

SD #22
Mental
Health and
Community
Services

2017

Information and images provided in this manual are from external organizations. School District #22 is not responsible for the accuracy, reliability or authenticity. For more up-to-date information please refer to the references provided.

For Children,
Youth and
Families

MENTAL HEALTH AND WELLNESS SERVICES	31
MENTAL HEALTH AND SUBSTANCE USE EMERGENCY SERVICES(CRT).....	31
CRISIS LINE	31
SUICIDE HELP LINE/ PROVINCIAL CRISIS LINE	32
KUU-US CRISIS SERVICES ABORIGINAL CRISIS LINE	32
KIDS HELP PHONE	33
CHILD AND YOUTH MENTAL HEALTH (MCFD)	33
CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)	34
KELTY MENTAL HEALTH RESOURCE CENTRE	34
VERNON WOMEN TRANSITION HOUSE SOCIETY	35
NORTH OKANAGAN YOUTH & FAMILY SERVICES SOCIETY (NOYFSS)	36
FAMILY RESOURCE CENTRE	37
WHITEVALLEY COMMUNITY RESOURCE CENTRE	39
FIRST NATIONS FRIENDSHIP CENTRE	39
INTERIOR HEALTH MENTAL HEALTH & SUBSTANCE USE SERVICES.....	40
EATING DISORDERS PROGRAM (INTERIOR HEALTH)	41
MENTAL ILLNESS FAMILY SUPPORT & INFO CENTRE	41
NORTH OKANAGAN RCMP VICTIMS ASSISTANCE PROGRAM	42
VICTIM LINK BC.....	44
YOUTH AGAINST VIOLENCE	44
THE YOUTH HUB (UPSTAIRS AT TEEN JUNCTION).....	45
HERE TO HELP	45
FRIENDS FOR LIFE PARENT PROGRAM.....	45
INDIAN RESIDENTIAL SCHOOL SURVIVORS SOCIETY (IRSSS).....	46
BRITISH COLUMBIA SCHIZOPHRENIA SOCIETY (BCSS)	47
ANXIETY BC	47
GRIEF AND LOSS.....	48
TEEN MENTAL HEALTH	48

ALTERNATIVES FUNERAL CENTRE	48
BC BEREAVEMENT HELPLINE	49
NORTH OKANAGAN HOSPICE SOCIETY	49
FAMILY RESOURCE CENTRE (FRC).....	50
<u>CHILDREN, YOUTH AND FAMILY SERVICES.....</u>	<u>52</u>
MENTAL HEALTH & SUBSTANCE USE EMERGENCY SERVICES (CRT).....	52
CHILD AND YOUTH MENTAL HEALTH (MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT)	52
CRISIS LINE	53
SUICIDE HELP LINE/YOUTH IN BC	53
BLUEWAVE (CMHA)	54
VERNON WOMEN TRANSITION HOUSE SOCIETY	54
TEEN JUNCTION YOUTH CENTRE - (DOWNSTAIRS).....	56
THE YOUTH HUB (UPSTAIRS AT TEEN JUNCTION).....	57
JUNCTION LITERACY CENTRE	57
ANXIETY BC YOUTH	57
KELTY MENTAL HEALTH RESOURCE CENTRE	58
NORTH OKANAGAN YOUTH SERVICE DIRECTORY.....	58
NORTH OKANAGAN YOUTH & FAMILY SERVICES SOCIETY (NOYFSS)	58
CAMMY LAFLEUR STREET NURSE OUTREACH PROGRAM	62
FAMILY RESOURCE CENTRE (PEOPLE PLACE)	63
OKANAGAN BOYS & GIRLS CLUB	67
NONA CHILD DEVELOPMENT CENTRE	69
NORTH OKANAGAN EARLY CHILDHOOD DEVELOPMENT COALITION	73
FIRST NATIONS FRIENDSHIP CENTRE	73
INDEPENDENT LIVING VERNON	74
CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)	74
KINDALE DEVELOPMENTAL ASSOCIATION	75
KIDS HELP PHONE	76
TEEN MENTAL HEALTH	76

MENTAL ILLNESS FAMILY SUPPORT CENTRE	76
FRIENDS FOR LIFE PARENT PROGRAM	77
YOUTH PROBATION (BC INTEGRATED YOUTH SERVICES)	77
RESTORATIVE JUSTICE SOCIETY-NORTH OKANAGAN.....	78
YOUTH AGAINST VIOLENCE	78
VICTIM LINK BC	78
MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT (MCFD).....	79
F.O.R.C.E. SOCIETY FOR KIDS MENTAL HEALTH	79
SEXUAL ASSAULT SERVICES AT VJH	80
OKANAGAN FOSTER PARENTS ASSOCIATION	80
WHITEVALLEY COMMUNITY RESOURCE CENTRE	81
KUU-US CRISIS SERVICES ABORIGINAL CRISIS LINE	82
YOUTH CHAT LINE	82
EARLY DETECTION OF PSYCHOSIS.....	83
DEPRESSION.....	83
PLAYING WITH ANXIETY.....	83
STEPPING STONES COUNSELLING (FEE FOR SERVICE)	84
SKY HIGH PROFESSIONAL GROUP (FEE FOR SERVICE)	84
<u>HOUSING SERVICES.....</u>	<u>86</u>
VERNON YOUTH SAFE HOUSE.....	86
VERNON WOMEN TRANSITION HOUSE SOCIETY	86
NORTH OKANAGAN YOUTH & FAMILY SERVICES SOCIETY (NOYFSS).....	87
KEKULI CENTRE	88
BC HOUSING.....	88
ABORIGINAL HOUSING MANAGEMENT ASSOCIATION.....	89
VERNON NATIVE HOUSING SOCIETY	89
THE MINISTRY OF SOCIAL DEVELOPMENT AND SOCIAL INNOVATION.....	89
<u>LGBTQ2+.....</u>	<u>90</u>

LIFE GETS BETTER TOGETHER (LGBT)	90
PFLAG CANADA	90
KIDS HELP PHONE	91
TRANSGENDER HEALTH INFORMATION PROGRAM (THIP)	91
TRANS LIFELINE	91
OKANAGAN PRIDE SOCIETY	92
C.A.L.L. OUT!	92
<u>SEXUAL HEALTH</u>	94
VERNON LIVE WELL CLINIC FOR SEXUAL HEALTH AND PREGNANCY ASSOCIATION	94
VERNON OPT CLINIC	94
STD RESOURCE	95
HEALTH LINK BC	95
CAMMY LAFLEUR STREET NURSE OUTREACH TEAM	95
CANADIAN AIDS TREATMENT INFORMATION EXCHANGE	96
(CATIE)	96
ADDITIONAL WEBSITES	96
<u>SUBSTANCE USE</u>	97
INTERIOR HEALTH MENTAL HEALTH & SUBSTANCE USE	97
MENTAL HEALTH AND SUBSTANCE USE EMERGENCY SERVICES(CRT)	97
THE YOUTH HUB	98
WHITEVALLEY COMMUNITY CENTRE	98
FIRST NATIONS FRIENDSHIP CENTRE	98
AXIS INTERVENTION SERVICES	99
CAMMY LAFLEUR STREET NURSE OUTREACH TEAM	99
HERE TO HELP	100
ALATEEN (PARTNERED WITH AL-ANON)	100
THE CENTRE FOR ADDICTIONS RESEARCH OF BC (CARBC)	101

KIDS HELP PHONE	101
CHOOSE TO CHANGE	102
YOUTH SUBSTANCE USE DROP-IN GROUP (D.I.G.)	102
MENTAL ILLNESS FAMILY SUPPORT CENTRE	103
<u>DISABILITY SERVICES</u>	<u>104</u>
CHILDREN AND YOUTH WITH SPECIAL NEEDS (CYSN) MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT	104
KINDALE DEVELOPMENTAL ASSOCIATION	104
INDEPENDENT LIVING VERNON (PEOPLE PLACE)	105
OKANAGAN BOYS & GIRLS CLUB	106
NORTH OKANAGAN YOUTH & FAMILY SERVICES SOCIETY (NOYFSS)	107
NONA CHILD DEVELOPMENT CENTRE	108
FIRST NATIONS FRIENDSHIP CENTRE	110
COMMUNITY LIVING BRITISH COLUMBIA (CLBC)	111
BRAIN TRUST CANADA	111
BRITISH COLUMBIA ABORIGINAL NETWORK ON DISABILITY SOCIETY (BCANDS).....	112
OKANAGAN ABILITY CENTRE (OAC).....	112
DEVELOPMENTAL DISABILITY MENTAL HEALTH SERVICES (INTERIOR HEALTH).....	113
<u>EMPLOYMENT SERVICES</u>	<u>114</u>
COMMUNITY FUTURES.....	114
INDEPENDENT LIVING VERNON (PEOPLE PLACE)	115
VERNON & DISTRICT IMMIGRANT SERVICES SOCIETY	115
NEXUS BC	116
WHITEVALLEY COMMUNITY RESOURCE CENTRE	116
NORTH OKANAGAN YOUTH & FAMILY SERVICES SOCIETY (NOYFSS)	117
THE OKANAGAN INDIAN BAND (OKIB) COMMUNITY SERVICES AND DEVELOPMENT DEPARTMENT	118
FIRST NATIONS FRIENDSHIP CENTRE	118
SERVICE CANADA.....	119

FIRST NATIONS SERVICES121

VERNON FIRST NATIONS FRIENDSHIP CENTRE121
KUU-US CRISIS SERVICES ABORIGINAL CRISIS LINE121
THE OKANAGAN INDIAN BAND (OKIB) COMMUNITY SERVICES AND DEVELOPMENT DEPARTMENT122
VERNON NATIVE HOUSING SOCIETY122
VERNON & DISTRICT METIS ASSOCIATION (VDMA)123
BRITISH COLUMBIA ABORIGINAL CHILD CARE SOCIETY (BCACCS)123
BRITISH COLUMBIA ABORIGINAL NETWORK ON DISABILITY SOCIETY (BCANDS).....124
INDIAN RESIDENTIAL SCHOOL SURVIVORS SOCIETY124
ABORIGINAL HEALTH125
SYILX OKANAGAN NATION ALLIANCE (ONA)125
ABORIGINAL PATIENT NAVIGATOR126
FIRST NATIONS IN BC KNOWLEDGE NETWORK.....127
MENTAL ILLNESS FAMILY SUPPORT CENTRE127
ABORIGINAL LEGAL AID.....128

LEGAL SERVICES129

LEGAL AID BC (LEGAL SERVICES SOCIETY)129
ABORIGINAL LEGAL AID.....129
PUBLIC GUARDIAN AND TRUSTEE (PGT)130

COMMUNITY SUPPORTS132

UPPER ROOM MISSION SOCIETY132
VERNON BC FOOD BANK132
CHERRYVILLE COMMUNITY FOOD BANK SOCIETY133
COMMON THREADS.....133
THE SALVATION ARMY134
GOOD FOOD BOX.....134
FOOD ACTION SOCIETY OF THE NORTH OKANAGAN135

SATURDAY STREET LUNCH	135
OKANAGAN REGIONAL LIBRARY.....	135
ROYAL CANADIAN MOUNTED POLICE (RCMP)	136
VERNON & DISTRICT IMMIGRANT SERVICES SOCIETY	137
CHILD AND YOUTH MENTAL HEALTH RESOURCES FOR EDUCATORS.....	138
<hr/>	
KELTY MENTAL HEALTH RESOURCE CENTRE	138
HERE TO HELP - SCHOOL RESOURCES FOR BC.....	138
CENTRE FOR ADDICTIONS RESEARCH OF BC: HELPING SCHOOLS	139
TEEN MENTAL HEALTH	139
OPEN MIND BC	139
HEALTHY SCHOOLS BC.....	139
SOCIAL AND EMOTIONAL LEARNING (SEL) RESOURCE FINDER	140
STOP WONDERING, START KNOWING: A MENTAL HEALTH VIDEO RESOURCE FOR SCHOOLS	140
THE MENTAL HEALTH AND HIGH SCHOOL CURRICULUM GUIDE	141
<i>TRANSITIONS</i>.....	141
PAN CANADIAN JOINT CONSORTIUM MENTAL HEALTH TOOLKIT	142
MENTAL HEALTH COMMISSION OF CANADA (MHCC) HEADSTRONG TOOLKITS.....	142
SUPPORT SERVICES	142
KELTY MENTAL HEALTH RESOURCE CENTRE	142
THE F.O.R.C.E. SOCIETY FOR KIDS MENTAL HEALTH.....	143
ANXIETY BC.....	143
ABC' S OF MENTAL HEALTH	143
MINDFULNESS FOR TEENS.....	144
DARTMOUTH COLLEGE RELAXATION EXERCISES	144

Index & Directory

MENTAL HEALTH

Organization	Phone Number	Page Number
Anxiety BC	www.anxietybc.com	47
BC Schizophrenia Society	1-888-888-0029 www.bcscs.org	47
Canadian Mental Health Association (CMHA)	250-542-3114 www.vernon.cmha.bc.ca	34
Child and Youth Mental Health	250-549-5404 www2.gov.bc.ca	33
Crisis Line	1-888-353-2273 www.peopleinneed.ca	31
Eating Disorders Program (Interior Health)	250-549-5737 www.interiorhealth.ca	41
Family Resource Centre	250-545-3390 www.vernonfrc.ca	38
First Nations Friendship Center	250-542-1247 www.vernonfirstnationsfriendshipcentre.com	39

Organization	Phone Number	Page Number
Friends for Life Parent Program	1-855-887-8004 www.friendsparentporgram.com	46
Here to Help BC	www.heretohelp.bc.ca	45
Indian Residential School Survivors Society	1-866-925-4419 1-877-477-0775 www.fnha.ca	46
Interior Health Mental Health & Substance Use	250-549-5737 www.interiorhealth.ca	40
Kelty Mental Health	1-800-665-1822 www.keltymentalhealth.ca	34
Kids Help Phone	1-800-668-6868 www.KidsHelpPhone.ca	33
KUU-US Crisis Services Aboriginal Crisis Line	1-800-588-8717 www.Kuu-uscrisisline.ca	32
Mental Health and Substance Use Emergency Services (aka CRT)	250-260-0491 (professionals only) 250-260-7893 (general public) www.interiorhealth.ca	31
Mental Illness Family Support Centre	250-260-3233 www.mifsc.ca www.facebook.com/MentalIllnessFamilySupportCentre/	41

Organization	Phone Number	Page Number
North Okanagan Youth and Family Services Society (NOYFSS)	250-545-3572 www.noyfss.org	36
Suicide Help Line	1-800-784-2433 www.crisiscentre.bc.ca	32
The Youth Hub	250-275-3118 www.facebook.com/vernonyouthhub7ave	45
Vernon Women Transition House Society	250-558-3850 www.vwts.ca	35
Victim Assistance (RCMP)	250-260-7171 www.rdno.ca	43
VictimLink BC	1-800-563-0808 www.victimlink.bc.ca	44
Whitevalley Community Centre	250-547-8866 www.whitevalley.ca	39
Youth Against Violence	1-800-680-4264 Text: 604-836-6381 www.youthagainstviolenceline.com	44

GRIEF AND LOSS

Organization	Phone Number	Page Number
Alternatives Funeral Home Grief and Loss Support	250-558-0866 www.myalternatives.ca	49
BC Bereavement Helpline	1-877-779-2223 1-604-738-9950 www.bcbereavementhelpline.com	50
Family Resource Centre	250-545-3390 www.vernonfrc.ca	51
North Okanagan Hospice Society	250-503-1800 www.nohs.ca	50
Teen Mental Health	www.teenmentalhealth.org	49

CHILD YOUTH AND FAMILY SERVICES

Organization	Phone Number	Page Number
Anxiety BC Youth	www.anxietybc.com	58
Bluewave (CMHA)	www.ok2bblue.com	55

Organization	Phone Number	Page Number
Cammy Lafleur Street Nurse Outreach Program	www.noyfss.org 250-545-3572	63
Canadian Mental Health Association (CMHA)	250-542-3114 www.vernon.cmha.ca	76
Child and Youth Mental Health (MCFD)	250-549-5404 www2.gov.bc.ca	53
Crisis Line (Interior)	1-888-353-2273 www.peopleinneed.ca	54
Depression	www.depressionhurts.ca	84
Early Psychosis Detection	www.psychosissucks.ca www.mindyourmind.ca	84
Family Resource Centre	250-545-3390 www.vernonfrc.ca	64
First Nations Friendship Centre	250-542-1247 www.vernonfirstnationsfriendshipcentre.com	74
F.O.R.C.E. Society for Kids Mental Health	1-855-887-8004 Interior: 1-250-801-9490 www.forcesociety.com	81

Organization	Phone Number	Page Number
Friends for Life Parent Program	1-855-887-8004 www.friendsparentprogram.com	78
Independent Living	250-545-9292 www.ilvernon.ca	75
Junction Literacy Centre	250-275-3117 www.junctionliteracycentre.ca	58
Kelty Mental Health	1-800-665-1822	59
Kids Help Phone	1-800-668-6868 www.KidsHelpPhone.ca	77
Kindale Developmental Association	250-545-7495 www.kindale.net	76
KUU-US Aboriginal Crisis Line Youth/Child	1-800-588-8717 www.kuu-uscrisisline.ca	83
Mental Health and Substance Use Emergency Services	250-260-7893 www.interiorhealth.ca	53
Mental Illness Family Support Centre	250-260-3233 www.mifsc.ca www.facebook.com/MentalIllnessFamilySupportCentre/	77

Organization	Phone Number	Page Number
Ministry of Children and Family Development (MCFD)	250-558-2700 www2.gov.bc.ca	80
NONA Child Development Centre	250-549-1281 www.nona-cdc.com	71
North Okanagan Youth and Family Services Society (NOYFSS)	250-545-3572 www.noyfss.org	59
North Okanagan Early Childhood Development Coalition	250-317-2996 www.noedcoalition.ca	74
North Okanagan Youth Service Directory	www.littleblackbookonline.ca	59
Okanagan Boys and Girls Club	250-542-3121 www.boysandgirlsclubs.ca	68
Okanagan Foster Parents Association	250-558-0939 www.okfosterparents.ca	81
Playing with Anxiety	www.playingwithanxiety.com	85
Restorative Justice Society North Okanagan	250-545-7171	79

Organization	Phone Number	Page Number
Sky High Professional Group (fee for service)	www.skyhighprofessionalgroup.ca	85
Stepping Stones Counselling Group (fee for service)	1-250-763-7414 www.stepsstonesokanagan.ca	85
Suicide Helpline	1-800-SUICIDE (784-2433) www.YouthInBC.com	54
Sexual Assault Services (Vernon Jubilee Hospital)	250-545-2211 www.interiorhealth.ca	81
Teen Junction	250-275-3117 www.teenjunctionyouthcentre.ca	57
Teen Mental Health	www.teenmentalhealth.org	77
The Youth Hub	250-275-3117 www.facebook.com/vernonyouthhub37ave	58
Vernon Women Transition House Society	250-558-3850 www.vwts.ca	55
Victim Assistance (RCMP)	250-260-7171 www.rdno.ca	43
VictimLink BC	1-800-563-0808	80

Organization	Phone Number	Page Number
	www.victimlinkbc.ca	
Whitevalley Community Resource Centre	250-547-8866 www.whitevalley.ca	82
Youth Against Violence	1-800-680-4264 text: 604-836-6381 www.youthagainstviolenceline.com	79
Youth Chat Line	Text: 778-783-0177 www.Youthspace.ca	84
Youth Probation (BC Integrated Youth Services)	250-558-2775	79

LGBTQ2+

Organization	Phone Number	Page Number
C.A.L.L. OUT!	www.vch.ca	93
Kids Help Phone	1-800-668-6868 www.KidsHelpPhone.ca	92
Life Gets Better Together (LGBT)	250-545-3390 www.vernonfrc.ca	91

Organization	Phone Number	Page Number
Okanagan Pride Society	1-250-860-8555 www.okanaganpride.com	93
PFLAG Canada	1-888-530-6777 www.pflagcanada.ca	91
Transgender Health Information Program (THiP)	1-866-999-1514 www.transhealth.phsa.ca	92
Trans Lifeline	1-877-330-6366 www.translifeline.org	93

SEXUAL HEALTH

Organization	Phone Number	Page Number
Cammy Lafleur Street Nurse Outreach Team	250-545-3572 www.noyfss.org	96
Canadian AIDS Treatment Information Exchange (CATIE)	1-800-263-1638 www.catie.ca	97
Health Link BC	8-1-1 www.healthlinkbc.ca	96

Organization	Phone Number	Page Number
STD Resource	www.stdresource.com	96
Vernon Live Well Clinic for Sexual Health and Pregnancy Association	778-475-6016 Text: 1-604-901-5713 www.vernonpregnancy.ca	95
Vernon OPT Clinic	250-549-5721(Vernon) 250-547-9741 (Lumby) www.optbc.org www.wontgetweird.com www.optionsforsexualhealth.org	95
Additional Websites	www.aboutkidshealth.ca www.interiorhealth.ca www.sexandu.ca	97

SUBSTANCE USE SERVICES

Organization	Phone Number	Page Number
Alateen (partnered with Al-Anon)	www.al-anon.alateen.org	101
AXIS Intervention Services	250-545-1898 www.axisintervention.com	100

Organization	Phone Number	Page Number
Cammy Lafleur Street Clinic (NOYFSS)	250-545-3572 www.noyfss.org www.lumbyhealthcentre.org	100
Centre for Addictions Research of BC (CARBC)	www.uvic.ca www.helpingschools.ca	102
Choose to Change	250-260-8012	103
First Nations Friendship Centre	250-542-1247 www.vernonfirstnationsfriendshipcentre.ca	99
Here to Help (Alcohol and Drug Info and Referral Service)	1-800-663-1441 www.heretohelp.bc.ca	101
Interior Health Youth Substance Use Services	250-549-5737 www.interiorhealth.ca	98
Kids Help Phone	1-800-668-6868 www.KidsHelpPhone.ca	102
Mental Health and Substance Use Emergency Services	250-260-7893 (general public) www.interiorhealth.ca	98
The Youth Hub	250-275-3117 www.facebook.com/vernonyouthhub37ave	99

Organization	Phone Number	Page Number
Whitevalley Community Centre	250-547-8866 www.whitevalley.ca	99

FIRST NATIONS SERVICES

Organization	Phone Number	Page Number
Aboriginal Health	www.interiorhealth.ca	126
Aboriginal Legal Aid	1-866-577-2525 www.aboriginal.legalaid.bc.ca	129
Aboriginal Patient Navigator	250-558-1200 ext. 4130 www.interiorhealth.ca	127
British Columbia Aboriginal Child Care Society (BCACCS)	1-604-913-9128 www.acc-society.bc.ca	124
British Columbia Aboriginal Network on Disability Society (BCANDS)	1-888-815-5511 www.bcands.bc.ca	125

Organization	Phone Number	Page Number
First Nations in BC Knowledge Network	www.fnbc.info	130
First Nations Friendship Centre	250-542-1247 www.vernonfirstnationsfriendshipcentre.ca	122
Indian Residential School Survivors Society (IRSSS)	1-877-477-0775 www.fnha.ca	125
KUU-US Aboriginal Crisis Line	1-800-588-8717 www.kuu-uscrisisline.ca	122
Okanagan Indian Band	250-542-4328 www.okib.ca	123
Syilx Okanagan Nation Alliance (ONA)	1-866-662-9609 www.syilx.org	126
Vernon and District Metis Association	250-545-0350 www.vdmametis.com	124
Vernon Native Housing	250-542-2834 www.vernonnativehousing.ca	123

DISABILITY SERVICES

Organization	Phone Number	Page Number
Brain Trust Canada	250-307-6064 www.brainstreams.ca	112
British Columbia Aboriginal network on Disability Society (BCANDS)	1-888-815-5511 www.bcands.bc.ca	113
Children and Youth with Special Needs (CYSN)	250-549-5404 http://www2.gov.bc.ca	105
Community Living British Columbia	250-549-5490 www.communitylivingbc.ca	112
Developmental Disability Mental Health Services	250-549-5737 www.interiorhealth.ca	114
First Nations Friendship Centre	250-558-3345 www.vernonfirstnationsfriendshipcentre.com	111
Independent Living Vernon Society (aka Disability Resource Centre)	250-545-9292 www.ilvernon.ca	106

Kindale Developmental Association	250-546-3005 www.kindale.net	105
NONA Child Development Centre	250-549-1281 www.nona-cdc.com	109
North Okanagan Youth and Family Services Society	250-545-3572 www.noyfss.org	108
Okanagan Ability Centre (OAC)	1-250-762-7790 www.abilitycentre.com	113
Okanagan Boys and Girls Club	250-542-3121 www.boysandgirlsclubs.ca	107

EMPLOYMENT SERVICES

Organization	Phone Number	Page Number
Community Futures	250-545-2215 www.futuresbc.com	115
First Nations Friendship Centre	778-475-5584 www.vernonfirstnationsfriendshipcentre.com	119

Organization	Phone Number	Page Number
Independent Living Vernon	250-545-9292 www.ilvernon.ca	116
NEXUS BC	250-545-0585 www.nexusbc.ca	117
North Okanagan Youth and Family Services Society (NOYFSS)	250-545-3572 www.noyfss.org	118
Okanagan Indian Band	250-542-4328 www.okib.ca	119
Service Canada	1-800-622-6232 www.servicecanada.gc.ca	120
Vernon and District Immigrant Services Society	250-542-4177 250-542-4612 (WorkBC) www.vdiss.com	116
Whitevalley Community Centre	250-547-8866 www.whitevalley.ca	117

HOUSING SERVICES

Organization	Phone Number	Page Number
Aboriginal Housing Management Association	1-888-921-2462 www.ahma-bc.org	90
BC Housing	www.bchousing.org	89
Kekuli Centre Apartments	250-542-1264 www.vernonfirstnationsfriendshipcentre.com	89
Ministry of Social Development and Social Innovation	1-866-866-0800 www2.gov.bc.ca	90
North Okanagan Youth and Family Services (NOYFSS)	250-545-3572 www.noyfss.org	88
Vernon Native Housing	250-542-2834 www.vernonnativehousing.ca	90

Organization	Phone Number	Page Number
Vernon Women Transition House Society	250-542-1122 www.vwts.ca	87
Youth Safe House	250-260-7077 www.vernonfirstnationsfriendshipcentre.com	87

LEGAL SERVICES

Organization	Phone Number	Page Number
Aboriginal Legal Aid	1-866-577-2525 www.aboriginal.legalaid.bc.ca	130
Legal Aid BC (Legal Services Society)	1-866-577-2525 www.legalaid.bc.ca	130
Public Guardian and Trustee (PGT)	1-250-712-7576 1-250-712-7578 www.trustee.bc.ca	131

COMMUNITY SUPPORTS

Organization	Phone Number	Page Number
Cherryville Community Food Bank Society	250-547-6646 250-547-6444 www.cherryville.net	134
Common Threads (Vernon Alliance Church)	250-545-7105 www.vernonalliance.org	134
Food Action Society of the North Okanagan	250-275-8814 www.foodaction.ca	136
Good Food Box	www.goodfoodbox.net	135
Lumby Food Bank	250-547-2225	135
Okanagan Regional Library	250-542-7610 www.orl.bc.ca	138
RCMP Non Emergency Services	250-545-7171 www.rcmp-grc.ca	139
Salvation Army	250-549-4111 www.salvationarmy.ca	137
Saturday Street Lunch (All Saints Anglican Church)	250-542-3179 www.allsaintsvernon.org	138

Organization	Phone Number	Page Number
Upper Room Mission	250-549-1231 www.upperroommission.ca	135
Vernon and District Immigrant Services	250-542-4177 www.vdiss.com	140
Vernon BC Food Bank	250-549-4111 www.vernonhouseofhope.com	135

CHILD AND YOUTH MENTAL HEALTH AND SUBSTANCE USE RESOURCES FOR EDUCATORS

Organization	Website	Page Number
Anxiety BC	www.anxietybc.com www.youth.anxietybc.com	144
Centre for Addictions Research of BC: Helping Schools	www.helpingschools.ca	140
Dartmouth College Relaxation Exercises	www.dartmouth.edu/~healthed/relax/downloads.html	145

Healthy Schools BC	www.healthyschoolsbc.ca/category/11/positive-mental-health	141
	www.healthyschoolsbc.ca/category/13/substance-use	
Here to Help—School Resources for BC	www.heretohelp.bc.ca/schools	139
Kelty Mental Health Resource Centre	www.keltymentalhealth.ca/education	139
Mental Health Commission of Canada (MHCC) HEADSTRONG Toolkits	www.mentalhealthcommission.ca/English/initiatives-and-projects/headstrong	143
Mindfulness For Teens	www.mindfulnessforteens.com	145
Open Mind BC	www.openmindbc.ca/teachers	140
Pan Canadian Joint Consortium Mental Health Toolkit	www.jcshpositivementalhealthtoolkit.com	143
Social and Emotional Learning (SEL) Resource Finder	www.selresources.com	141
Stop Wondering , Start Knowing: A Mental Health Video Resource for Schools	www.mindcheck.ca/schools	141
Teen Mental Health	www.teenmentalhealth.org/care/educators	140

The F.O.R.C.E. Society for Kid' s Mental Health	www.forcesociety.com	144
The Mental Health and High School Curriculum Guide	www.teenmentalhealth.org	142

Mental Health and Wellness Services

Mental Health and Substance Use Emergency Services(CRT)

250-260-7893 (non-emergency line)

Toll Free: 1-888-353-2273 (contact via Crisis Line for emergencies)

www.interiorhealth.ca

MHSU Emergency service, 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 (including children and youth) in the most acute phase of mental health and substance use challenges. Most often clinicians will meet with persons at the ER in VJH. Once there, an individual can receive support, referral and sometimes admission as required in order to receive the assistance they require. The CRT team also supports community agencies in the form of consultation to provide the best services for the clients.

*MHSU Emergency services can be reached by attending the ER, by non-emergency phone at **250-260-7893** or by calling the crisis line at **1-888-353-2273**.

Hours of Operation: 9:00am-Midnight 7 days a week

1:00-8:00pm on holidays

Crisis Line

"Caring and confidential"

Toll Free: 1-888-353-2273

www.peopleinneed.ca

The Crisis Line is a free 24-hour, 7 day a week phone support and referral service. Our commitment is to provide confidential and non-judgmental emotional support for those in need.

1-888-353-CARE (1-888-353-2273) 24 hours
#3100 – 28th Avenue , Vernon, BC V1T 1W3
Business: 250-545-8074
Fax: 250-558-9958
email: crisisline_ed@shaw.ca

Suicide Help Line/ Provincial Crisis Line

Toll Free: 1-800-784-2433 (SUICIDE)

www.crisiscentre.bc.ca

24/7 DISTRESS PHONE SERVICES

The Distress Phone Services provide confidential, non-judgmental, free emotional support, 24 hours a day, 7 days a week, for people experiencing feelings of distress or despair. We are here for you if you are worried about something, feel upset or confused, or you just want to talk to someone.

KUU-US Crisis Services Aboriginal Crisis Line

Toll Free: 1-800-588-8717

www.kuu-uscrisisline.ca

Crisis phone line workers assist with problem solving, establishing support services, developing safety plans, conducting suicide risk assessments, offering referrals and safety monitoring at risk individuals. **These services are 24 hours a day for Aboriginal people throughout the province of British Columbia.** Specific services for Child/Youth and Adult/Elders.

Kids Help Phone

Toll Free: 1-800-668-6868

www.KidsHelpPhone.ca

Things you should know about Kids Help Phone:

Canada's only toll-free, 24-hour, bilingual and anonymous phone counselling, web counselling and referral service for children and youth. Every day, professional counsellors provide support to young people across the country.

The service is completely anonymous and confidential - we don't trace calls, we don't have call display. You don't even have to tell us your name if you don't want to.

We rely on donations from individuals, companies, clubs and associations to run our service. We also have over 10,000 volunteers who help us raise funds and spread the word about our services. Find out how you can get involved.

Child and Youth Mental Health (MCFD)

250-549-5404

<http://www2.gov.bc.ca>

*Walk in Intake

3007-35th Ave. Vernon, BC V1T 2S9

TUESDAY and THURSDAY

Time: 9-11:00am

1-3:30pm

Provides a range of mental health services to infants, children and youth who are experiencing mental health challenges. Services offered may either be direct clinical services or targeted community support.

Services include assessment, intake services, case management and consultation, treatment, family therapy and education, referral to day treatment programs, in-home support, and parenting programs.

Canadian Mental Health Association (CMHA)

250-542-3114

www.vernon.cmha.bc.ca

The Canadian Mental Health Association (Vernon & District Branch) is a voluntary association that exists to promote Mental Wellness in the community of Vernon, and surrounding areas in the North Okanagan. It is part of a provincial and national organization. We believe in enabling individuals, groups, and communities to increase control over and to enhance their mental health.

We are committed to providing an environment that is free from prejudice, discrimination and harassment. We strive to reflect the entire community in our volunteers and staff, and promote equal access to the services we provide.

LIVING LIFE TO THE FULL

www.lltff.ca

LLTFF 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. [For more information contact CMHA at the contact numbers listed above.](#)

Kelty Mental Health Resource Centre

www.keltymentalhealth.ca

Toll Free: 1-800-665-1822

Email: keltycentre@cw.bc.ca

Hours: Monday-Friday

9:30-5:00pm

A provincial resource centre with mental health and substance use information, resources and peer support for children, youth and their families from across BC. The Kelty Mental Health Resource Centre website has a section for school professionals with links to resources and information about upcoming events and professional development opportunities.

Vernon Women Transition House Society

250-558-3850

www.vwts.ca

The Transition House offers free, accessible and confidential counselling services to women who have experienced violence or abuse and 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.
- Women and their dependent children who have experience violence, abuse and threats from an intimate partner can access help from the Outreach Program.

OUTREACH SERVICES (250-542-1185)

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

SPECIALIZED VICTIMS ASSISTANCE (250-542-3322)

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

The 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

SEXUAL ASSAULT SERVICES

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.

CHILDREN WHO WITNESS ABUSE COUNSELLING

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

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.

North Okanagan Youth & Family Services Society

(NOYFSS)

250-545-3572

www.noyfss.org

North Okanagan Youth and Family Services Society (NOYFSS) is a registered, non-profit, charitable organization that has been serving families of the North Okanagan since 1974.

NOYFSS provides counselling and support services to individuals and families in our community through a variety of community based and residential programs. NOYFSS is committed to removing barriers for individuals with (and not limited to) physical/mental/developmental exceptionalities, sensory issues (i.e. visual, auditory, etc.), poverty and language/cultural needs.

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.

INTENSIVE FAMILY SUPPORT PROGRAM (IFSP)

A collaborative program developed with MCFD where reunification is the goal. IFSP program builds on the strengths of the family and develops clear and specific goals to support reunification. IFSP is accessed through referral from MCFD.

Family Resource Centre

(People Place) 250-545-3390

www.vernonfrc.ca

COUNSELLING PROGRAMS & SERVICES:

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

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.

Whitevalley Community Resource Centre

250-547-8866

www.whitevalley.ca

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.

First Nations Friendship Centre

250-542-1247

www.vernonfirstnationsfriendshipcentre.com

MENTAL HEALTH & ADDICTIONS COUNSELLING

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

SERVICES INCLUDE:

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

Interior Health Mental Health & Substance Use

Services

250-549-5737

1440 - 14th Avenue

Vernon, BC V1B 2T1

Monday - Friday: 8am - 4:30pm

www.interiorhealth.ca

Mental health centres provide many services including adult community support, adult short-term assessment and treatment, community residential programs, geriatric programs, crisis intervention, day and outpatient programs, addictions counselling, concurrent disorders services, group therapy, peer support, and after-hours mental health support. Provides assessments, case management, and support for adults with persistent mental illness. *(Please refer to Child and Youth MH services for ages 5-18).*

Eating Disorders Program (Interior Health)

www.interiorhealth.ca

250-549-5737

This program requires a doctor's referral. It is for youth ranging in age from 14-24 who meet the criteria for anorexia/bulimia and covers those living in Revelstoke to Oyama.

For more information please contact the Vernon Health Centre at 250-549-5737.

Mental Illness Family Support & Info Centre

250-260-3233

www.mifsc.ca

www.facebook.com/MentalIllnessFamilySupportCentre/

The Mental Illness Family Support Centre is dedicated to providing support, education and advocacy to families of individuals who have a mental illness or substance misuse issue. We offer a range of programs, services and helpful, practical information. Our Vernon office provides services to families in the North Okanagan. Our staff and Board of Directors are experienced, knowledgeable and devoted. All services are FREE.

One-to-One Family Support

We are here to listen and provide you with information and support 9-5 most weekdays (see our website for hours of operation). This service provides families with a place to talk, feel heard, ask questions, learn about resources and the healthcare system, advocacy and supporting a loved one with a mental illness and/or substance use issue.

Family Support Group

Share your hopes, fears, experiences and knowledge with others who know what it is like to support a loved one living with a mental illness.

The group meets:

- 4th Tuesday of each month
- 7 - 9 pm
- Room #300 at the People Place

Library

You may borrow books, videos, and dvds on various mental health topics that have been hand selected to be reliable education for those seeking knowledge.

Strengthening Families Together Workshop

This seven-session education course, taught by volunteer family members, teaches families about:

- Mental illness

- Coping skills
- Problem solving
- Medications
- Self-care
- Community resources

Partnership Presentations

The goal of this public education program is to raise awareness and increase understanding about mental illness. You will hear the personal stories of a person living with a mental illness, a family member and a mental health professional. These presentations are offered for FREE to all schools in the Vernon district!

Kid's In Control

For children 8 to 13 years old who have a parent living with a mental illness. The children meet for 1 ½ hours, once a week for eight consecutive weeks. Using crafts, games and fun activities, children learn about mental illness and work together to develop healthy attitudes and coping skills to deal with the difficulties they often face.

Classes are provided by a mental health professional and an adult who has experienced the special circumstance of growing up in a home with a parent living with a mental illness. Classes usually start at the end of January.

Farm friends

For families and individuals who are affected by mental illness and/or substance use issues. Located at Patchwork Farms at Okanagan College (transportation options available). Weekly sessions with groups of 4-6 people. Offers a safe relaxed atmosphere for participants to develop skills, build relationships and enjoy all that the farm has to offer.

Hospital Program

A public volunteer program to support families and friends of those living with mental illness and/or addictions that experience a stay on the Psychiatric Ward in Vernon Jubilee Hospital. MIFSC representatives are available at the hospital, beside the Psychiatric Ward, to offer families in crisis information, support and education as they face the challenges of supporting their loved one. **This program runs Tuesdays/Thursdays from 3:30-5:30.**

Please refer to the above website or phone number for further details.

North Okanagan RCMP Victims Assistance

Program

Phone: 250-260-7171
 Cell: 250-309-4438
 Fax: 250-260-7191
 E-mail: victimsassistance@rdno.ca
www.rdno.ca

Victim services, provided in a timely manner, play an essential role in reducing the harmful effects of victimization and re-victimization. The goal of RCMP Based services is to lessen the impact of crime and trauma on victims and their families and to assist them in their recovery; enhance victim safety and help reduce the risk of further victimization; increase victims' level of participation in the criminal justice system; and prepare victims acting as witnesses for court proceedings.

PROGRAMS & 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 & 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.

The Regional District of North Okanagan (RDNO) funds the delivery of the North Okanagan RCMP Victims Assistance Program in the North Okanagan as an extension of RCMP services. Services are provided free of charge to persons in need, which may include primary victims, secondary victims, witnesses, surviving family members, or any other persons affected by the incident.

Victim Link BC

Toll Free: 1-800-563-0808

www.victimlink.bc.ca

VictimLinkBC is a toll-free, confidential, multilingual telephone service available across B.C. and the Yukon 24 hours a day, 7 days a week. It provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.

VictimLinkBC provides service in more than 110 languages, including 17 North American Aboriginal languages.

Victim service workers can provide information and referrals to all victims of crime and crisis support to victims. Even if you're not sure if you have been a victim of crime, you can call VictimLinkBC for assistance. Your call will be completely confidential.

All VictimLinkBC staff are trained victim service workers and can connect people to a network of community, social, health, justice and government resources, including victim services, transition houses and counselling resources. They also provide information on the justice system, relevant federal and provincial legislation and programs, crime prevention, safety planning, protection order registry and other resources as needed.

Any time of the day or night, every day of the year, VictimLinkBC is as close as your phone or the Internet and can provide you confidential support and information you can trust

Youth Against Violence

Toll Free: 1-800-680-4264

www.youthagainstviolenceline.com

Are you in danger? Is someone you know being threatened? Want to make a difference? Stand Up. Be Heard. Get help. Call the Youth Against Violence Line and talk one-on-one to a YAV Line support worker 24 hours a day, 7 days a week, or e-mail us at info@youthagainstviolenceline.com.

If you're in any way concerned about your safety or the safety of others, we can help. Anything you say is kept completely confidential and you remain totally anonymous - we don't have call display either. And, because the YAV Line is a multilingual service, we can talk to you in your language.

Concerned parents, teachers, caregivers, service providers and others are also welcome to call for information and assistance.

The Youth Hub (Upstairs at Teen Junction)

250-275-3117

3104 - 37th Avenue, Vernon BC V1T 2Y2

www.facebook.com/vernonyouthhub7ave

The Hub is for youth ages 15-25 who have questions about any Mental Health or Substance Use issues and need support, but do not know where to go in the community. There is no pressure to engage with services. Instead, the Hub is a place where youth can have questions answered and develop a plan that works for them. The overall goal of the Hub is to create a safe space where youth can develop safe and trusting relationships with community service providers.

Here to Help

www.heretohelp.bc.ca

Email: bcpartners@heretohelp.bc.ca

HeretoHelp is a website of the BC Partners for Mental Health and Addictions Information. The BC Partners are a group of seven leading provincial mental health and addictions non-profit agencies: AnxietyBC, BC Schizophrenia Society, Centre for Addictions Research of BC, Canadian Mental Health Association's BC Division, FORCE Society for Kids' Mental Health, Family Services of the North Shore, Jessie's Legacy Program and Mood Disorders Association of BC. We're working together to help people better prevent and manage mental health and substance use problems and live a healthier life.

Please see website listed above or email for further details on resources and services available.

Friends for Life Parent Program

www.friendsparentprogram.com

1-855-887-8004

Email: info@FRIENDSparentprogram.com

The online Friends for Life Parent Program was developed for parents by parents in partnership with the FORCE Society For Kids' Mental Health and the BC Ministry of Children and Family Development. Our goal is to educate parents about the FRIENDS program that is being delivered in BC classrooms and equipping them with parent-friendly tools and information to practice FRIENDS together at home.

Please see the website listed above for more information.

Indian Residential School Survivors Society (IRSSS)

www.fnha.ca

Counselling: 1-877-477-0775

Crisis Line: 1-866-925-4419

Mandate of IRSS: “ To assist First Nation Peoples in BC to recognize and be holistically empowered from the primary and generational effect of the residential schools by supporting research, education, awareness, establishing partnerships and advocating for justice and healing. The Society assists survivors with counselling, court support, information, referral workshops and more.”

The IRSSS has a wealth of experience delivering wellness and healing services to Indian Residential School survivors and intergenerational survivors throughout BC. IRSSS provides essential services survivors, their families and to those dealing with intergenerational traumas. These impacts affect every family and every community across BC and Canada.

The services include:

- Grief and loss counselling
- Crisis counselling
- Trauma counselling, family and group counselling
- Clinical therapy, Art therapy, Alternative healing therapy
- Energy healing
- Emotional support for people in the settlement process
- Basic life skills coach
- Educational workshops on a broad range of health issues
- Traditional healing methods & medicines
- Traditional foods sourcing and preparation

Indian Residential School Survivors and Family Crisis Line:

1-866-925-4419

- The IRSSS crisis line is available 24 hours a day for anyone experiencing pain or distress as a result of his or her residential school experience.

Counselling:

1-877-477-0775

- The Indian Residential Schools Resolution Health Support Program provides former IRS students and their families regardless of status or place or residence within Canada, with access to counselling, as well as cultural and emotional support services. The program also provides assistance with the cost of transportation when counselling and cultural support services are not locally available.

British Columbia Schizophrenia Society (BCSS)

www.bcss.org

Toll Free: 1-888-888-0029

Email: prov@bcss.org

British Columbia Schizophrenia Society is a non-profit organization founded in 1982 by families and friends of people with schizophrenia. Since then, BCSS has grown into a province-wide family support system. We are dedicated to supporting each other, educating the public, raising funds for research and advocating for better services for people with schizophrenia and other serious and persistent mental illness.

VISION:

A province where those affected by schizophrenia and psychosis receive excellent treatment and services and are accepted and included in their communities.

MISSION:

To improve the quality of life for those affected by schizophrenia and psychosis through education, support, public policy and research.

Anxiety BC

www.anxietybc.com

We are a group of concerned consumers, professionals, parents and caregivers devoted to increasing the public's awareness of and access to reliable resources on anxiety.

Our site contains a wealth of information to help people learn about and practice effective strategies to manage anxiety on their own, at their own pace. All content is grounded in scientific research and developed by professionals who specialize in helping people with anxiety

Grief and Loss

Teen Mental Health

www.teenmentalhealth.org

The updated edition of “Have You Lost Someone to Suicide?” (Originally published in 2009) is now available to download, free of charge, at www.teenmentalhealth.org.

Developed as a much needed resource for families and friends seeking support following a youth suicide, it provides basic, yet helpful information about suicide, grief, depression, stigma, and how to support a person who has lost a loved one. This booklet helps the reader understand what to expect following a loss to suicide and learn how to cope in a healthy manner, while acknowledging that this process is different for everyone.

“Losing a loved one to suicide results in a highly emotional and often confusing time” says Dr. Stan Kutcher. “People often do not know who to turn to or what to do. This resource can help answer some of those questions and provide guidance during this very trying time.”

To access this resource online, please visit: <http://teenmentalhealth.org/toolbox/lost-someone-suicide/>

Hard-copy versions are also available at the Nova Scotia Medical Examiner’s Office, and by request to kate.elliott@iwk.nshealth.ca

Alternatives Funeral Centre

(250) 558-0866

Toll Free: 1-855-558-0866

www.myalternatives.ca

Administration Offices:
4417 29 Street, Vernon, BC V1T 5B7

Grief and Loss supports for Children/Families

Grief is absolutely natural after a death has occurred. However, when it is accompanied by a prolonged inability to sleep, lack of appetite, lack of desire to do anything or an inability to concentrate, some people understandably feel the need for additional support and guidance. We are happy to provide contact information for organizations in your area that can assist you in finding the support that is right for you.

To help children address their grief, we are able to provide a complimentary copy of the Sesame Street “When Families Grieve” kit. This includes a DVD, a guide for parents and caregivers, plus a children’s storybook. Please speak with one of our Licensed Funeral Directors to request your personal copy of the grief kit.

BC Bereavement Helpline

Toll Free: 1-877-779-2223

1-604-738-9950

www.bcbereavementhelpline.com

Helping the people of BC cope with grief

The BC Bereavement Helpline (BCBH) is here for you. We are a non-profit, free, and confidential service that connects the public to grief support services within the province of BC. Whether you are looking for bereavement support groups, community events, information on BC Bereavement Day, information on how to donate or to volunteer with us you will find it here. Please call the BC Bereavement Helpline and speak with one of our caring volunteers for information on our bereavement support groups, agencies, and peer-based support.

Your call is free, confidential, and anonymous. We will help you find the most appropriate support for your specific type of loss.

North Okanagan Hospice Society

Phone: (250) 503-1800

Fax: (250) 503-1844

www.nohs.ca

3506 27th Avenue

Vernon, BC V1T 1S4

E-mail: info@nohs.ca

North Okanagan Hospice Society offers a range of compassionate and professional counselling services for individuals and families facing life-limiting illness, death and bereavement.

The following services are available to residents of the North Okanagan as well as Hospice House clients and families.

Support Before Death - Anticipatory Grief Services

Our Social Worker is available to support individuals and families working through grief from the time following a palliative diagnosis leading up to the death of someone significant in their life.

Support Following a Death - Bereavement Services

Our Grief and Bereavement Counsellor is available to assist individuals and families working through grief following the death of someone significant in their life.

Counselling

One-to-one and family grief counselling is available by appointment. Anyone can refer counselling clients to us.

Support Groups

Holiday Transitions: Learning strategies to manage the upcoming holiday season.

Finding My Way: Coping with Grief group sessions are held twice annually, in the spring and fall. Pre-registration is required.

All interested individuals will be invited to meet with the Grief and Bereavement Counsellor prior to registering for the group to determine their current needs and readiness.

Family Resource Centre (FRC)

www.vernonfrc.ca

250-545-3390

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

Children, Youth and Family Services

Mental Health & Substance Use Emergency

Services (CRT)

Non-emergency: 250-260-7893
Crisis line: 1-888-353-2273
www.interiorhealth.ca

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 ER in VJH. Once there, an individual can receive support, referral and sometimes admission as required in order to receive the assistance they require. The CRT team also supports community agencies in the form of consultation to provide the best services for the clients.

MHSU Emergency services can be reached by attending the ER, by non-emergency phone at 250-260-7893 or by calling the crisis line at 1-888-353-2273.

Hours of Operation:
9:00am-Midnight 7 days a week
1:00-8:00pm on holidays

Child and Youth Mental Health (Ministry of Children and Family Development)

250-549-5404

www2.gov.bc.ca

Walk- In Intake

3007-35th Ave. Vernon, BC V1T 2S9

TUESDAY and THURSDAY

Time: 9-11:00am

1-3:30pm

Provides a range of mental health services to infants, children and youth who are experiencing mental health challenges. Services offered may either be direct clinical services or targeted community support.

Services include assessment, intake services, case management and consultation, treatment, family therapy and education, referral to day treatment programs, in-home support, and parenting programs.

Crisis Line

1-888-353-CARE (1-888-353-2273) 24 hours

www.peopleinneed.ca

#3100 – 28th Avenue , Vernon, BC V1T 1W3

Business: 250-545-8074

Fax: 250-558-9958

"Caring and confidential"

The Crisis Line is a free 24-hour, 7 day a week phone support and referral service. Our commitment is to provide confidential and non-judgmental emotional support for those in need.

Suicide Help Line/Youth In BC

1-800-353-2273 (SUICIDE)

www.YouthInBC.com

YouthInBC.com is a program of the Crisis Centre. It connects youth with support, information and resources.

24/7 DISTRESS PHONE SERVICES

The Distress Phone Services provide confidential, non-judgmental, free emotional support, 24 hours a day, 7 days a week, for people experiencing feelings of distress or despair. We are

here for you if you are worried about something and feel upset or confused, or you just want to talk to someone.

Bluewave (CMHA)

www.ok2bblue.com

Blue Wave began as the Blue Wave Foundation in 2007, a non-profit, registered charity making a difference in the lives of youth struggling with depression, anxiety, suicidal thoughts, and/or mental health issues. Their mission was to increase awareness, encourage solutions, foster hope and end the stigma of mental illness. The Blue Wave Movement aimed to change the way youth think about mental health through conversation and normalization. Through community presentations, online vehicles and community grant opportunities, Blue Wave encouraged youth to share their voices in whatever way they felt most comfortable.

After a successful five years the Blue Wave Foundation has been gifted to the Canadian Mental Health Association's BC Division (CMHA) in May 2013. Now a new program of CMHA, Blue Wave will continue to pursue the mission of the original Foundation through a youth-led mental wellness course, a bursary scheme and social media.

Vernon Women Transition House Society

250-558-3850

www.vwts.ca

COUNSELLING SERVICES

250-558-0334

The Transition House offers free, accessible and confidential counselling services to women who have experienced violence or abuse and works 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.

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.

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

OUTREACH SERVICES

250-542-1185

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

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
-

SEXUAL ASSAULT SERVICES

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.

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

CHILDREN WHO WITNESS ABUSE COUNSELLING

Vernon Program: 250-558-3850 ext. 201

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.

Teen Junction Youth Centre - (Downstairs)

250-275-3117

3104 - 37th Avenue, Vernon BC V1T 2Y2

www.teenjunctionyouthcentre.ca

Email: info@junctionyouth.ca

We provide youth (13 to 18 years) with a safe, non-judgmental, substance-free environment where they can connect with friends and staff. Our goal is to help youth reach their full potential.

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...

The Youth Hub (Upstairs at Teen Junction)

250-275-3117

3104 - 37th Avenue, Vernon BC V1T 2Y2

www.facebook.com/vernonyouthhub7ave

The Hub is for youth ages 15-25 who have questions about Mental Health or Substance Use and need support, but do not know where to go in the community. There is no pressure to engage with services. Instead, the Hub is a place where youth can have questions answered and develop a plan that works for them. The overall goal of the Hub is to create a safe space where youth can develop safe and trusting relationships with community service providers.

Junction Literacy Centre

250-275-3117

3104 - 37th Avenue, Vernon BC V1T 2Y2

www.junctionliteracycentre.ca

Email: 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.](#)

Anxiety BC Youth

www.anxietybc.com

We are a group of concerned consumers, professionals, parents and caregivers devoted to increasing the public's awareness of and access to reliable resources on anxiety.

Our site contains a wealth of information to help people learn about and practice effective strategies to manage anxiety on their own, at their own pace. All content is grounded in scientific research and developed by professionals who specialize in helping people with anxiety.

Kelty Mental Health Resource Centre

www.keltymentalhealth.ca

Toll Free: 1-800-665-1822

Email: keltycentre@cw.bc.ca

Hours: Monday-Friday
9:30-5:00pm

A provincial resource centre with mental health and substance use information, resources and peer support for children, youth and their families from across BC. The Kelty Mental Health Resource Centre website has a section for school professionals with links to resources and information about upcoming events and professional development opportunities.

North Okanagan Youth Service Directory

www.littleblackbookonline.ca

A resource for youth in our community. It's not meant to tell you what to do, just to let you know some options available to you. Check it out and use it. Almost all of the services are free.

Project brought to you by the Community Futures Development Corporation of the North Okanagan.

North Okanagan Youth & Family Services Society

(NOYFSS)

250-545-3572

www.noyfss.org

SCHOOL -BASED OUTREACH PROGRAM

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.

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 AT RISK

Supports youth in increasing positive youth engagement, skill building, reducing high-risk behaviours, and providing an environment that is non-threatening and youth-friendly. Service may include a short-term intervention, referral to appropriate resources, connection to mental health among others. Youth may self-refer, or may be referred by one of a variety of other service providers.

For information on this program, or to self-refer, please call (250) 545-3572

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

FAMILY SERVICES

SPECIAL NEEDS PROGRAM

For families who have a child(ren) diagnosed with a special need and/or autism spectrum. The child has opportunities to develop life skills while families learn parenting strategies. [To access this program please contact Children and Youth with Special Needs \(CYSN\) at \(250\) 549-5404.](#)

For more information on this program, please contact NOYFSS at **(250) 545-3572**.

Parents of Children with Special Needs - Support Group

Parents meet monthly to share stories, concerns and ideas with other parents who face similar challenges.

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.

INTENSIVE FAMILY SUPPORT PROGRAM (IFSP)

A collaborative program developed with MCFD where reunification is the goal. IFSP program builds on the strengths of the family and develops clear and specific goals to support reunification. [IFSP is accessed through referral from MCFD.](#)

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 \(MCFD\).](#)

SAGE HOUSE

Sage House is a 4 bed regional treatment facility for children and youth with complex needs ages 6-16. Children live in the facility for up to 8 months before they transition back to home/community.

A trauma informed/attachment based foundation is used in developing individualized programs for each child/youth living in the resource.

The facility is operational 24 hours a day, 365 days a year in accordance with the Interior Health Community Care Facility Act. [Access to Sage House is through MCFD regional team.](#)

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).

Family Resource Centre (People Place)

250-545-3390

www.vernonfrc.ca

COUNSELLING PROGRAMS & SERVICES

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.

Little Owl Family Circle

A wonderful opportunity to connect with other families, discuss parenting and learn about community offerings

Natural Connections

This program is an opportunity for parents with children of all ages to come together for a nature walk and/or fun activities in one of our local parks, learn a little about our local area and connect with one another. Each session will end with a 'gathering time' with a simple snack, socializing time and a song time.

Parenting Isn't Easy (P.I.E.)

Parenting can be a daunting and scary proposition for new parents, particularly those with little or no family support and little positive family experiences to draw from. Parenting Isn't Easy is a parenting program designed to help parents learn how to find a recipe for child-development that works for them and their family. On successful completion of this ten-week program parents will feel success and reap the benefits of providing a home environment and the ability to offer an atmosphere of positive reinforcement that nourishes their family. Through this program the parent also builds a support system in the local community, allowing participants to talk about their parenting struggles in a safe, supportive environment.

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.

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.

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.

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.

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.

- Family/Adult/Child Issues
- Parenting
- Relationships
- Self-Help/Inner Growth Issues
- Sexual Abuse

- Psychology
- Teen's Books
- Children's Books
- Directories
- Social Issues/Legal

Okanagan Boys & Girls Club

250-542-3121 (Vernon)
250-546-3465 (Armstrong)

www.boysandgirlsclub.ca

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 www.boysandgirlsclub.ca

CHILDCARE

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.

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.

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>

YOUTH PROGRAMS & SERVICES

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.

CHILDREN'S PROGRAMS

Mother Goose

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.

To Register: 250-542-3121 ext. 111

Kick Start to Learning

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.

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

For parents of children 0-5

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 more information contact: Tracy Williamson for more information @ 250-542-3121 Ext. 106

Ready Set Learn

In partnership with School District #22

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

THE GOOD FOOD BOX

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

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

For more information contact: 250-545-7617 or place your order at the Vernon Boys & Girls Club office

CAMP ARROWFLIGHT

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.

VERNON CHILD CARE RESOURCE & REFERRAL

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

NONA Child Development Centre

250-549-1281

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.

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 five 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.)

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)

9.) 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.

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.

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.

North Okanagan Early Childhood Development

Coalition

250 317-2996

www.noecdcoalition.ca

APALS (Aboriginal Parents As Literacy Supporters)

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

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.

PARENT AND TOT GROUPS

A larger list of Childcare, Youth & Family programs can be found at www.neocdcoalition.ca. Please visit the website for more information.

First Nations Friendship Centre

250-542-1247

www.vernonfirstnationsfriendshipcentre.com

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

Independent Living Vernon

(PEOPLE PLACE) - 250-545-9292

www.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.

For more information about the group please contact Crystal Williams at crystal@ilvernon.ca or Kyla Kongsdorf at kyla@ilvernon.ca

Canadian Mental Health Association (CMHA)

250-542-3114

www.vernon.cmha.bc.ca

LIVING LIFE TO THE FULL

www.lltff.ca

LLTFF 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 .

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

Kindale Developmental Association

Vernon: 250-545-7495

www.kindale.net

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

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

Kids Help Phone

1-800-668-6868

www.KidsHelpPhone.ca

Things you should know about Kids Help Phone:

- We're Canada's only toll-free, 24-hour, bilingual and anonymous phone counselling, web counselling and referral service for children and youth. Every day, professional counsellors provide support to young people across the country.
- The service is completely anonymous and confidential - we don't trace calls, we don't have call display. You don't even have to tell us your name if you don't want to. Find out more.
- We rely on donations from individuals, companies, clubs and associations to run our service. We also have over 10,000 volunteers who help us raise funds and spread the word about our services. Find out how you can get involved.

Teen Mental Health

www.teenmentalhealth.org

TeenMentalHealth.Org uses the best scientific evidence available to develop application-ready training programs, publications, tools and resources to enhance the understanding of adolescent mental health issues. Dr. Stan Kutcher works to create, develop and deliver research, education and clinical programs by collaborating with its audiences.

Please see website for a full list of resources and services available.

Mental Illness Family Support Centre

250-260-3233

www.mifsc.ca

Email: mifsc@shaw.ca

The Mental Illness Family Support Centre is dedicated to providing support, education and advocacy to families of individuals who have a mental illness or substance misuse issue. We offer a range of programs, services and helpful, practical information. Our Vernon office

provides services to families in the North Okanagan. Our staff and Board of Directors are experienced, knowledgeable and devoted. All services are FREE.

Kids in Control Program

For children 8 to 13 years old who have a parent living with a mental illness. The children meet for 1 ½ hours, once a week for eight consecutive weeks. Using crafts, games and fun activities, children learn about mental illness and work together to develop healthy attitudes and coping skills to deal with the difficulties they often face.

Classes are provided by a mental health professional and an adult who has experienced the special circumstance of growing up in a home with a parent living with a mental illness. Classes usually start at the end of January. (This BC Schizophrenia Society program is offered through the Mental Illness Support Centre locally).

Please contact the above website for further information.

Friends for Life Parent Program

www.friendsparentprogram.com

Toll Free: 1-855-887-8004

Email: info@FRIENDSparentprogram.com

The online Friends for Life Parent Program was developed for parents by parents in partnership with the FORCE Society For Kids' Mental Health and the BC Ministry of Children and Family Development. Our goal is to educate parents about the FRIENDS program that is being delivered in BC classrooms and equipping them with parent-friendly tools and information to practice FRIENDS together at home.

Please see the website listed above for more information.

Youth Probation (BC Integrated Youth Services)

B C Probation Youth Services is one of the Legislative Bodies in Vernon, British Columbia, located in 3007 35 Ave, V1T 2S9. Contact a representative of B C Probation Youth Svc at **250-558-2775** for your queries.

Restorative Justice Society-North Okanagan

250-545-7171

The Vernon/North Okanagan RCMP Detachment Area is our defined area. The RCMP or school submits a referral package. Restorative Justice Society-North Okanagan uses community conferencing models. Restorative Justice is for the Person Harmed first and foremost with a focus on the Person Who Caused Harm. Participation is voluntary.

Youth Against Violence

1-800-680-4264

www.youthagainstviolenceline.com

Are you in danger? Is someone you know being threatened? Want to make a difference?

Stand Up. Be Heard. Get help. Call the Youth Against Violence Line at 1-800-680-4264 and talk one-on-one to a YAV Line support worker 24 hours a day, 7 days a week, or e-mail us at info@youthagainstviolenceline.com

If you're in any way concerned about your safety or the safety of others, we can help. Anything you say is kept completely confidential and you remain totally anonymous - we don't have call display either. And, because the YAV Line is a multilingual service, we can talk to you in your language.

Concerned parents, teachers, caregivers, service providers and others are also welcome to call for information and assistance.

Victim Link BC

1-800-563-0808

www.victimlink.bc.ca

VictimLinkBC is a toll-free, confidential, multilingual telephone service available across B.C. and the Yukon 24 hours a day, 7 days a week at 1-800-563-0808. It provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking exploited for labour or sexual services.

VictimLinkBC provides service in more than 110 languages, including 17 North American Aboriginal languages. In 2014-2015, VictimLinkBC assisted more than 12,000 people. Victim service workers can provide information and referrals to all victims of crime and crisis support to victims. Even if you're not sure if you have been a victim of crime, you can call VictimLinkBC at 1-800-563-0808 for assistance. Your call will be completely confidential.

VictimLinkBC staff are trained victim service workers and can connect people to a network of community, social, health, justice and government resources, including victim services, transition houses and counselling resources. They also provide information on the justice system, relevant federal and provincial legislation and programs, crime prevention, safety planning, protection order registry and other resources as needed.

Any time of the day or night, every day of the year, VictimLinkBC is as close as your phone or the Internet and can provide you confidential support and information you can trust.

Ministry of Children and Family Development

(MCFD)

<http://www2.gov.bc.ca>

After Hours Emergency Line : (Toll Free) **1-800-663-9122**

Local Office: **250-549-5479**

A variety of child, teen, and family services are available throughout the province. Search to find more information about the services closest to you. Including: Aboriginal Services, Adoption, Fostering / Guardianship, Mental Health, Protecting Children, Services for Children, Teens & Families, and Youth Justice.

F.O.R.C.E. Society for Kids Mental Health

www.forcesociety.com

Toll free: **1-855-887-8004**

Interior: **250-801-9490**

F.O.R.C.E.- Families Organized for Recognition and Care Equality

The F.O.R.C.E. Society for Kid's Mental Health is a provincial organization that provides families with an opportunity to speak with other families who understand and may be able to offer support or advice on what has worked for them. The F.O.R.C.E. also provides families and professionals with information, tools, and tips on how to support and assist children with mental health difficulties. Its mandate is to support and empower families and work collaboratively with professionals and systems in understanding and meeting the mental health needs of families.

Sexual Assault Services at VJH

Vernon Jubilee Hospital

www.interiorhealth.ca

250-545-2211

A confidential hospital and community based emergency service which provides sensitive and supportive care for anyone **13 and over** who has been sexually assaulted. Children under 13 years of age will be assessed by ER staff and referred appropriately. **(In conjunction with Vernon Women's Transition House Society).**

Okanagan Foster Parents Association

www.okfosterparents.ca

Email: noksupport@okfosterparents.ca

250-558-0939

Okanagan Foster Parents Association provides education and support for Foster Parents of the Okanagan, Shuswap and Similkameen. The Foster Parent Coordinator for the North Okanagan helps foster parents experiencing difficult care situations, and provides foster parent training, information, and a library of resources.

FOSTER PARENT SUPPORT LINE

Professional support, Information and Consultation

1-888-495-4440

Monday to Friday: 4 PM to 12:45 AM

Sat, Sun, & Holidays: 8 AM to 12:45 AM

Whitevalley Community Resource Centre

250-547-8866

www.whitevalley.ca

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.

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 Brandin at 250-547-8866.**

KIDS ZONE

After School Mondays and Thursdays. Children ages 5-12. Starting November 15 until the end of March, the after school program will have lots to do: music, gym, arts & crafts, drama, games and friends.

This program is located at Cherryville Elementary School, North Fork Road. For more information, call **250-547-8866**.

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 phone Whitevalley Community Resource Centre at 547-8866.

Register early – this wonderful program fills up quickly!

KUU-US Crisis Services Aboriginal Crisis Line

Toll Free: 1-800-588-8717

www.kuu-uscrisisline.ca

Crisis phone line workers assist with problem solving, establishing support services, developing safety plans, conducting suicide risk assessments, offering referrals and safety monitoring at risk individuals. These services are 24 hours a day for Aboriginal people throughout the province of British Columbia. Specific services for Child/Youth and Adult/Elders.

Youth Chat Line

Text: 778-783-0177

www.youthspace.ca

Youthspace.ca is made up of a community of volunteers who are here to support you – whatever you are going through.

All volunteers are trained in emotional support, crisis response, and ASIST Suicide First Aid. We won't give you advice, or tell you what to do because we believe you know you best! We work to empower you to live your healthiest life. We will support you in the moment, encourage you to explore your thoughts, feelings, fears, options, ideas, and resources.

Early Detection of Psychosis

www.psychosissucks.ca

www.mindyourmind.ca

Mindyourmind exists in the space where mental health, wellness, engagement and technology meet. We work with young people aged 14-29 to co-create interactive tools and innovative resources to build capacity and resilience.

We do this through our Design Studio model, in which young people work directly with facilitators, content experts, and designers to brainstorm, design, and develop our projects. Our goals are to promote wellness, reduce the stigma around mental health, and increase access to community supports, both professional and peer-based.

Depression

www.depressionhurts.ca

Information on Depression, a symptoms check list and how friends and family can help a loved one suffering from Depression.

Playing with Anxiety

www.playingwithanxiety.com

Anxiety has the power to stop kids in their tracks, preventing them from exploring and growing into independent teens and young adults. Casey, the fourteen year old narrator of *Playing with Anxiety*, knows all too well how worry can interrupt fun, ruin school, and take control of a family. In this companion book to Reid Wilson and Lynn Lyons' parenting book, *Anxious Kids, Anxious Parents: 7 Ways to Stop the Worry Cycle and Raise Courageous & Independent Children* (HCI Books, 2013), Casey shares her own experiences and those of her friends to teach kids and teens the strategies to handle the normal worries of growing as well as the more powerful tricks of anxiety. With pluck and humor, Casey tells stories, offers

exercises, and describes her “solving the puzzle” approach that kids and their parents can use to address all types of worries and fears.

Stepping Stones Counselling (fee for service)

1-250-763-7414

www.steppingstonesokanagan.ca

The Stepping Stones Counselling Group is a team of specialized therapists, social workers and practitioners. We are dedicated to providing nurturing, creative and flexible healing environments and experiences. Services are offered to children, adolescents, adults, couples and families throughout the Okanagan region.

Services include individual therapy for adults, children and adolescents as well as family and couples therapy. Counsellors have expertise in the areas of anxiety and depression, trauma and abuse, grief and loss, divorce or family transition, adoption and foster care, and self-esteem.

Please see website or call for more details.

Sky High Professional Group (Fee for service)

www.skyhighprofessionalgroup.ca

B2 3334 30 Ave. (Sun Valley Mall)
Vernon B.C.
V1T 2C8

Sky High Professional Group is a group of independent businesses providing an array of services that include counselling, tutoring, and occupational therapy.

Counselling services provided include Autism Spectrum Disorder, Developmental Disorders, Trauma Counselling, Sexual Abuse, Anxiety, Obsessive Compulsive Disorder, Life Skills and Life Transitions, Divorce and Separation, Parent support, and Sibling Support.

Tutoring services include Grade K-12, Visual Arts, Gifted Learning, Organizational Strategies, Life Skills, Fine Motor Skill Development, Post-Secondary applications, Post-Secondary portfolio development, and Individual Education Plan (IEP) specifics.

Occupational Therapist provides assessment and treatment for children ages 4-19 with physical and /or developmental challenges. Skill development for school readiness, curriculum access, self-regulation and more.

Please see website for further details and phone numbers for various clinicians.

Oak Child and Youth Advocacy Centre

778-475-2920

www.vwts.ca

Oak Child and Youth Advocacy Centre is a child-friendly environment where children and youth can talk to social workers and/or police about abuse they may have experienced. If a child protection report is made it can be requested that the child's meeting been conducted at Oak Centre. If a youth is reluctant to speak with authorities they can be referred directly to the Child and Youth Advocate who can work with them one-on-one either to make a report or to find them suitable services that address their needs.

Please contact the number listed above to speak with a Child and Youth Advocate.

Housing Services

Vernon Youth Safe House

250-260-7077

www.vernonfirstnationsfriendshipcentre.com

AGE (13 - 18) For youth who are homeless, or at risk of being homeless, youth who 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.

Vernon Women Transition House Society

250-542-1122

www.vwts.ca

WOMEN & CHILDREN SHELTER

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

North Okanagan Youth & Family Services Society

(NOYFSS)

250-545-3572

www.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.](#)

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 \(MCFD\).](#)

SAGE HOUSE

Sage House is a 4 bed regional treatment facility for children and youth with complex needs ages 6-16. Children live in the facility for up to 8 months before they transition back to home/community.

A trauma informed/attachment based foundation is used in developing individualized programs for each child/youth living in the resource.

The facility is operational 24 hours a day, 365 days a year in accordance with the Interior Health Community Care Facility Act. [Access to Sage House is through MCFD regional team.](#)

Kekuli Centre

250-542-1264

www.vernonfirstnationsfriendshipcentre.com

Kekuli Centre

#206-2905 28th Ave,
Vernon BC

Hours of Operation:

Monday – Friday: 8:30 am – 4:30 pm

Weekends: Closed

Kekuli Centre is a Homeless at Risk Operating Agreement between the First Nations Friendship Centre and the British Columbia Housing Management Commission.

Kekuli Centre Housing provides safe and clean accommodation for all youth up to the age of 29, who are homeless or at risk of being homeless because of a physical, social or mental condition or disability.

Designed to improve the quality of life for all youth, Kekuli Centre provides a safe respectable environment which encourages and supports youth to become healthy responsible adults.

BC Housing

www.bchousing.org

BC Housing develops, manages and administers a wide range of subsidized housing options across the province. We partner with public and private housing providers, other levels of government and community agencies to create the best system of housing and supports for those in greatest need.

Aboriginal Housing Management Association

www.ahma-bc.org

Toll Free: 1-888-921-2462

The Aboriginal Housing Management Association (AHMA) is an organization that oversees off-reserve Aboriginal housing by monitoring Housing Providers' Operating Agreements. Housing and related facilities are so closely intertwined with the rest of life, that the quality and appearance of housing are important indicators of a culture as a whole.

Vernon Native Housing Society

250-542-2834

www.vernonnativehousing.ca

The purpose of the society is to carry out programs consistent with those of charitable organizations to provide low-cost housing to low-income families and/ or individuals of both aboriginal and non-aboriginal descent within the Vernon area.

Offers many different housing types to suit the needs of the low-income families/ individuals in the community. These housing types include: single family homes, small multifamily complexes, two to five bedroom townhouses, one to three bedroom accessible units, one and two bedroom apartments. Vernon Native Housing Society also has three BC Housing portable rent subsidies which allows families flexibility in where they choose to live.

The Ministry of Social Development and Social

Innovation

<http://www2.gov.bc.ca>

Focuses on providing British Columbians in need with a system of supports to help them achieve their social and economic independence and secure a better tomorrow as envisioned in the BC Strategic Plan. In pursuit of this, the ministry's key responsibilities include:

- Providing income and disability assistance to those in need;
- Delivering employment programs and services to unemployed and underemployed individuals;
- Supporting community living services that help adults with developmental disabilities and

their families develop connections and inclusion with their community; and

- Supporting social innovation and social entrepreneurship to improve social outcomes for all British Columbians.

LGBTQ2+

Life Gets Better Together (LGBT)

250-545-3390

www.vernonfrc.ca

LGBTQ2+ group for Youth and Allies: A Safe Place for all Youth

Ages 14-19

Mondays 4:00-5:30 at the Boys and Girls Club

Group Activities include:

Fun activities, Guest Speakers, Art/Group Projects, Yummy snacks!

Youth can self-refer or call The Family Resource Centre for more information.

PFLAG Canada

Toll Free: 1-888-530-6777

Email: inquires@pflagcanada.ca

www.pflagcanada.ca

24/7 support. Provides support, information and resources to gay, lesbian, bisexual, transgender or questioning people, as well as to their families and friends.

For support on gender identity, call toll-free **1-888-530-6777 ext. 226** or Email gender@pflagcanada.ca

Kids Help Phone

1-800-668-6868

www.KidsHelpPhone.ca

Lesbian, Gay, Bisexual, Transgender/Trans, Queer and Questioning (LGBTQ)

The words lesbian, gay, bisexual, queer and questioning are used to refer to a person's sexual orientation. The words transgender/trans refer to a person's gender identity.

This section is a safe space where you can learn about:

Sexual orientation, and explore: "What is sexual orientation?"; "I think I might be LGBTQ", "Coming out"; "Being an ally"; "My friend is LGBTQ" and "Straight privilege".

Gender identity, and explore: "Sex, gender, and other labels", "I am...", "Getting help", "Coming out", "Transitioning", "Staying safe", and "Being in a relationship with someone who's trans".

24/7 counselling help from trained professionals on the phone for youth up to age 20.

Live chat on the computer is available on weekend evenings.

Call [1-800-668-6868](tel:1-800-668-6868) or Live Chat.

Transgender Health Information Program (THiP)

Toll Free: 1-866-999-1514 (BC only)

Email: transcareteam@phsa.ca

www.transhealth.phsa.ca

Provincial Health Services Authority (PHSA) is responsible for the provincial coordination of transgender health services in BC. The Transgender Health Information Program (THiP), a BC-wide information hub providing information about gender affirming care and supports, is in the process of integrating with the Trans Care BC program at PHSA.

Consultation continues with transgender communities, clinical experts, and other stakeholders about how best to create and expand services to better support communities across the province of BC.

Trans Lifeline

Toll Free: 1-877- 330-6366

www.translifeline.org

This line is primarily for transgender people experiencing a crisis. This includes people who may be struggling with their gender identity and are not sure that they are transgender. While our goal is to prevent self harm, we welcome the call of any transgender person in need. We will do our very best to connect them with services that can help them meet that need.

Okanagan Pride Society

www.okanaganpride.com

250-860-8555

Email: info@okanaganpride.com

Okanagan Pride Society is a non-profit member based organization registered in the province of British Columbia. It is managed and operated by a volunteer board which is assisted by a team of volunteers from the community. There are no paid employees and there is no permanent office space. The society does not offer counselling or advice on LGBTQ issues, however works toward advocacy for equality and acceptance whenever possible.

C.A.L.L. OUT!

<http://www.vch.ca/your-health/lesbian-gay-bisexual-transgender-twospirit/c.a.l.l.-out/call-out>

C.A.L.L. Out! - Creating Action, Learning and Leadership

The C.A.L.L. Out! Project is a capacity building and wellness initiative that seeks to create more welcoming and inclusive communities for Lesbian, Gay, Bi, Trans, Two-Spirit & Queer youth across BC by strengthening their existing support networks.

How is this happening?

Service providers

- workshops on best practices for creating welcoming spaces for LGBT2Q+ youth
- Connecting Service Providers to existing community resources

- 1:1 mentorship on providing welcoming services for LGBT2Q+ youth

Parents/Caregivers

- Workshops for parents/caregivers on creating supportive communities for LGBT2Q+ youth
- Connecting parents/caregivers of trans and gender nonconforming youth to existing resources
- Providing Parent & Caregiver Group Start-up Kits

Communities

- Hosting action-based community discussions which explore existing and potential opportunities for strengthening support for LGBT2Q+ youth in your community

Educators/School districts

- Workshops on best practices for creating supportive classrooms and schools
- Connecting Educators & Administrators with existing resources for staff and student education.
- Transition planning & advocacy for trans and gender nonconforming students
- Providing GSA Start-up & Support Kits to interested schools

Youth

- Leadership opportunities for LGBT2Q+ youth to travel and facilitate workshops in communities across BC
- Connecting trans and gender nonconforming youth to existing resources
- Transition planning & advocacy for trans and gender nonconforming students
- Providing GSA Start-up & Support Kits to interested student leaders

C.A.L.L. Out! is funded by Health Canada's Drug Strategy Community Initiatives Fund and all project components are provided completely free of charge.

Sexual Health

Vernon Live Well Clinic for Sexual Health and Pregnancy Association

www.vernonpregnancy.ca

Text: 1-604-901-5713

Call: 778-475-6016

Email: confidential@vernonpregnancy.com

Provides confidential appointments for:

- STI testing and treatment
- Pregnancy testing and options , information, post-abortion support
- Information on healthy relationships
- Community referrals

Vernon OPT Clinic

www.optionsforsexualhealth.org

www.optbc.org

www.wontgetweird.com

1-800-739-7367 (sex sense)

250-549-5721 (Vernon)

250-547-9741 (Lumby)

We provide confidential, non-judgmental, pro-choice, sex-positive services to people of all ages, all genders and all orientations.

Our services include low-cost birth control, STI care, Pap screening, pregnancy testing and pregnancy options counselling. This specific services provided in each of our clinics are clinician dependent and may vary from clinic to clinic. **No referral necessary!**

1440-14th Ave. (Vernon Health Unit)

Vernon, BC

V1B 2T1

Hours of Operation: Tues & Thurs 6:00-11:00pm

By appointment for Pap screening only

Drop in for all other services
Physician available 7:00-10:00 pm only

Lumby Health Centre
2135 Norris Ave. Lumby, BC V0E 2G0
250-547-9741

Hours of operation:

Wed 6:00 p.m. - 9:00 p.m.

Appointments and drop-in welcome.

For booking, please call **250 547-9741** Monday to Friday 9:00 a.m. - 3:00 p.m. or during clinic hours Wednesday from 6 p.m. - 9 p.m.

STD Resource

www.stdresource.com

STDresource.com is BC's information resource for sexually transmitted diseases (STD's). These diseases are also sometimes called sexually transmitted infections (STIs) or venereal disease (VD). STIs are generally transmitted through various forms of sexual contact or activity. The only way to know for sure if you have an STI is to get tested. There are several clinics in BC that specialize in testing and treating STIs, or you can visit your family doctor. The information here covers such things as the types of protections available, how to talk to your partner about using protection and how to use protection properly.

Health Link BC

www.healthlinkbc.ca

8-1-1

Any time of the day or night, every day of the year HealthLink BC provides access to non-emergency health information and advice in British Columbia. Information and advice is available by telephone, a website, a mobile app, and a collection of print resources, including the BC HealthGuide Handbook.

Cammy Lafleur Street Nurse Outreach Team

www.noyfss.org

www.lumbyhealthcentre.org

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 and increases the safety of the community.

Vernon Location

3100 - 32nd Avenue
Vernon, BC V1T 2L9

Lumby Location

Located at the Lumby Food Bank
2nd Wednesday of every month
1879 Vernon St., Lumby BC

We supply: Personal hygiene products, harm reduction supplies, HIV/Hep C testing, STI counselling, Pregnancy tests, alcohol and drug counselling/referrals.

Canadian AIDS Treatment Information Exchange

(CATIE)

1-800-263-1638

www.catie.ca

CATIE is Canada's source for up to date, unbiased information about HIV and Hepatitis C. We connect people living with HIV or Hep C, at risk communities, health care providers and community organizations with the knowledge, resources and expertise to reduce transmission and improve quality of life.

Additional Websites

www.aboutkidshealth.ca

- Includes information for parents

www.interiorhealth.ca/YourHealth/SexualHealth/Documents/Parents

- Includes information for parents

www.sexandu.ca

- Society of Obstetricians and Gynecologists of Canada

Substance Use

Interior Health Mental Health & Substance Use

250-549-5737

1440 14th Ave

Vernon BC, V1B 2T1

www.interiorhealth.ca

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 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.

Mental Health and Substance Use Emergency Services(CRT)

250-260-7893 (non-emergency line)

Toll Free: 1-888-353-2273 (contact via Crisis Line for emergencies)

www.interiorhealth.ca

MHSU Emergency service, 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 (including children and youth) in the most acute phase of mental health and substance use challenges. Most often clinicians will meet with persons at the ER in VJH. Once there, an individual can receive support, referral and sometimes admission as required

in order to receive the assistance they require. The CRT team also supports community agencies in the form of consultation to provide the best services for the clients.

*MHSU Emergency services can be reached by attending the ER, by non-emergency phone at **250-260-7893** or by calling the crisis line at **1-888-353-2273**.

Hours of Operation: 9:00am-Midnight 7 days a week
1:00-8:00pm on holidays

The Youth Hub

3104 37TH Ave. Vernon (upstairs at Teen Junction)
www.facebook.com/vernonyouthhub37ave

The Vernon Youth Hub is an inclusive safe space where youth ages 15-25 years old can connect with community and services, including Substance Use issues.
Free Drop In or Referral on Wednesday Afternoons
Follow us on Facebook & Instagram for monthly calendar & weekly updates.

Whitevalley Community Centre

250-547-8866
www.whitevalley.ca

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.

First Nations Friendship Centre

250-542-1247
www.vernonfirstnationsfriendshipcentre.com

MENTAL HEALTH & ADDICTIONS COUNSELLING

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

Axis Intervention Services

(250) 545-1898

203 - 3107A 31st Avenue, Vernon, BC V1T 2G9

www.axisintervention.com

The afterschool group program was jointly developed by School District #22 and AXIS Intervention Services in the latter part of the 2005-2006 School Year. This program was developed to fill the need to treat students who were engaging in high risk drug and alcohol use patterns, often students found using alcohol or drugs during the school day. Rather than the traditional approach of disciplining the students for breaking the rules, the School District looked at the disease model of addiction and took the progressive approach of introducing a program where students can learn more about addiction, their drugs of choice, conduct some self-assessments and be provided with alternative choices in making healthy decisions around alcohol and drug use and peer influence.

The group runs every Thursday from 3:30 – 5:00 pm. at Axis Intervention Services office, located off site from the school. The address is Suite 8, 3101 29th Street, Vernon (The Old Railway Station). This is a continual intake program which means that students can be referred into the group during any session (Thursday). All five sessions must be completed in order for a student to receive a completion certificate.

This group is open to students in the community who have been recommended or mandated by a School Teacher, School Counsellor, District Staff members, and even parents of students.

Cammy Lafleur Street Nurse Outreach Team

www.noyfss.org

www.lumbyhealthcentre.org

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 and increases the safety of the community.

Vernon Location

3100 - 32nd Avenue

Vernon, BC V1T 2L9

Lumby Location

Located at the Lumby Food Bank
2nd Wednesday of every month
1879 Vernon St. Lumby, BC

We supply:

- Personal hygiene items
- Harm reduction supplies
- HIV/Hep C testing
- STI counselling
- Pregnancy testing
- Alcohol and Drug Counselling/Referrals

Here to Help

www.heretohelp.bc.ca

Email: bcpartners@heretohelp.bc.ca

HeretoHelp is a website of the BC Partners for Mental Health and Addictions Information. The BC Partners are a group of seven leading provincial mental health and addictions non-profit agencies: AnxietyBC, BC Schizophrenia Society, Centre for Addictions Research of BC, Canadian Mental Health Association's BC Division, FORCE Society for Kids' Mental Health, Family Services of the North Shore, Jessie's Legacy Program and Mood Disorders Association of BC. We're working together to help people better prevent and manage mental health and substance use problems and live a healthier life.

Alcohol and Drug Information & Referral Service: 1-800-663-1441

Alateen (partnered with Al-Anon)

www.al-anon.alateen.org

Alateen is part of Al-Anon Family Groups. Alateen is a fellowship of young Al-Anon members, usually teenagers, whose lives have been affected by someone else's drinking. Alateen groups are sponsored by Al-Anon members who help the group to stay on track. Alateens come together to:

- share experiences, strength, and hope with each other
- discuss difficulties
- learn effective ways to cope with problems
- encourage one another
- help each other understand the principles of the Al-Anon program
- learn how to use the Twelve Steps and Alateen's Twelve Traditions

[For further information on local meetings and resources please see the website listed above.](#)

The Centre for Addictions Research of BC (CARBC)

www.uvic.ca/research/centres/carbc

Centre for Addictions Research of BC
PO Box 1700 STN CSC
Victoria, BC V8W 2Y2

The Centre for Addictions Research of BC (CARBC) is a network of individuals and groups dedicated to the study of substance use and addiction in support of community-wide efforts to promote health and reduce harm. Our research is used to inform a broad range of projects, reports, publications and initiatives aimed at providing all people in BC and beyond with access to happier, healthier lives, whether using substances or not.

CARBC offers professional learning resources, consultation services and materials for parents – all designed ultimately to help young people develop the drug literacy they need to survive and thrive in our world where drug use is common.

To access these resources, and for more information about CARBC's school-based efforts, visit www.helpingschools.ca or be in touch via helpingschools@carbc.ca.

Kids Help Phone

Toll Free: 1-800-668-6868
www.KidsHelpPhone.ca

Things you should know about Kids Help Phone:

Canada's only toll-free, 24-hour, bilingual and anonymous phone counselling, web counselling and referral service for children and youth. Every day, professional counsellors provide support to young people across the country.

The service is completely anonymous and confidential - we don't trace calls, we don't have call display. You don't even have to tell us your name if you don't want to.

We rely on donations from individuals, companies, clubs and associations to run our service. We also have over 10,000 volunteers who help us raise funds and spread the word about our services.

Choose to Change

250-260-8012

Youth Substance Misuse Treatment Program

A Six Week Day Program for Youth Substance Misuse and experiencing the following difficulties:

- Substance Abuse
- Impulsive Behaviour
- Self- Harm
- Depression
- Anxiety
- Anger Management
- Excessive Worrying
- Confusion about Oneself
- Family Conflict
- Relationship Issues

To discuss the program and obtain an application form, please contact Lory Borges at 250-260-8012.

Youth Substance Use Drop-In Group (D.I.G.)

Drop in – Thursdays 3:00pm – 4:15pm @ 4206 Alexis Park Drive (Yin Ho Gardens Common Space)

Youth Substance Use Drop-In Group

A weekly group for young people who want to dig into their concerns and goals in life and look at how their substance use might be connected to these.

No referral required, just drop-in!

Facilitated by CYMH, Mental Health & Substance Use Services & NOYFSS

Mental Illness Family Support Centre

250-260-3233

www.mifsc.ca

Email: mifsc@shaw.ca

The Mental Illness Family Support Centre is dedicated to providing support, education and advocacy to families of individuals who have a mental illness and/or **substance misuse issue**. We offer a range of programs, services and helpful, practical information. Our Vernon office provides services to families in the North Okanagan. Our staff and Board of Directors are experienced, knowledgeable and devoted. All services are FREE.

Please see the above noted website or call for further information.

Disability Services

Children and Youth with Special Needs (CYSN)

Ministry of Children and Family Development

250-549-5404

3007 35th Ave., Vernon, BC, V1T 2S9

www2.gov.bc.ca

The Children and Youth with Special Needs office provides voluntary services to children and youth up to their 19th birthday. A range of services are offered to support parents including: direct funded respite, contracted respite, point of contact for initiating autism funding, and transition planning to adult services. CYSN contracts with many series including: behavioural support, child and youth care workers, family support, summer programming, nursing support services and homemakers/home support.

To be eligible for CYSN services, children and youth may qualify by one of three ways:

- Autism Spectrum Disorder diagnosis
- Eligible for At Home Program: Support for families caring for children with severe disabilities. Severe disability is currently defined as total dependence of eating, toileting, washing and/or dressing.
- A Developmental/Intellectual Disability diagnosis.

Kindale Developmental Association

250-545-7495

www.kindale.net

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

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 and 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

Independent Living Vernon (People Place)

250-545-9292

www.ilvernon.ca

YOUTH OPPORTUNITIES UNLIMITED (YOU)

(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 www.ilvernon.ca.

For more information about the group please contact Crystal Williams at crystal@ilvernon.ca or Kyla Kongsdorf at kyla@ilvernon.ca.

YOUTH WITH DISABILITIES TRANSITIONING INTO ADULTHOOD

Discover different avenues you can take and choices you can make and receive support with navigating through this process.

Thursdays, 2:00 - 4:00pm or by appointment.

For more information please contact Crystal Williams by phone at 250-545-9292 or e-mail at crystal@ilvernon.ca

Okanagan Boys & Girls Club

250-762-3914

www.boysandgirlsclub.ca

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 www.boysandgirlsclub.ca

SPECIAL NEEDS PROGRAMS

ACHIEVERS PROGRAM - Vernon and Armstrong locations

The Achievers Program is a unique recreation and social program that provides community integration to school-aged children with disabilities. Children participate in social and recreational activities. Each child has an individual goal plan that is developed with our professional staff and parents work toward independence and a lifetime of activity and community involvement. [All participants are referred by MCFD.](#)

For more information contact: Chere Lane, Program Coordinator 250-542-3121 Ext. 127

D.I.Y (Drop-In for Youth) - Vernon

Designed for youth with special needs. A drop in program providing youth between the ages of 13 and 18 a safe place to “hang out”, connect with friends, meet new people, and sign up for activities led by staff.

For more information contact: Chere Lane, Program Coordinator at 250-542-3121 Ext. 127

Life Skills Program - The Power Of Me! - Vernon

Focusing on the age group 13-18 years, youth with special needs have the opportunity to learn vital skills associated with living alone or semi independently, preparing them for the future as an adult. This program blends daily living, personal/social and work related skills into integrated fun lessons designed to increase self-confidence.

Program occurs weekly on Thursdays during the school year. [Participants must be referred by the Ministry of Children and Family Development.](#)

For more information contact: Chere Lane, Program Coordinator 250-542-3121 Ext. 127

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>.

North Okanagan Youth & Family Services Society

(NOYFSS)

250-545-3572

www.noyfss.org

FAMILY/SPECIAL NEEDS PROGRAM

250-549-5404

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

- 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.

Nona Child Development Centre

250-549-1281

www.nona-cdc.com

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.

Supported Child Development Consultants:

- 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

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 success
- 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.

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

First Nations Friendship Centre

250-542-1247

www.vernonfirstnationsfriendshipcentre.com

ABORIGINAL INFANT & EARLY CHILDHOOD DEVELOPMENT PROGRAM

250-542-7578

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

FETAL ALCOHOL SPECTRUM DISORDER (FASD / ARBD PROGRAM)

250-558-5699

Advocacy & community awareness;

INCLUDING:

- Workshops
- Group initiatives
- Capacity building
- Partnerships.

Community Living British Columbia (CLBC)

250-549-5490

201, 2802 – 30th Street, Vernon.

www.communitylivingbc.ca

Community Living BC (CLBC) is a provincial crown agency, mandated under the Community Living Authority Act, that funds supports and services through service agencies for adults with developmental disabilities and their families in British Columbia. CLBC is working to create communities where people with developmental disabilities have more choices about how they live, work and contribute

CLBC works in collaboration with youth and their families and other government organizations and ministries to support youth transitioning to adulthood. Supporting a smooth transition for youth and their families is an important priority for CLBC.

The Youth Transition Support Policy describes the role of CLBC facilitators for assisting youth and their families before a youth turns 19. The policy outlines processes that should be completed before a youth turns 19. It also includes a timeframe for completing required processes, based on a youth's age.

http://www.communitylivingbc.ca/wp-content/uploads/YOU_TRAN_POL_10_19_2016.pdf

For more information, contact CLBC at the number listed above.

Brain Trust Canada

www.braintrustcanada.com

www.brainstreams.ca

250-307-6064

Email: infovernon@braintrustcanada.com

#102 3301 24th Ave.

Vernon, BC V1F 9S8 (inside the John Howard Society)

Brain Trust Canada Association is a progressive community agency dedicated to preventing injury and maximizing independence for people living with brain injury. We currently offer services to individuals with brain injury and their families throughout the interior of BC and our injury prevention efforts have an impact across the nation.

British Columbia Aboriginal Network on Disability Society (BCANDS)

www.bcands.bc.ca

1-888-815-5511

Email: bcands@bcands.bc.ca

The BC Aboriginal Network on Disability Society, is an award winning, provincial, Indigenous, not for profit, charitable Society serving the unique and diverse disability and health resource/support needs of the Indigenous population of British Columbia. BCANDS is a 'stand-alone' organization and the only organization of this type in Canada. It provides a vast array of services to eligible individuals, families and organizations, both within Indigenous communities and within BC's urban and rural centres. If you are an Indigenous person living with a disability, residing within the province of BC, or an on-reserve organization requiring health information/resource and support services, BCANDS may be able to assist.

Okanagan Ability Centre (OAC)

www.abilitycentre@telus.net

1-250-762-7790

Monday – Friday 8:30 AM – 4:30 PM

OAC is a private facility that offers a wide range of psychological assessment and diagnostic services for children, youth and adults.

We provide diagnostic assessments and consultation services for children, youth and adults experiencing a wide range of challenges that may include: learning and intellectual difficulties, Autism Spectrum Disorders, Attention Deficit Hyperactivity Disorder, developmental disability and social emotional or behavioural difficulties. Our assessments support tailored intervention by pinpointing areas of challenge and providing

recommendations to improve functioning across areas. Diagnostic assessment can also facilitate access to services in a variety of educational and community settings.

We work with other professionals in the community, including family physicians, pediatricians, psychiatrists, child development centers, government ministries, and school personnel, to provide comprehensive assessment services and coordinated intervention.

Developmental Disability Mental Health Services (Interior Health)

250-549-5737

www.interiorhealth.ca

Developmental Disability Mental Health Services (DDMHS) provides mental health services for individuals aged 14 years or older who have developmental disabilities. The program is delivered by Interior Health staff located throughout the Interior Health region. Team members include psychiatrists specializing in developmental disability issues, psychiatric nurses and behavioral consultants.

Requires a physician referral. Please contact the Vernon Health Unit for further information.

Employment Services

Community Futures

250-545-2215

www.futuresbc.com

Community Futures North Okanagan is a community-based not-for-profit corporation offering a comprehensive selection of business and employer services, employment assistance services, and economic development as determined and required by local and regional communities.

EMPLOY-YOUTH EMPLOYMENT PROGRAM

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 www.futuresbc.com

For any further information please contact: Angie Fisher Employ Program Coordinator

250-545-2215 ext. 215

angief@futuresbc.com

Brad Kaludis Employ Job Coach

250-545-2215 ext 242

bradk@futuresbc.com

Independent Living Vernon (People Place)

250-545-9292

www.ilvernon.ca

Also known as the **Disability Resource Centre**, Independent Living is a resource centre that assists People with Disabilities providing social support and information referral.

There are two Registered Social Workers at the office who assist with completing the applications for Provincial Disability and provide assistance and information about applying for other disability services.

Programs we offer are:

Disability Parking Permit Program

Youth Opportunities Unlimited

Friendship Peer Support

FAST TRACK AND LAND A JOB

This program helps you land the job you want, provides ergonomic and/or assistive technology assessments and solutions, provides continuous support.

Participant Eligibility:

Have a self-declared disability

At least 15 years old and want a part-time job

Want control over your life

Want to make your own decisions

For both programs contact: Mindy Rollins at 250-492-5289 or email at mindyr@neilsquire.com

Vernon & District Immigrant Services Society

General Inquiries: 250-542-4177

WorkBC Services: 250-542-4612

www.vdiss.com

www.facebook.com/vernoniss

Servicing immigrants, visible minorities, First Generation Canadians and their families in Vernon, BC, through services: Assisting in orientation and settlement of newcomers. Assisting and encouraging them to participate in Canadian society and their community. Assisting in employment readiness, credentials, interpreters & translator services for the North Okanagan. Provision of English as a second language services.

NEXUS BC

250-545-0585

CONNECTING IMMIGRANTS WITH EMPLOYERS

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.

Whitevalley Community Resource Centre

250-547-8866

www.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.](#)

THE COMMUNITY YOUTH INITIATIVE (C.Y.I) CAPI

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 Youth & Family Services Society (NOYFSS)

250-545-3572

www.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

The Okanagan Indian Band (OKIB) Community

Services and Development Department

1-866-542-4328

www.okib.ca

Administers a variety of programs and services on behalf of Health Canada and Aboriginal Affairs and Northern Development Canada (AANDC formerly INAC).

All programs are funded through the Health Canada's First Nations Inuit Health Branch (FNIHB) and AANDC by way of Contribution Agreements. The Department must administer and provide these programs and services in a manner that complies with Health Canada and AANDC criteria.

Services fall within the following sub-departments:

Health

Child and Family Services

Social Development

Membership Services

Employment and Training (OTDC)

First Nations Friendship Centre

250-558-3345

www.vernonfirstnationsfriendshipcentre.com

EMPLOYMENT SERVICES

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

LIFE SKILLS YOUTH PROGRAM

Is a youth council driven program providing a range of recreational, cultural and social programs. Working to increase educational and employment opportunities. Offering urban Aboriginal/ Metis youth leadership opportunities.

Core programs of the Life Skills Youth Leadership Centre are focused on the development of personal and leadership assets in youth.

YOUTH AGREEMENT SUPPORT

Youth Agreement Support is a program providing youth living on youth agreements with a Youth Support Worker who will aid in the development of skills needed for independence by providing support and guidance to youth in areas such as looking for a place to live, registering in school and employment search activities.

The Youth Support Worker will assist youth in connecting with their culture by referring to the Roots are Forever and Family Circle Programs, encourage participation in local cultural events and provide opportunity for inclusion and participation of elders in the program.

Service Canada

1-800-662-6232

www.servicecanada.gc.ca

Service Canada provides Canadians with a single point of access to a wide range of government services and benefits including employment information. We are committed to improving services for Canadians by working with partners to provide access to the full

range of government services and benefits that Canadians want and need through the Internet, by telephone, in person or by mail.

First Nations Services

Vernon First Nations Friendship Centre

250-542-1247

2904-29th Ave

Vernon, BC

www.vernonfirstnationsfriendshipcentre.com

“To provide culturally appropriate health and social programs and services for all people”

The Centre is a place where people can meet for social, recreational, cultural and education activities. There are diverse programs that offer support and many opportunities for prevention, counselling, prenatal care, early childhood development, youth and elder programs, housing for young people (19 – 30 years), and employment and training programs.

We continue to advocate and embrace our right Aboriginal heritage through our various cultural events and activities and in particular our season events throughout the year.

KUU-US Crisis Services Aboriginal Crisis Line

Toll Free: 1-800-588-8717

www.kuu-uscrisisline.ca

Crisis phone line workers assist with problem solving, establishing support services, developing safety plans, conducting suicide risk assessments, offering referrals and safety monitoring at risk individuals. These services are 24 hours a day for Aboriginal people throughout the province of British Columbia. Specific services for Child/Youth and Adult/Elders.

The Okanagan Indian Band (OKIB) Community

Services and Development Department

1-866-542-4328

www.okib.ca

Administers a variety of programs and services on behalf of Health Canada and Aboriginal Affairs and Northern Development Canada (AANDC formerly INAC).

All programs are funded through the Health Canada's First Nations Inuit Health Branch (FNIHB) and AANDC by way of Contribution Agreements. The Department must administer and provide these programs and services in a manner that complies with Health Canada and AANDC criteria.

Services fall within the following sub-departments:

- Health
- Child and Family Services
- Social Development
- Membership Services
- Employment and Training (OTDC)

Vernon Native Housing Society

250-542-2834

www.vernonnativehousing.ca

The purpose of the society is to carry out programs consistent with those of charitable organizations to provide low-cost housing to low-income families and/ or individuals of both aboriginal and non-aboriginal descent within the Vernon area.

Offers many different housing types to suit the needs of the low-income families/ individuals in the community. These housing types include: single family homes, small multifamily complexes, two to five bedroom townhouses, one to three bedroom accessible units, one and two bedroom apartments. Vernon Native Housing Society also has three BC Housing portable rent subsidies which allows families flexibility in where they choose to live.

Vernon & District Metis Association (VDMA)

778-475-0823

www.vdmametis.com

#005 3402 27th Ave (take elevator or stairs down)

Vernon BC V1T 1S1

Office Hours

Monday 10:00 am - 2:00 pm

Friday 9:00 am - 1:00 pm

Phone #778-475-0823

Email: vdmametis@gmail.com

Our mission is to bring together the Metis nation within the Vernon and surrounding area. To teach the language, culture and heritage of the Metis people and further the knowledge of our culture within our Metis youth. To show how proud we are as Metis and to show our respect to our Metis Elders.

British Columbia Aboriginal Child Care Society (BCACCS)

www.acc-society.bc.ca

1-604-913-9128

Email: reception@acc-society.bc.ca

The BCACCS is committed to nurturing excellence through community outreach, training, education, research and advocacy, to ensure every Aboriginal child in BC has access to spiritually enriching, culturally relevant, high quality early childhood development services.

British Columbia Aboriginal Network on Disability Society (BCANDS)

www.bcands.bc.ca

1-888-815-5511

Email: bcands@bcands.bc.ca

The BC Aboriginal Network on Disability Society, is an award winning, provincial, Indigenous, not for profit, charitable Society serving the unique and diverse disability and health resource/support needs of the Indigenous population of British Columbia. BCANDS is a 'stand-alone' organization and the only organization of this type in Canada. It provides a vast array of services to eligible individuals, families and organizations, both within Indigenous communities and within BC's urban and rural centres. If you are an Indigenous person living with a disability, residing within the province of BC, or an on-reserve organization requiring health information/resource and support services, BCANDS may be able to assist.

Indian Residential School Survivors Society

www.fnha.ca

Counselling: 1-877-477-0775

Crisis Line: 1-866-925-4419

Mandate of IRSS: “ To assist First Nation Peoples in BC to recognize and be holistically empowered from the primary and generational effect of the residential schools by supporting research, education, awareness, establishing partnerships and advocating for justice and healing. The Society assists survivors with counselling, court support, information, referral workshops and more.”

The IRSSS has a wealth of experience delivering wellness and healing services to Indian Residential School survivors and intergenerational survivors throughout BC. IRSSS provides essential services survivors, their families and to those dealing with intergenerational traumas. These impacts affect every family and every community across BC and Canada.

The services include:

- Grief and loss counselling
- Crisis counselling
- Trauma counselling, family and group counselling

- Clinical therapy, Art therapy, Alternative healing therapy
- Energy healing
- Emotional support for people in the settlement process
- Basic life skills coach
- Educational workshops on a broad range of health issues
- Traditional healing methods & medicines
- Traditional foods sourcing and preparation

Indian Residential School Survivors and Family Crisis Line:

1-866-925-4419

The IRSSS crisis line is available 24 hours a day for anyone experiencing pain or distress as a result of his or her residential school experience.

Counselling:

1-877-477-0775

The Indian Residential Schools Resolution Health Support Program provides former IRS students and their families regardless of status or place or residence within Canada, with access to counselling, as well as cultural and emotional support services. The program also provides assistance with the cost of transportation when counselling and cultural support services are not locally available.

Aboriginal Health

www.interiorhealth.ca

Aboriginal Health is an integral part of our Population Health portfolio in Interior Health (IH). Aboriginal Health not only focuses on improving the health of the Aboriginal people we serve, but also contributes and supports all areas of health within IH.

Services may include: primary care, mental health and substance use support, chronic disease prevention workshops, fall and injury prevention, dental care, and health education. Services are provided in a partnership with Interior Health.

Syilx Okanagan Nation Alliance (ONA)

www.syilx.org

1-866-662-9609

The ONA mandate is to work collectively to advance and assert Okanagan Nation title and rights over the Okanagan Nation Territory. This is the vision and future of the Syilx people and a fundamental strategic direction for today.

The following are strategic priorities:

- Protection, preservation and enhancement of the peoples, lands and resources of the member bands of the Okanagan Nation
- Promotion, enhancement and preservation of the Okanagan Native history, language and culture
- Promote and create a public awareness of the Okanagan nation Alliance concerns, position and accomplishments in the areas of political, social, economic and cultural development.
- Protection, enhancement and preservation of the environment, fish and wildlife resources located within the traditional territories of the Okanagan Nation.

Aboriginal Patient Navigator

www.interiorhealth.ca

Office: 250-558-1200 (ext. 4130)

Cell: 250-309-9436

Hours : Monday –Friday (excluding Stats)

Located at Vernon Jubilee Hospital, the Aboriginal Patient Navigator is a resource for Aboriginal patients/clients and families to help them connect to the right services to meet their health care needs. They are also a resource for health care providers to make health care services culturally safe and assist them in connecting with Aboriginal services.

- Help patients understand and access health services
- Provide connections to religious and spiritual services
- Provide advocacy and emotional support
- Work as a part of the multidisciplinary team to connect to services on discharge

First Nations in BC Knowledge Network

www.fnbc.info

A space to exchange information between First Nations communities. It's directory includes comprehensive lists of First Nations communities, organizations and partners.

Please see website for a full list of resources available.

Mental Illness Family Support Centre

www.mifsc.ca

250-260-3233

Email: mifsc@shaw.ca

STRENGTHENING FAMILIES TOGETHER – FIRST NATION EDITION PROGRAM

Strengthening Families Together First Nations Edition is about more than education; it is about strengthening family members and friends of individuals with a serious mental illness by providing support, awareness, and tools in a culturally safe environment. It's about sharing our family stories, walking the journey together and moving forward with renewed strength, hope and understanding.

Cultural Safety: Facilitators are trained family members from the community with lived experience. The program is adaptable for traditional cultural practices to be included and honored. Elders are encouraged to participate at any capacity depending upon the community.

This program was revised by the BC Schizophrenia Society (BCSS) and is offered to First Nations and aboriginal people across the province. The course is offered, at no cost to facilitators or participants

This program is offered locally by the Mental Illness Family Support Centre. To obtain information about registration, please contact **250-260-3233** or go to the website at www.mifsc.ca.

Aboriginal Legal Aid

www.aboriginal.legalaid.bc.ca

Toll Free: 1-866-577-2525

Mon, Tues, Thurs, Fri 9am-4pm

Wed 9am-2:30pm

Helping Aboriginal people across BC understand their legal rights. Legal aid is available to anyone who self identifies as Aboriginal (Status and Non Status Indians, First Nations, Inuit and Metis). This website is also for those living on reserve and off reserve.

Legal Aid BC (Legal Services Society) provides legal aid in British Columbia. It's priority is to serve the interests of people with low income, but there are many services available to all British Columbians.

[Please call or see website for a full description of resources and services available.](#)

Legal Services

Legal Aid BC (Legal Services Society)

www.legalaid.bc.ca

Toll Free: 1-866-577-2525

Mon, Tues, Thurs, Fri 9am-4pm

Wed 9am-2:30pm

Legal Aid BC (Legal Services Society) provides legal aid in British Columbia. It's priority is to serve the interests of people with low income, but there are many services available to all British Columbians.

Please call or see website for a full description of resources and services available.

Aboriginal Legal Aid

www.aboriginal.legalaid.bc.ca

Toll Free: 1-866-577-2525

Mon, Tues, Thurs, Fri 9am-4pm

Wed 9am-2:30pm

Helping Aboriginal people across BC understand their legal rights. Legal aid is available to anyone who self identifies as Aboriginal (Status and Non Status Indians, First Nations, Inuit and Metis). This website is also for those living on reserve and off reserve.

Legal Aid BC (Legal Services Society) provides legal aid in British Columbia. It's priority is to serve the interests of people with low income, but there are many services available to all British Columbians.

Please call or see website for a full description of resources and services available.

LEGAL ADVOCACY PROGRAM

250-542-3555 ext. 209

#102-3301 24th Ave. Vernon

By Appointment Only or Drop-in on Wednesday 9:00am – 3:30pm.

A legal advocate cannot give legal advice. For both men and women.

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

Public Guardian and Trustee (PGT)

www.trustee.bc.ca

1345 St. Paul Street

Kelowna, BC V1Y 2E2

250-712-7576

250-712.7578

E-mail: mail@trustee.bc.ca

The PGT provides services to clients through three broad operational program areas: Child and Youth Services; Services to Adults; and Estate and Personal Trust Services. These programs are in turn supported by Client Finance and Administrative Services; and Legal Services. The Executive Office provides overall direction, coordination and planning, policy and communications support.

Child and Youth Services include: Trust Services, Infant Settlements, Property Guardian Services, Protective Services.

Please call or visit the website listed above for further information.

Community Supports

Upper Room Mission Society

250-549-1231

www.upperroommission.ca

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.

Vernon BC Food Bank

250-549-4111

250-547-2225 (Lumby)

3303 – 32 Ave, Vernon

www.vernonhouseofhope.com

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.

Cherryville Community Food Bank Society

250-547-6646

250-547-6444

www.cherryville.net

Contacts (no calls after 8pm please):

Sharon Harvey 1-250-547-6646, Shirley Mitchell 1-250-547-6444.

Common Threads

Vernon Alliance Church

www.vernonalliance.org

Address: 2601 43rd Ave, Vernon, BC V1T 3L1

(250) 545-7105

Common Threads is located in The Arbour and is open Mondays from 3 to 5pm and Thursdays from 9:30 to 11:30am. If you or your family are in need of good used clothes, check it out. All items are FREE as well as a meal! Common Threads also offers free haircuts when a stylist is available.

The Salvation Army

250-549-4111

www.salvationarmy.ca/britishcolumbia/tag/vernon

The Salvation Army is passionately committed to eradicating poverty and caring for people who are struggling. The Salvation Army is working to address the dehumanizing scourge of poverty and injustice and educate the public about what it means to live in poverty – and what they can do to help.

The Salvation Army is an international Christian organization that began its work in Canada in 1882 and has grown to become the largest non-governmental direct provider of social services in the country. The Salvation Army gives hope and support to vulnerable people today and every day in 400 communities across Canada and more than 125 countries around the world. The Salvation Army offers practical assistance for children and families, often tending to the basic necessities of life, providing shelter for homeless people and rehabilitation for people who have lost control of their lives to an addiction.

Good Food Box

250-545-7617 (Vernon)

250-547-9226 (Cherryville)

250-547-8866 (Lumby)

www.goodfoodbox.net

Email: info@goodfoodbox.net

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.

Food Action Society of the North Okanagan

www.foodaction.ca

250-275-8814

The Food Action Society of the North Okanagan is committed to cultivating a healthy, sustainable, regional food system. [Please see our website for further information on the local projects we administer or support.](#)

Saturday Street Lunch

All Saints Anglican Church

www.allsaintsvernon.org

(250) 542-3179

3205 27 St, Vernon, BC V1T 4W8

The Ecumenical Concerns Committee coordinates the work of providing a free, public hot lunch on Saturdays throughout the year. The lunch is hosted at All Saints each week; our parish provides a volunteer team to produce and serve the lunch on a rotation basis with other groups.

Okanagan Regional Library

NORTH OKANAGAN (VERNON)

250-542-7610

2800 - 30th Ave

Vernon, B.C. V1T 8S3

www.orl.bc.ca/branches/Vernon

HOURS: Monday: 10:00 a.m. to 5:30 p.m. Tuesday: 10:00 a.m. to 9:00 p.m. Wednesday: 10:00 a.m. to 9:00 p.m. Thursday: 10:00 a.m. to 9:00 p.m. Friday: 10:00 a.m. to 5:30 p.m. Saturday: 10:00 a.m. to 5:30 p.m. Sunday: 12:00 p.m. to 4:00 p.m. Oct. 19 to Apr. 19.

135

Information and images provided in this manual are from external organizations. School District #22 is not responsible for the accuracy, reliability or authenticity.

For more up-to-date information please refer to the references provided.

May 2017

All branches closed on statutory holidays.

Visit the above website for further information on all of Okanagan Regional Library locations.

Royal Canadian Mounted Police (RCMP)

www.rcmp-grc.ca

Emergency **9-1-1**/ Non-emergency **250-545-7171**

3402 30th Street

Vernon, British Columbia V1T 5E5

Fax: 250-260-7191

Hours of operation:

General services: Monday-Friday 8:30 a.m. - 4:30 p.m.

Services available:

Criminal records check

Police certificate

Fingerprints

Vulnerable sector check

Report a crime

General information

Document verification

Non-emergency complaints

Firearm enquiries

Restricted use operation permits (e.g. ATV's etc)

Lumby Detachment: 250-547-2151

2208 Shuswap Ave, Lumby, BC V0E 2G0

Vernon & District Immigrant Services Society

General Inquiries: 250-542-4177

WorkBC Services: 250-542-4612

www.vdiss.com

www.facebook.com/vernoniss

Servicing immigrants, visible minorities, First Generation Canadians and their families in Vernon, BC, through services: Assisting in orientation and settlement of newcomers. Assisting and encouraging them to participate in Canadian society and their community. Assisting in employment readiness, credentials, interpreters & translator services for the North Okanagan. Provision of English as a second language services.

Child and Youth Mental Health Resources for Educators

Kelty Mental Health Resource Centre

www.keltymentalhealth.ca/education

A provincial resource centre with mental health and substance use information, resources and peer support for children, youth and their families from across BC. The Kelty Mental Health Resource Centre website has a section for school professionals with links to resources and information about upcoming events and professional development opportunities.

Here to Help - School Resources for BC

www.heretohelp.bc.ca/schools

Produced by the BC Partners for Mental Health and Addictions Information, this catalogue provides information on BC Partners resources and lesson plans that school professionals can draw upon to both educate and assist students in matters related to mental health and substance use.

Centre for Addictions Research of BC: Helping Schools

www.helpingschools.ca

Helping schools seeks to help educators stimulate students to think differently about drugs and to explore the meaning of drugs in human experience. These resources include health education modules, evidence-based promising practices and tools to support positive school initiatives.

Teen Mental Health

www.teenmentalhealth.org/care/educators

Comprehensive and evidence-based mental health literacy resources for educators, students and school staff. Resources are customizable based on student and school community needs.

Open Mind BC

www.openmindbc.ca/teachers

An information hub containing mental health tools and resources for youth, families and teachers.

Healthy Schools BC

www.healthyschoolsbc.ca/category/11/positive-mental-health

www.healthyschoolsbc.ca/category/13/substance-use

A list of programs and supports for positive mental health and substance use. School connectedness is a protective factor for student wellness. For practical strategies related to fostering school connectedness, visit www.healthyschoolsbc.ca/key-focus-areas/school-connectedness

Social and Emotional Learning (SEL) Resource

Finder

www.selresources.com

The Faculty of Education at the University of British Columbia has created this online resource about social and emotional learning (SEL) and mental health (MH) in children and youth. The site is targeted to adults who work with children and youth including teachers, school administrators, afterschool program facilitators, and coaches.

Stop Wondering, Start Knowing: A Mental Health

Video Resource for Schools

www.mindcheck.ca/schools

A video-based resource to help build understanding and begin a dialogue about mental health and substance use in classrooms and schools. This resource includes a facilitation guide, video stories from youth with lived experience with mental health challenges, and discussion activities.

Healthy Minds, Healthy Youth: A Speak Up Lesson Activity

Designed to be used in grade 10 planning classes, this lesson activity enhances students' understanding of mental health through researching information on the mindcheck.ca website.

The Mental Health and High School Curriculum

Guide

www.teenmentalhealth.org/curriculum

An evidence based global mental health literacy resource designed for teacher application in grades 9 and 10. The guide is completely web-based and includes teacher self-assessment/self-study; classroom ready lesson plans and materials; animated videos; PowerPoint presentations; and other supplementary resources. A teacher's training program on its use is also available.

Transitions

www.teenmentalhealth.org/toolbox

An evidence-based Canadian resource designed to assist students in the transition from secondary to post-secondary schooling. It is designed for application in grade 12 and for use in orientation packages for first year post-secondary students. It is available in a variety of forms including hard copy monograph; hard copy passport; ebook; and app for iPhone.

Pan Canadian Joint Consortium Mental Health Toolkit

www.jcshpositivementalhealthtoolkit.com

A toolkit designed to promote positive mental health perspectives and practices in the school context. The toolkit is meant to facilitate a shift in practice and set in motion a process for engaging school and community strengths in fostering the positive development of children and youth.

Mental Health Commission of Canada (MHCC)

HEADSTRONG Toolkits

www.mentalhealthcommission.ca/English/initiatives-and-projects/headstrong

(Click on 'Related Documents' tab at the bottom of the page)

The Mental Health Commission of Canada (MHCC) has developed toolkits to assist schools in planning mental health related initiatives. The toolkits provide information and ideas to help schools design and implement an anti-stigma youth summit and create and sustain school-based activities.

Support Services

Kelty Mental Health Resource Centre

Tel: 604-875-2084 | Toll-Free: 1-800-665-1822

www.keltymentalhealth.ca

www.keltycentre@cw.bc.ca

www.youtube.com/user/KeltyMentalHealth

The Kelty Mental Health Resource Centre offers information, resources, help with system navigation, and peer support to children, youth and families dealing with mental health and substance use challenges across BC. The centre also provides resources and peer support to individuals of any age struggling with an eating disorder.

The F.O.R.C.E. Society for Kids Mental Health

www.forcesociety.com

A provincial resource centre that provides mental health and substance use information, resources, and peer support to children, youth and their families from across BC.

Anxiety BC

www.anxietybc.com

www.youth.anxietybc.com

A non-profit organization whose mission is to increase awareness and education of anxiety disorders, increase access to evidence-based treatment, and to encourage and develop new treatments and delivery.

ABC' S of Mental Health

www.hincksdellcrest.org

Lots of tips and resources for dealing with anxiety in the classroom.

Mindfulness for Teens

www.mindfulnessforteens.com

Lots of helpful audio recordings for guided mindfulness exercises and visualizations (created by Dr. Vo and BC Children’s Hospital).

Dartmouth College Relaxation Exercises

www.dartmouth.edu/~healthed/relax/downloads.html

Downloadable mp3 files of a variety of relaxation exercises.