Phone: 250-762-7774

3039 Pandosy Street, Kelowna

Phone: 778-478-0360

116-1920 Summit Drive, Kelowna

Phone: 250-762-4411

www.dycksdrugs.com

Kelowna Medical Supplies

106- 1912 Enterprise Way

Phone: 778-380-0553

kelownamedicalsupplies.com

Motion Cares

Specializes in mobility, homecare, and accessibility equipment.

103 – 171 Commercial Drive, Kelowna

Phone: 250-765-7740

Email: kelowna@motioncares.ca

www.motioncares.ca

National Seating & Mobility

Products to assist clients with physical difficulties, such as wheelchairs, lift chairs, and scooters.

Products for rent or purchase.

4-1495 Dilworth Drive

Phone: 250-860-9920

www.nsm-seating.ca

Red Cross Health-Equip Loan Service

Home health care aides for short-term loans. A referral from a health care professional (such as a doctor, or therapist) must be obtained in advance.

Hours: Monday – Friday: 9am - 1pm

124B Adams Road, Kelowna

Phone: 250-765-3465

Moving Related Services

The Executor's Assistant

Supports families and individuals with transitions in living, such as moving or downsizing. They are also available to assist the appointed Executors with the financial, home and probate responsibilities.

Phone: 250-863-2630

Email: info@executor-assistant.ca

www.executor-assistant.ca

Freedom's Door

Offers volunteer moving services available Wed, Fri, Sat, Sun.

Phone: 250-717-0472

Email: info@freedomdoorskelowna.ca

Great Little Moving Company

Moving can be challenging, especially for seniors. Great Little Moving Company provide a seamless and stress-free experience tailored to your unique needs. From packing to unpacking, the dedicated team ensures your move is handled with care and professionalism.

Phone: 250-317-9916

Email: info@greatlittlemoving.com
<https://greatlittlemoving.com/>

Moving Solutions for Seniors

Assisting with the emotional and physical aspects of relocation. (1-hour free consultation + package prices).

Phone: 250-317-6857

www.movelady.com

Optometry Services

Mission Creek Optometry

Dr. Scott Percival and Dr. Manley March perform routine eye exams as well as emergency care. Optometrists detect health issues in the eyes and prescribe medications, eye drops, glasses and contact lenses to help you see and feel better.

101-1820 Ambrosi Road

Phone: 250-717-0086

www.missioncreekoftometry.com

Tutt Eyes

Delivering eye care to patients in Kelowna and beyond. Along with their optometry services, they've earned a reputation for being a positive force in our community. Proud to serve patients of all backgrounds, needs, and abilities. The office is wheelchair accessible and equipped to care for people of all ages.

3-2918 Tutt St

Phone: 778-760-1051

www.tutteyes.ca

Pensions

Municipal Pension Retiree Association

Promotes the interest and welfare of and communicates activities that are of common interest to the municipal retirees in the Municipal Pension Plan. New members who receive a BC Municipal Pension will be offered free membership for the calendar year for which they apply.

Phone: 250-768-1519

Email: administration@mpira.ca

Service Canada

Canada Pension; Old Age Security; Spouse's Allowance; Guaranteed Income Supplement (GIS)

106-471 Queensway

Toll-Free: 1-800-277-9914

Recreation and Social Activities

Able Sail Program

People in Motion BC

Offers integrated sailing programs for adults and youth with disabilities.

Phone: 778-392-7782

www.ablesailokanagan.com

BC Old Time Fiddlers Association

Promotes and preserves the art of Old Time Fiddling Celebration Singers.

Phone: 25- 717-8432

<https://bcfiddlers.com/branches/kelowna/>

Canadian Association for Retired Persons

Promotes and protects the quality of life for older Canadians.

Toll Free: 1-833-211-2277

www.carp.ca

H2O Adventure & Fitness Centre

4075 Gordon Drive, Kelowna

Phone: 250-491-9622

Kelowna Art Gallery

Admission for seniors: \$6

One year membership fee: \$50 + GST

See website for member benefits.

Free on Thursdays.

1315 Water Street

Phone: 250-762-2226

Email: info@kelownaartgallery.com

www.kelownaartgallery.com

Kelowna Yarn and Needlecrafts

Hours: Tuesday to Saturday: 10am – 5pm

Free Stitch and Chat Sessions Tuesday 7pm-9pm,

Thursday 10.30am-12.30pm, Friday & Saturday

1pm-3pm.

135-1855 Kirschner Road

Phone: 250-860-8801

Email: info@kelyarn.com

www.kelyarn.com

Lake Country Senior Citizens Activity Centre

Provides entertainment programs, meal services,
and senior citizens counsellor.

Contact: Anne

9830 Bottom Wood Lake Road, Lake Country

Phone: 250-766-4220

MNP Place (Formerly Capital News Centre)

Gym, walking track, ice skating rink and programs.

Offers senior rates.

4105 Gordon Dr,

Phone: 250-764-6288

Okanagan Men's Shed Association

Offers an inclusive group which reflects the ideas and goals of the participating men. Increases men's well-being by fostering social connections and increasing self-esteem through participation in meaningful community events, group projects, or personal tasks.

Phone: 250-860-3863

Email: okmshed@gmail.com

www.mensshed.ca

Okanagan Regional Library – Downtown Adult Programs

Call for more details about their adult and senior programs.

1380 Ellis St.

Phone: 250-762-2800

Website: <https://www.orl.bc.ca/read-listen-watch/programs-for-adults>

Parkinson Recreation Centre

Various group classes available. Contact the centre for details.

1800 Parkinson Way

Phone: 250-469-8800

Parkinson Senior Trekkers

Parkinson Senior Society

Organized hikes for seniors on Wednesday mornings. Contact the centre for details.

1700 Parkinson Way

Phone: 250-762-4108

www.parkinsonseniors.com

Peachland Wellness Centre

Aims to promote the physical, emotional, social, intellectual, and/or spiritual health of people in community. They do this through a variety of social and supportive programs including a Seniors Outreach program. They actively promote the concept of "Aging in Place" for the community.

4475 4th Street, Peachland

Phone: 250-767-0141

Email: wellnesscentre@shaw.ca

Public Skating, City of Kelowna

October to mid-spring, Seniors Public Skate times at a senior's discount rate.

Contact for more information:

Phone: 250-469-8800

Email: recreation@kelowna.ca

Salvation Army Seniors Drop-In Lunch

Wednesdays from 11:30 am- 1:00 pm. Socializing, board games, entertainment, or guest speaker provided. Cost is \$4 and the program runs January-June, September-November.

1480 Sutherland Ave.

Phone: 250-860-2329

Email: office@kelsa.ca

www.kelownasalvationarmy.ca

Seniors' Activity Centre

Seniors 55+ years in Kelowna and region are invited to participate in a variety of social recreation and educational opportunities in a friendly environment. Activities include dancing, bingo, bridge, mahjong, special clubs, and events.

The centre's annual membership is \$5.

1353 Richter Street

Phone: 250-861-6180

Email: volunteer@seniorsoutreach.ca

www.seniorsoutreach.ca

Southern Interior of BC YMCA

Health Coaches' will work one-on-one with you to help develop a personalized behaviour and exercise plan. Other available programs: Beginner fitness class for seniors, Healthy Hearts, Healthy Aging, Breathe Well, Healthy Hips & Knees Wellness and Social Events.

375 Hartman Road, Kelowna

Phone: 250-491-9622, ext. 224

Email: healthpromotions@ymcasibc.ca

www.ymcasibc.ca

Rotary Centre for the Arts

Offers a variety of art, music, dance, and textile classes. Also showcases concerts, plays, and other exciting community events.

421 Cawston Ave, Kelowna

Phone: 250-717-5304

Email: info@rotarycentreforthearts.com

Therapeutic Lake Cruises Society

Operates a pontoon boat for the purpose of taking groups of seniors and people with disabilities for short outings on the lake. Weekdays for outings of one to two hours through June-September.

Phone: 250-860-0196

www.tlcsociety.ca

Safety Services

Community Based Victim Services

Elizabeth Fry Society

Support and referrals for persons who have experienced physical or sexual abuse. Other services include sexual assault counselling and COEFS peer support.

649 Leon Ave, Kelowna

Phone: 250-763-4613

www.efryokanagan.com

Commissionaires BC

Offers a full range of services to clients including Security Consulting, Home Watch and Alarm Response.

100-346 Lawrence Ave Kelowna, BC

Phone: 250-979-4773

The Central Okanagan RCMP Victim Services

Kelowna RCMP Detachment.

Provides emotional support, practical assistance, and court support.

Phone: 250-762-3000

Patient Care Quality Offices

To report any concerns regarding the quality of care yourself or a loved one has received from an Interior Health service.

Interior Health Office

Phone: 1-877-442-2001

Email: patient.concerns@interiorhealth.ca

Provincial Office – PHSA - Vancouver

Phone: 1-888-875-3256

Email: pcqo@interiorhealth.ca

Seniors First BC

Provides information, support, and referrals to older adults age 50+ who are victims of abuse.

Toll-Free: 1-866-437-1940

www.seniorsfirstbc.ca

VictimLINK

A 24/7 line for immediate crisis supports for victims of family and sexual violence and all other victims of crime. Also provide information and referral.

Phone: 1-800-563-0808 (Call or Text)

www.victimlinkbc.ca

Tax Programs

Canada Revenue Agency

Contact point for questions regarding income tax, requesting T-slips and general information.

Phone: 1-800-959-8281

Cathy Renoe- Professional Bookkeeper and Income Tax Preparer

Phone: 250-870-3758

Community Volunteer Income Tax Program (CVTIP)

Trained volunteers will help eligible individuals' complete income tax and benefits returns at participating organizations. For more information call 1-800-959-8281

Central Okanagan United Church Tax Program

Volunteers prepare simple income tax returns for eligible seniors.

721 Bernard Ave

Phone: 250-762-3311

Ki-Low-Na Friendship Society Tax Program

Volunteer program that assists seniors and individuals living with a disability with their taxes and with receiving benefits they are eligible for.

Phone: 250-763-4905 ext. 215

Email: taxdisability@kfs.bc.ca

Seniors Outreach & Resource Centre Tax Program

Volunteers prepare simple income tax returns for low-income seniors during tax season. Must be 60+ years of age and meet income criteria.

Phone: 250-861-6180

Email: info@seniorsoutreach.ca

www.seniorsoutreach.ca

Transportation

Air Travel

Senior Citizens Fare may be available, depends on destination and advance booking. Some airlines also allow attendants to travel half price with a doctor's certificate. Special diets available if ordered in advance. For more information contact your preferred airline.

BC Transit

Phone: 250-860-8121

Better at Home Transportation

Offers subsidized transportation to seniors 65+ years of age. Based on vouchers system. Must be enrolled in Better at Home program.

Phone: 250-861-6180

Bus Pass Program

\$55/year bus passes available to qualifying seniors and persons with disabilities. Contact for an application and more information.

Toll Free: 1-866-866-0800

Email: BCBusPassProgram@gov.bc.ca

Disability Parking Permit

City of Kelowna, City Hall

1435 Water Street

Phone: 250-469-8400

Email: parking@kelowna.ca

Driving Miss Daisy

Phone: 250-860-3272

DNA's Helping Hands Companion Care

We provide compassionate non-medical support:

- Transportation
- Assistance with shopping/errands
- Accompaniment to medical appointments.
- Assistance with daily living (schedule planning, light housekeeping, meal planning/prep, laundry)

Phone: 250-808-9326

Email: info@dnahelpinghands.ca

www.dnahelpinghands.ca

Ebus

Bus line offering routes from Kelowna to Vancouver and Kamloops. Stops include Abbotsford, Chilliwack, Hope, Merritt, and Vernon.

Phone: 1-877-769-3287

www.myebus.ca

Ferry Travel

BC Seniors aged 65+ travel for free Monday-Thursday (except holidays). Proof of age and current BC residency is required. Passenger fair only. Free fare is not applicable on all routes.

Phone: 1-888-BCFERRY (1-888-223-3779)

Email: customerservice@bcferries.com

www.bcferries.com

Fuel Tax Refund Program for Persons with Disabilities

BC Ministry of Finance

You can register for the program if you:

- Are 16 years old or older,
- Are the registered owner or lessee of a vehicle or have an ownership interest in a vehicle registered to someone else (for example, a spouse, caregiver or relative) and
- Meet the qualifying disability criteria.

For more information or to file an application

Phone: 1-877-388-4440

Email: CTBTaxQuestions@gov.bc.ca.

Freemason Volunteer Driver Program

Transportation for cancer patients to and from treatment related appointments. Service for those with no alternative means of transportation. Not wheelchair accessible. Minimum 24-hour notice required. Provided through cancer agencies.

Phone: 250-712-1101 or 1-800-299-0188

ICBC Drivers Licensing & Insurance

1720 Springfield, Kelowna

Phone: 1-800-950-1498

www.icbc.com

HandyDART

This service is provided to persons with mobility issues or disability that prevents them from using conventional public transit vehicles.

To register, please call Kelowna HandyDART.

Phone: 250-762-3278

Hope Air

Providing Canadians in financial need with free travel to access medical care far from home.

Phone: 1-877-346-HOPE(4673)

Email: info@hopeair.ca

www.hopeair.ca

ReliAble Wellness Services

Driver shuttle service.

Phone: 250-634-0214

Email: info@reliablewellness.ca

www.reliablewellness.ca

Taxi Saver Coupons

Reduced rate taxi coupons available to persons registered with HandyDART. Call for more details and to apply.

Phone: 250-762-3278

Transit Information Line

Phone: 250-860-8121

Via Rail

Discounts available for 60 years and over.

Phone: 1-888-842-7245

Volunteer Drivers

Community Care Volunteer Programs

Rides to medical appointments, grocery shopping, banking and more. For Community Care clients only. Referral from required. Speak to your Community Care worker for more information.

Phone: 1-800-707-8550

Veterans Services

Royal Canadian Legion

Supporting veterans and families; do not have to have a military background.

1317 Ethel Street

Phone: 250-762-4117

www.kelownalegion.ca

Veterans Affairs Canada

Provides veterans and their families with various services and benefits. Veterans Independence Program is a national home care program that helps clients remain healthy and independent in their own homes or communities.

Toll Free: 1-866-522-2122

www.vac-acc.gc.ca

Veterans Food Bank

Supports all military and frontline emergency personnel, both retired and currently serving. Clients are able to shop for themselves to ensure they receive exactly what they need and get enough to cover 10-14 days of food for their situation. Call to arrange pick up or for assistance.

13- 830 McCurdy Place

Phone: 250-448-4405

www.veteransfoodbankbc.ca

Visual Impairment Services

Canadian National Institute for the Blind (CNIB)

Provides numerous services including rehabilitation, independent living skills, orientation and mobility skills, low vision assessments, and technical adaptive training. As well, Braille and talking book library, and preventative and awareness education.

160-460 Doyle Avenue

Phone: 250-763-1191 or 1-800-563-2642

www.cnib.ca

Yard Work: Snow Removal/Lawn Care

Jim's Mowing

Help customers across BC with services like lawn mowing, lawn and garden maintenance, fertilizing, hedge trimming, pruning, gutters, Christmas lights, snow removal, and ice control.

Phone: 250-899-5320

jimsmowing.ca

Okanagan Yard Works

Locally owned and operated company offering quality residential landscaping services. Offer personalized and professional service and strive for top quality results on every job. Also offer snow removal in the winter.

Phone: 250-899-0981

Email: info@okanaganyardworks.ca

www.okanaganyardworks.ca

Quality Lawn Care

20% discount for veterans, seniors, and persons with disabilities.

Phone: 778-821-0759

Therapeutic Work Program

Okanagan Mental Health Services Society

Hire a team to do yard maintenance. Call for more details and to set up an estimate.

Contact: Larry Vandergrift

Phone: 250-717-3007 (ext. 206) or 250-317-8330

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2026

Community Services for Seniors

 SeniorsOutreach
& RESOURCE CENTRE

elder guide

A directory of services and resources available in Kelowna and Rutland, for seniors and their families.

Includes sections on healthcare, government, legal, education, transportation, housing, recreation, activities, support groups, and more.

Each listing includes a brief description, addresses, telephone and text numbers, web and email where available.

Elderguide is your ready reference.

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